

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ASSISTANT BEAUTICIAN [BEAUY AND WELLNESS SECTOR]

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:



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Introduction

Qualifications Pack – Assistant Beautician

SECTOR: BEAUTY AND WELLNESS SECTOR

SUB-SECTOR: SALONS AND BEAUTY CENTERS

OCCUPATION: SKIN SERVICES

REFERENCE ID: BWS/Q0101

ALIGNED TO: NCO-2004/5141.40/5141.90

An **Assistant Beautician** in the Beauty and Wellness Sector is a critical operational job-role providing various types of beauty services in salons and spas.

Brief Job Description: An Assistant Beautician needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beautician is expected to perform basic epilation, manicure, pedicure and basic face care services and also assist the beautician in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them

Personal Attributes: An **Assistant Beautician** should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the customers.

Qualifications Pack for Assistant Beautician

Qualifications Pack Code	BWS/Q0101		
Job Role	Assistant Beautician		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015
Job Role	Assistant Beautician		
Role Description	An Assistant Beautician needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beautician is expected to perform basic epilation, manicure, pedicure and basic face care services and also assist the beautician in providing advanced services.		
NSQF level	3		
Minimum Educational Qualifications	----- Preferably Class VIII		
Maximum Educational Qualifications	----- NA		
Training	NA		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS <ol style="list-style-type: none"> BWS/N0101 - Prepare and maintain work area BWS/N0102 - Provide basic skin care treatment BWS/N0103 - Carry out basic epilation services BWS/N0104 - Provide manicure and pedicure services BWS/N0105 - Assist the beautician performing beauty services BWS/N0106 - Maintain health and safety at the workplace BWS/N0107 - Create a positive impression at the workplace 		
Performance Criteria	As described in the relevant OS units		

Job Details

Qualifications Pack for Assistant Beautician

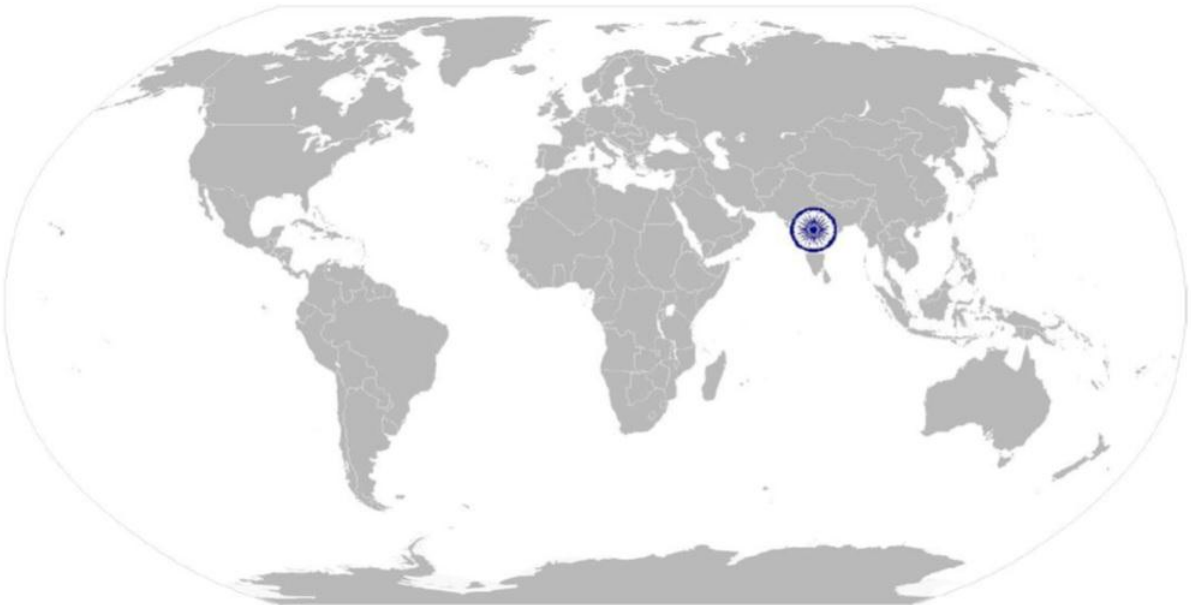
Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding; he/she needs to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of required performance.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

Qualifications Pack for Assistant Beautician

Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework
	PSARA	The Private Security Agencies Regulation Act (PSARA) 2005

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for preparing and maintaining the work area in a professional manner ahead of service delivery.

BWS/N0101 - Prepare and maintain work area

National Occupational Standard

Unit Code	BWS/N0101
Unit Title (Task)	Prepare and maintain work area
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for preparing and maintaining the work area in a professional manner ahead of service delivery.
Scope	<p>Scope of this role will include:</p> <ul style="list-style-type: none"> (a) Preparing and maintaining the treatment work areas <ul style="list-style-type: none"> i. Keeping the work area clean ii. Setting up the required equipment iii. Disposing of waste correctly
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Preparation and maintenance of the treatment work areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Select suitable materials and equipment required for the client</p> <p>PC2. Set up the materials and equipment for treatments following salon procedures and any given instructions</p> <p>PC3. Place all the materials in the trolley and set it up as per requirement</p> <p>PC4. Carry out appropriate sterilization and disinfection for tools and place the sterilized and disinfected tools on a disinfected tray as per standard operating process</p> <p>PC5. Carry out checks to ensure that environmental conditions including room temperature are suitable for the client and the treatment</p> <p>PC6. Place the draping cape around the client's body as per comfort level of the client</p> <p>PC7. Carry out procedures in line with industry and organizational requirements related to your personal hygiene, protection and appearance</p> <p>PC8. Dispose waste materials safely and correctly</p> <p>PC9. Check and clean equipment according to manufacturers' instructions and salon procedures</p> <p>PC10. Store records, materials and equipment based on salon procedures</p> <p>PC11. Leave the work area in a clean and hygienic condition suitable for further treatments</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)

BWS/N0101 - Prepare and maintain work area

<p>A. Organisational Context (Knowledge of the company / organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Maintain salon's safety and legal requirements, waste disposal, service standard and image</p> <p>KA2. Work procedure to ensure safety, effectiveness and hygiene</p> <p>KA3. Procedure for obtaining suitable materials, equipment and staff assistance</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of products, materials and equipment required for the treatments</p> <p>KB2. Procedure to set up, check and clean materials and equipment required</p> <p>KB3. Different types of sterilizing and disinfecting equipment/ products available and their correct usage</p> <p>KB4. Distinctions between sterilization and disinfection and application</p> <p>KB5. Necessary environmental conditions for the treatments (including heating, lighting, ventilation and comfort)</p> <p>KB6. Manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB7. Procedure to check and clean equipment used for the treatments</p> <p>KB8. Importance and procedure for cleaning of work areas</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Plan and manage work routine based on saloon procedure</p> <p>SA3. Apply problem solving capabilities</p>
<p>B. Professional Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions regarding to responsibilities</p> <p>SB2. Adhere to customer service oriented approach</p> <p>SB3. Take care of the customer's expectation for the treatment</p> <p>SB4. Consult the customer before beginning with the treatment</p> <p>SB5. Fill the consultation form after consulting the customer</p>

BWS/N0101 - Prepare and maintain work area

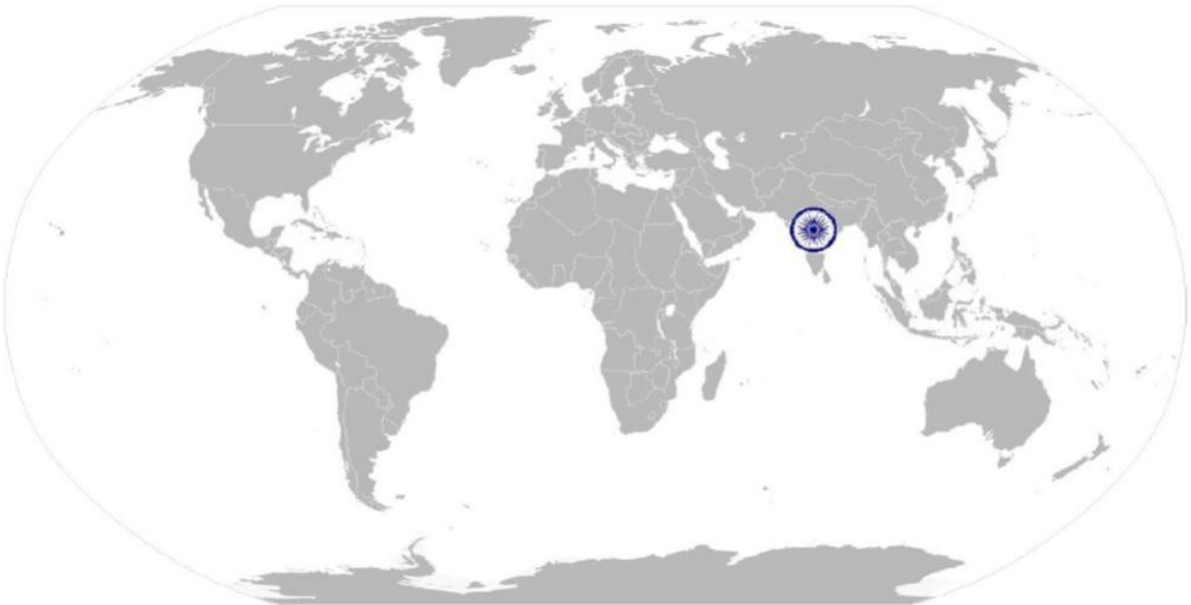
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NOS Code	BWS/N0101		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide skin care treatment.

BWS/N0102 - Provide basic skin care treatment

Unit Code	BWS/N0102
Unit Title (Task)	Provide basic skin care treatment
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide facial skin care / face clean up treatment.
Scope	<p>The scope of this role will include:</p> <ul style="list-style-type: none"> (a) Providing basic skin care services <ul style="list-style-type: none"> i. Identifying the type of skin ii. Applying suitable products for the identified skin type iii. Removing all products effectively making sure that there are no residue left
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Basic skin care service	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. Carry out basic facial care / face cleanup process using the tools and materials and as per process laid down by the organization</p> <p>PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. Clean the skin free it of all traces of make-up by using suitable deep cleansing techniques</p> <p>PC5. Use an exfoliation technique suitable for the client's skin type and skin condition</p> <p>PC6. Use a suitable skin warming technique relevant to the client's needs</p> <p>PC7. Carry out any necessary extraction, when required</p> <p>PC8. Apply mask treatments evenly and neatly, ensuring that the area to be treated is covered</p> <p>PC9. Remove masks after the recommended time frame has elapsed</p> <p>PC10. Carry out cleaning to ensure skin is left clean, toned and suitably moisturized</p> <p>PC11. Provide specific after-process advice to the client</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational and legal	The user/individual on the job needs to know and understand:

BWS/N0102 - Provide basic skin care treatment

<p>requirements(Knowledge of the company / organisation and its processes)</p>	<p>KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</p> <p>KA2. Safe, effective and hygiene practices to be followed while providing facial services</p>
<p>B. Technical / Domain Knowledge</p>	<p>Anatomy and physiology</p> <p>The user/individual on the job needs to know and understand:</p> <p>KB1. The structure of the skin</p> <p>KB2. The function of the skin</p> <p>KB3. Characteristics of the skin and skin types of different ethnic client groups</p> <p>KB4. The actions of the facial, neck and shoulder muscles</p> <p>KB5. The bones of the head, neck and shoulder girdle</p> <p>KB6. The position of the head, face, neck, chest and shoulder girdle bones</p> <p>KB7. The position of the face, neck and shoulder muscles</p> <p>KB8. The effect of the natural ageing process on the facial and bleach skin and muscle tone</p> <p>KB9. The composition and function of blood and lymph and its role in improving skin and muscle condition</p> <p>Facial treatments</p> <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Methods to adapt facial and bleach techniques for clients</p> <p>KB2. Methods to recognize the skin types and skin conditions</p> <p>KB3. Effect of environmental and lifestyle factors on the skin</p> <p>KB4. Methods to treat the skin types and conditions listed in the range</p> <p>KB5. Suitable course of treatment for various skin types and conditions and recommended frequency</p> <p>KB6. Range and uses of products available for facial and bleach treatments</p> <p>KB7. Different types of specialist skin products and methods to apply</p> <p>KB8. Reasons for and benefits of: cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products</p> <p>KB9. Different types and effects of skin warming devices</p> <p>KB10. Process of safe manual comedo extraction</p> <p>KB11. Different types of masks and their effects on the skin</p> <p>KB12. Links between mask treatment timing and skin condition</p> <p>KB13. Methods to identify erythema and its causes</p>

BWS/N0102 - Provide basic skin care treatment

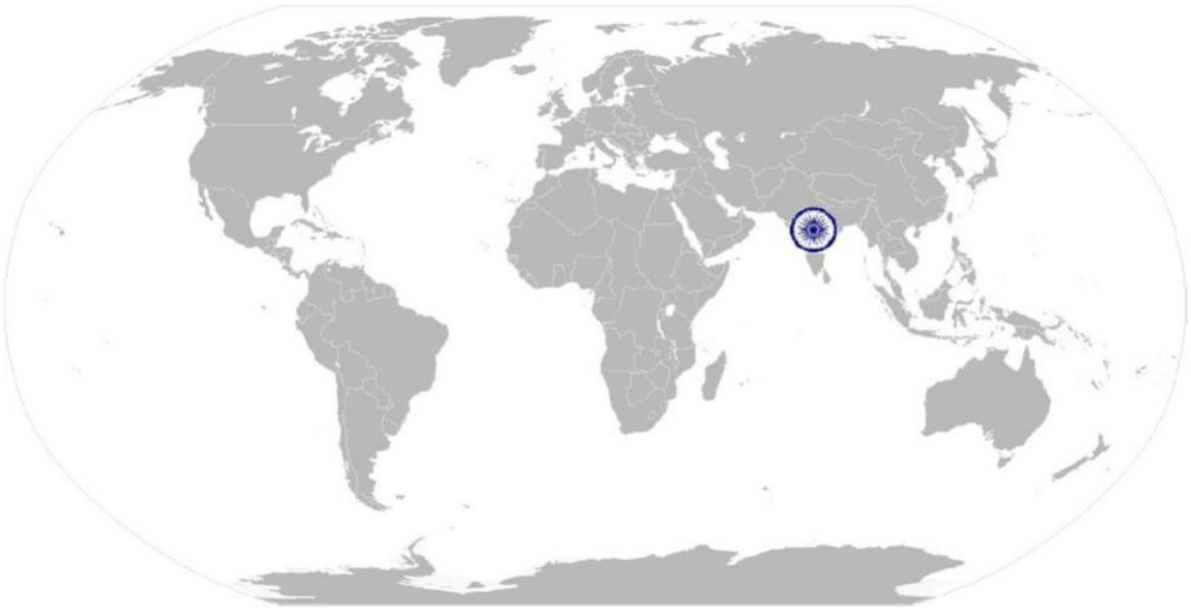
	<p>KB14. Possible contra-actions which may occur during the facial and bleach treatment and how to deal with them</p> <p>KB15. Importance of a basic home care routine</p> <p>KB16. Products for home use that will benefit the client</p> <p>KB17. Recommended time intervals for facial and bleach treatment.</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Listen and question to understand client needs</p> <p>SA3. Apply problem solving capabilities</p>
B. Professional Skills	<p>On the job the individual needs to be able to:</p> <p>SB1. Adopt customer service oriented approach to provide customized treatment</p> <p>SB2. Come up with a customized line of treatment depending upon the customer requirement</p> <p>SB3. Take care of the customer's expectation for the treatment.</p> <p>SB4. Consult the customer before beginning with the treatment.</p> <p>SB5. Suggest appropriate aftercare to customers</p>

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NOS Code	BWS/N0102		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
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Occupation	Skin Services	Next review date	24th March 2014

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to carry out basic epilation services.

BWS/N0103 - Carry out basic epilation services

Unit Code	BWS/N0103
Unit Title (Task)	Carry out basic epilation services
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to carry out waxing and threading services.
Scope	The scope of this role will include: <ul style="list-style-type: none"> (a) Performing waxing services (b) Performing threading services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Waxing services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. Carry out the process using the tools and materials(hot wax, cold wax, strips etc)and as per process laid down by the organization</p> <p>PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. Prepare the client and provide suitable personal protective equipment</p> <p>PC5. Apply the correct pre-wax products prior to waxing based on manufacturers' instructions</p> <p>PC6. Conduct a test patch and skin sensitivity test ahead of the waxing treatment</p> <p>PC7. Apply the product and remove correctly based on manufacturer's instructions</p> <p>PC8. Maintain the client's modesty and privacy at all times</p> <p>PC9. Follow work techniques that minimize discomfort to the client</p> <p>PC10. Stop the waxing treatment and providing relevant advice if contractions occur</p> <p>PC11. Clean the treated area and use a suitable soothing product</p> <p>PC12. Check with the client on satisfaction with the finished result</p> <p>PC13. Provide specific after-process advice to the client</p>
Threading services	<p>PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. Carry out the process using the tools and materials (threads, scissors etc) and as per process laid down by the organization</p> <p>PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. Adjust the client's position to meet the needs of the service without</p>

BWS/N0103 - Carry out basic epilation services

	<p>causing them discomfort</p> <p>PC5. Ensuring safe and quick hair removal methods are carried out to minimize discomfort to the client</p> <p>PC6. Ensuring the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread</p> <p>PC7. Providing clear instructions to the client on how and when to support their skin throughout the threading service</p> <p>PC8. Creating a well balanced, proportioned and defined eyebrow shape to suit the client’s requirements, when required</p> <p>PC9. Checking the client’s wellbeing throughout the service and giving the necessary reassurance</p> <p>PC10. Discontinuing the service and providing advice and recommendations where contra-actions occur</p> <p>PC11. Clean the treated area and use a suitable soothing product</p> <p>PC12. Check with the client on satisfaction with the finished result</p> <p>PC13. Provide specific after-process advice to the client</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</p> <p>KA2. Safe, effective and hygiene practices to be followed while providing services</p>
B. Technical / Domain Knowledge	Anatomy and physiology
	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The structure of the skin (ie the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, blood and lymph vessels, and sensory nerve endings) and differences in the structure of the skin for the different client groups</p> <p>KB2. The function of the skin (i.e. sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)</p> <p>KB3. The structure of the hair and basic principles of hair growth (i.e. anagen, catagen, telogen)</p> <p>KB4. The types of hair growth (including terminal and vellus)</p>

BWS/N0103 - Carry out basic epilation services

	Equipment and products for waxing
	The user/individual on the job needs to know and understand:
	KB5. The types of equipment and products used for waxing
	KB6. The function and purpose of pre-wax products
	KB7. The ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax
	KB8. The types of product suitable for soothing skin irritation
Waxing treatments	
The user/individual on the job needs to know and understand:	
KB9. Various techniques associated with and working temperatures for the different types of hot wax and warm wax	
KB10. Suitability of specific products based on hair types	
KB11. Method of application and removal of waxing products in relation to the direction of hair growth	
KB12. Precautions which need to be taken during the waxing process	
KB13. Conditions which restrict the treatment	
KB14. Advantages, disadvantages and limitations of facial waxing treatment and suitable alternative facial hair removal treatments	
KB15. Other methods of hair removal (eg sugaring, tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts, epilation, intensive pulse light, laser) and the effect of these methods on the waxing process	
Aftercare advice for clients	
The user/individual on the job needs to know and understand:	
KB1. Activities to avoid after waxing treatments	
KB2. Recommended intervals between waxing treatments	
KB3. Possible contra-actions that may occur after waxing treatments	
Threading tools, materials and equipment	
The user/individual on the job needs to know and understand:	
KB16. The types of tools and materials used for threading eg scissors, disposable eye brow brush etc	
KB17. The importance of using a thread designed for threading	
KB18. The types of products suitable for pre and post threading services	
KB19. The importance of having the correct equipment for threading eg a couch or chair with suitable back, neck and leg support.	

BWS/N0103 - Carry out basic epilation services

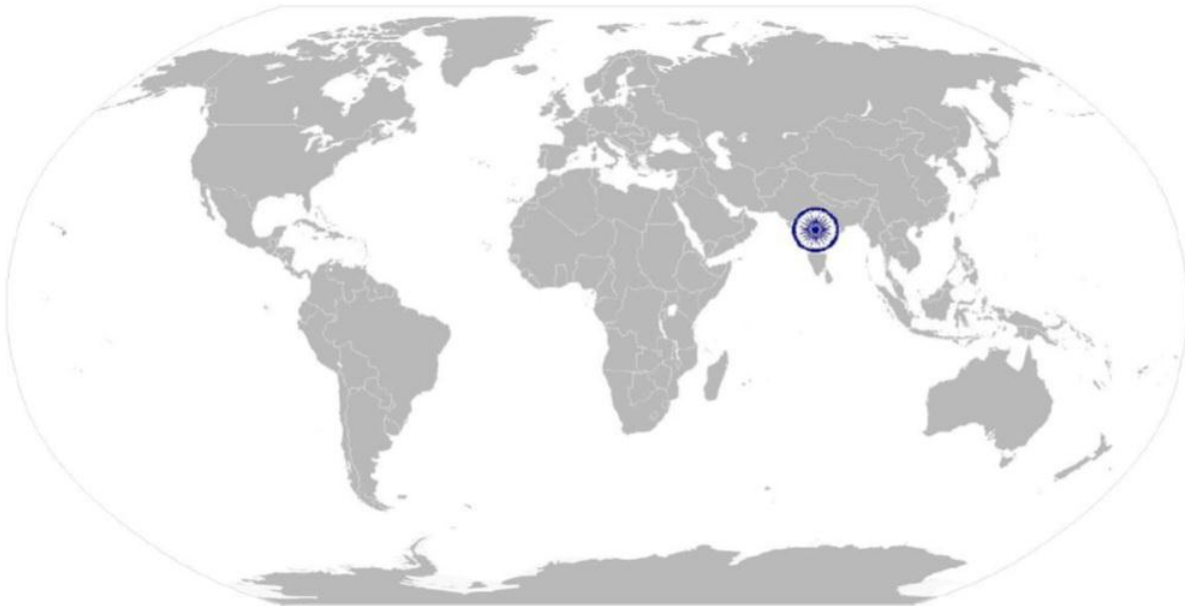
	<p>Treatment specific knowledge</p> <p>The user/individual on the job needs to know and understand:</p> <p>KB20. Different types of threading techniques</p> <p>KB21. The advantages and disadvantages of threading</p> <p>KB22. The shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape</p> <p>KB23. Method to carry out the threading techniques</p> <p>KB24. Importance of performing safe, quick and effective threading techniques</p> <p>KB25. Adapting the threading techniques to suit male client requirements e.g removing external hair on ears and nose</p> <p>KB26. Other methods of hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, light based hair reduction, waxing, electrical epilation) and the effect of these methods on the threading service</p> <p>KB27. Importance of aftercare requirements for threading services</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Listen and question to understand client needs</p> <p>SA3. Apply problem solving capabilities</p>
<p>B. Professional Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SB1. Adopt customer service oriented approach to provide customized treatment</p> <p>SB2. Come up with a customized line of treatment depending upon the customer requirement</p> <p>SB3. Take care of the customer's expectation for the treatment.</p> <p>SB4. Consult the customer before beginning with the treatment.</p> <p>SB5. Perform different types of manicure and pedicure</p> <p>SB6. Suggest appropriate aftercare to customers</p>

BWS/N0103 - Carry out basic epilation services

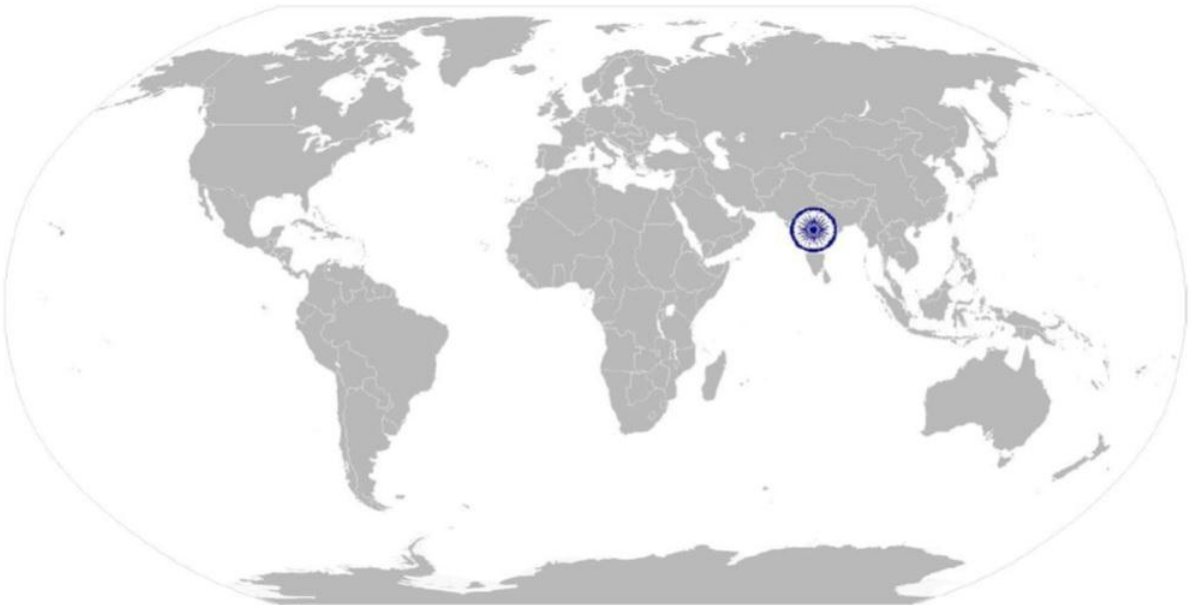
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NOS Code	BWS/N0103		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide manicure and pedicure services.

BWS/N0104 - Provide manicure and pedicure services

National Occupational Standard

Unit Code	BWS/N0104
Unit Title (Task)	Provide manicure and pedicure services
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide manicure and pedicure services.
Scope	<p>The scope of this role will include:</p> <ul style="list-style-type: none"> (a) Performing Manicure and Pedicure <ul style="list-style-type: none"> i. Cleaning the hands and feet ii. Filing nails as per client request iii. Massaging the hands/ feet iv. Painting the nails as per client's desire
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manicure and pedicure services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. Carry out the process using the tools and materials and as per process laid down by the organization</p> <p>PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. Adjust the positioning of the client to ensure easy process access and minimal injury risk</p> <p>PC5. Clean and dry the client's feet/ hands as a part of preparation</p> <p>PC6. File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length</p> <p>PC7. Apply suitable cuticle products during the process to ensure no damage to the cuticle and nail plate</p> <p>PC8. Remove any excessive hard skin using a foot rasp, without discomfort to the client, if required</p> <p>PC9. Use appropriate massage mediums and techniques to meet the client's needs</p> <p>PC10. Apply suitable base coat/polish coats and top coat relevant to the client's needs, as required</p> <p>PC11. Clean the treated area and use a suitable soothing product</p> <p>PC12. Check with the client on satisfaction with the finished result</p> <p>PC13. Provide specific after-process advice to the client</p>

BWS/N0104 - Provide manicure and pedicure services

Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon KA2. Safe, effective and hygiene practices to be followed while providing services
	Anatomy and physiology The user/individual on the job needs to know and understand: KB1. The bones, muscles and blood circulation related to the hand, foot, lower arm and lower leg KB2. The structure of the nail unit (i.e. the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold) KB3. The process of nail growth (i.e. nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness) KB4. The structure and function of the skin (ie. dermis, epidermis, subcutaneous layer, appendages) KB5. Characteristics of skin and skin types of different ethnic client groups KB6. Different natural nail shapes you are likely to come across during manicure services (eg hook, spoon, fan)
B. Technical / Domain Knowledge	Manicure treatments The user/individual on the job needs to know and understand: KB1. Identification of treatable nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles) KB2. Different types of techniques used within manicure and how to carry them out KB3. Selection and adaption of manicure and pedicure services to suit individual client needs KB4. Adapt manicure and pedicure service to suit a male client KB5. Benefits and effects of the hand, foot and nail treatments in the range KB6. Different types of manicure and pedicure tools and equipment and their application KB7. Different types of massage movements used in a manicure service and their effect on the nails, skin, muscle and underlying structures

BWS/N0104 - Provide manicure and pedicure services

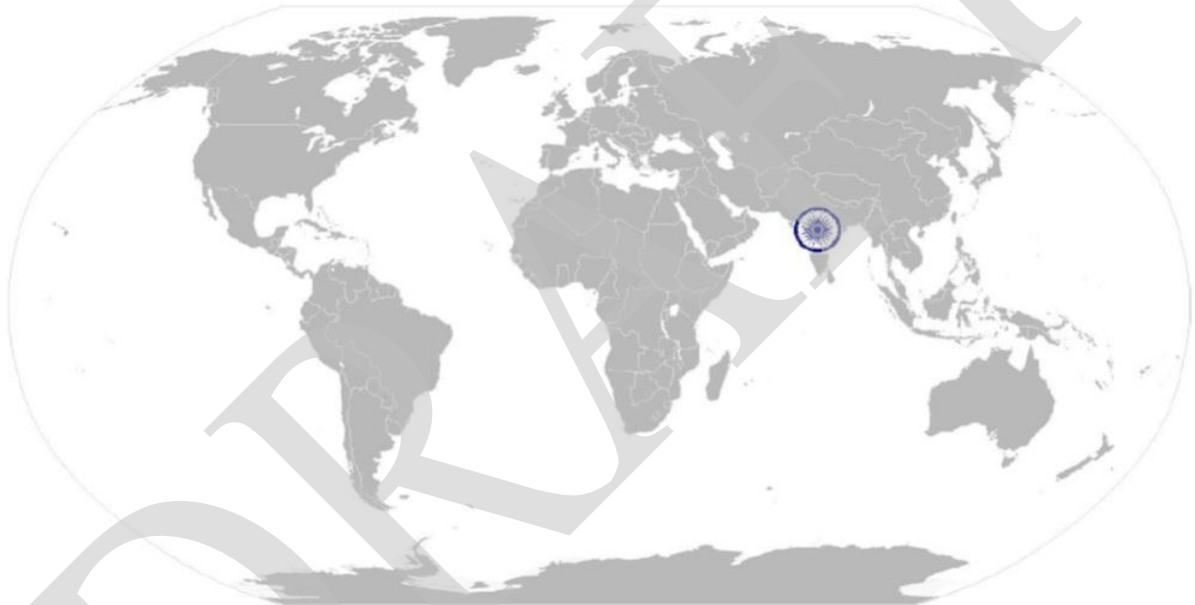
	<p>KB8. Pre-preparation required for the nail finish process</p> <p>KB9. Method(s) of applying nail finishes in the range and removing nail polish</p> <p>KB10. Importance of aftercare and maintenance requirements</p> <p>KB11. Recommended time intervals between nail services</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Effective reading, writing and oral communication skills</p> <p>SA2. Listening and questioning skills to understand client needs</p>
B. Professional Skills	<p>On the job the individual needs to be able to:</p> <p>SB1. Customer service approach to provide customized treatment</p> <p>SB2. Ability to come up with a customized line of treatment depending upon the customer requirement</p> <p>SB3. Problem solving capabilities</p>

NOS Version Control

NOS Code	BWS/N0104		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the beautician in providing various services.

BWS/N0105 - Assist the beautician performing beauty services

Unit Code	BWS/N0105
Unit Title (Task)	Assist the Beautician
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the hair stylist in providing various services.
Scope	The scope of this role will include: <ul style="list-style-type: none"> (a) Assisting the beautician in the following: <ul style="list-style-type: none"> i. Performing advanced beauty treatments ii. Performing Make up
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Assisting the Beautician	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation PC2. Arrange tools and products that are safe and fit for the purpose based on the guidelines PC3. Assist the beauticians and makeup artists with the products and the services under guidance based on the procedure laid out by the employers PC4. Assist to resolve any problems occurring during the process using the relevant corrective action PC5. Assist cleaning up the post-treatment waste to main the health and safety standard
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon KA2. Safe, effective and hygiene practices to be followed while providing skin services
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Understanding of various products and their selection and application based on skin types

BWS/N0105 - Assist the beautician performing beauty services

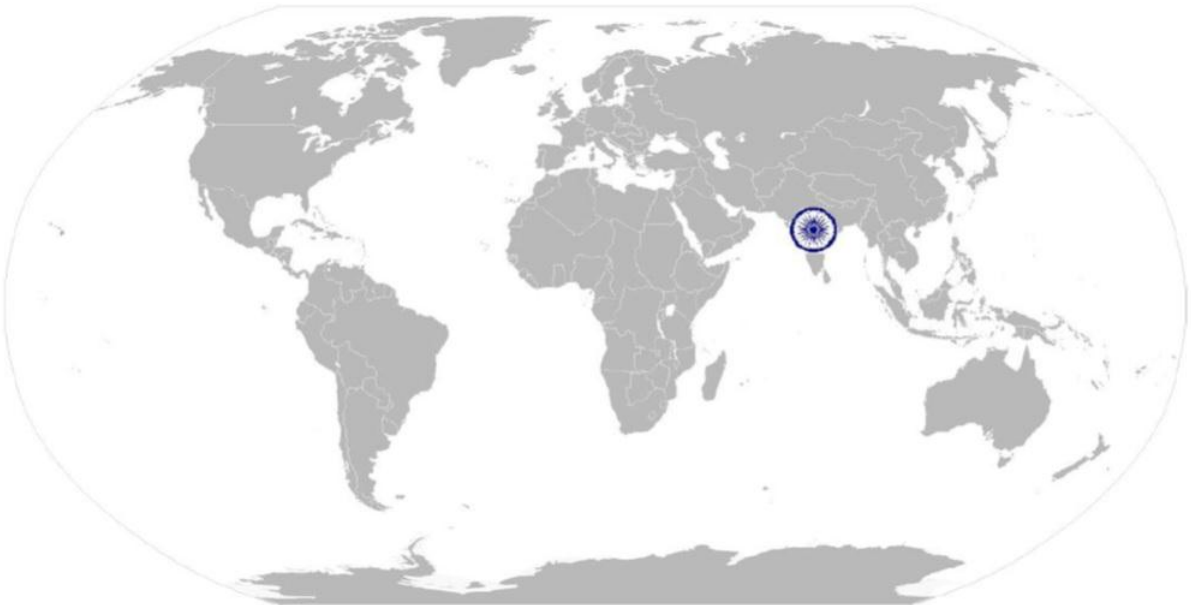
	KB2. Types of tools, materials and equipment used for skin treatments and make up KB3. The importance of using products economically
Skills (S)	
A. Core Skills / Generic Skills	On the job the individual needs to be able to: SA1. Read, write and communicate orally SA2. Listen and question to understand client needs SA3. Apply problem solving capabilities
B. Professional Skills	SB1. Adopt customer service oriented approach to provide customized treatment SB2. Come up with a customized line of treatment depending upon the customer requirement SB3. Take care of the customer's expectation for the treatment. SB4. Consult the customer before beginning with the treatment.

NOS Version Control

NOS Code	BWS/N0105		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Saloon and Beauty Centre	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain health and safety at the workplace in order to reduce potential risks to self and others.

BWS/N0106 - Maintain health and safety at the workplace

National Occupational Standard

Unit Code	BWS/N0106
Unit Title (Task)	Maintain health and safety at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain health and safety at the workplace in order to reduce potential risks to self and others.
Scope	<ol style="list-style-type: none"> 1. Workplace health and safety <ol style="list-style-type: none"> (a) Being aware of risks/ threats (b) Identification (c) Response
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining health and safety at the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Set up the work area to meet legal, hygiene and treatment requirements</p> <p>PC2. Conform to accepted industry and organizational requirements related to personal hygiene and protection</p> <p>PC3. Clean and sterilize all tools and equipment before use</p> <p>PC4. Maintaining accepted industry hygiene and safety practices throughout the work routine</p> <p>PC5. Positioning equipment and materials for ease and safety of use</p> <p>PC6. Ensuring your own posture and position minimizes fatigue and the risk of injury whilst working</p> <p>PC7. Disposing of waste materials safely and correctly</p> <p>PC8. Leaving the work area in a condition suitable for further use</p> <p>PC9. Identify potential harmful working practices in your workplace</p> <p>PC10. Report health and safety risks/ hazards to concerned personnel</p> <p>PC11. Carry out your work in accordance with workplace instructions, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products and legal requirements</p> <p>PC12. Monitor for contra-indications related to beauty treatments and follow preventive measures</p> <p>PC13. Make sure your self-actions do not endanger the health and safety of you or others in your workplace</p> <p>PC14. Make sure you follow environmentally-friendly working practices</p>

BWS/N0106 - Maintain health and safety at the workplace

Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Correct methods of work area set up, preparation and use the equipment and materials</p> <p>KA2. Waste reduction and disposal techniques</p> <p>KA3. House-keeping and tidy maintenance of work areas</p> <p>KA4. Your responsibilities and duties for health and safety in the workplace</p> <p>KA5. Potential workplace hazards and the safe working practices to be followed</p> <p>KA6. Role specific health and safety hazards and precautions to take</p> <p>KA7. Importance and process of reporting risks</p> <p>KA8. Communication protocol and contact persons for reporting risks</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various legal, hygiene and treatment requirements of the workplace</p> <p>KB2. Importance of effective sterilizing and disinfecting, methods, chemicals and related equipment</p> <p>KB3. Correct method of maintaining equipment and materials in a clean and hygienic condition</p> <p>KB4. Pre-treatment process preparation for self and client</p> <p>KB5. Potential discomfort and injuries to self and clients and methods to avoid them</p> <p>KB6. Techniques related to client positioning and risks of poor positioning</p> <p>KB7. Prescribed hygiene standards, adherence and the principles for avoiding cross-infections</p> <p>KB8. Contra-indications related to beauty treatments</p> <p>KB9. Process to handle contra-indications requiring medical referral</p> <p>KB10. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products that must be followed</p> <p>KB11. Potential risks to the environment risks based on your actions</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Understand the value of physical fitness, personal hygiene and good habits</p> <p>SA2. Apply the knowledge of health and hygiene while providing services</p>
B. Professional	<p>On the job the individual needs to be able to:</p>

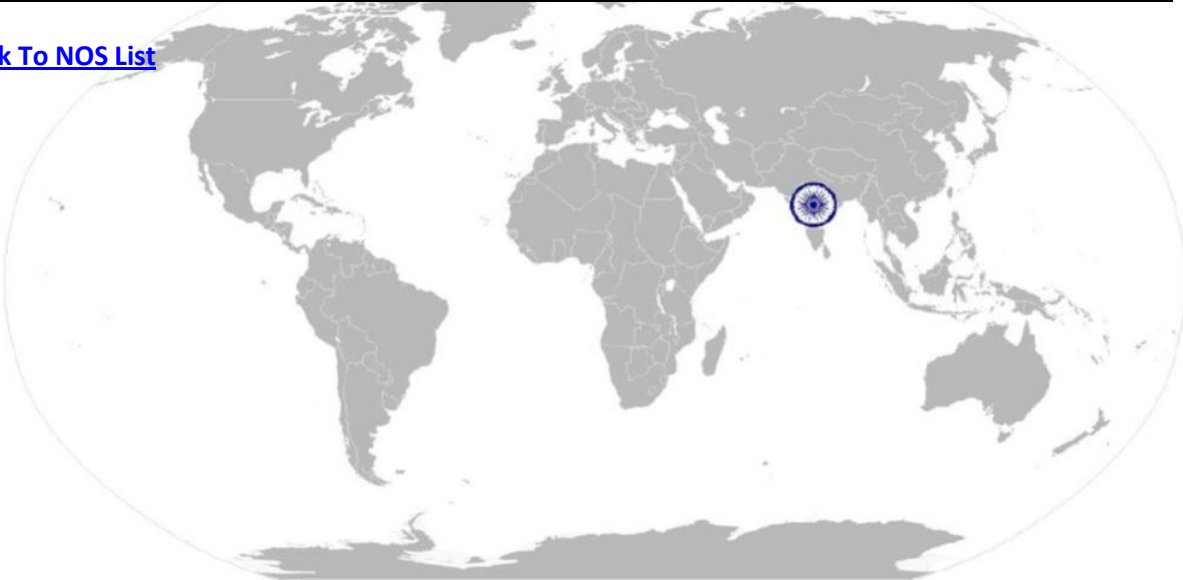
BWS/N0106 - Maintain health and safety at the workplace

Skills	<p>SB1. Evaluate and appreciate potential health and safety risks</p> <p>SB2. Report to supervisors and other authorized personnel for assistance in case of any health or safety issue</p>
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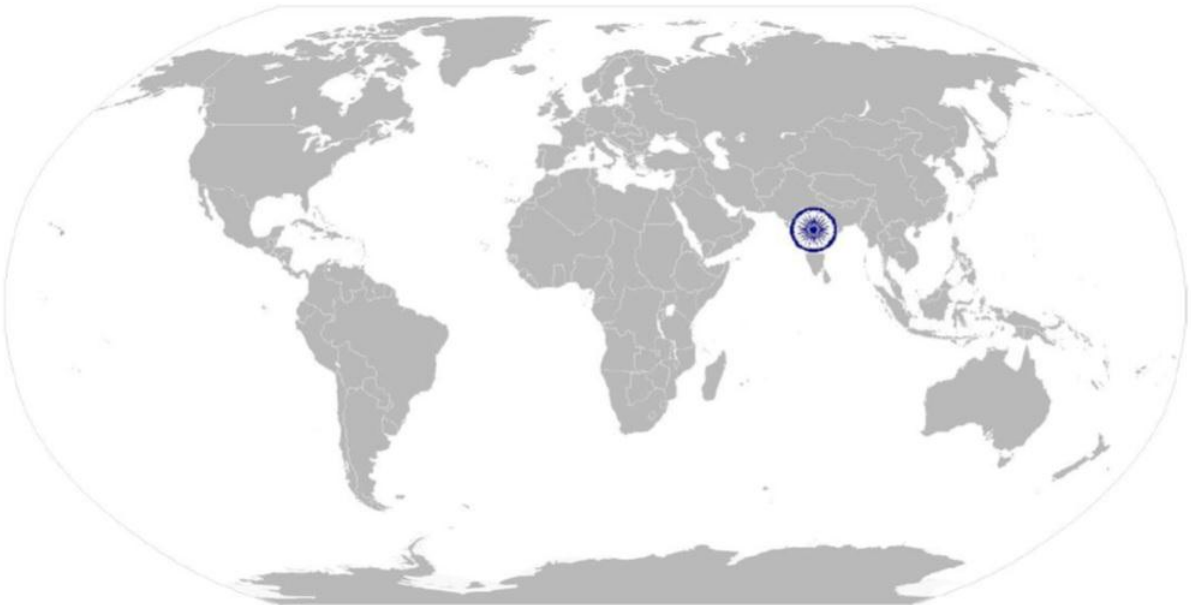
NOS Version Control

NOS Code	BWS/N0106		
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Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.

BWS/N0107 - Create a positive impression at the workplace

Unit Code	BWS/N0107
Unit Title (Task)	Create a positive impression at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.
Scope	<ul style="list-style-type: none"> (a) Maintaining good appearance and behavior (b) Executing tasks as per organization's standards (c) Communicating and recording information
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Appearance and behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain good health and personal hygiene</p> <p>PC2. Comply with organisation's standards of grooming and personal behavior</p> <p>PC3. Meet the organisation's standards of courtesy, behaviour and efficiency</p> <p>PC4. Stay free from intoxicants while on duty</p> <p>PC5. Wear and carry organisation's uniform and accessories correctly and smartly</p>
Task execution as per organization's standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take appropriate and approved actions in line with instructions and guidelines</p> <p>PC2. Record details related to tasks, as per procedure</p> <p>PC3. Participate in workplace activities as a part of the larger team</p> <p>PC4. Report to supervisor immediately in case there are any work issues</p> <p>PC5. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</p>
Communication and Information record	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines</p> <p>PC2. Communicate role related information to stakeholders in a polite manner and resolve queries, if any</p> <p>PC3. Assist and guide clients to services or products based on their needs</p>

BWS/N0107 - Create a positive impression at the workplace

	<p>PC4. Report and record instances of aggressive/ unruly behaviour and seek assistance</p> <p>PC5. Use communication equipment (phone, email etc) as mandated by your organization</p> <p>PC6. Carry out routine documentation legibly and accurately in the desired format</p> <p>PC7. File routine reports and feedback</p> <p>PC8. Maintain confidentiality of information, as required, in the role</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Importance of personal health and hygiene</p> <p>KA2. Organisation's standards of grooming and personal behavior</p> <p>KA3. Organisation's standards related to courtesy, behaviour and efficiency</p> <p>KA4. Ill-effects of intoxicants and potential actions at workplace</p> <p>KA5. Items of uniform & accessories and correct method of wearing/ carrying them</p> <p>KA6. Reporting/ recording formats and protocol for documentation</p> <p>KA7. Kinds of work issues that may arise and reporting structure</p> <p>KA8. Code of practices and guidelines relating to communication with people</p> <p>KA9. Organisation's requirements for recording and retaining information</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Ability to speak, read and write in the local vernacular language and English</p> <p>KB2. Appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. Different formats on which information is to be recorded</p> <p>KB4. Importance to maintain security and confidentiality of information</p> <p>KB5. Kinds of communication equipment (email, phone etc) available and their effective use</p> <p>KB6. Selling/ influencing techniques to provide additional services/ products to clients</p>

BWS/N0107 - Create a positive impression at the workplace

Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately SA2. Read and interpret information accurately SA3. Follow instructions accurately SA4. Use gestures or simple words to communicate where language barriers exist SA5. Fluently speak and understand basic English and the regional language SA6. Display courteous and helpful behavior at all times SA7. Display positive body language</p>
B. Professional Skills	<p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions related to your responsibilities SB2. Build strong relationships with customers and team mates</p>

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NOS Code	BWS/N0107		
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Sector	Beauty and Wellness	Drafted on	20 th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24 th March 2014
Occupation	Skin Services	Next review date	24 th March 2015

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