

Model Curriculum

Beauty Therapist

SECTOR: Beauty & Wellness
SUB-SECTOR: Beauty & Salons
OCCUPATION: Skincare Services
REF ID: BWS/Q0102, V2.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

BEAUTY AND WELLNESS SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Beauty Therapist'** QP No. **'BWS/Qo0102, V2.0, NSQF Level 4'**

Date of Issuance: 19th April 2017

Valid up to: 19th April 2020

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



Chairperson
(Beauty & Wellness Sector Skill Council)

TABLE OF CONTENTS

| | |
|--|----|
| 1. Curriculum | 01 |
| 2. Trainer Prerequisites | 08 |
| 3. Annexure: Assessment Criteria | 09 |

Beauty Therapist

CURRICULUM / SYLLABUS

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

| | | | |
|---|--|----------------------------|------------|
| Program Name | Beauty Therapist | | |
| Qualification Pack Name & Reference ID | BWS/Q0102, v2.0 | | |
| Version No. | 2.0 | Version Update Date | 08/10/2018 |
| Pre-requisites to Training | Class X pass | | |
| Training Outcomes | <p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area: Prepare the equipment, products and work area ahead of service delivery to ensure the efficiency and effectiveness of conducting treatments considering the operational standards of the salon. • Perform skincare services: Improve facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and moisturizing. • Perform depilation services: Consult, prepare, plan and perform the treatment of various waxing techniques to remove hair in the areas of face, legs, underarm, and bikini line and provide after care advice. • Provide manicure and pedicure services: Carry out manicure and pedicure services to improve the appearance of nails and skin. • Perform make-up services: Provide make-up for a variety of occasions, including day, evening and special occasions. • Operate and apply electrical/electronic equipment for facial beauty services safely and effectively: Carry out facial beauty services using different techniques like ultrasonic and hi-frequency. • Perform salon reception duties: Handle the front desk duties and customers professionally. • Maintain health and safety at the workplace: Maintain safe and hygienic environment at the work area to reduce potential risks to self and others. • Create a positive impression at the workplace: Behave as per the salon's standards and create a positive impression at the workplace. | | |

This course encompasses 09 out of 09 National Occupational Standards (NOS) of “**Beauty Therapist**” Qualification Pack issued by “**Beauty and Wellness Sector Skill Council**”.

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| 1. | <p>Introduction</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p> | <ul style="list-style-type: none"> Identify the career opportunities and working methods within the beauty sector Identify and list the beauty services | <ul style="list-style-type: none"> Laptop Projector |
| 2. | <p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9001</p> | <ul style="list-style-type: none"> Sterilize and disinfect the work area as per industrial standards Prepare client record cards accurately Prepare clients for treatments as per specifications Improve personal presentation and ideal behaviour Identify ways to dispose of waste as per industrial standards | <ul style="list-style-type: none"> Therapy Bed Beauty Trolley First Aid Kit Fire Extinguishers Sterilizers Hot Cabinets Bowls Basket Recliner Cotton |
| 3. | <p>Perform skincare services</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 52:00</p> | <ul style="list-style-type: none"> Describe the structure of skin List all the functions of the skin Identify the different skin types correctly Explain the functions of the facial, neck and shoulder muscles in sufficient detail Explain the effects of natural ageing process on the skin and muscle tone | <ul style="list-style-type: none"> Anatomy and Physiology Charts Cleanser Scrub Moisturizer Chemical Exfoliant Hand Sanitizer Astringent Exfoliator Toner |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| | <p>Corresponding NOS Code BWS/N0104</p> | <ul style="list-style-type: none"> • Identify the allergies, contraindications and contra-actions of the skin accurately • Explain the functions of the circulatory and the lymphatic systems of the body clearly • Carry out facial care/ clean-up process using the products and equipment as per service standards laid down by the salon • Clean the skin using superficial and deep cleansing techniques • Use an exfoliation technique suitable for the client's skin type and skin condition • Use a skin warming technique for exfoliation relevant to the client's skin type and skin condition • Provide facial massage using different medium and techniques suitable for the client's skin type and skin condition • Apply masks as per the recommended time frame and according to the manufacturer's instructions • Clean the skin at the end of the procedure to leave it toned and suitably moisturized • Complete the therapy to the satisfaction of the client in a commercially acceptable time • Check the client's comfort and well-being throughout the service and adapt procedures to ensure the same • Provide specific after-procedure, homecare advice to the client • Record details of the therapy as per organizational procedures • Store information securely in line with the salon's policies | <ul style="list-style-type: none"> • Round Loop Extractor • Comedone Remover • Face Masks • Cotton Pads |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|---|
| 4. | <p>Perform depilation services</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0105</p> | <ul style="list-style-type: none"> • Explain the structure of hair • Describe the growth cycle of hair with visual details • Explain the technique of removing unwanted hair effectively • List the equipment, materials and products for waxing • Consult, plan and prepare for waxing according to organizational standards • Identify contra-indications that affect or restrict waxing treatments • Use safe and effective methods of working when providing waxing treatments • Position self and client in a manner to ensure comfort and well-being • Maintain client's modesty and privacy at all times • Apply and remove wax according to the hair growth and the manufacturer's instructions • Explain the effects, benefits and precautions for female intimate waxing • Prepare the client, self and work area for female intimate waxing treatments as per specifications • Use proper techniques for female intimate waxing treatments as per manufacturer's instructions • Select threading tools and material suitable for threading treatment • Identify the contra-indications and contra-actions of threading correctly • Consult, plan and prepare the clients for threading services as per organizational standards • Provide safe and effective methods of working when providing threading services • Give aftercare advice to clients | <ul style="list-style-type: none"> • Therapy Bed • Beauty Trolley • Wax Heater • Wax Strips • Wax Knife • Spatula Bowls • Basket • Bed/recliner chair • Cotton • Mirror • Tissues • Talcum Powder • Towel • Trolley |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| 5. | <p>Provide manicure and pedicure services</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0401</p> | <ul style="list-style-type: none"> • Explain the structure of nails • List all the functions of nails • Describe the growth cycle of nails • Identify nail diseases and disorders correctly • Identify the manicure and pedicure tools, equipment and products • Explain the different manicure and pedicure techniques • Prepare client for the service as per salon guidelines • Use safe and effective methods of working while providing manicure and pedicure services • Provide aftercare advice to clients | <ul style="list-style-type: none"> • Manicure Stool • Sterilizer Bowls • Manicure Brush • Nail Cutter • Cuticle Pusher • Cuticle Nipper • Orange Stick • Nail Filer • Pack Brush • Pedicure Chair • Pedicure Stool • Sterilizer Bowls • Foot Scrapper • Emery Board • Pumice Stone • Toe Separator • Pedicure Brush |
| 6. | <p>Perform make-up services</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0106</p> | <ul style="list-style-type: none"> • Analyse the skin condition • Demonstrate make-up for different occasions-day, evening and special occasions • Use consultation techniques to identify treatment objectives • Identify requirements for make-up treatments • Select products, tools and equipment to suit client treatment needs, skin types and conditions • Explain effects and benefits of different products and techniques used in bridal make-up • Prepare client, self and work area for make-up application efficiently • Provide aftercare advice to the client • Record the results of the treatment | <ul style="list-style-type: none"> • Make-up Chair • Trolley • Mirrors • Lighting • Foundations • Powder • Blusher • Eye Shadow • Mascara • Eye Pencil • Liquid Liner • Lipstick • Lip Gloss • Corrective Make-up/ • Coloured Concealer • Brushes • Applicators |
| 7. | <p>Operate and apply electrical/electronic equipment for facial</p> | <ul style="list-style-type: none"> • Explain the anatomy and physiology related to facial skin care treatments | <ul style="list-style-type: none"> • Therapy Bed • Beauty |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| | <p>beauty services safely and effectively</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 60:00</p> <p>Corresponding NOS Code BWS/N0128</p> | <ul style="list-style-type: none"> Identify the techniques to improve and maintain skin condition Explain facial skin care techniques, products and treatment planning Identify contra-indications that affect or restrict facial skin care treatments Consult, plan and prepare clients for facial treatment Use safe and effective methods of working when improving and maintaining facial skin condition Use a facial steamer effectively and as per safety standards Follow safety procedures while using a galvanic machine Use an ultrasonic therapy machine as per manufacturer's instructions Provide aftercare advice to clients | <ul style="list-style-type: none"> Trolley Bowls Sterilizer Comedone Remover Face Steamer Pack Brush Dustbin Foot Spa Galvanic Hi-Frequency Manicure Trolleys Paraffin Wax Heater Therapy Stools Ultrasonic Video Dermoscope Wax Heater |
| 8. | <p>Perform salon reception duties</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 16:00</p> <p>Corresponding NOS Code BWS/N0129</p> | <ul style="list-style-type: none"> Explain the types of products and services offered by the salon, and their prices Ensure time taken for various services and procedures according to the salon policies Explain the importance of customer satisfaction for business and professional success Inform the client with the required information for booking an appointment Explain the features and operational procedures of computerized booking systems Manage customers during waiting periods Explain the customer service principles including privacy and protection to modesty of the customers | <ul style="list-style-type: none"> Laptop Projector |
| 9. | <p>Maintain health and safety at the workplace</p> | <ul style="list-style-type: none"> Identify the contra-indications of products Follow manufacturer's instructions related to equipment and product use | <ul style="list-style-type: none"> First Aid Kit Fire |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|--|---|--|--|
| | <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9002</p> | <p>and cleaning</p> <ul style="list-style-type: none"> Handle usage and storage of products, tools and equipment safely Abide by 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, hygiene practice, disposal of waste, environmental protection) | <p>Extinguishers</p> <ul style="list-style-type: none"> Sterilizers Hot Cabinets |
| 10. | <p>Create a positive impression at the workplace</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9003</p> | <ul style="list-style-type: none"> Apply effective communication strategies when dealing with clients Adapt and adopt different methods of communication to suit different situations and client needs Use effective consultation techniques to identify treatment objectives Manage client expectations Explain and communicate clearly recommendations to the client Maintain client confidentiality Identify retail sales techniques to meet client requirements Practise personal grooming standards Communicate and behave in a professional environment Plan and organize service feedback files/documents Manage work routine based on salon procedure Maintain the work area, equipment and product stocks to meet the schedule Keep accurate records of clients, treatments and stocks of products | <ul style="list-style-type: none"> Laptop Projector |
| <p>Total Duration 400:00</p> <p>Theory Duration 80:00</p> <p>Practical Duration 320:00</p> | | <p>Unique Equipment Required: Sterilizers, Therapy Bed, Beauty Stool/Chair, Trolley, Comedone Remover, Face Steamer, Manicure Chair, Manicure Stool, Manicure Brush, Cuticle Pusher, Cuticle Nipper, Orange Stick, Nail Filer, Pedicure Chair, Pedicure Stool, Foot Scrapper, Emery Board, Pumice Stone, Toe Separator, Pedicure Brush, Make-up Chair, Mirrors, Lighting, Foundations, Concealer, Blusher, Eye Shadow, Mascara, Eye Pencil, Liquid Liner, Lip Liner, Lipstick, Lip-Gloss, Corrective Make-up/Colored Concealer, Brushes, Applicators, Magnifying Lamp, Machines (EMS, Lymphatic Drainage Unit, High-Frequency, Galvanic, Micro Current)</p> | |

Grand Total Course Duration: **400 Hours 0 Minutes**
(This syllabus/ curriculum has been approved by [Beauty & Wellness Sector Skill Council](#)).

Trainer Prerequisites for Job role: “Beauty Therapist” mapped to Qualification Pack: “BWS/Q0102, v2.0”

| Sr. No. | Area | Details |
|---------|--|--|
| 1 | Description | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>BWS/Q0102 Version 2.0</u> ”. |
| 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 Qualification | Class X pass |
| 4a | Domain Certification | Certified for Job Role: “Beauty Therapist” mapped to QP: “BWS/Q0102 Version 2.0”. Minimum accepted score is 80%. |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “ <u>MEP/Q0102</u> ” with scoring of minimum 80%. |
| 5 | Experience | Minimum 6 months of experience as an Assistant Beauty Therapist or Pedicurist and Manicurist required |

Annexure: Assessment Criteria

| Assessment Criteria for Beauty Therapist | |
|---|----------------------------|
| Job Role | Beauty Therapist |
| Qualification Pack | BWS/Q0102, v2.0 |
| Sector Skill Council | Beauty and Wellness |
| | |

| Sr. No. | 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 | Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS. |
| 4 | Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below). |
| 5 | Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria. |
| 6 | To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate. |
| 7 | In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack. |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|---|--------------|------------|-----------|------------------|
| 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 | 100 | 12 | 2 | 10 |
| | PC2. identify and select suitable equipment and products required for the respective services | | 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/N0104 (Perform skin care services) | PC1.adhere to the health and safety standards laid out by the manufacturer and salon | 100 | 5 | 1 | 4 |
| | PC2.position self and client correctly to ensure privacy, comfort and wellbeing throughout the service | | 6 | 1 | 5 |
| | PC3.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client | | 8 | 2 | 6 |
| | PC4.carry out facial care/ clean-up process using the products and equipment as per service levels laid down by thesalon | | 7 | 2 | 5 |
| | PC5.ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any | | 6 | 2 | 4 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|--|--|--------------|------------|-----------|------------------|
| | PC6.clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques | | 6 | 1 | 5 |
| | PC7.use an exfoliation technique suitable for the client's skin type and skin condition | | 7 | 2 | 5 |
| | PC8.use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition | | 6 | 1.5 | 4.5 |
| | PC9.provide facial massage using a medium and techniques suitable for the client's skin type and condition | | 7 | 2 | 5 |
| | PC10.apply masks evenly and neatly, covering the area to be treated completely | | 6 | 1 | 5 |
| | PC11.remove masks as per the recommended time frame mentioned in manufacturer's instructions or organisational standards | | 5 | 1 | 4 |
| | PC12.carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized | | 7 | 2 | 5 |
| | PC13.complete the therapy to the satisfaction of the client in a commercially acceptable time | | 5 | 1 | 4 |
| | PC14.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 | | 5 | 1 | 4 |
| | PC15.record details of the therapy accurately as per organisation policy and procedures | | 5 | 2.5 | 2.5 |
| | PC16.store information securely in line with the salon's policies | | 5 | 2 | 3 |
| | PC17.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | | 4 | 1 | 3 |
| | | Total | 100 | 26 | 74 |
| BWS/N0105 (Perform depilation services) | PC1.adhere to the health and safety standards laid out by the manufacturer and salon | 100 | 2 | 0.5 | 1.5 |
| | PC2.sanitize the hands effectively prior to | | 1 | 0 | 1 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|--|-------------|--------|--------|------------------|
| | service commencement using a hand sanitiser | | | | |
| | PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment | | 3 | 1 | 2 |
| | 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, including with guardians for minors | | 2 | 0.5 | 1.5 |
| | PC5.select and prepare products, tools and equipment that are suitable to meet to the client's needs and requirements of the service plan | | 2 | 0.5 | 1.5 |
| | PC6.position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service | | 2 | 0.5 | 1.5 |
| | PC7.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client | | 4 | 1 | 3 |
| | PC8.maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client | | 2 | 0.5 | 1.5 |
| | PC9.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 | | 2 | 0.5 | 1.5 |
| | PC10.estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations | | 2 | 0.5 | 1.5 |
| | PC11.complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards | | 4 | 1 | 3 |
| | PC12.conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any | | 4 | 1 | 3 |
| | PC13.carry out the waxing process correctly, using suited tools and products or | | 4 | 1 | 3 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|-------------|--------|--------|------------------|
| | materials as per standards of services laid down by the salon | | | | |
| | PC14.apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions | | 3 | 1 | 2 |
| | PC15.apply and remove the wax according to the direction of hair growth and manufacturer's instructions | | 3 | 0.5 | 2.5 |
| | PC16.consult, plan and prepare for female intimate and sensitive areas' waxing services by talking to the customer, and following organisational standards | | 4 | 1 | 3 |
| | PC17.select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements | | 2 | 0.5 | 1.5 |
| | PC18.prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure | | 3 | 1 | 2 |
| | PC19.perform application and removal of waxing as per the hair growth pattern of the application area | | 3 | 0.5 | 2.5 |
| | PC20.ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated | | 2 | 0.5 | 1.5 |
| | PC21.position the client correctly for ease and effectiveness of the service and client comfort | | 3 | 0.5 | 2.5 |
| | PC22.apply correct techniques for application of wax to the pubic area | | 4 | 1 | 3 |
| | PC23.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service | | 2 | 0.5 | 1.5 |
| | PC24.give aftercare advice to the client as per their needs and organisational standards | | 2 | 0.5 | 1.5 |
| | PC25.carry out the process using the tools and materials and as per process laid down by the salon | | 3 | 0.5 | 2.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|-------------|--------|--------|------------------|
| | PC26.ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread | | 2 | 0.5 | 1.5 |
| | PC27.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service | | 2 | 0.5 | 1.5 |
| | PC28.ensure the work area is kept clean and tidy during the service | | 2 | 0 | 2 |
| | PC29.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 |
| | PC30.discontinue service, and do not provide advice and recommendations where contra-actions occur | | 3 | 1 | 2 |
| | PC31.clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards | | 2 | 0.5 | 1.5 |
| | PC32.record the therapy details accurately as required by the organisation policies and procedures in a timely manner | | 2 | 1 | 1 |
| | PC33.store information securely in line with the salon's policies | | 2 | 1 | 1 |
| | PC34.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | | 3 | 1 | 2 |
| | PC35.ask questions to check with the client their satisfaction with the finished result | | 2 | 0.5 | 1.5 |
| | PC36.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 | | 3 | 1 | 2 |
| | PC37.minimize the wastage of products by using products economically and following correct storage procedures as per manufacturer's instructions | | 3 | 0.5 | 2.5 |
| | PC38.store chemicals and equipment | | 2 | 0.5 | 1.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|---|--------------|------------|-----------|------------------|
| | securely post service | | | | |
| | PC39.dispose all waste safety according to the salon's standards of hygiene and safety | | 1 | 0 | 1 |
| | | Total | 100 | 25 | 75 |
| BWS/N0401 (Provide manicure and pedicure services) | 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 |
| | 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 | | 5 | 0.5 | 4.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|-------------|--------|--------|------------------|
| | excess cuticle, ensuring that the cuticle and nail plate are undamaged | | | | |
| | 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 | | 4 | 1 | 3 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|---|--------------|------------|-----------|------------------|
| | recommendations for product use and further services to the client | | | | |
| | 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/N0106 (Perform make-up services) | PC1.adhere to the health and safety standards laid out by the manufacturer and salon | 100 | 3 | 1 | 2 |
| | PC2.ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any | | 3 | 1 | 2 |
| | PC3.sanitize the hands prior to service commencement as per salon standards | | 3 | 0 | 3 |
| | PC4.prepare the client for make-up and provide suitable protective apparel | | 4 | 0.5 | 3.5 |
| | PC5.position self and client throughout procedure to ensure privacy, comfort and wellbeing | | 5 | 1 | 4 |
| | PC6.define a suitable service plan to meet the client's needs | | 6 | 2 | 4 |
| | PC7.select and prepare suitable skin care and make up products to meet the client's needs and work plan | | 5 | 1 | 4 |
| | PC8.clarify the client's understanding and expectation prior to commencement of procedure | | 5 | 1.5 | 3.5 |
| | PC9.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 | | 5 | 1 | 4 |
| | PC10.conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures | | 5 | 1 | 4 |
| | PC11.select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the | | 6 | 1.5 | 4.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|--------------|------------|-----------|------------------|
| | desired effect for the occasion, applying correct techniques as per organisation standards | | | | |
| | PC12.adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required | | 6 | 1 | 5 |
| | PC13.adjust the client's position to meet the needs of the service without causing them discomfort | | 4 | 0.5 | 3.5 |
| | PC14.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 |
| | PC15.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | | 6 | 2 | 4 |
| | PC16.ensure the work area is kept clean and tidy during the service | | 3 | 0 | 3 |
| | 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 | | 5 | 2.5 | 2.5 |
| | PC19.store information securely in line with the salon's policies | | 5 | 2 | 3 |
| | PC20.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | | 5 | 1 | 4 |
| | PC21.ask questions to check with the client their satisfaction with the finished result | | 4 | 1 | 3 |
| | 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 | | 5 | 1 | 4 |
| | | Total | 100 | 24 | 76 |
| BWS/N0128 | PC1.adhere to the health and safety standards laid out by the manufacturer | 100 | 2 | 0.5 | 1.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|--|-------------|--------|--------|------------------|
| (Operate and apply electrical/electronic equipment for facial beauty services safely and effectively) | and salon | | | | |
| | PC2.identify various electrical/electronic machine equipment for beauty services correctly | | 2 | 0.5 | 1.5 |
| | PC3.select the correct machine and accessories as per the service plan | | 2 | 0.5 | 1.5 |
| | PC4.check the machine for damage, faults and risks before operating, if detected take necessary action as per organisation approved procedures and ensure safety | | 3 | 1 | 2 |
| | PC5.ensure all component and parts of the machine are available, clean and ready for use | | 2 | 0 | 2 |
| | PC6.attach and assemble the accessories/parts following manufacturer's instructions | | 2 | 0.5 | 1.5 |
| | PC7.ensure there are no bare or trailing wires | | 2 | 0 | 2 |
| | PC8.ensure the machine is calibrated and approved for usage | | 3 | 1 | 2 |
| | PC9.ensure the environment is safe and suitable for equipment operation | | 2 | 0 | 2 |
| | PC10.sterilise, sanitise and disinfect tools and machine parts as per requirements and organisation standard using various methods | | 3 | 1 | 2 |
| | PC11.assemble and organise products and accessories related to the respective service and keep ready for use | | 3 | 0.5 | 2.5 |
| | PC12.prepare yourself, the client and work area for shampoo and conditioning services | | 3 | 0.5 | 1.5 |
| | PC13.identify contra-indications and respective necessary actions | | 3 | 0.5 | 1.5 |
| | PC14.position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively | | 3 | 0.5 | 2.5 |
| | PC15.define a suitable service procedure plan to meet the client's needs | | 3 | 1 | 2 |
| | PC16.ensure the service plan is as per skin type, skin condition and client needs | | 2 | 0 | 2 |
| | PC17.ensure the service plan | | 2 | 0 | 2 |
| | PC18.select and prepare suitable skin care | | 3 | 1 | 2 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|--|-------------|--------|--------|------------------|
| | products to meet the client's needs in line with the client service plan | | | | |
| | PC19.ensure the dials are at zero and mains are off | | 2 | 0 | 2 |
| | PC20.switch on the mains and operate the equipment at low intensity to test the equipment | | 2 | 0.5 | 1.5 |
| | PC21.switch off the machine if any malfunction is noticed and report to concerned personnel | | 2 | 0.5 | 1.5 |
| | PC22.clarify the client's understanding and expectation prior to commencement of procedure | | 3 | 1 | 2 |
| | PC23.explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it | | 4 | 1 | 3 |
| | PC24.adjust the client's position to meet the needs of the service without causing them discomfort | | 3 | 0.5 | 2.5 |
| | PC25.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 |
| | PC26.operate the equipment as per manufacturer's instructions in line with service procedure requirements | | 3 | 1 | 2 |
| | PC27.apply products as per service plan and in line with procedural guidelines of the manufacturer and organisation standards | | 4 | 1 | 3 |
| | PC28.ensure correct techniques are used for movement | | 3 | 1 | 2 |
| | PC29.ensure the right parameters as per manufacturer's instructions, organisation and safety standards are maintained and followed during application | | 2 | 0.5 | 1.5 |
| | PC30.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards | | 3 | 0.5 | 2.5 |
| | PC31.identify contra-actions and necessary | | 2 | 0.5 | 1.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|---|--------------|------------|-----------|------------------|
| | subsequent action | | | | |
| | PC32.ensure the work area is kept clean and tidy during the service | | 2 | 0 | 2 |
| | PC33.provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client | | 3 | 0.5 | 2.5 |
| | PC34.clean and dismantle the machine as per organisation standards after service | | 3 | 0.5 | 2.5 |
| | PC35.ensure electrodes are cleaned, handled and stored as per manufacturer's instructions | | 2 | 0.5 | 1.5 |
| | PC36.store equipment as per manufacturer's instruction and keep ready for next service | | 2 | 0.5 | 1.5 |
| | PC37.record details of the procedure accurately as per organisational policy and approved practice | | 2 | 1 | 1 |
| | PC38.store information securely in line with the salon's policies | | 2 | 1 | 1 |
| | PC39.ask questions to check with the client their satisfaction with the finished result | | 2 | 0.5 | 1.5 |
| | PC40.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 | | 3 | 1 | 2 |
| | | Total | 100 | 23 | 77 |
| BWS/N0129 (Perform salon reception duties) | PC1.book appointments in person and over telephone accurately and promptly | 100 | 3 | 1.5 | 1.5 |
| | PC2.maintain and interpret the appointment register accurately | | 3 | 1 | 2 |
| | PC3.estimate timings for various services offered by the salon with reasonable precision | | 3 | 1 | 2 |
| | PC4.record details in a register or electronically in an accurate and efficient manner | | 2 | 1 | 1 |
| | PC5.ask relevant questions to customers to obtain required information to book an appointment | | 3 | 0.5 | 2.5 |
| | PC6.politely decline appointments where time | | 3 | 1 | 2 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|--|-------------|--------|--------|------------------|
| | slots unavailable and offer alternate arrangements in keeping with client needs and preferences | | | | |
| | PC7.speak to clients in a professional and pleasant tone and speech | | 3 | 0.5 | 2.5 |
| | PC8.maintain confidentiality of client information | | 3 | 0.5 | 2.5 |
| | PC9.do not disclose client information to unauthorised personnel | | 2 | 0.5 | 1.5 |
| | PC10.accommodate special requests as per feasibility and in consultation with service personnel | | 3 | 1 | 2 |
| | PC11.respond to emails as per organisational and professional protocols | | 3 | 1.5 | 1.5 |
| | PC12.offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organisational policy and procedures | | 2 | 0.5 | 1.5 |
| | PC13.inform waiting customers of time left to service periodically | | 2 | 0.5 | 1.5 |
| | PC14.manage wait times to ensure customer satisfaction | | 2 | 0.5 | 1.5 |
| | PC15.inform customers promptly and apologise earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required | | 2 | 0.5 | 1.5 |
| | PC16.inform clients of organisational facilities, services, prices, and layouts as required | | 2 | 1 | 1 |
| | PC17.inform customers of emergency procedures if required | | 3 | 1 | 2 |
| | PC18.maintain the reception in a neat and tidy manner | | 3 | 0.5 | 2.5 |
| | PC19.maintain displays, magazines and promotional materials etc. to give a neat and orderly look | | 3 | 1 | 2 |
| | PC20.ensure cleaning processes are followed for all areas of the reception | | 1 | 0 | 1 |
| | PC21.maintain records neatly in a secure location, where it is also easy to retrieve when required | | 2 | 1 | 1 |
| | PC22.follow correct filing and storing | | 2 | 0.5 | 1.5 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|-------------|--------|--------|------------------|
| | procedures for efficient storage | | | | |
| | PC23.switch off all electronic equipment at the end of the day | | 2 | 0.5 | 1.5 |
| | PC24.maintain opening and closing balances and adequate change in the cash box/register | | 3 | 1.5 | 1.5 |
| | PC25.process cash payments correctly by receiving and tendering accurate amounts | | 3 | 1 | 2 |
| | PC26.calculate due amounts accurately for billing | | 3 | 1 | 2 |
| | PC27.produce invoices accurately using manual and computerised billing systems | | 3 | 1 | 2 |
| | PC28.process credit card payments on manual swipe machines, electronic swipe machine, etc. of cards with and without pin authorisations | | 2 | 0.5 | 1.5 |
| | PC29. follow organisation procedure in relation to cheque payments and follow essential checks required to process these while accepting them | | 2 | 0.5 | 1.5 |
| | PC30.reconcile payments with billing done at the end of the shift | | 3 | 0.5 | 2.5 |
| | PC31.operate and escalate problems with credit card machines efficiently and in a timely manner | | 3 | 1 | 2 |
| | PC32. follow organisational procedures when faced with payment discrepancies | | 2 | 1 | 1 |
| | PC33.maintain confidentiality and security of passwords and other access devices/permits | | 3 | 1 | 2 |
| | PC34.inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits | | 2 | 1 | 1 |
| | PC35.accurately calculate applicable discounts and apply these to invoices | | 3 | 1.5 | 1.5 |
| | PC36.calculate applicable taxes correctly and apply them to invoices | | 3 | 1.5 | 1.5 |
| | PC37.explain taxes to customers and components of the charged invoice to the customer | | 3 | 1.5 | 1.5 |
| | PC38.handover money and receipts to | | 2 | 1 | 1 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|--|---|--------------|------------|-----------|------------------|
| | authorised personnel at the end of the shift | | | | |
| | PC39.escalate any disputes that cannot be resolved to the supervisor | | 3 | 1 | 2 |
| | | Total | 100 | 34 | 66 |
| 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 |
| | | Total | 100 | 27 | 73 |
| BWS/N9003 (Create a positive impression at the workplace) | PC1.maintain good health and personal hygiene | 100 | 5 | 1 | 4 |
| | 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 |

| Assessment Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---------------------|---|--------------|------------|-----------|------------------|
| | 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 |