

NATIONAL SKILL QUALIFICATION FRAMEWORK QUALIFICATION FILE

Version 6: Draft of 08 March 2016

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Beauty and Wellness Sector Skill Council
Office No. 405-406, 4th Floor, DLF City Court,
M.G. Road, Sikanderpur, Gurgaon-122002

Name and contact details of individual dealing with the submission

Name: Ms. Annu Wadhwa

Position in the organisation: COO

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List of documents submitted in support of the Qualifications File

1. Qualifications Pack
2. Industry Validations letters
3. Industry Endorsement tracker
4. Integrated Occupational Map
5. Summary Sheet

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

SUMMARY

Qualification Title	Yoga Instructor
Qualification Code	QP BWS/ Q2201
Nature and purpose of the qualification	Nature of the qualification - a Qualification Pack (QP) The main purpose of the qualification - to get unemployed people into work
Body/bodies which will award the qualification	Beauty & Wellness Sector Skill Council (BWSSC)
Body which will accredit providers to offer courses leading to the qualification	Beauty & Wellness Sector Skill Council (BWSSC)
Body/bodies which will carry out assessment of learners	Confederation of Indian Industry (CII)
Occupation(s) to which the qualification gives access	Yoga Instructor (Yoga Services)
Licensing requirements	N/A
Level of the qualification in the NSQF	Level 4
Anticipated volume of training/learning required to complete the qualification	226 hours
Entry requirements and/or recommendations	Class VIII preferably
Progression from the qualification	Yoga Teacher (level 5)
Planned arrangements for the Recognition of Prior learning (RPL)	Currently Beauty & Wellness Sector Skill Council (BWSSC) is doing the RPL assessments after covering learning hours of 20 hours and then followed by the assessments. The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles- <ol style="list-style-type: none">1. Theory- weightage 70%2. Practical- Weightage 30% (Hands on assessment + Viva) The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	also based on the job role and the practical questions are assessed on the hands on performance. (Detailed Assessment Plan is attached in the folder)
International comparability where known	This Level 4 qualification compares with UK NOS: Level 2 NOS Mapping is NA.
Date of planned review of the qualification.	Post 15 th Oct 2019

Formal structure of the qualification			
Title and identification code of component.	Mandatory/Optional	Estimated size (learning hours)	Level
BWS/N9001 Prepare and maintain work area	Mandatory	12	3
BWS/N2201 Conduct the Basic Yoga sessions	Mandatory	190	4
BWS/N9002 Maintain health and safety at the workplace	Mandatory	12	3
BWS/N9003 Create a positive impression at the workplace	Mandatory	12	3

Please attach any document giving further detail about the structure of the qualification – e.g. a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

SECTION 1 **ASSESSMENT**

Body/Bodies which will carry out assessment:

Confederation of Indian Industry (CII)

How will RPL assessment be managed and who will carry it out?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:

The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles-

- Theory- weightage 70%
- Practical+ VIVA- Weightage 30% (Hands on assessment + Oral questioner)

The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands on performance.

Criteria on decision making & process manual is attached in the folder (Attachment name – Assessment Process)

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

Title of Component: Yoga Instructor

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Yoga Instructor

Qualification Pack BWS/Q2201

Sector Skill Council Beauty and Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluation for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
1.BWS/N9001 (Prepare & maintain work area)	PC1. ensure that environmental conditions are suitable for the client and the services to be carried out in a hygiene and safe environment	100	15	3	12
	PC2. select suitable equipment/products/tools etc. required for the services		19	5	14
	PC3. set up the equipment/tools etc. and prepare for services in adherence to the organization's procedures and product/ equipment/ tools related guidelines		20	4	16
	PC4. sterilize and clean the tools/ machinery/ equipment before and after the usage		17	2	15
	PC5. dispose waste materials (if applicable) in adherence to the organization's and industry requirements		14	4	10
	PC6. store records, materials and equipment securely in line with the organization's policies		15	4	11
				100	22
2. BWS/N2201 (Conduct the basic yoga sessions)	PC1. ensure appropriate ambience for guests to perform yoga	100	3	1	2
	PC2. ensure readiness and preparedness of the		4	1	3

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	guests to be able to take the session like empty stomach etc.			
	PC3. provide appropriate opening and closure of the session through prayer/chanting/meditation	5	1	4
	PC4. perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization	5	1	4
	PC5. perform and instruct classical asana as agreed with the guest and arrangement of the organization	5	1	4
	PC6. perform and instruct pranayama's as agreed with the guest and arrangement of the organisation	4	1	3
	PC7. recognise, adjust, and adapt to specific guest needs in the evolving professional relationship	3	1	2
	PC8. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guest's progress, and cope with unique difficulties / successes adjust appropriate practice strategies to the guests	4	1	3
	PC9. elicit the goals, expectations and aspirations of the guests	3	1	2
	PC10. assist the supervisor to integrate information from the intake, evaluation, and observation to	5	1	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	develop a working assessment of the guest's condition, limitations and possibilities			
	PC11. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	4	1	3
	PC12. provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	4	1	3
	PC13. practice effective guest-centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	3	1	2
	PC14. gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities	4	1	3
	PC15. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	3	1	2
	PC16. inform guests in various forms of yoga and its effect on body and mind	4	1	3

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	PC17. use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages, and ability levels to create effective practices against ailments	4	1	3
	PC18. apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life	5	1	4
	PC19. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards	3	1	2
	PC20. assist guests to perform all techniques effectively	4	1	3
	PC21. evaluate asanas performed by guests and recommend correction whenever required	3	1	2
	PC22. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind	3	1	2
	PC23. ensure guests satisfaction and assist in answering all guest queries	3	1	2
	PC24. store guest and equipment records, securely in line with the organization's policies	3	1	2
	PC25. leave the work area in a clean and hygienic condition suitable for further classes	3	1	2
	PC26. document the client chart (sattva, rajas, tamas), contra	3	1	2

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed				
	PC27. ensure appropriate ambience for guests to perform yoga		3	1	2
			100	27	73
3. BWS/N9002 (Maintain health and safety at the workplace)	PC1. set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements		10	3	7
	PC2. clean and sterilize all tools / machines/ equipment before and after the use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		10	3	7
	PC4. dispose waste materials (if applicable) in accordance to the industry accepted standards	100	12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		15	3	12
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		10	3	7
	PC8. report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. use machines, tools, equipment, chemicals and products in accordance with the organization's		13	3	10

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

			100	26	74
4. BWS/N9003 (Create a positive impression at work area)	PC1. maintain good health and personal hygiene	100	8	2	6
	PC2. comply with organisation's standards of grooming and personal behaviour		9	3	6
	PC3. meet the organisation's standards of courtesy, behaviour and efficiency		5	1	4
	PC4. stay free from intoxicants while on duty		6	1	5
	PC5. wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC7. record details related to tasks, as per procedure		5	2	3
	PC8. participate in workplace activities as a part of the larger team		5	1	4
	PC9. report to supervisor immediately in case there are any work issues		3	1	2
	PC10. use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		7	2	5
	PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		7	2	5
	PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

	PC13. assist and guide clients to services or products based on their needs		4	1	3
	PC14. report and record instances of aggressive/ unruly behaviour and seek assistance		4	1	3
	PC15. use communication equipment (phone, email etc.) as mandated by your organization		4	1	3
	PC16. carry out routine documentation legibly and accurately in the desired format		4	1	3
	PC17. file routine reports and feedback		4	1	3
	PC18. maintain confidentiality of information, as required, in the role		6	2	4
			100	27	73

Means of assessment 1

Means of assessment 2

Pass/Fail

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

SECTION 2 **EVIDENCE OF LEVEL**

Awarding bodies will enter a proposed NSQF level for the qualification in the Qualification File Summary. This section asks for the evidence on which that proposal is based. The evidence must refer to the level descriptors of the NSQF.

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

OPTION A

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The job holder is expected to independently demonstrate yoga asana, pranayama's, relaxation techniques, loosening exercises etc. in sessions for individual or group settings for along with maintaining work area, health & safety at workplace and positive impression at the workplace.</p>	<p>The Yoga Instructor is a professionally trained individual who works in familiar, predictable, routine situation of clear choice such as preparing the equipments/products and work area ahead of service delivery to ensure the efficiency and effectiveness of conducting treatments considering the standards of operation of the organization, provide appropriate opening and closure of the session through prayer/chanting/meditation, perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization, perform and instruct classical asana as agreed with the guest and arrangement of the organization, perform and instruct pranayama's as agreed with the guest and arrangement of the organisation.</p> <p>The individual is also expected to maintain a safe and hygienic environment at the work area to reduce potential risks to self and others and personal grooming and behaviour to execute tasks as per the organization's standards and create a positive impression at the workplace.</p> <p>Since the job holder is expected to independently perform work of familiar, predictable and routine nature within situations of clear choice within Yoga Services as mentioned above s/he can be placed at Level 4.</p> <p>This role requires the job holder to work in a familiar, predictable, routine of clear choice and the activities that s/he is expected to perform are not limited in range such as</p>	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guest's progress, and cope with unique difficulties / successes adjust appropriate practice strategies to the guests, therefore the job holder can't be placed at Level 3</p> <p>As the job holder is not required to exhibit well developed skill in Yoga Services such as Conduct Ashtanga Vinyasa Yoga Sessions/ Advanced Yoga sessions/ Hatha Yoga sessions, hence s/he does not qualify for Level 5.</p>	
Professional knowledge	<p>The job holder is expected to exhibit the factual knowledge about the range of Yoga practices and their potential effects, basic knowledge of Human Anatomy and Physiology including all major systems of the body and their interrelationships, contra-indications related to various yoga & related techniques along with health and safety regulations & guidelines</p>	<p>The job holder is expected to exhibit factual knowledge of the field of Yoga such as Knowledge of applicable legislations/ evolution of the teachings and philosophy of Yoga tradition/ understanding of Patanjali Yoga Sutras. The individual should also have knowledge of shuddhi/detoxification/ Ashtanga yoga with yama & niyama / Yogic diet and Yogic lifestyle.</p> <p>Since all the above mentioned areas are related to factual knowledge in the field of Yoga services, the role qualifies for Level 4.</p> <p>The job holder is expected to know more than basic facts and principles, such as he/she is expected to be familiar with the manufacturer's instructions to use the Yoga equipments/ products. S/he is also expected to know classifications of Asanas/ pranayams and the mechanical/ physiological/ psychological and reflex effects of each. Since this role requires factual knowledge of field of Yoga services, it cannot be pegged at level 3.</p>	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		Further, since the job holder is not expected to be aware of principles/ general concepts in the field of Yoga services like the study of all the postures involved in ashtanga vinyasa/ hatha/ advanced yoga & their effects and implications . Hence, it can't be pegged at level 5	
Professional skill	The job holder is expected to plan and organize the regular treatments to be conducted on clients as well as keep a record of clients' bookings and schedule of services. Further, the job holder must be able to take the day to day decisions and solve problem/s at work. The job holder should also be able to critically analyse the information gathered about client/ product/ service/ others and arrive at a conclusion.	<p>The job holder is expected to recall and demonstrate practical skills, and s/he should be routine and repetitive in a narrow range of application such as decision making ability, documentation of customer's feedback, building customer relationships, being a problem solver etc. The job holder must also be able to periodically share knowledge acquired using appropriate rules and tools and practically apply learning from feedback and other sources using quality concepts to improve their output.</p> <p>Since all the above mentioned professional skill are related to demonstrating practical skills, which are routine and repetitive in a narrow range and using appropriate rule and tool within Yoga services, the role qualifies for Level 4.</p> <p>The Job holder is expected to possess professional skills more than just demonstrating practical skills, which are routine and repetitive in a narrow range but also using appropriate rule & tools such as conduct negotiations with the customers while selling any Yoga services, understanding the offered services when selling and explain the details of the same to ensure better understanding of potential benefits to the customer. S/he is also expected to use quality concepts such as clarifying the guest's expectation/ queries by doing proper probing & para phrasing in regards to outcomes the guest can expect on</p>	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>the completion of the Yoga services. Hence, the job holder can't be placed at Level 3.</p> <p>Further since the job holder doesn't require to use cognitive skills to accomplish tasks and solve problems at the workplace such as developing plans and procedures for management of emergencies in accordance to the organization and industry standards and that's why s/he can't be placed at level 5</p>	
Core skill	<p>The individual is expected to exhibit sound communication skills including strong client relationship establishment and maintenance, perform respective record maintaining work using basic arithmetic/ algebraic principles and possess basic understanding of environment to cater to the different requirements of varied types of clientele.</p>	<p>The job holder is expected to exhibit written and verbal communication skills, with the minimum level of clarity expected) so as to have pleasant and engaging conversations by responding promptly and positively to further enquiries and make efforts to obtain new business, the skill of basic arithmetic and algebraic principles, basic understanding of the social, political and natural environment such as knowledge of documenting call logs by getting all the required information in the enquiry form/reports/task lists/schedules, knowledge of drafting memos and e-mail providing work updates and enquiring relevant information's by questioning clients about their interest in exercise and previous experiences about Yoga services without language errors. The incumbent should know what to say ,when to say & how to say to the customers without using jargon, slang or acronyms</p> <p>Since all the above mentioned core skills are related to exhibiting effective oral & written communication skills along with understanding of the social, political and natural environment such as clarifying the guest's understanding and expectation prior to initiating the Yoga services, therefore the role qualifies for Level 4.</p>	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>The Job holder expected to possess core skills more than just demonstrating minimum clarity in oral & written communication such as discussing the aims of the session/ benefits and yoga services with the guest. Hence, the job holder can't be placed at Level 3.</p> <p>Further since the job holder doesn't require to use mathematical skill or skill of collecting & organizing information such as collecting, integrating and analyzing guests feedback on yoga services availed that's why s/he can't be placed at level 5</p>	
Responsibility	<p>The individual is responsible to demonstrate the yoga postures, asanas, pranayamas, meditation and relaxation techniques for the guests. The individual must exhibit knowledge of the principles and practices of basic Yogic techniques to explain and respond to the guest questions.</p>	<p>The Yoga Instructor is expected to take responsibility for own work & learning as s/he is responsible to conduct the guest's yoga postures, asanas, pranayamas, meditation and relaxation techniques. The individual must exhibit knowledge of the principles and practices of basic Yogic techniques to explain and respond to the guest questions. The individual is responsible for setting up and stocking the work area and maintaining accurate written records of guest's treatments.</p> <p>Given that the incumbent doesn't require any supervision while conducting the Yoga services and can independently deliver high quality services, s/he can be placed at level 4</p> <p>As its evident from the above examples that the incumbent is fully responsible for implementation of planned yoga session for guests rather than just responsible in defined limit , therefore s/he can't even be placed at Level 3</p> <p>And since s/he is neither expected to be responsible of</p>	4

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Title/Name of qualification/component: Yoga Instructor Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		Conducting Ashtanga Vinyasa Yoga Sessions/ Advanced Yoga sessions/ Hatha Yoga sessions, hence s/he can't be placed at level 5	

India-EU Skills Development project: Qualification File

SECTION 3 **EVIDENCE OF NEED**

What evidence is there that the qualification is needed?

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions facilitated from four workshops, and site visits conducted and interaction with representatives from different organizations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates till 2022. The research provides the data that the discussed qualification is one of the critical roles in the sector. The details of statistics and research analysis are provided separately as a research analysis report.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The increase in manpower requirements (as per projections) from 2013 to 2022 is approx. seven times for Spa and four times for Beauty & salons. For rest of the subsectors it is approx. twice the current size. All the numbers are provided in research analysis study

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

The qualification discussed above is checked for any duplication across sectors Given the qualification is niche to B&W sector, there is no duplication or pre-existing similar qualifications. No course exists in the NCVT ecosphere

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The comments, feedback and suggestions were collected through interaction with industry during Jan'15 to Sep'15. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 15th Oct 2019.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

SECTION 4 **EVIDENCE OF PROGRESSION**

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

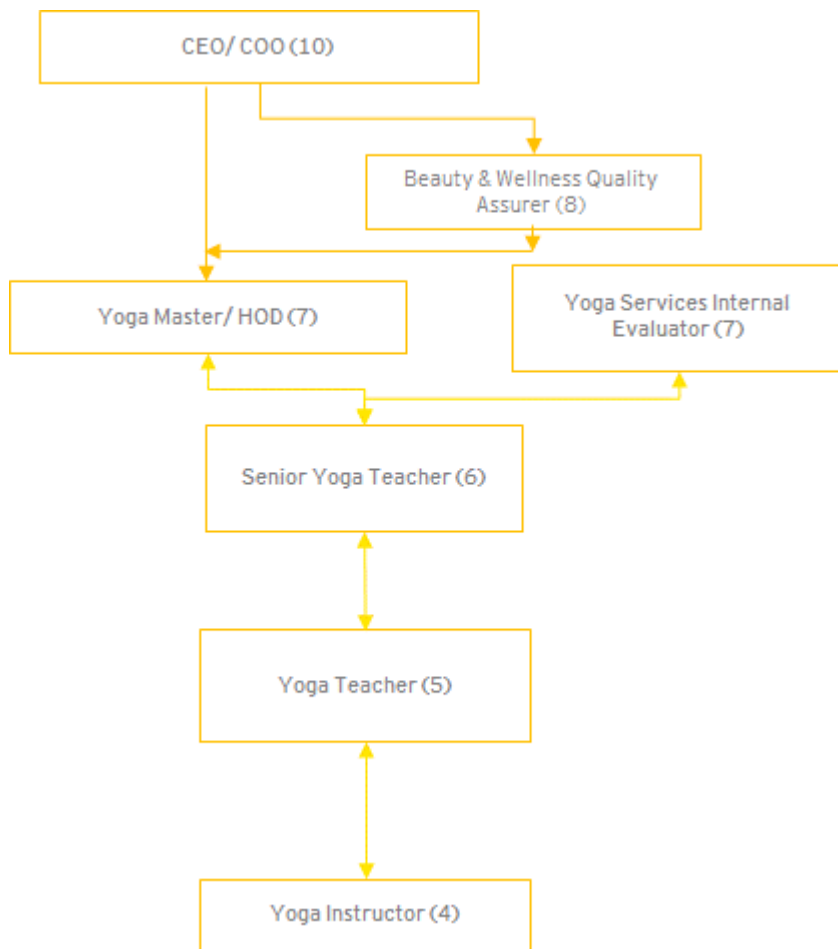
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Yoga Instructor- Annexure 1
2. QP BWS/ Q2201 - Annexure 2

NSQF QUALIFICATION FILE

Version 6: Draft of 08 March 2016

Annexure 1: Career Map



Annexure 2: QP BWS/Q2201