

Model Curriculum

Assistant Beauty Therapist

SECTOR: BEAUTY AND WELLNESS

SUB-SECTOR: BEAUTY AND SALONS

OCCUPATION: SKIN CARE SERVICES

REFERENCE ID: BWS/Q0101

VERSION 1.0

NSQF LEVEL: 3



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Assistant Beauty Therapist'** QP No. **BWS/Q0101, Level 3**

Date of Issuance: 30th December 2015

Valid up to: 29th December 2016

* Valid up to the next review date of the Qualification Pack.



Chairperson
(Beauty & Wellness Sector Skill Council)

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Assistant Beauty Therapist

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Assistant Beauty Therapist”, in the “Beauty and Wellness” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Assistant Nail Technician		
Qualification Pack Name & Reference ID.	Assistant Beauty Therapist BWS/Q0101		
Version No.	1.0	Version Update Date	10-10-2016
Pre-requisites to Training	Minimum qualification – Preferably Class VIII / the ability to read/write and communicate effectively for the job role.		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area -preparing the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon. • Provide basic skin care services -provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide facial skin care / face clean up treatment. • Carry out basic depilation services -to carry out waxing and threading services. • Perform simple make up services – to carry out simple make up services. • Perform manicure and pedicure services - Clean and remove dead skin and callous from hands and feet and improve the appearance of nails. • Provide simple hair dressing services to produce common hair dos – to be able to perform basic hair styling • Carry out application of simple mehendi/henna designs – to be able to do hand & feet henna • Assist the Beauty Therapist performing beauty services - Abilities required for assisting the Beauty Therapist in providing various services. • Maintain health and safety of work area - Maintain a safe and hygienic environment at the work area. • Create a positive impression at the workplace -Ability for individuals to meet the personal grooming and behaviour requirements, execute tasks as per the organization’s standards and communicate/record information in order to create a positive impression at the workplace. 		

This course encompasses 10 out of 10 National Occupational Standards (NOS) of “Assistant Beauty Therapist” Qualification Pack issued by “Beauty and Wellness Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction	<ul style="list-style-type: none"> Identify the career opportunities and working methods within the beauty sector Identify and list the beauty Services. 	
2	Prepare and Maintain work area Theory Duration (hh:mm) 03:00 Practical duration(hh:mm) 10:00 Corresponding NOS code BWS/N9001	<ul style="list-style-type: none"> Prepare and maintain the work area. Know how to prepare client record cards Know how to prepare clients for treatments Know about sterilization and disinfection process Understand the personal presentation and Ideal behavior. Identify ways to dispose of waste correctly. 	Therapy bed Beauty Trolley First aid kit Fire extinguishers Sterilizers Hot cabinets Waste disposal Record book Bowls Dust bin Basket, bed/recliner chair, bowl, cotton,
3	Provide basic Skin Care services Theory Duration (hh:mm) 20:00 Practical duration(hh:mm) 45:00 Corresponding NOS code BWS/N0101	To know and understand - <ul style="list-style-type: none"> anatomical structure of the skin - The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings functions of the skin - Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production characteristics of the skin and skin types actions of the facial, neck and shoulder muscles - bones of the head, neck and shoulder girdle, position of the head, face, neck, chest and shoulder, girdle bones position of the face, neck and shoulder muscles 	Anatomy and physiology charts, Therapy bed, Beauty Stool/chair, Trolley, Bowls, Sterilizer, Comedone remover, Face steamer, Pack Brush, Dustbin

		<ul style="list-style-type: none"> • effect of the natural ageing process on the skin, facial muscles and muscle tone • methods to adapt facial and bleach techniques for clients • methods to recognize the skin types and skin conditions • effect of environmental and lifestyle factors on the skin • methods to treat the skin types and various skin conditions - psoriasis, eczema, acne, etc. <ul style="list-style-type: none"> • suitable course of services and procedures for various skin types and conditions and recommended frequency of service - Daily, weekly, monthly, etc. range and uses of products available for facial and bleach services • different types of specialist skin products and methods to apply • reasons for various beauty services and related benefits- • Cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products • need for skin warming, different types of skin warming devices and its effect on the skin • process of safe manual black head extraction using a comedo extractor • different types of masks and their effects on the skin Masks: Cream, warm oil, clay, peeloff, thermal, etc. links between mask application timing and skin condition • methods to identify erythema and its causes • contra-indications and respective necessary action possible contra-actions which may occur during the facial and bleach services and how to deal with them importance of a basic home care routine for skin protection • beauty products for skin that can be used at home use that will benefit the client • recommended time intervals or frequency for facial and bleach services 	
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4	<p>Basic Services(Basic services & Threading services)</p> <p>Depilation Waxing</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical duration(hh:mm) 30:00</p> <p>Corresponding NOS code BWS/N0102</p>	<ul style="list-style-type: none"> □ Be able to consult, plan and prepare for waxing treatments with clients □ Understand equipment, materials, products, techniques and treatment planning for waxing □ Understand knowledge of anatomy and physiology that relates to waxing treatment □ Understand contra-indications that affect or restrict waxing treatments □ Understand how to work safely and effectively when providing waxing treatments □ Be able to use safe and effective methods of working when waxing □ various techniques associated with and working temperatures for the different types of hot wax and warm wax suitability of specific products based on hair types method of application and removal of waxing products in relation to the direction of hair growth □ precautions which need to be taken during the waxing process □ conditions which restrict the waxing service □ advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures □ other methods of hair removal and the effect of these methods on the waxing and threading process Other methods: e.g. sugaring, tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, depilation, intensive pulse light, laser □ recommended intervals between waxing services □ activities to avoid after waxing services □ possible contra-actions that may occur after waxing services □ Select threading tools, materials and equipment □ Types of tools and materials used for threading - e.g. scissors, disposable eye brow brush etc. materials: thread □ importance of using a thread designed for threading □ types of products suitable for pre and post threading services □ importance of having the correct equipment for threading e.g. a couch or chair with suitable back, neck and leg support □ different types of threading techniques □ advantages and disadvantages of threading □ shape and proportion of the eyebrows 	<p>Therapy bed</p> <p>Beauty Trolley</p> <p>Wax heater Wax strips Wax knife</p> <p>Spatula</p> <p>Bowls</p> <p>Dust bin Basket, bed/recliner chair, bowl, cotton, mirror, tissues, towel, Trolley.</p>
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		<p>in relation to facial features and existing eyebrow shape</p> <ul style="list-style-type: none"> ▫ method to carry out the threading techniques ▫ importance of performing safe, quick and effective threading techniques ▫ adapting the threading techniques to suit male client requirements e.g. removing external hair on ears and nose ▫ importance of aftercare procedures and considerations for threading services ▫ customer service principles including privacy and protection to modesty of the customers ▫ risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon ▫ importance of keeping accurate records of services, clients and product usage (inventory) 	
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<p>5</p>	<p>Perform Manicure and pedicure services</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS Code BWS/N9001 BWS/N 0401</p>	<ul style="list-style-type: none"> • anatomical structure, function, characteristics of nail and the process of nail growth • Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions – protection • anatomical structure and function of the skin Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production • names and position of bones of lower leg and foot • names and position of bones of the wrist, hands fingers and forearm • structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm • position of arteries and veins of lower leg, foot, hand and arm • location of muscles of the lower leg, foot, hand and arms • nail diseases and disorders • nail and skin analysis by visual/manual examination to identify treatable 	<p>Anatomy & Physiology charts</p> <p>Manicure Chair Manicure stool Sterilizer Bowls Manicure brush Nail Cutter Cuticle Pusher Cuticle Nipper Orange stick Nail Filer</p> <p>Pack brush Dust bin Pedicure – Pedicure Chair Pedicure Stool Sterilizer Bowls Foot Scraper Emery Board Pumice Stone Nail Cutter Cuticle Pusher Cuticle Nipper Orange stick Nail filer Toe separator Pedicure Brush Pack brush Dustbin</p>
		<ul style="list-style-type: none"> □ conditions and contra indications restricting or preventing service □ products and tools suitable to carry the procedure products: Exfoliant, enamel remover, nail enamels, cuticle cream Tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers □ pedicure and manicure techniques pedicure and manicure techniques Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing contra-actions and respective necessary actions 	

6	<p>Perform simple make up services</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code BWS/N9001 BWS/N 0125</p>	<p>perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <ul style="list-style-type: none"> □ identify basic skin types and skin tone correctly Skin types: Oily, dry, normal and combination Skin tone: Fair, dark, pink, yellow, pale □ define a suitable beauty services plan to meet the client's needs based on skin types, constraints and client preferences select and prepare suitable skin care and make up products to meet the client's needs and work plan □ use make-up removers, cleansers and toners to remove make-up □ making of bindi design □ clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes □ select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect, applying correct techniques as per organisation standards Make-up products: Foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc. □ adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required □ check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required □ complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards dispose waste materials as per organisational standards in a safe and hygienic manner □ record details of the procedure accurately as per organisational policy and approved practice □ store information securely in line with the salon's policies 	<p>Make up Chair Trolley Mirrors Lighting Foundations, concealer, powder, blusher eyeshadow mascara, eye pencil, liquid liner, lip liner, lipstick, lip gloss, corrective makeup/colored concealer ,brushes, applicators</p>
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		<ul style="list-style-type: none"> □ provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client □ handle the costume safely, avoiding any additional wrinkles or crumpling costume: saree, lehenga, mekhla, Christian gown, dupatta etc. □ identify and highlight any damage to the costume to the customer on receiving the costume □ ensure the costume is ironed, steamed and /or prepared as per customer and beauty therapist instructions, in line with company policy and procedures □ drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty. □ Adjust costumes as per type, customer preferences and following beauty therapist's instructions. □ Provide the customer guidance on handling, maintenance of the look of the costume movements, safety etc relevant to the costume □ Ensure the draped costume achieves best fit, is safe and ensures garment cleanliness. 	
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7	<p>Provide simple hair dressing services to produce common hair dos</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code BWS/N9001 BWS/N 0126</p>	<p>To know & understand -</p> <ul style="list-style-type: none"> • hair and scalp conditions and causes • contra indications for hair processes and relevant necessary action • hair structure and hair shaft Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland Shaft: Medulla, cortex, cuticle • planning the style according to the occasion • factors that influence services Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl • various hair accessories Accessories: Pins, clips, false hair, parandas, nets, veils, fresh flowers(gajra), etc. • various styles of dressing hair Styles: Plait, twists, braids, knots, chignon, pleat, rolls, ringlets, smooth blow dry, curly blow dry, tonging, , straightening, , wet/dry setting, added hair • range and suitability of styling products, tools and equipment and the resultant effects of using these • range and application of finishing products physical effects of styling on hair structure • procedure to be followed while attending to minors • customer service principles including privacy and protection to modesty of the customers • risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon 	
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<p>8</p>	<p>Carry out application of simple mehendi designs</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9001 BWS/N 0127</p>	<p>To know and understand -</p> <ul style="list-style-type: none"> • importance of right consistency of mehendi mixture • contra indications and contra actions for mehendi application • procedure to prepare and store mehendi • skin sensitivity test, its importance and procedure • simple design elements used in mehendi design • risks of using sub-standard products • various parts of the body commonly used for mehendi application • factors impacting customer comfort and satisfaction while undergoing the process of mehendi application • factors impacting resultant colour of the applied mehendi • importance of aftercare procedures and considerations for mehendi services • customer service principles including privacy and protection to modesty of the customers 	<p>Mehendi cones Mehendi powder Mehendi oil Mehendi designs</p>
<p>9</p>	<p>Maintain Health and Safety of work area</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/ N9002</p>	<ul style="list-style-type: none"> • Identify contra-indications related to beauty treatments • Understand the process and products to sterilize and disinfect equipment/ tools Understand the • manufacturer's instructions related to equipment and product use and cleaning Understand knowledge of applicable legislation relating to the workplace (for example • health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection Understand how to handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions • 	<p>First aid kit Fire extinguishers Sterilizers Hot cabinets Waste disposal bins</p>

10	<p>Create Positive impression at work place- (Client care and communication in beauty industry)</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9003</p>	<ul style="list-style-type: none"> Be able to communicate and behave in a professional manner when dealing with clients Be able to manage client expectations Behave in a professional manner within the workplace Use effective communication techniques when dealing with clients Be able to Adapt methods of communication to suit different situations and client needs Be able to Use effective consultation techniques to identify treatment objectives Provide clear recommendations to the client Maintain client confidentiality Be able to Use retail sales techniques to meet client requirements Plan and organize service feedback files/documents <p>Plan and manage work routine based on salon procedure</p> <ul style="list-style-type: none"> Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule Maintain accurate records of clients, treatments and product stock levels <p>Accept feedback in a positive manner and develop on the shortcomings</p>	
	<p>Total Duration</p> <p>Theory Duration 50:00</p> <p>Practical Duration 200:00</p>	<p>Unique Equipment Required:. Manicure Chair, Manicure stool, Sterilizer, Bowls, Manicure brush, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange stick, Nail Filer, Pack brush, Dust bin, Pedicure – Pedicure Chair, Pedicure Stool, Sterilizer, Bowls, Foot Scraper, Emery Board, Pumice Stone, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange stick, Nail filer, Toe separator, Pedicure Brush, Pack brush, Dust Bin, Table lamp-nail station, client chair, technician stool, Safety glasses, Dust mask- Apron- Metal bin with lid and lined, Towels, Disposable paper roll, wipes- Cuticle pusher- Cuticle nippers- Nail scissors- Stiff-bristled nail brush- Product application brush- Selection of files- Block buffers- Tip cutters- Nail forms.</p>	

Grand Total Course Duration: **250 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Beauty & Wellness Sector Skill Council)

Trainer Prerequisites for Job role: “Assistant Beauty Therapist” mapped to Qualification Pack: “BWS/Q0101” Version1.0

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service , mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q0101 Version 1.0
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	10 + 2 and One year Certificate/Diploma in Beauty culture/ Beauty & skin / Hair & skin/ Cosmetology/ from a State Govt./ Govt. of India Institution/ an institution established and registered as a society/ Pvt. Institution, has been in existence for minimum of 5 years and imparting 1 year Certificate/ Diploma in Beauty Culture/Hair Dressing/ Hair & Skin/Cosmetology.
4a	Domain Certification	Certified for Job Role: “Assistant Beauty Therapist” mapped to QP: “BWS/Q0101”. Minimum accepted score is 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum accepted score is 70%
5	Experience	Graduate or 12 th pass with Advanced diploma in beauty therapy or equivalent certificates in Beauty Therapy . 3 years’ work experience as beauty therapist/senior beauty therapist

Annexure : Assessment Criteria

Assessment Criteria for Assistant Beauty Therapist	
Job Role	Assistant Beauty Therapist
Qualification Pack	BWS/Q0101
Sector Skill Council	Beauty and Wellness

Sr. No.	Guidelines for Assessment
1	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 centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
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.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment				
			12	2	10

	PC2. identify and select suitable equipment and products required for the respective services	100	16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
		Total	100	21	79
BWS/N0101 Provide basic skin care	PC1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	100	5	1	4
	PC2. carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization		6	2	4
	PC3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any		5	1	4

services	PC4. clean the skin free it of all traces of make-up by using suitable deep cleansing techniques	5	1	4
	PC5. use an exfoliation technique suitable for the client's skin type and skin condition	7	2	5
	PC6. use a suitable skin warming technique relevant to the client's needs safely	6	2	4
	PC7. use a steamer following manufacturer's instructions in a safe manner	5	1	4
	PC8. position the steam at a safe and effective distance away from the face of the client	5	1	4
	PC9. carry out any necessary extraction, when required as per standard procedure	7	2	5
	PC10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently	7	2	5
	PC11. remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer	7	2	5
	PC12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures	5	1	4
	PC13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience	6	2	4
	PC14. ensure the work area is kept clean and tidy during the service	2	0	2
	PC15. dispose waste materials as per organisational standards in a safe and hygienic manner	3	1	2
		5	2	3

	PC16. record details of the procedure accurately as per organisational policy and approved practice				
	PC17. store information securely in line with the salon's policies		5	2	3
	PC18. ask questions to check with the client their satisfaction with the finished result		4	1	3
	PC19. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	2	3
	Total	100	28	72	
BWS/N0102 Carry out basic depilation services	PC1. comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co-workers, self and organisation	100	4	1	3
	PC2. identify any contra indications and take respective necessary action		3	1	2
	PC3. carry out depilation processes using the appropriate tools and materials and as per process laid down by the organization		5	2	3
	PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1	3
	PC5. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC6. select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements		5	1	4
	PC7. conduct a test patch and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service		5	1	4
			5	1	4
	PC8. apply and remove the depilation products on client skin correctly based on manufacturer's instructions		3	0.5	2.5
	PC9. maintain the client's modesty and privacy at all times by taking suitable precautions and actions		3	1	2

			3	0.5	2.5
	PC10. follow work techniques that minimize discomfort to the client				
	PC11. stop the waxing procedure and providing relevant advice if contra-actions occur		3	0.5	2.5
	PC12. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs				
	PC13. carry out the threading process using correct tools and materials and as per standards laid down by the organization		5	1.5	3.5
	PC14. adjust the client's position to meet the needs of the service without causing them discomfort		3	0.5	2.5
	PC15. ensure safe and quick hair removal methods are carried out to minimize discomfort to the client		2	0.5	1.5
	PC16. ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread		3	0.5	2.5
	PC17. provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service		4	2	2
	PC18. create a well-balanced, proportioned and defined eyebrow shape as per client's requirements, where required		4	1	3
	PC19. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC20. discontinue service, and do not provide advice and recommendations where contra-actions occur		3	0.5	2.5
	PC21. ensure the work area is kept clean and tidy during the service		2	0.5	1.5
	PC22. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC23. record details of the services accurately as per organisational policy and approved practice		4	1.5	2.5

	PC24. store information securely in line with the salon's policies		2	0.5	1.5
	PC25. clean the treated area and apply a suitable soothing product correctly, post the threading procedure		3	0.5	2.5
	PC26. ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC27. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		4	1.5	2.5
	PC28. provide specific after-care advice to the client to minimize irritation, redness and discomfort		3	1	2
	Total	100	26	74	
BWS/N0125 Perform simple make-up services	PC1.adhere to the health and safety standards laid out by the manufacturer and organization	100	3	1	2
	PC2.sanitize the hands prior to procedure commencement as per organisational approved process		3	1	2
	PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1	3
	PC5.position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing		4	0.5	3.5
	PC6.adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC7.perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1.5	3.5

	PC8.identify basic skin types and skin tone correctly		3	0.5	2.5
	PC9.define a suitable beauty services plan to meet the client's needs based on skin types, constraints and client preferences		4	1	3
	PC10.select and prepare suitable skin care and make up products to meet the client's needs and work plan		4	1	3
	PC11.use make-up removers, cleansers and toners to remove make-up		3	0.5	2.5
	PC12.clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes		3	1	2
	PC13.select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect, applying correct techniques as per organisation standards		4	1	3
	PC14.adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required		3	1	2
	PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		3	0.5	2.5
	PC17.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC18.record details of the procedure accurately as per organisational policy and approved practice		3	1.5	1.5

	PC19.store information securely in line with the salon's policies		3	0.5	2.5
	PC20.provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client		4	1	3
	PC21.ask questions to check with the client their satisfaction with the finished result		3	0.5	2.5
	PC22.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
	PC23.handle the costume safely, avoiding any additional wrinkles or crumpling		3	0.5	2.5
	PC24.identify and highlight any damage to the costume to the customer on receiving the costume		3	0	3
	PC25.ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures		3	0.5	2.5
	PC26.drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty		4	0.5	3.5
	PC27.adjust costumes as per body type, customer preferences and following beauty therapist's instructions		3	0.5	2.5
	PC28.provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume		3	0.5	2.5
	PC29.ensure the draped costume achieves best fit, is safe and ensures garment cleanliness		3	0.5	2.5
		Total	100	22	78
BWS/N0401 Provide manicure and	PC1.adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2.sanitize the hands prior to procedure commencement as per organisational approved process		3	0.5	2.5

pedicure services

PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment	5	1	4
PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any	3	0.5	2.5
PC5.position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure	4	0.5	3.5
PC6.adjust the client's position to meet the needs of the service without causing them discomfort	4	0.5	3.5
PC7.perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC8.remove any existing nail polish using approved products and procedures before proceeding further	4	1	3
PC9.enquire to establish the desired length and shape of nails (hands or toes) with the client	4	1	3
PC10.file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference	5	1	4
PC11.remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free	3	0.5	2.5
PC12.use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	5	0.5	4.5
PC13.use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails	5	1	4
PC14.use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs	4	0.5	3.5
PC15.remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	3	0.5	2.5

	PC16.leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials		3	0.5	2.5
	PC17.check that the nail plate is dehydrated and the underside is clean and free of debris		3	0.5	2.5
	PC18.apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish		4	0.5	3.5
	PC19.check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel		3	0.5	2.5
	PC20.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		4	1	3
	PC21.clean the treated area and use a suitable soothing product		3	0.5	2.5
	PC22.complete the therapy to the satisfaction of the guest in a commercially acceptable time		5	1	4
	PC23.record the therapy accurately and store information securely in line with the organization's policies		4	2	2
	PC24.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC25.ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC26.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
		Total	100	20	80
BWS/N 0126 Provide simple hair dressing services to produce common hair dos	PC1.use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair including with guardians/parents for minors		6	1.5	4.5
	PC2.ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC3.position self and client to ensure privacy, comfort and safety, throughout the service		6	1	5

	PC4.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	100	8	2	6
	PC5.perform back combing /back brushing technique as required		7	2	5
	PC6.control and secure hair effectively into place, during dressing		5	1	4
	PC7.dress the hair to the satisfaction of the client producing simple hair dos		6	1.5	4.5
	PC8.apply common hair accessories correctly		6	1.5	4.5
	PC9.apply finishing product following manufacturer's instructions to maintain the style		7	2	5
	PC10.ensure the work area is kept clean and tidy during the service		4	0	4
	PC11.promptly refer problems that cannot be solved to the relevant superior for action		5	1	4
	PC12.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		5	1	4
	PC13.record details of the procedure accurately as per organisational policy and procedures		6	3	3
	PC14.store information securely in line with the salon's policies		5	1.5	3.5
	PC15.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		6	2	4
	PC16.dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC17.ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC18.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	1	4
		Total	100	25	75

BWS/N0127 Carry out application of simple mehendi/henna designs	PC1.adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2.use mehendi procured from authorised sources only		4	1	3
	PC3.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1.5	2.5
	PC4.adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC5.sanitize the hands prior to service commencement using a hand sanitiser		3	0.5	2.5
	PC6.prepare the client and provide suitable protective apparel		6	1.5	4.5
	PC7.use suitable consultation techniques to identify design objectives		5	2	3
	PC8.select and use products, tools and equipment to suit design objectives		4	0.5	3.5
	PC9.perform pre- preparation of mehndi/henna for the cone		6	1	5
	PC10.perform preparation of the cone and ensure a suitable tip size		6	2	4
	PC11.prepare the mehendi to appropriate consistency and recipe for application technique		6	2	4
	PC12.carry out a skin sensitivity test suitably to test for contra actions		6	2	4
	PC13.apply mehndi design using simple elements and correct procedures on hands, wrists and feet		5	1.5	3.5

	PC14.complete the application to the satisfaction of the customer in a commercially acceptable time		5	1	4
	PC15.comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		3	1	2
	PC16.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC17.discontinue service, and do not provide advice and recommendations where contra-actions occur		3	1	2
	PC18.ensure the work area is kept clean and tidy during the service		2	0	2
	PC19.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC20.record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC21.store information securely in line with the salon's policies		3	1	2
	PC22.provide specific after-process advice to the client for colour fastening and contra actions		4	1	3
	PC23.ask questions to check with the client their satisfaction with the finished result		4	2	2
	PC24.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
		Total	100	28	72

BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
			100	27	73
BWS/N9003	PC1.maintain good health and personal hygiene	100	5	1	4

Create a positive impression at the workplace	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4	
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4	
	PC4.stay free from intoxicants while on duty		4	0.5	3.5	
	PC5.wear and carry organisation’s uniform and accessories correctly and smartly		5	0.5	4.5	
	PC6.take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5	
	PC7.record details related to tasks, as per procedure		5	3	2	
	PC8.participate in workplace activities as a part of the larger team		7	2	5	
	PC9.report to supervisor immediately in case there are any work issues		5	1	4	
	PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5	
	PC11.communicate procedure related information to clients based on the sector’s code of practices and organisation’s procedures/ guidelines		6	1	5	
	PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5	
	PC13.assist and guide clients to services or products based on their needs		6	2	4	
	PC14.report and record instances of aggressive/ unruly behavior and seek assistance		5	2	3	
	PC15.use communication equipment (phone, email etc.) as mandated by your organization		6	3	3	
	PC16.carry out routine documentation legibly and accurately in the desired format		7	3	4	
	PC17.file routine reports and feedback		5	2	3	
	PC18.maintain confidentiality of information, as required in the role		6	2	4	
			Total	100	30	70