

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ASSISTANT HAIR STYLIST [BEAUTY & 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 Hair Stylist

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** SALON AND BEAUTY CENTER

**OCCUPATION:** HAIR SERVICES

**REFERENCE ID:** BWS/Q0201

**ALIGNED TO:** NCO-2004/5141.90

**Brief Job Description:** An Assistant Hair Stylist shampoos and conditions hair, blow dries hair, provides basic hair cuts as well as assists the hair stylist in providing other advanced hair 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 Hair Stylist must possess good communication skills along with pleasing personality. They must be able to work under pressure and must be polite and patient. A Assistant Hair Stylist must also have good hand eye coordination, attitude towards customer service and attention to detail.

Job Details

<b>Qualifications Pack Code</b>	<b>BWS/Q0201</b>		
<b>Job Role</b>	<b>Assistant Hair Stylist</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	TBD	<b>Version Number</b>	1
<b>Sector</b>	Beauty and Wellness	<b>Drafted on</b>	20 <sup>th</sup> March 2014
<b>Sub-sector</b>	Saloon and Beauty Centre	<b>Last reviewed on</b>	24 <sup>th</sup> March 2014
<b>Occupation</b>	Hair Services	<b>Next review date</b>	24 <sup>th</sup> March 2015
<b>Job Role</b>	<b>Assistant Hair Stylist</b>		
<b>Role Description</b>	An Assistant Hair Stylist shampoos and conditions hair, blow dries hair, provides basic hair cuts as well as assists the hair stylist in providing other advanced hair 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		
<b>NSQF level</b>	3		
<b>Minimum Educational Qualifications</b>	----- Preferably Class VIII		
<b>Maximum Educational Qualifications</b>	NA		
<b>Training</b>	NA		
<b>Applicable National Occupational Standards</b>	Click on the hyperlink to read/download the required NOS 1. <a href="#">BWS/N0201- Prepare and maintain work area</a> 2. <a href="#">BWS/N0202- Basic blow dry (blast dry) hair</a> 3. <a href="#">BWS/N0203 - Shampoo, condition the hair and scalp</a> 4. <a href="#">BWS/N0204 - Perform Basic Hair Cut</a> 5. <a href="#">BWS/N0205 - Assist the hair stylist performing advanced hair services</a> 6. <a href="#">BWS/N0206 - Maintain health and safety at the workplace</a> 7. <a href="#">BWS/N0207- Create a positive impression at the workplace</a>		
<b>Performance Criteria</b>	As described in the relevant OS units		

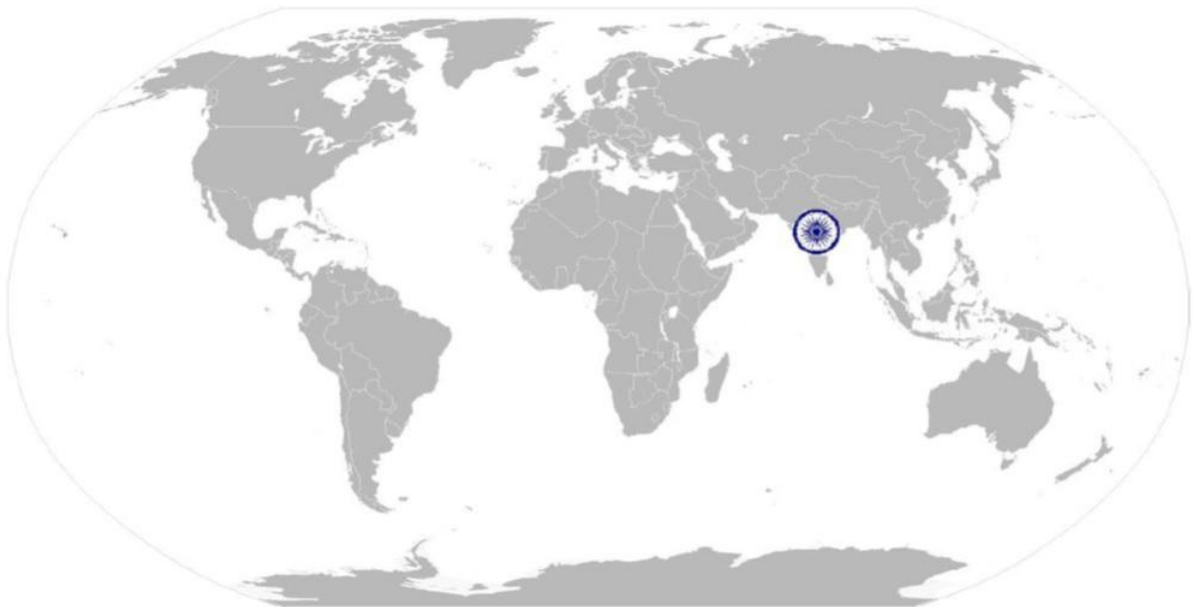
Definitions

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 fulfil 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.

**Acronyms**

<b>Keywords /Terms</b>	<b>Description</b>
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

# National Occupational Standard



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## Overview

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

**BWS/N0201- Prepare and maintain work area**

<b>National Occupational Standard</b>	<b>Unit Code</b>	<b>BWS/N0201</b>
	<b>Unit Title (Task)</b>	<b>Prepare and maintain work area</b>
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for preparing and maintaining the work area in a professional manner ahead of service delivery.
	<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>(a) Preparing and maintaining the treatment work areas <ul style="list-style-type: none"> <li>i. Keeping the work area clean</li> <li>ii. Setting up the required equipment</li> <li>iii. Disposing off waste correctly</li> </ul> </li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Preparation and maintainance of the treatment work areas</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Select suitable materials and equipment(such as hair brushes, hair colour, corresponding brushes, dryer, straightening iron, curling rod, serums etc.) required for the client</li> <li>PC2. Set up the materials and equipment for treatments following salon procedures and any given instructions</li> <li>PC3. Place all the materials in the trolley and set it up as per requirement</li> <li>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</li> <li>PC5. Carry out checks to ensure that environmental conditions including room temperature are suitable for the client and the treatment</li> <li>PC6. Place the draping cape around the client's body as per comfort level of the client</li> <li>PC7. Adjust the height of the chair as per comfort level of the client and the hair stylist</li> <li>PC8. Carry out procedures in line with industry and organizational requirements related to your personal hygiene, protection and appearance</li> <li>PC9. Carry out cleaning at the work station as per organization norms</li> <li>PC10. Dispose hair and other waste materials safely and correctly</li> <li>PC11. Check and clean equipment according to manufacturers' instructions and salon procedures</li> <li>PC12. Store records, materials and equipment based on salon procedures</li> </ul>
	<b>Knowledge and Understanding w.r.t the Scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding (K)</b>

**BWS/N0201- Prepare and maintain work area**

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

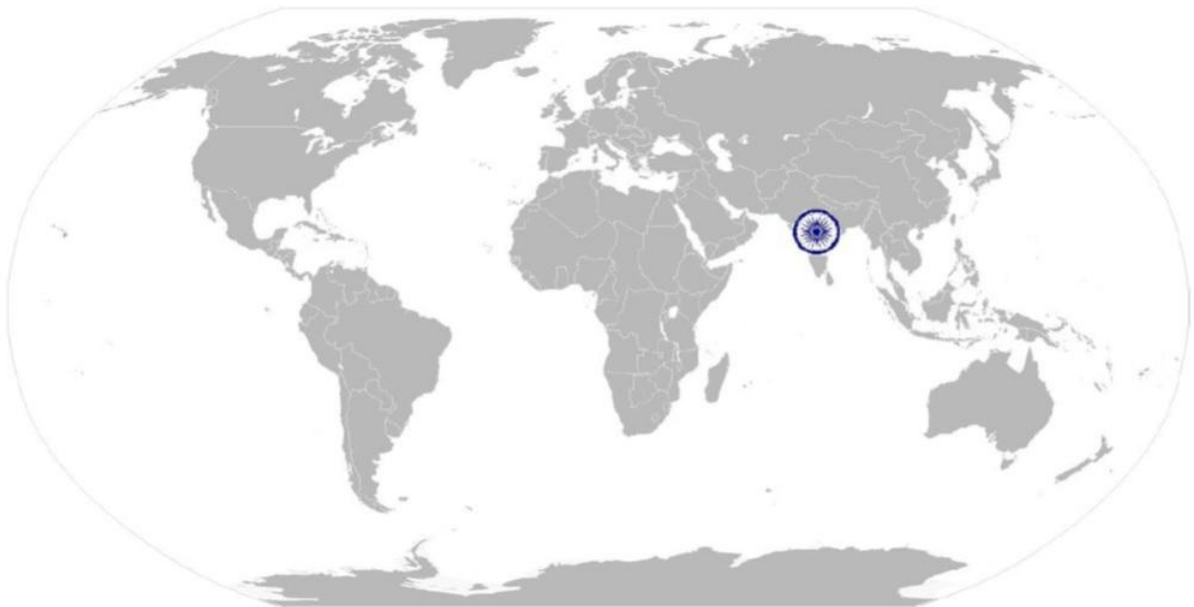
## NOS Version Control

<b>NOS Code</b>	<b>BWS/N0201</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty and Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Saloon and Beauty Centre</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard



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## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic blow drying (blast dry) hair.



**BWS/N0202- Basic blow dry (blast dry) hair**

<b>Unit Code</b>	<b>BWS/N0202</b>
<b>Unit Title (Task)</b>	<b>Blow dry hair</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for blow drying hair
<b>Scope</b>	<p>The scope of this role will include:</p> <p>(a) Basic blow drying (blast drying) of hair</p> <ol style="list-style-type: none"> <li>a. Use a hair dryer to blow dry hair and achieve required style</li> <li>b. Apply product in consultation with the senior stylist and the client</li> </ol>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Basic Blow drying (blast drying) procedure</b>	<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 as laid down by the organization</p> <p>PC3. Confirm blow drying instructions with the client</p> <p>PC4. Apply products, if required, following the stylist's instructions</p> <p>PC5. Carry out checks to minimise the risk of damage to the hair and client discomfort</p> <p>PC6. Check whether client is comfortable during the drying process</p> <p>PC7. Use tools and equipments effectively to achieve the required result</p> <p>PC8. Check with the client on satisfaction with the finished result</p> <p>PC9. Provide specific after-process advice to the client</p>
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<b>A. Organisational Context</b> (Knowledge of the company / organisation 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 blow drying services</p>
<b>B. Technical / Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Instructions given by the client</p> <p>KB2. Clients' comfort throughout the drying process</p> <p>KB3. The basic structure of the hair</p> <p>KB4. The effects of the humidity and drying process on the hair</p> <p>KB5. Effect of incorrect application of heat on the hair and scalp</p>

### BWS/N0202- Basic blow dry (blast dry) hair

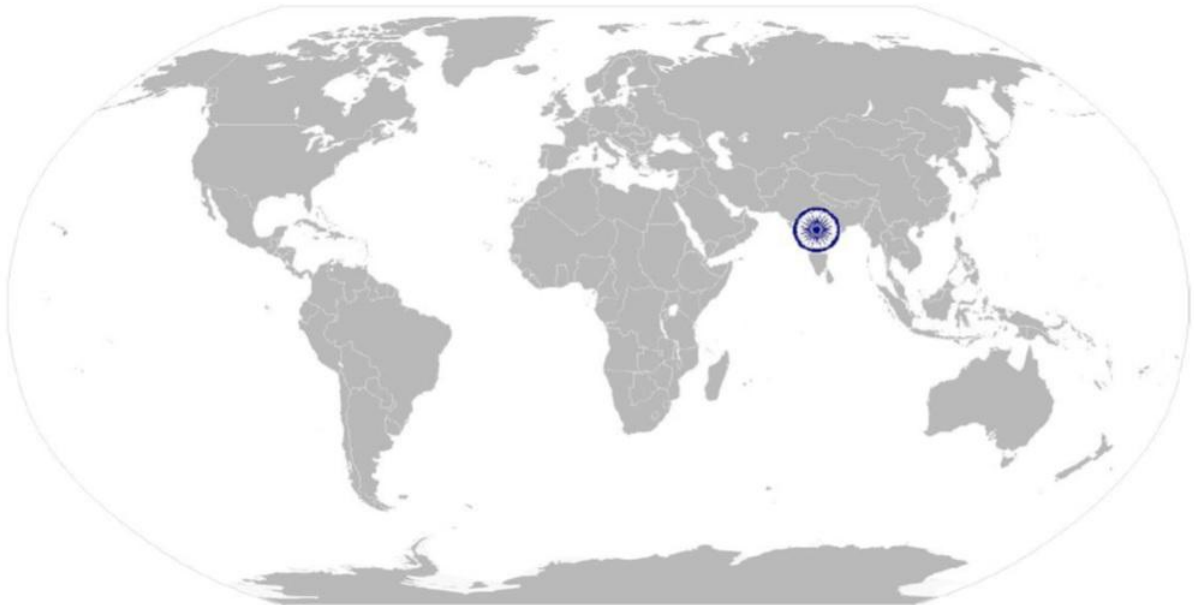
	<p>KB6. Range of flat and round brushes available for blow drying and their usage</p> <p>KB7. Different types and purposes of blow drying products</p> <p>KB8. Methods of handling and controlling hair sections during the drying process</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<p>On 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>
<b>B. Professional Skills</b>	<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>

### NOS Version Control

<b>NOS Code</b>	<b>BWS/N0202</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Salon &amp; Beauty Center</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard



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## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for shampooing, conditioning the hair and scalp.

**BWS/N0203 -Shampoo and condition the hair and scalp**

<b>Unit Code</b>	<b>BWS/N0203</b>
<b>Unit Title (Task)</b>	<b>Shampoo and condition the hair</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for shampooing and conditioning the hair
<b>Scope</b>	The scope of this role will include:  (a) Shampooing hair and scalp (b) Conditioning the hair
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Shampooing procedure</b>	To be competent, the user/individual on the job must be able to:  PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs PC2. Record the client's responses to questioning PC3. Carry out the process using the tools and materials as laid down by the organization PC4. Use products, tools and equipment suitable for the client's need and hair texture PC5. Leave client's hair and scalp clean and free of excess water PC6. Check with the client on satisfaction with the finished result PC7. Provide specific after-process advice to the client
<b>Conditioning procedure</b>	To be competent, the user/individual on the job must be able to:  PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs PC2. Record the client's responses to questioning PC3. Apply conditioning products to meet the needs of the client's hair and scalp, following your salon's and manufacturers' instructions PC4. Monitor and time the development of the conditioning product PC5. Remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle PC6. Remove conditioning product and excess water PC7. Perform blast dry / basic blow dry operation based on the client's need, if required, as per guidelines PC8. Comb through the client's hair, if required, as per procedure PC9. Provide advice and recommendations to the client for after care
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<b>A. Organisational Context</b> (Knowledge of the company /	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

**BWS/N0203 -Shampoo and condition the hair and scalp**

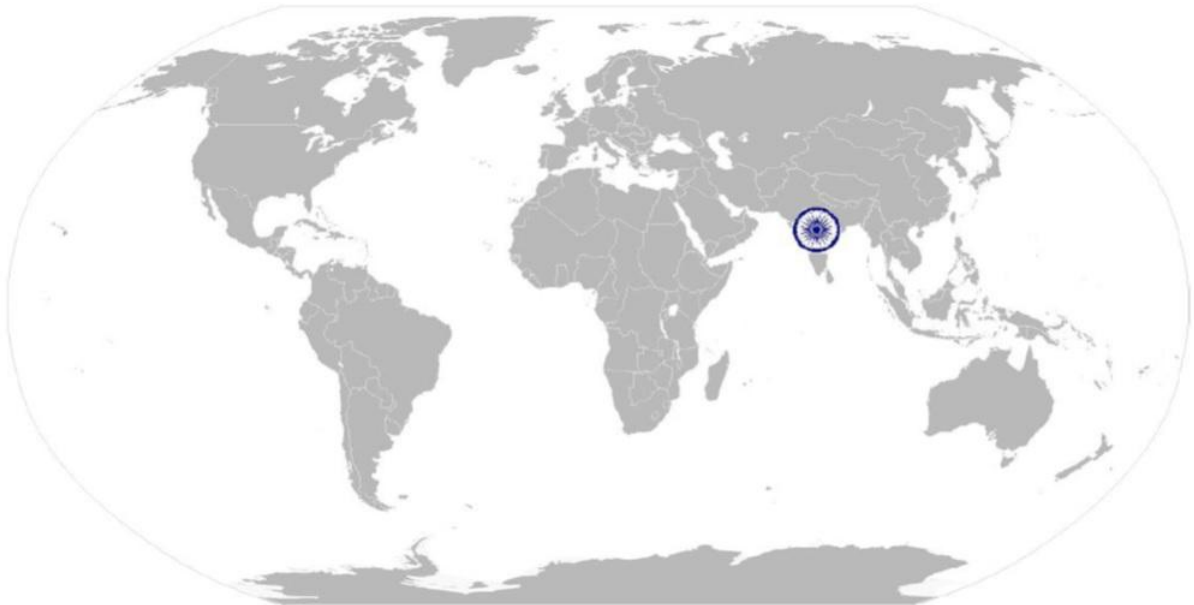
organisation and its processes)	KA2. Safe, effective and hygiene practices to be followed while providing services
<b>B. Technical / Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different kind of hair and hair structure            KB2. The contra-indications in the range can affect the scalp massage service            KB3. The effects of water temperature on the scalp and structure of the hair            KB4. Impact of shampoos and conditioning products on the hair and scalp            KB5. Kinds of shampooing and conditioning products/ equipment            KB6. Manufacturers' instructions relating to the usage of the products            KB7. Impact of incorrect usage of shampooing and conditioning products            KB8. Handle equipment used during conditioning and treatment processes            KB9. Different massage techniques            KB10. Application of shampooing and conditioning products            KB11. The importance of removing conditioning products, and de-tangling the hair            KB12. Techniques of combing hair from point to root            KB13. Shampooing and conditioning techniques and products for home use</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<p>On the job the individual needs to be able to: </p> <p>SA1. Read, write and communicate orally            SA2. Plan and manage work routine based on saloon procedure            SA3. Apply problem solving capabilities</p>
<b>B. Professional Skills</b>	<p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions regarding to responsibilities            SB2. Adhere to customer service oriented approach            SB3. Take care of the customer's expectation for the treatment            SB4. Consult the customer before beginning with the treatment            SB5. Provide after care recommendations</p>

**NOS Version Control**

<b>NOS Code</b>	<b>BWS/N0203</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty and Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Saloon and Beauty Centre</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard



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## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic hair cutting skills for men and women in a way that enhances their personal image.



**BWS/N0204 - Perform Basic Hair Cut**

<b>Unit Code</b>	<b>BWS/N0204</b>
<b>Unit Title (Task)</b>	<b>Provide Basic Hair Cut</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic hair cutting skills for men and women in a way that enhances their personal image.
<b>Scope</b>	The scope of this role include: <ul style="list-style-type: none"> <li>(a) Perform basic hair cuts <ul style="list-style-type: none"> <li>i. Ensuring housekeeping and safety in the hair cutting station area</li> <li>ii. Preparing the cutting equipments</li> <li>iii. Carry out basic hair cuts</li> </ul> </li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Basic hair cut procedure</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation</li> <li>PC2. Use tools and products that are safe and fit for the purpose</li> <li>PC3. Explore the variety of looks with the client using relevant visual aids</li> <li>PC4. Recommend a look that is suitable for the client</li> <li>PC5. Confirm with the client the look agreed before commencing</li> <li>PC6. Suitably prepare the client's hair prior to cutting in straight cut, "V" or "U"</li> <li>PC7. Establish and follow suitable cutting guideline</li> <li>PC8. Consult with the client during the cutting service to confirm the desired look</li> <li>PC9. Perform the hair cut based on agreed upon look</li> <li>PC10. Take suitable remedial action to resolve any problems arising during the cutting service</li> <li>PC11. Get confirmation on the finished look from the client</li> <li>PC12. Provide advice and recommendations accurately and constructively</li> <li>PC13. Provide the client suitable advice on the maintenance of their look</li> </ul>
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<b>A. Organisational Context</b> (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"> <li>KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</li> <li>KA2. Safe, effective and hygiene practices to be followed while providing blow drying services</li> </ul>



### BWS/N0204 - Perform Basic Hair Cut

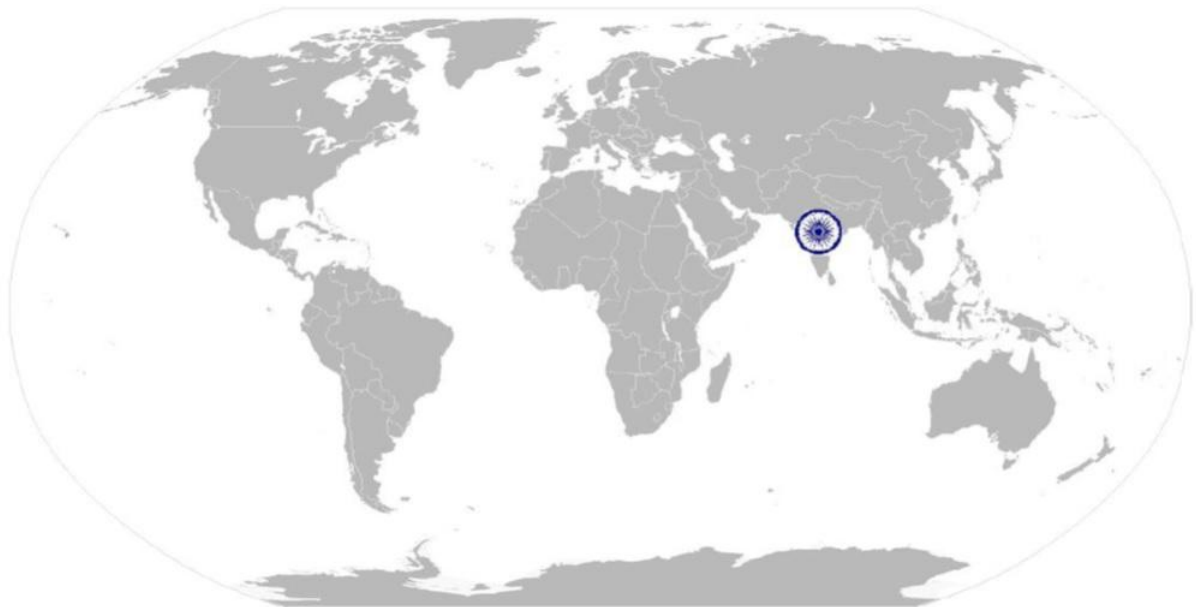
<b>B. Technical / Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of different factors that must be taken into consideration prior to and during cutting</p> <p>KB2. Understanding the rationale behind sectioning of hair prior to cutting The types of products available for achieving final look</p> <p>KB3. Sources of creative information and inspiration</p> <p>KB4. Methods to use all the cutting techniques in the range</p> <p>KB5. Understanding of tools can be used on different types of hairs</p> <p>KB6. Methods to crosscheck and balance the cut</p> <p>KB7. The importance of considering weight distribution, correct degree of tension, and damping the hair</p> <p>KB8. The importance of applying the correct degree of tension to the hair when cutting</p> <p>KB26. The importance of keeping the hair damp throughout the wet cutting process the recommended time interval between cuts</p> <p>KB27. Method to use tools and equipment to maintain the look</p> <p>KB28. Products for home use that will benefit the client</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<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>
<b>B. Professional Skills</b>	<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. Satisfy the customer with the desired hair cut and look</p>

### NOS Version Control

<b>NOS Code</b>	<b>BWS/N0204</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty and Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Saloon and Beauty Centre</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard

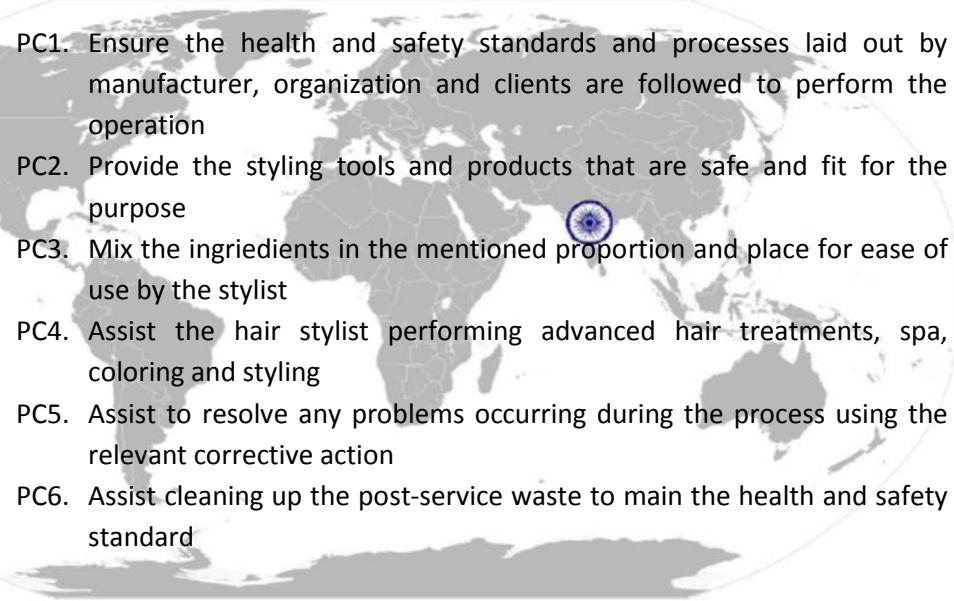


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## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the hair stylist performing advanced hair services.

**BWS/N0205 - Assist the hair stylist performing advanced hair services**

<b>Unit Code</b>	<b>BWS/N0205</b>
<b>Unit Title (Task)</b>	<b>Assist the Hair Stylist</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the hair stylist in providing various services.
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>(a) Assisting the hair stylist in the following: <ul style="list-style-type: none"> <li>i. Coloring services</li> <li>ii. Spa and hair treatment services</li> <li>iii. Styling of hair</li> </ul> </li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assisting the hair stylist</b>	To be competent, the user/individual on the job must be able to:  <ul style="list-style-type: none"> <li>PC1. Ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation</li> <li>PC2. Provide the styling tools and products that are safe and fit for the purpose</li> <li>PC3. Mix the ingredients in the mentioned proportion and place for ease of use by the stylist</li> <li>PC4. Assist the hair stylist performing advanced hair treatments, spa, coloring and styling</li> <li>PC5. Assist to resolve any problems occurring during the process using the relevant corrective action</li> <li>PC6. Assist cleaning up the post-service waste to main the health and safety standard</li> </ul>
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<b>A. Organisational Context</b> (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"> <li>KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</li> <li>KA2. Safe, effective and hygiene practices to be followed while providing colouring services</li> </ul>
<b>B. Technical / Domain Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Understanding of colouring science for selecting and applying colour</li> <li>KB2. Types of tools, materials and equipment used for colouring and lightening hair and process to use them</li> </ul>

**BWS/N0205 - Assist the hair stylist performing advanced hair services**

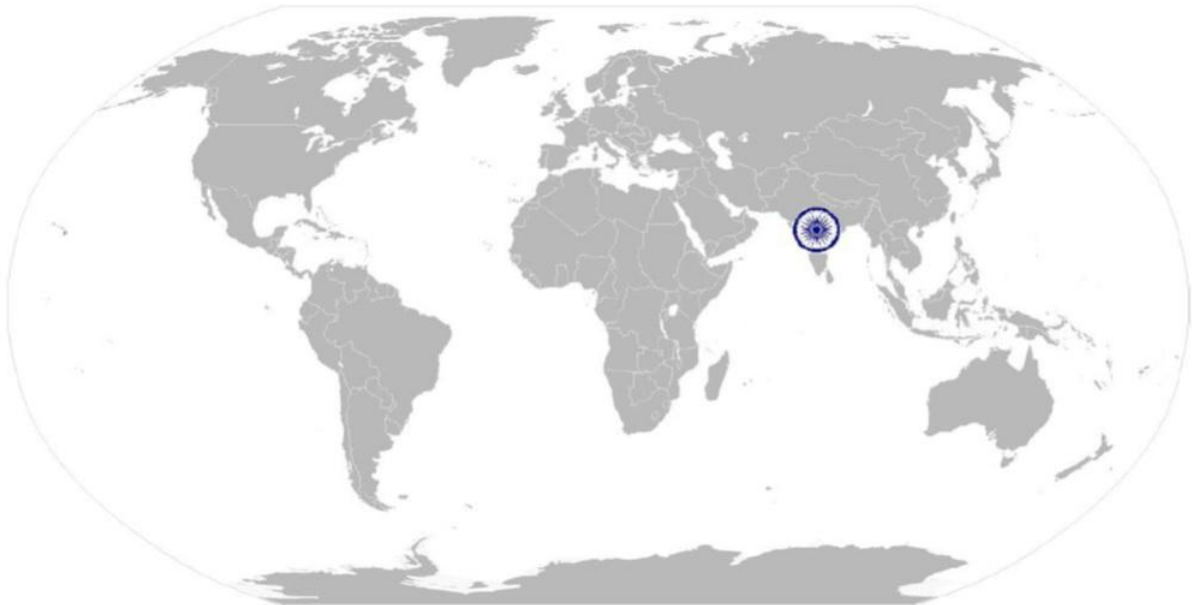
	<p>KB3. Methods to accurately measure and mix colouring and lighteners products to manufacturers' instructions</p> <p>KB4. The importance of using products economically</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Plan and manage work routine based on saloon procedure</p> <p>SA3. Apply problem solving capabilities</p>
<b>B. Professional Skills</b>	<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>

**NOS Version Control**

<b>NOS Code</b>	<b>BWS/N0205</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty and Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Saloon and Beauty Centre</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard



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## **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/N0206 - Maintain health and safety at the workplace**

<b>Unit Code</b>	<b>BWS/N0206</b>
<b>Unit Title (Task)</b>	<b>Maintain health and safety at the workplace</b>
<b>Description</b>	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.
<b>Scope</b>	<p>1. <b>Workplace health and safety</b></p> <p>(a) Being aware of risks/ threats</p> <p>(b) Identification</p> <p>(c) Response</p>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintaining health and safety at the workplace</b>	<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>
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<b>A. Organisational Context</b> (Knowledge of the company /	<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>



**BWS/N0206 - Maintain health and safety at the workplace**

<p>organisation and its processes)</p>	<p>KA2. Waste reduction and disposal techniques            KA3. House-keeping and tidy maintenance of work areas            KA4. Your responsibilities and duties for health and safety in the workplace            KA5. Potential workplace hazards and the safe working practices to be followed            KA6. Role specific health and safety hazards and precautions to take            KA7. Importance and process of reporting risks            KA8. Communication protocol and contact persons for reporting risks</p>
<p><b>B. Technical / Domain Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various legal, hygiene and treatment requirements of the workplace            KB2. Importance of effective sterilizing and disinfecting, methods, chemicals and related equipment            KB3. Correct method of maintaining equipment and materials in a clean and hygienic condition            KB4. Pre-treatment process preparation for self and client            KB5. Potential discomfort and injuries to self and clients and methods to avoid them            KB6. Techniques related to client positioning and risks of poor positioning            KB7. Prescribed hygiene standards, adherence and the principles for avoiding cross-infections            KB8. Contra-indications related to beauty treatments            KB9. Process to handle contra-indications requiring medical referral            KB10. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products that must be followed            KB11. Potential risks to the environment risks based on your actions</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills / Generic Skills</b></p>	<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            SA2. Apply the knowledge of health and hygiene while providing services</p>
<p><b>B. Professional Skills</b></p>	<p>On the job the individual needs to be able to:</p> <p>SB1. Evaluate and appreciate potential health and safety risks            SB2. Report to supervisors and other authorized personnel for assistance in case of any health or safety issue</p>

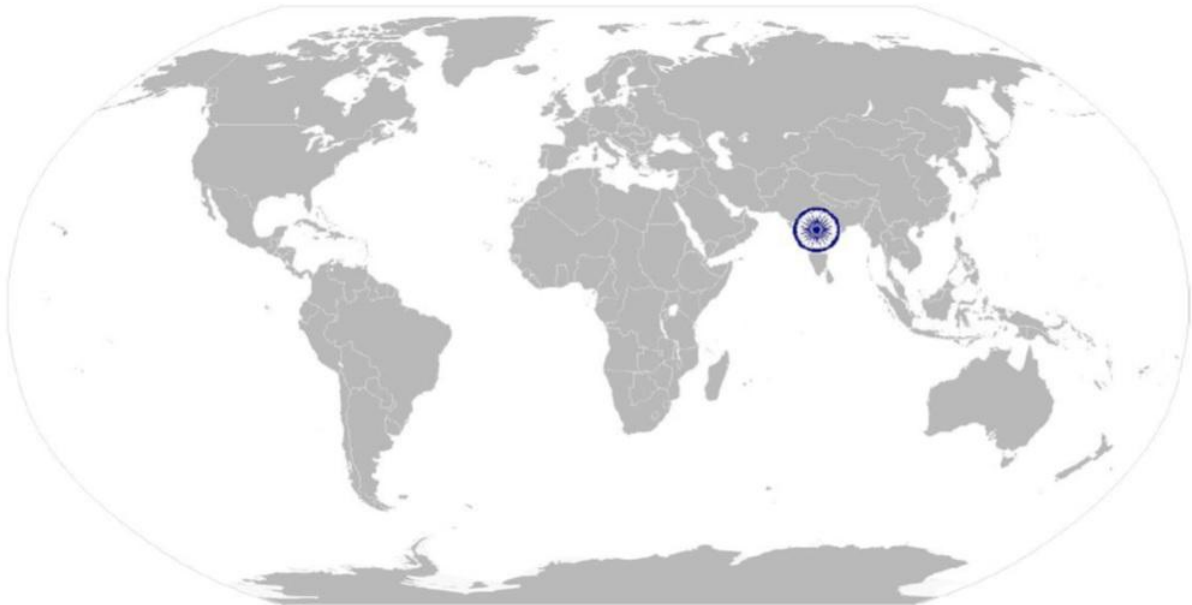


**BWS/N0206 - Maintain health and safety at the workplace**

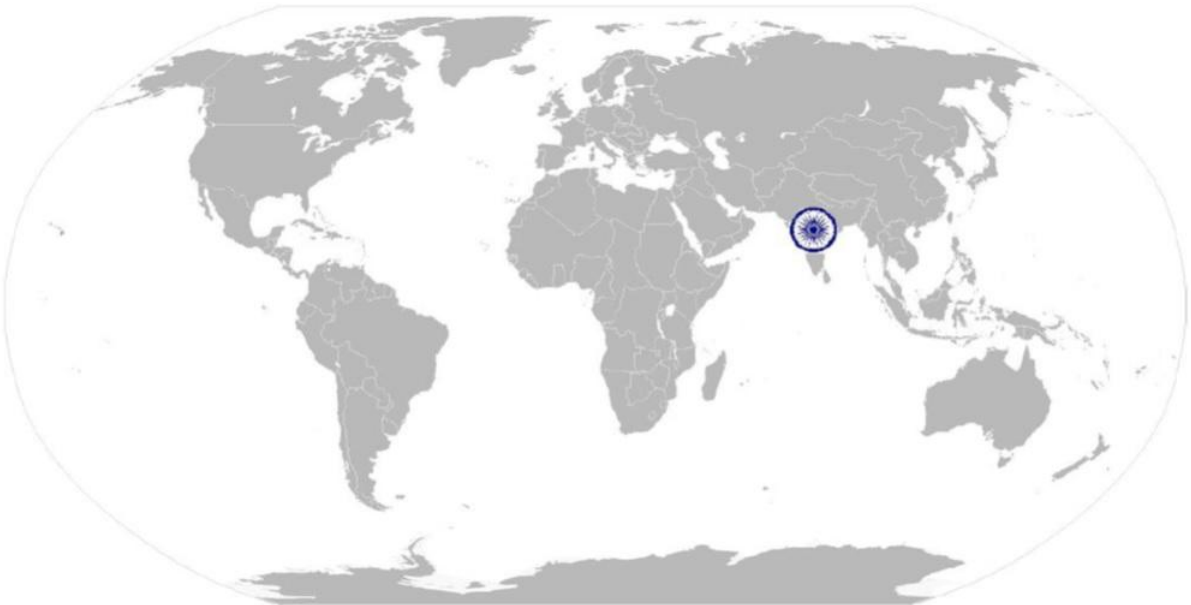
**NOS Version Control**

<b>NOS Code</b>	<b>BWS/N0206</b>		
<b>Credits (NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version Number</b>	<b>1</b>
<b>Sector</b>	<b>Beauty and Wellness</b>	<b>Drafted on</b>	<b>20<sup>th</sup> March 2014</b>
<b>Sub-sector</b>	<b>Salons and Beauty Centers</b>	<b>Last reviewed on</b>	<b>24<sup>th</sup> March 2014</b>
<b>Occupation</b>	<b>Hair Services</b>	<b>Next review date</b>	<b>24<sup>th</sup> March 2015</b>

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# National Occupational Standard



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## 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/N0207 - Create a positive impression at the workplace**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N0207</b>
<b>Unit Title (Task)</b>	<b>Create a positive impression at the workplace</b>
<b>Description</b>	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.
<b>Scope</b>	<ul style="list-style-type: none"> <li>(a) Maintaining good appearance and behavior</li> <li>(b) Executing tasks as per organization's standards</li> <li>(c) Communicating and recording information</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Appearance and behaviour</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. Maintain good health and personal hygiene</li> <li>PC2. Comply with organisation's standards of grooming and personal behavior</li> <li>PC3. Meet the organisation's standards of courtesy, behaviour and efficiency</li> <li>PC4. Stay free from intoxicants while on duty</li> <li>PC5. Wear and carry organisation's uniform and accessories correctly and smartly</li> </ul>
<b>Task execution as per organization's standards</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. Take appropriate and approved actions in line with instructions and guidelines</li> <li>PC2. Record details related to tasks, as per procedure</li> <li>PC3. Participate in workplace activities as a part of the larger team</li> <li>PC4. Report to supervisor immediately in case there are any work issues</li> <li>PC5. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</li> </ul>
<b>Communication and Information record</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines</li> <li>PC2. Communicate role related information to stakeholders in a polite manner and resolve queries, if any</li> <li>PC3. Assist and guide clients to services or products based on their needs</li> </ul>

**BWS/N0207 - 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>
<b>Knowledge and Understanding w.r.t the Scope</b>	
<b>Element</b>	<b>Knowledge and Understanding (K)</b>
<p><b>A. Organizational Context</b> (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 &amp; 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>B. Technical / Domain Knowledge</b></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/N0207 - Create a positive impression at the workplace

Skills (S)	
<b>A. Core Skills / Generic Skills</b>	<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>B. Professional Skills</b>	<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>

### NOS Version Control

<b>NOS Code</b>	BWS/N0207		
<b>Credits (NVEQF/NVQF/NSQF)</b>	TBD	<b>Version Number</b>	1
<b>Sector</b>	Beauty and Wellness	<b>Drafted on</b>	20 <sup>th</sup> March 2014
<b>Sub-sector</b>	Salons and Beauty Centers	<b>Last reviewed on</b>	24 <sup>th</sup> March 2014
<b>Occupation</b>	Hair Services	<b>Next review date</b>	24 <sup>th</sup> March 2015

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