

## 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



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## Introduction

### Qualifications Pack-Beauty Therapist

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** BEAUTY& SALONS

**OCCUPATION:** SKIN CARE SERVICES

**REFERENCE ID:** BWS/Q0102

**ALIGNED TO:** NCO-2004/5141.30

**Brief Job Description:** A Beauty Therapist is a professionally trained individual who specialises in beauty treatments of both the face and body. A Beauty Therapist performs various duties such as providing skin care, applying makeup, removal of unwanted hair and manicure and pedicure services. The Beauty Therapist needs to be knowledgeable on health safety and hygiene, beauty products, and a range of beauty therapies.

**Personal Attributes:** This job requires an individual with experience in body and skincare treatments to provide a range of beauty services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be sensitive when dealing with clients for body and facial treatments. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant and tactful when dealing with clients and have a genuine interest in people.

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Job Details	<b>Qualifications Pack Code</b>	<b>BWS/Q0102</b>		
	<b>Job Role</b>	<b>Beauty Therapist</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
	<b>Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
	<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/16</b>
	<b>NSQC Clearance on</b>	<b>NA</b>		

<b>Job Role</b>	<b>Beauty Therapist</b>
<b>Role Description</b>	Apply face and body treatments, and provide advice about skin care and cosmetics
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	Class X pass/the ability to read/write and communicate effectively on the job role
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	<ol style="list-style-type: none"> <li>Assistant Beauty Therapist (level 03) or equivalent skills, knowledge and experience</li> </ol> <b>OR</b> <ol style="list-style-type: none"> <li>Course in skincare services, depilation services, manicure and pedicure, make-up services</li> <li>Course in cosmetics/ beauty products</li> <li>Course on anatomy, physiology, circulation, muscles, skin, nails</li> </ol>
<b>Experience</b>	6-12 months of experience as an Assistant Beauty Therapist or Pedicurist and Manicurist
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>BWS/N9001 <a href="#">Prepare and maintain work area</a></li> <li>BWS/N0104 <a href="#">Perform skin care services</a></li> <li>BWS/N0105 <a href="#">Perform depilation services</a></li> <li>BWS/N0401 <a href="#">Perform manicure and pedicure services</a></li> <li>BWS/N0106 <a href="#">Perform makeup services</a></li> <li>BWS/N9002 <a href="#">Maintain health and safety of work area</a></li> <li>BWS/N9003 <a href="#">Create a positive impression at work area</a></li> </ol> <p><b>Optional:</b> Not applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

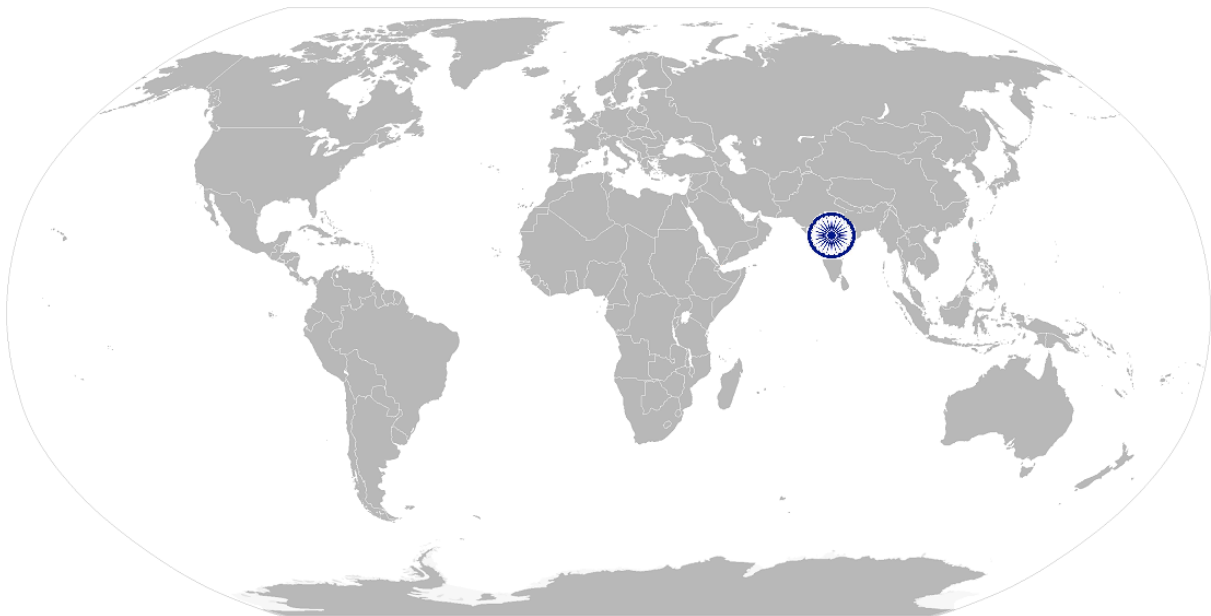
Definitions

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.
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 analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need 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.
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	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 verify that this is the appropriate OS they are looking for.
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 to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms	Keywords /Terms	Description
	B&WSSC	Beauty & Wellness Sector Skill Council
	NOS	National Occupational Standards
	NSQF	National Skills Qualification Framework
	NVEQF	National Vocational Educational Qualification Framework
	NVQF	National Vocational Qualification Framework
	OS	Occupational Standards
	PC	Performance Criteria
	QP	Qualification Pack
	SSC	Sector Skills Council

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# National Occupational Standard



## Overview

This unit is about preparing the equipment, products and work area ahead of service delivery to ensure the efficiency and effectiveness of conducting treatments considering the standards of operation of the organization.

**BWS/N9001**

**Prepare and maintain work area**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N9001</b>
<b>Unit Title(Task)</b>	<b>Prepare and maintain work area</b>
<b>Description</b>	Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Preparing and maintaining work area</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare and maintain work area</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment</p> <p>PC2. select suitable equipment and products required for the treatment</p> <p>PC3. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines</p> <p>PC4. place the products in the trolley for the treatment</p> <p>PC5. sterilize, disinfect and place the tools on the tray</p> <p>PC6. dispose waste materials in adherence to the salon's and industry requirements</p> <p>PC7. store records, materials and equipment securely in line with the salon's policies</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of products, materials and equipment required for the treatment</p> <p>KB2. process and products to sterilize and disinfect equipment/ tools</p> <p>KB3. manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)</p>
<b>Skills (S) [Optional]</b>	

**BWS/N9001**

**Prepare and maintain work area**

<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures.
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to : SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis SA8. give clear instructions to customers/ clients SA9. keep customers/ clients informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required SA11. manner and tone, professional, supportive, respectful, sensitive to client SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client SA13. understand the directives passed down by supervisors SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: plan and organize service feedback files/documents SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry

	<p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements</p>



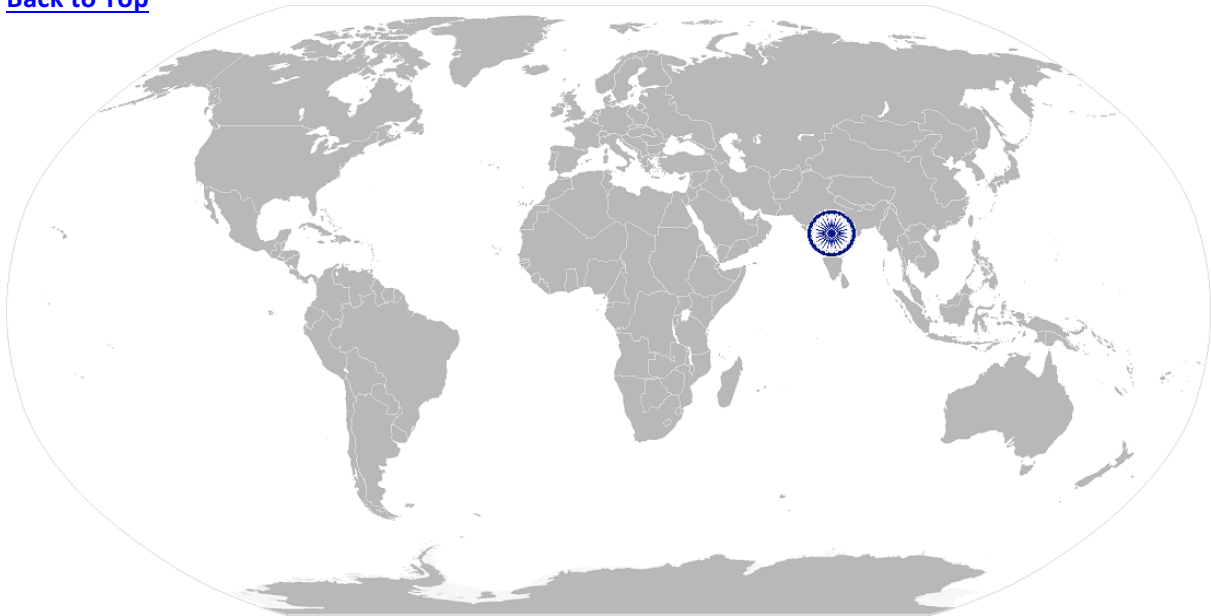
**BWS/N9001**

**Prepare and maintain work area**

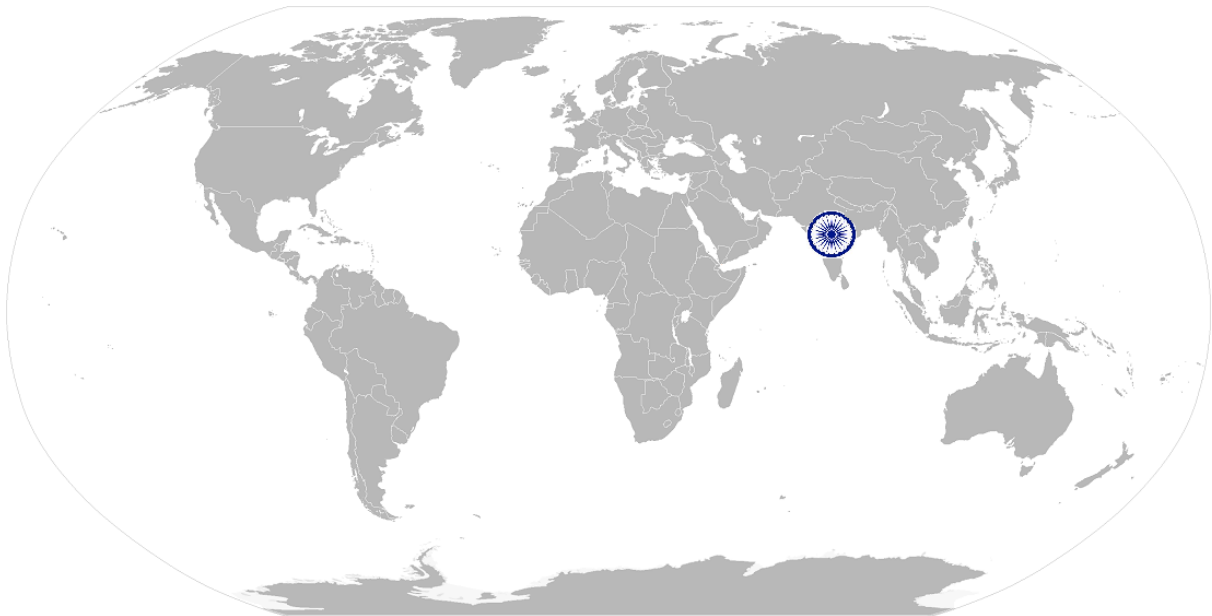
## NOS Version Control

<b>NOS Code</b>	<b>BWS/N9001</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about Improving facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and moisturizing.

<b>Unit Code</b>	<b>BWS/N0104</b>
<b>Unit Title (Task)</b>	<b>Perform skin care services</b>
<b>Description</b>	Provide facial skin care treatment to enhance facial skin condition
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Performing the skin care services</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Perform skin care services</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC4. carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon</p> <p>PC5. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC6. clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques</p> <p>PC7. use an exfoliation technique suitable for the client's skin type and skin condition</p> <p>PC8. use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition</p> <p>PC9. provide facial massage using a medium and techniques suitable for the client's skin type and condition</p> <p>PC10. apply mask treatments evenly and neatly, covering the area to be treated</p> <p>PC11. remove masks as per the recommended time frame</p> <p>PC12. ensure the skin is left clean, toned and suitably moisturized</p> <p>PC13. complete the therapy to the satisfaction of the –client in a commercially acceptable time</p> <p>PC14. record the therapy accurately and store information securely in line with the salon's policies</p> <p>PC15. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. knowledge of anatomy, physiology and pathology for skin treatments</p> <p>KB2. knowledge of principles and practice of skin therapies</p> <p>KB3. knowledge of basic ailments, contraindications, contra actions, treatment</p>

**BWS/N0104**

**Perform skin care services**

	<p>plans</p> <p>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection</p> <p>KB5. the structure, function, characteristics of skin types and</p> <p>KB6. the position and action of the facial, neck and shoulder muscles</p> <p>KB7. the Position of head, face, neck, chest and shoulder girdle bones and skeletal function</p> <p>KB8. circulatory System, functions of blood, arteries, veins, blood composition and circulation and lymphatic system.</p> <p>KB9. the effect of the natural ageing process on the skin and muscle tone</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> <li>SA6. discuss task lists, schedules, and work-loads with co-workers</li> <li>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>SA8. give clear instructions to customers/ clients</li> <li>SA9. keep customers/ clients informed about progress</li> <li>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</li> <li>SA11. manner and tone, professional, supportive, respectful, sensitive to client</li> <li>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>SA13. understand the directives passed down by supervisors</li> <li>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. make decisions pertaining to the concerned area of work</li> </ul>
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB2. plan and organize service feedback files/documents</li> <li>SB3. plan and manage work routine based on salon procedure</li> </ul>

**BWS/N0104**

**Perform skin care services**

	<p>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</p> <p>SB5. maintain accurate records of clients, treatments and product stock levels</p> <p>SB6. accept feedback in a positive manner and develop on the shortcomings</p>
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p>
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p>
	<p><b>Critical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</p>

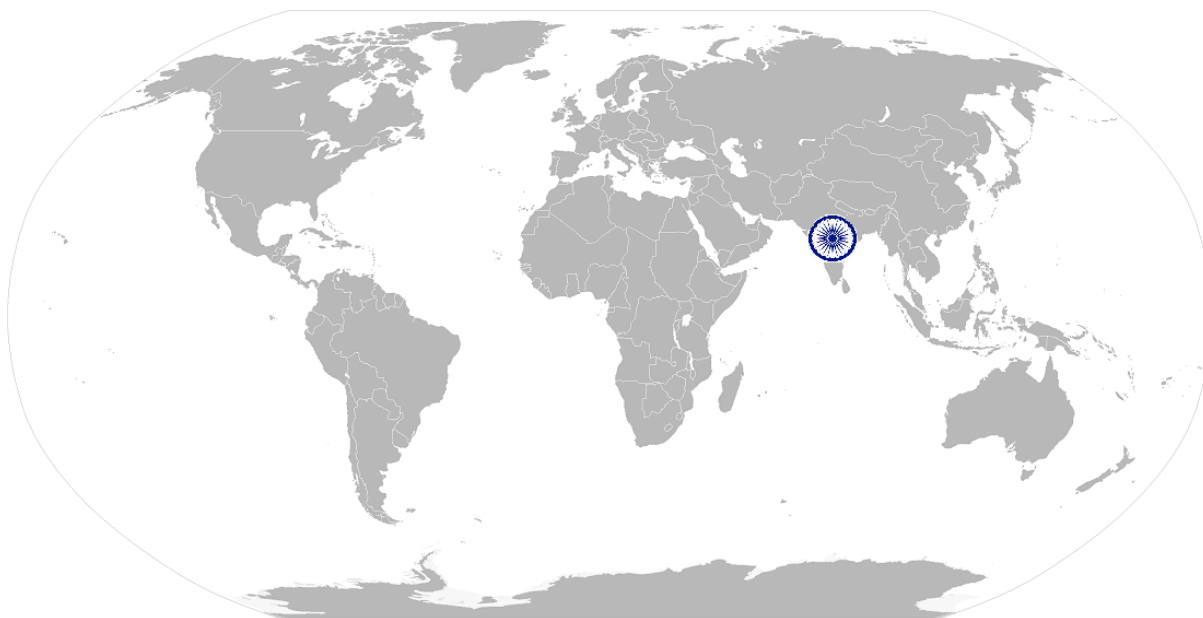
**BWS/N0104**

**Perform skin care services**

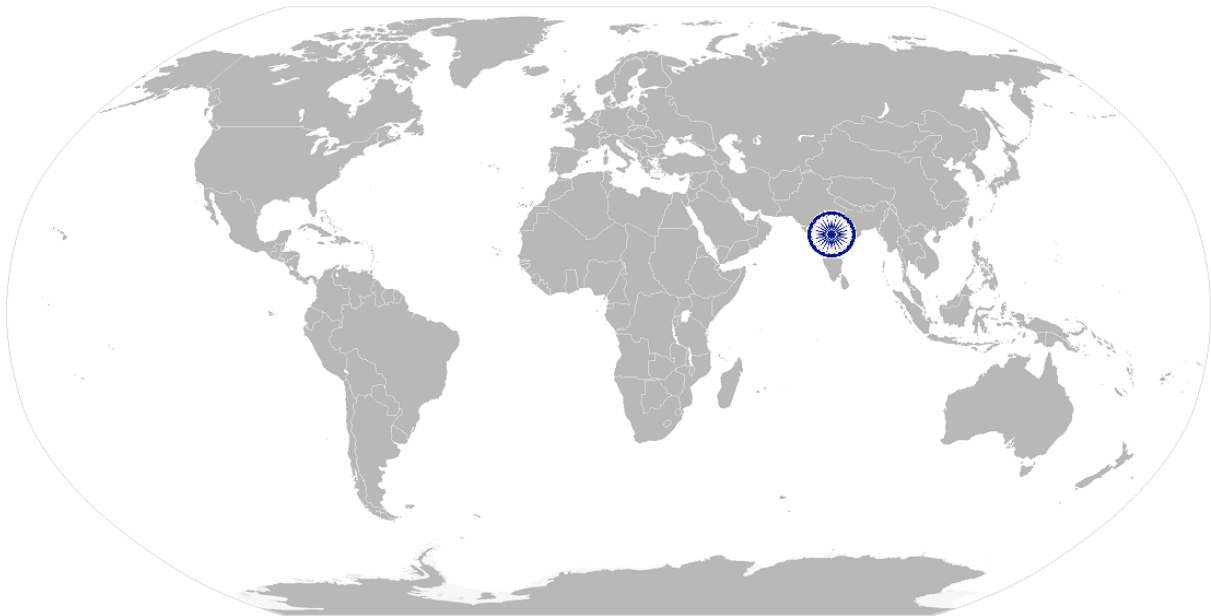
**NOS Version Control**

<b>NOS Code</b>	<b>BWS/N0104</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about consulting, preparing ,planning and performing the treatment of various waxing techniques to remove hair in the areas of face, legs, underarm, and bikini line and provide after care advise.

**BWS/N0105**

**Perform depilation services**

<b>Unit Code</b>	<b>BWS/N0105</b>
<b>Unit Title (Task)</b>	<b>Perform depilation services</b>
<b>Description</b>	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 advise
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing self and client</li> <li>• Performing waxing of the general body for hair removal</li> <li>• Performing bikini waxing</li> <li>• Performing threading for hair removal</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare self and client for treatment</b>	<p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. sanitize the hands prior to treatment commencement</p> <p>PC3. prepare the client and provide suitable protective apparel</p> <p>PC4. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC5. select and prepare products, tools and equipment that are suitable to meet to the client's needs and treatment plan</p>
<b>Perform waxing of general body for hair removal</b>	<p>PC6. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC7. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC8. conduct a test patch and skin sensitivity test ahead of the waxing treatment</p> <p>PC9. carry out the process using the equipment and products (hot wax, warm/coolwax, strips etc.) as per standards of services laid down by the salon</p> <p>PC10. apply the appropriate pre-wax products prior to waxing based on manufacturers' instructions</p> <p>PC11. apply and remove the wax according to the direction of hair growth and manufacturer's instructions</p> <p>PC12. maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client</p> <p>PC13. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC14. clean the treated area and use a suitable soothing product</p> <p>PC15. complete the therapy to the satisfaction of the client in a commercially acceptable time</p> <p>PC16. record the therapy accurately and store information securely in line with the salon's policies</p> <p>PC17. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC18. minimize the wastage of products and store chemicals and equipment securely post treatment</p> <p>PC19. dispose all waste safely according to the salon's standards of hygiene and safety</p>



**BWS/N0105**

**Perform depilation services**

<b>Perform bikini waxing</b>	<p>PC20. consult, plan and prepare for sensitive area and female intimate waxing services</p> <p>PC21. select the tools and products used for sensitive and intimate area waxing</p> <p>PC22. prepare the sensitive and intimate area to be treated and trim overlong hair for the treatment</p> <p>PC23. understand the hair growth pattern of sensitive and intimate area waxing and perform application and removal of waxing</p> <p>PC24. prior to the waxing service check the correct temperature of wax for the client and the area to be treated</p> <p>PC25. understand the correct positioning of the client and treatment techniques (application of wax to pubic area)</p> <p>PC26. instruct the client clearly on how and when to support their skin during the sensitive and intimate area waxing service</p> <p>PC27. understand sensitive area and intimate waxing services and give aftercare advice</p>
<b>Perform threading for hair removal</b>	<p>PC28. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC29. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC30. carry out the process using the tools and materials (threads, scissors etc.) and as per process laid down by the salon</p> <p>PC31. ensure the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread</p> <p>PC32. provide clear instructions to the client on how and when to support their skin through the threading process</p> <p>PC33. maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client</p> <p>PC34. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC35. clean the treated area and use a suitable soothing product</p> <p>PC36. complete the therapy to the satisfaction of the client in a commercially acceptable time</p> <p>PC37. record the therapy accurately and store information securely in line with the salon's policies</p> <p>PC38. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC39. minimize the wastage of products and store chemicals and equipment securely post treatment</p> <p>PC40. dispose all waste safely according to the salon's standards of hygiene and safety</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
<b>B. Technical</b>	<p>The user/individual on the job needs to know and understand:</p>

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**Perform depilation services**

<p><b>Knowledge</b></p>	<p>KB1. knowledge of allergies, contraindications, contra actions,( Erythema) treatment plans</p> <p>KB2. the structure, function, characteristics of skin types, hair growth cycle and types of hair</p> <p>KB3. circulatory System, functions of blood, arteries, veins, blood composition and circulation</p> <p>KB4. types of equipment and products used for waxing</p> <p>KB5. the functions and purpose of pre-wax products</p> <p>KB6. ingredient and composition of waxing products including warm wax, hot wax, sugar paste and strip sugar.</p> <p>KB7. types of products suitable for skin irritations</p> <p>KB8. positioning of the client to carry out the threading service</p> <p>KB9. removal of hair by threading on areas of face and body (Upper lips, sides of face, tere head and chin, ferearm, abdomen)</p> <p>KB10. threading techniques (Hand loop, mouth threading, stretching), products, tools and equipment for threading (Pre-threading, soothing lotion, surgical spirit, thread, headband, hand sanitizer, brow pencil / powder or gel, eye brow brush and comb, mascara brush, magnifying lamp ,mirror, henna, towel, trolley, cotton)</p> <p>KB11. blood spot/ nipping/ cut (Apply pressure, clean with an antiseptic, change thread, clean with damp cotton)</p> <p>KB12. knowledge other methods of temporary hair removal (e.g. tweezing, shaving, depilatory creams,electrical depilatory, abrasive mitts) and the effect of these methods on the waxing process</p> <p>KB13. knowledge of the anatomy and physiology that relates to intimate waxing</p> <p>KB14. knowledge of contra-indications and contra-actions to sensitive area and intimate waxing services</p>
<p><b>Skills (S) [Optional]</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p>

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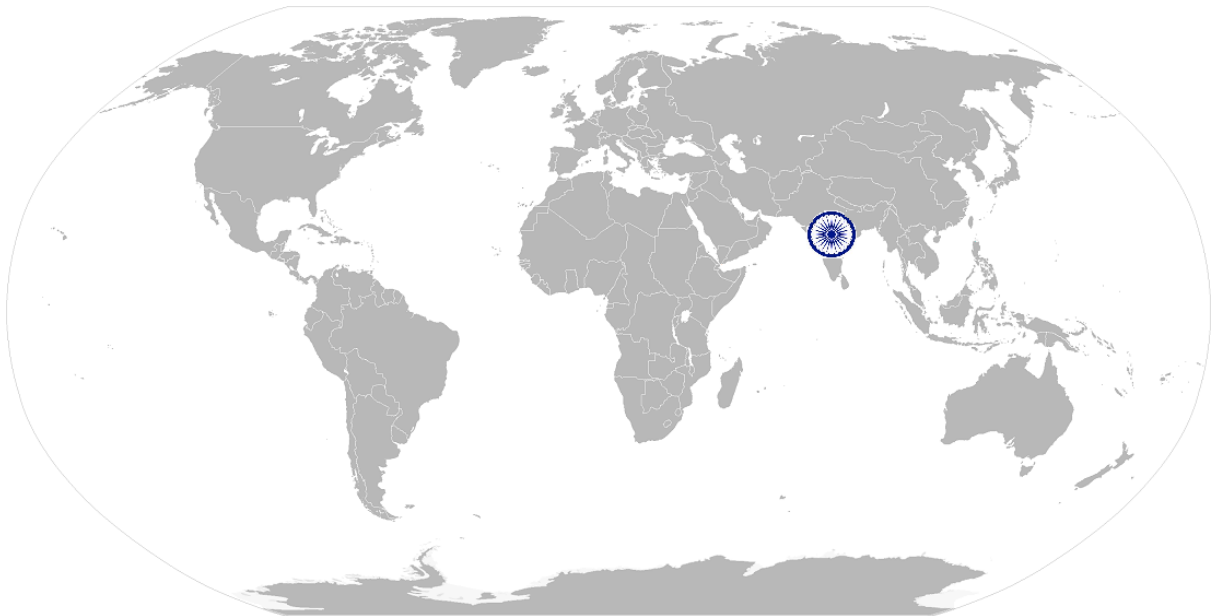
**Perform depilation services**

	<p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p>SB3. plan and manage work routine based on salon procedure</p> <p>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</p> <p>SB5. maintain accurate records of clients, treatments and product stock levels</p> <p>SB6. accept feedback in a positive manner and develop on the shortcomings</p>
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p>
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p>

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**Perform depilation services**

	SB19. use the existing data points to generate required reports for business
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements



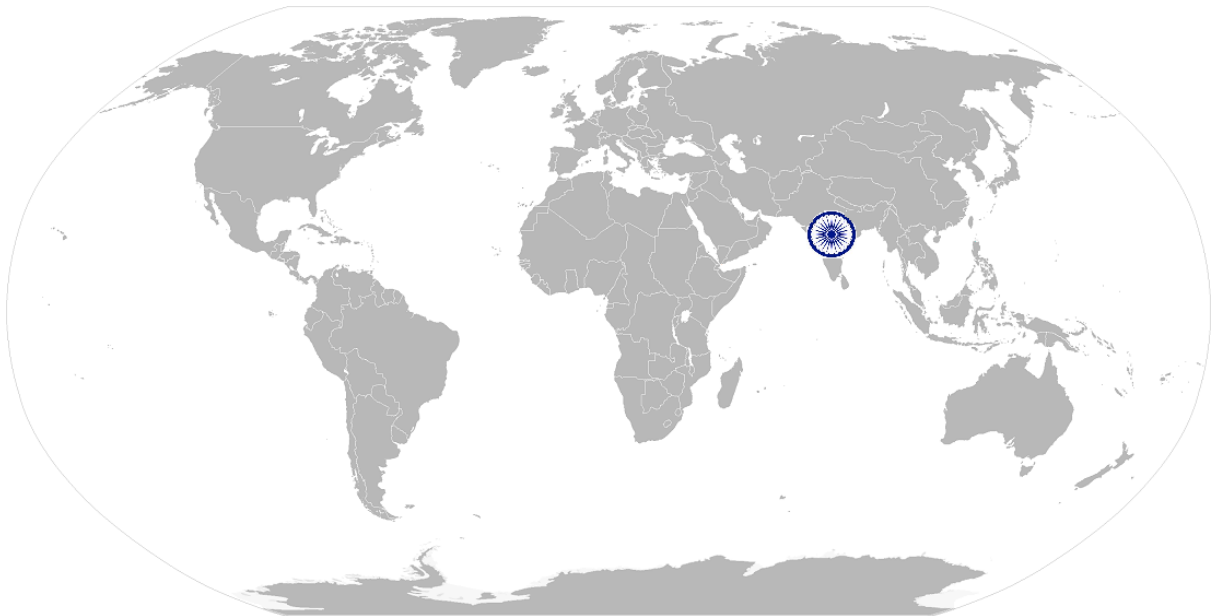
**BWS/N0105**

**Perform depilation services**

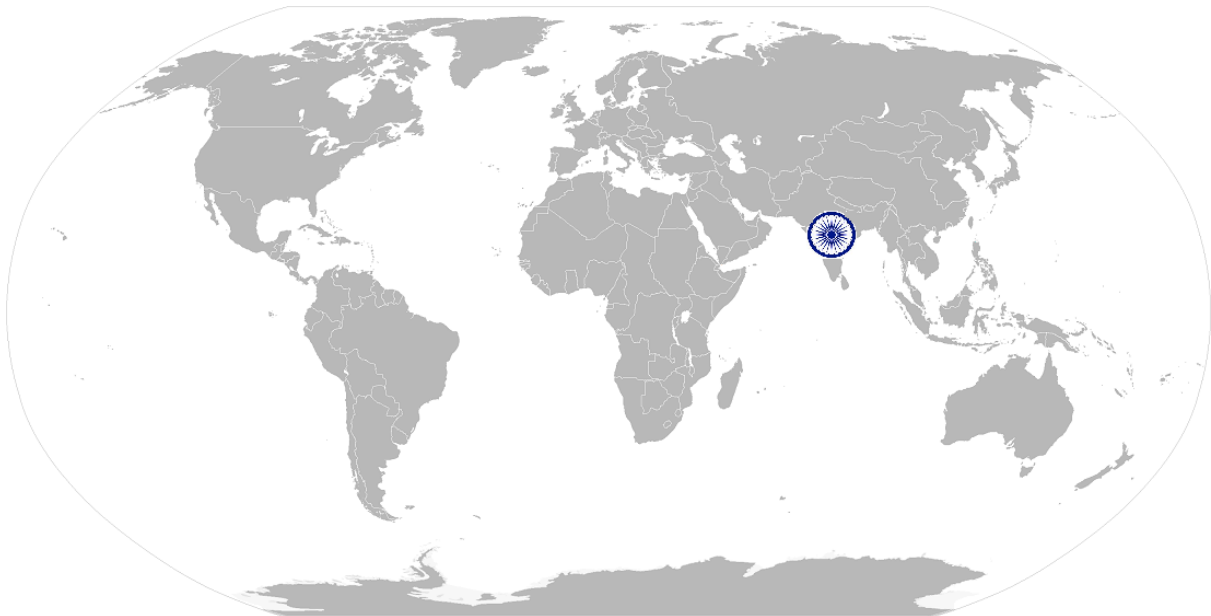
## NOS Version Control

<b>NOS Code</b>	<b>BWS/N0105</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about carrying out manicure and pedicure services to improve the appearance of the nails and skin, in accordance to the salon's standards of performance and sequences of services.

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**Perform manicure and pedicure services**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N0401</b>
<b>Unit Title (Task)</b>	<b>Perform manicure and pedicure services</b>
<b>Description</b>	Clean and remove dead skin and callous from hands and feet and improve the appearance of nails
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing self and client</li> <li>• Carrying out manicure services</li> <li>• Carrying out manicure services</li> <li>• Post treatment procedures</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare self, client for treatment</b>	<p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. sanitize the hands prior to procedure commencement</p> <p>PC3. prepare the client and provide suitable protective apparel</p> <p>PC4. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC6. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC7. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p>
<b>Perform manicure services</b>	<p>PC8. remove any existing nail polish</p> <p>PC9. check the desired length and shape with the client</p> <p>PC10. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs</p> <p>PC11. remove dirt in the underside of the nails</p> <p>PC12. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged</p> <p>PC13. use specialized hand and nail treatments to improve the appearance of the client's skin and nails</p> <p>PC14. use smooth and even massage techniques and pressure to meet the client's needs</p> <p>PC15. leave the hands and lower arm free of any excess massage medium</p> <p>PC16. check that the nail plate is dehydrated and the underside is clean and free of debris</p> <p>PC17. apply sufficient base coat, polish coats and top coats for the desired finish</p> <p>PC18. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel</p>
<b>Perform pedicure services</b>	<p>PC19. clean and dry the client's legs</p> <p>PC20. remove any existing nail polish</p> <p>PC21. check the desired length and shape with the client.</p> <p>PC22. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs</p> <p>PC23. remove dirt in the underside of the nails</p>

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**Perform manicure and pedicure services**

	<p>PC24. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged</p> <p>PC25. remove any excessive hard skin using a foot scrapper</p> <p>PC26. use specialized leg and nail treatments to improve the appearance of the client's skin and nails</p> <p>PC27. use smooth and even massage techniques and pressure to meet the client's needs</p> <p>PC28. leave the foot and lower leg free of any excess massage medium</p> <p>PC29. check that the nail plate is dehydrated and the underside is clean and free of debris</p> <p>PC30. apply sufficient base coat, polish coats and top coats for the desired finish</p> <p>PC31. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel</p>
<b>Post treatment procedure</b>	<p>PC32. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC33. clean the treated area and use a suitable soothing product</p> <p>PC34. complete the therapy to the satisfaction of the guest in a commercially acceptable time</p> <p>PC35. record the therapy accurately and store information securely in line with the organization's policies</p> <p>PC36. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the structure, function, characteristics of nail and process of nail growth</p> <p>KB2. the structure and function of the skin</p> <p>KB3. bones of Lower leg and Foot</p> <p>KB4. bones of the wrist, hands fingers and forearm</p> <p>KB5. structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</p> <p>KB6. arteries and veins of lower leg, foot, hand and arm</p> <p>KB7. muscles of the lower leg, foot, hand and arms</p> <p>KB8. nail diseases and disorders</p> <p>KB9. nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment</p> <p>KB10. products and tools suitable to carry the procedure (exfoliant, enamel remover, nail enamels, cuticle cream, pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers)</p> <p>KB11. pedicure and manicure techniques (Filing, buffing, application of cuticle cream, removal of cuticle)</p>
<b>Skills (S) [Optional]</b>	



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**Perform manicure and pedicure services**

<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> <li>SA6. discuss task lists, schedules, and work-loads with co-workers</li> <li>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>SA8. give clear instructions to customers/ clients</li> <li>SA9. keep customers/ clients informed about progress</li> <li>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</li> <li>SA11. manner and tone, professional, supportive, respectful, sensitive to client</li> <li>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>SA13. understand the directives passed down by supervisors</li> <li>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. make decisions pertaining to the concerned area of work</li> </ul>
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB2. plan and organize service feedback files/documents</li> <li>SB3. plan and manage work routine based on salon procedure</li> <li>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>SB5. maintain accurate records of clients, treatments and product stock levels</li> <li>SB6. accept feedback in a positive manner and develop on the shortcomings</li> </ul>
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB7. committed to service excellence, courteous, pleasant personality</li> <li>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>SB9. build customer relationships and use customer centric approach</li> <li>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean</li> </ul>

**BWS/N0401**

**Perform manicure and pedicure services**

	<p>teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p>
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p>
	<p><b>Critical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</p>

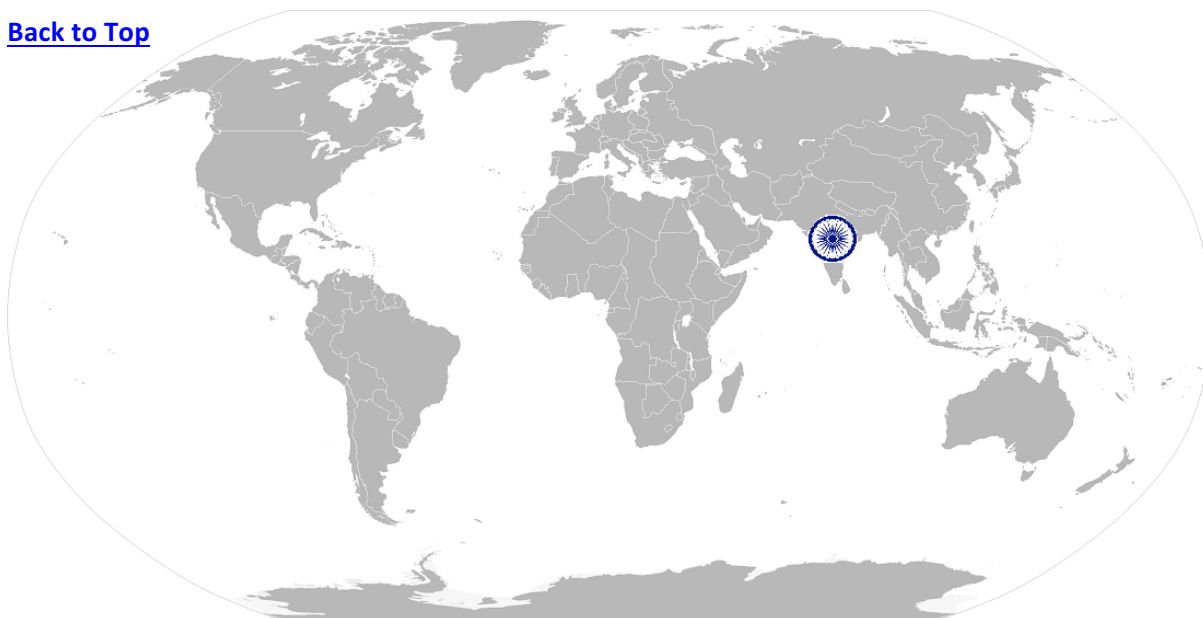
**BWS/N0401**

**Perform manicure and pedicure services**

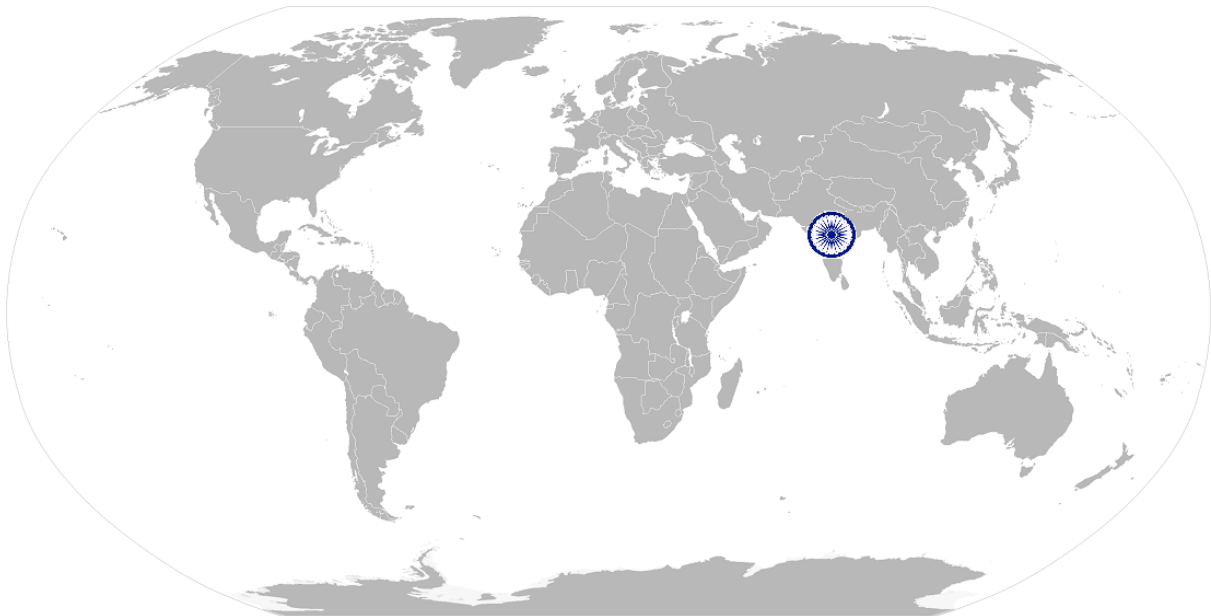
## NOS Version Control

<b>NOS Code</b>	<b>BWS/N0401</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about providing make-up for a variety of occasions, including day, evening and special occasions. This unit covers the application of vast range of make up products to suit skin tones and age groups.

**BWS/N0106**

**Perform makeup services**

<b>Unit Code</b>	<b>BWS/N0106</b>
<b>Unit Title (Task)</b>	<b>Perform makeup services</b>
<b>Description</b>	Provide make-up for a variety of occasions, including day, evening and special occasions. This unit covers the application of vast range of make up products to suit skin tones and age groups
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Make-up for day, evening and special occasions</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Perform makeup services</b>	<p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. consult the client by questioning to identify contra-indications to skin and make-up products</p> <p>PC3. sanitize the hands prior to treatment commencement</p> <p>PC4. prepare the client and provide suitable protective apparel</p> <p>PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC6. define a suitable treatment plan to meet the client's needs</p> <p>PC7. select and prepare suitable skin care and make up products to meet the client's needs and work plan</p> <p>PC8. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC9. clean, tone and moisturize the skin to suit the client's skin type and needs</p> <p>PC10. conceal skin imperfections and blemishes using the suitable colour corrective products where required</p> <p>PC11. select and apply make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion</p> <p>PC12. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC13. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC14. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC15. complete the procedure to the satisfaction of the client in a commercially acceptable time</p> <p>PC16. record the procedure accurately and store information securely in line with the salon's policies</p> <p>PC17. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and	The user/individual on the job needs to know and understand: <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p>

**BWS/N0106**

**Perform makeup services**

its processes)	KA3. knowledge of the health and safety requirements in the organization
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the structure, function, characteristics of skin</p> <p>KB2. range and use of product available for facial treatment suitable for different skin types and conditions (Eye makeup remover, cleansers, freshener, astringent, tones, moisturizers, exfoliating products, eye creams / gel, lip balm, neck creams, serums, massage mediums, setting masks, non setting masks)</p> <p>KB3. ageing and lifestyle effects on the skin and muscle tone</p> <p>KB4. diseases and disorders of the skin</p> <p>KB5. kinds of foundation(Cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, color corrective concealer, camouflage concealer), blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), Mascara (liquid, cream, extensions, block), lip cosmetics (lip pencil, lipsticks ,Lip glosses)</p> <p>KB6. effect of lighting has on the colour of make-up</p> <p>KB7. corrective make-up technique to suit the face shape</p> <p>KB8. nose, eye, lip corrective make up techniques</p> <p>KB9. removal of eye make-up and skin make-up( cleanse, tone, and moisturize)</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and</p>

**BWS/N0106**

**Perform makeup services**

	maintain client confidentiality
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s) SB16. deal with clients lacking the technical background to solve the problem on their own SB17. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB18. use the existing data to arrive at specific data points SB19. use the existing data points to generate required reports for business
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements	

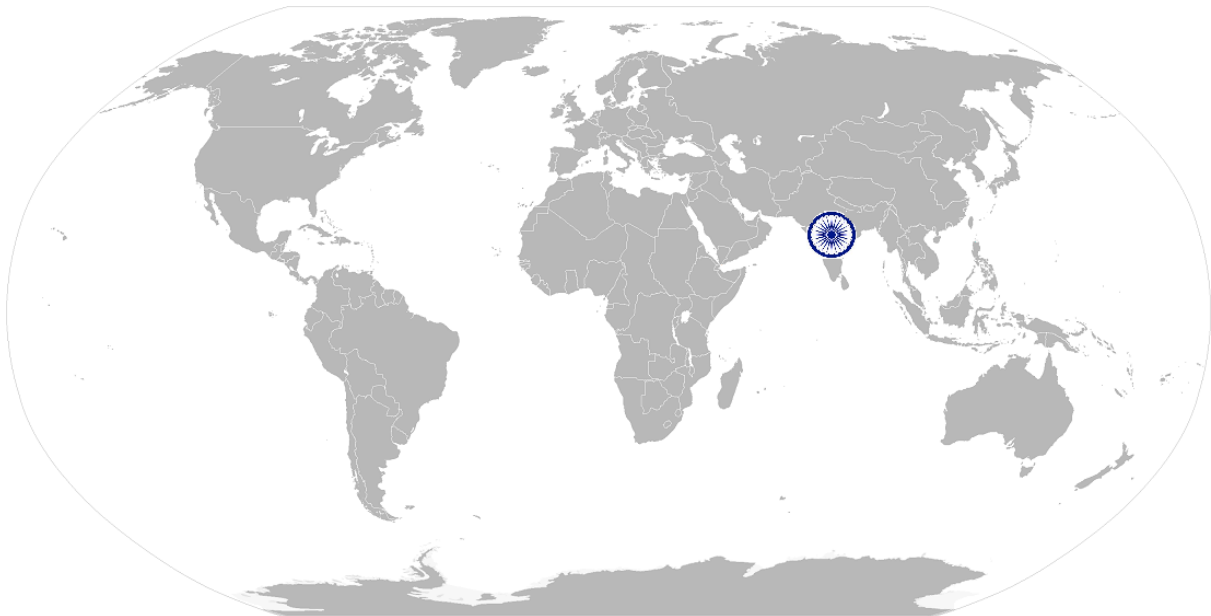
**BWS/N0106**

**Perform makeup services**

## NOS Version Control

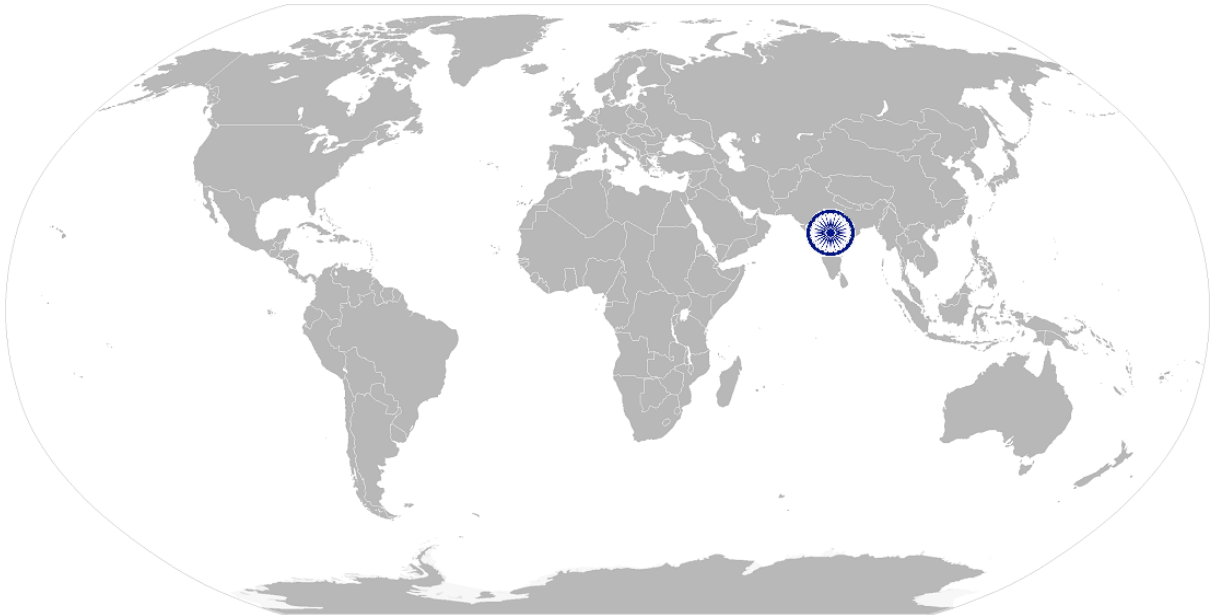
<b>NOS Code</b>	<b>BWS/N0106</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about maintaining a safe and hygienic environment at the work area to reduce potential risks to self and others.

**BWS/N9002**

**Maintain health and safety of work area**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N9002</b>
<b>Unit Title (Task)</b>	<b>Maintain health and safety of work area</b>
<b>Description</b>	Maintain a safe and hygienic environment at the work area
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Maintaining the health and safety of the work area</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain health and safety of workarea</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements</li> <li>PC2. clean and sterilize all tools and equipment before use</li> <li>PC3. maintain one's posture and position to minimize fatigue and the risk of injury</li> <li>PC4. dispose waste materials in accordance to the industry accepted standards</li> <li>PC5. maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>PC6. identify and document potential risks and hazards in the workplace</li> <li>PC7. accurately maintain accident reports</li> <li>PC8. report health and safety risks/ hazards to concerned personnel</li> <li>PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions.</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organization's policies and procedures to address risks and hazards</li> <li>KA2. health and safety requirements in the organization</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. contra-indications related to beauty treatments</li> <li>KB2. process and products to sterilize and disinfect equipment/ tools</li> <li>KB3. manufacturer's instructions related to equipment and product use and cleaning</li> <li>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection.</li> </ul>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>

**BWS/N9002**

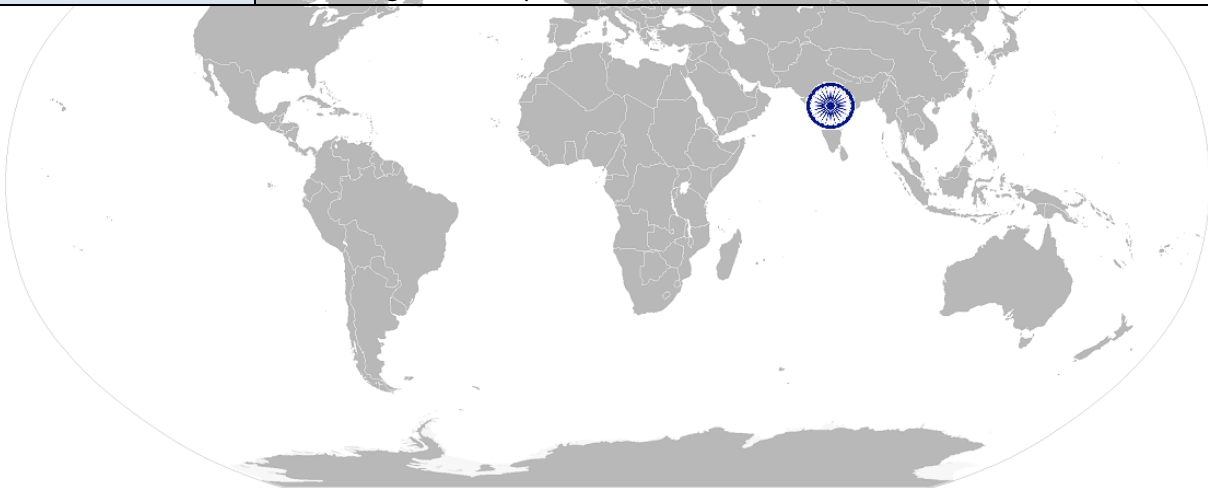
**Maintain health and safety of work area**

	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> <li>SA6. discuss task lists, schedules, and work-loads with co-workers</li> <li>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>SA8. give clear instructions to customers/ clients</li> <li>SA9. keep customers/ clients informed about progress</li> <li>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</li> <li>SA11. manner and tone, professional, supportive, respectful, sensitive to client</li> <li>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>SA13. understand the directives passed down by supervisors</li> <li>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. make decisions pertaining to the concerned area of work</li> </ul>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB2. plan and organize service feedback files/documents</li> <li>SB3. plan and manage work routine based on salon procedure</li> <li>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>SB5. maintain accurate records of clients, treatments and product stock levels</li> <li>SB6. accept feedback in a positive manner and develop on the shortcomings</li> </ul>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB7. committed to service excellence, courteous, pleasant personality</li> <li>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>SB9. build customer relationships and use customer centric approach</li> <li>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</li> <li>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</li> <li>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</li> <li>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental</li> </ul>

**BWS/N9002**

**Maintain health and safety of work area**

	protection
	SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)
	SB16. deal with clients lacking the technical background to solve the problem on their own
	SB17. identify immediate or temporary solutions to resolve delays
<b>Analytical Thinking</b>	
The user/individual on the job needs to know and understand how to:	
SB18. use the existing data to arrive at specific data points	
SB19. use the existing data points to generate required reports for business	
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to:	
SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	
SB21. participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements	



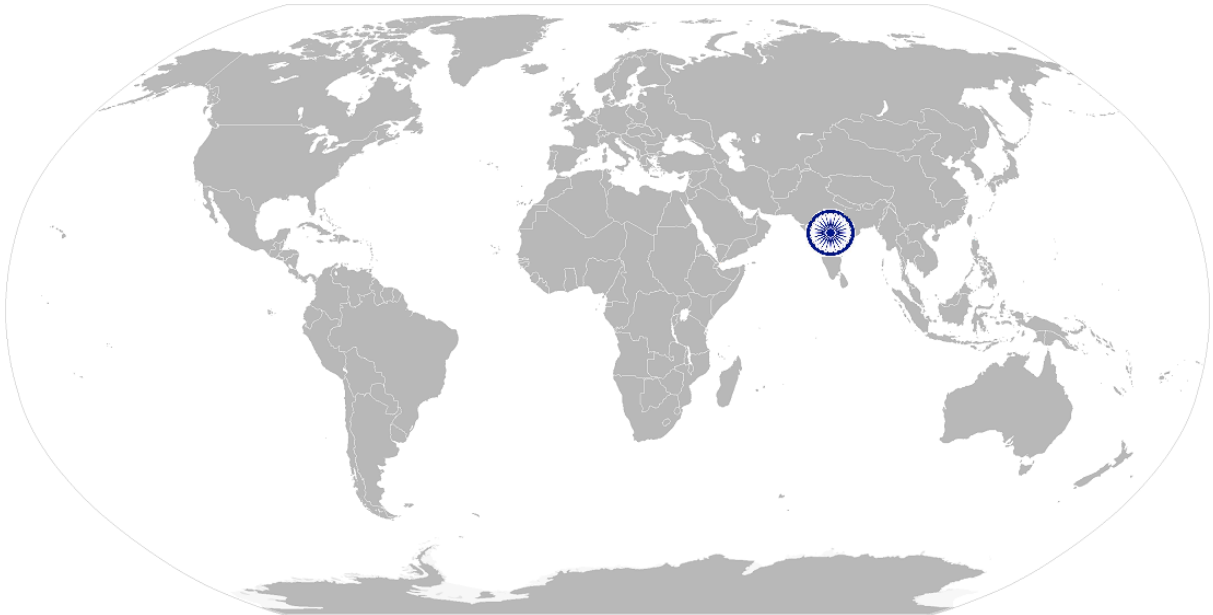
**BWS/N9002**

**Maintain health and safety of work area**

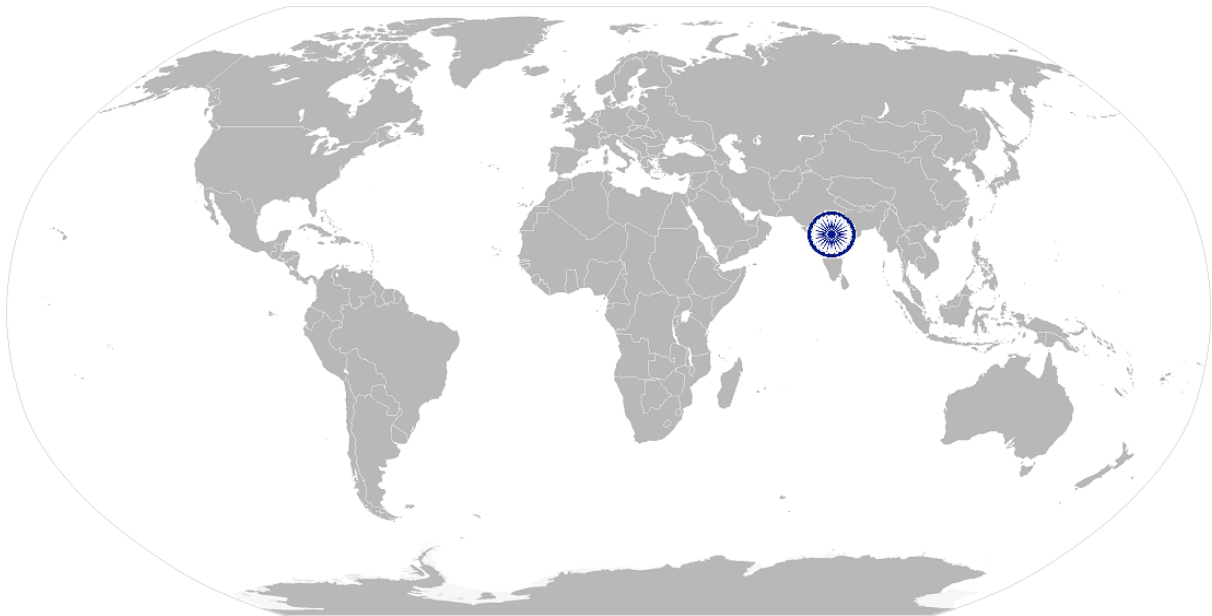
## NOS Version Control

<b>NOS Code</b>	<b>BWS/N9002</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Industry Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Skin Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>

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# National Occupational Standard



## Overview

This OS unit is about personal grooming and behaviour to execute tasks as per the salon's standards and create a positive impression at the workplace.

**BWS/N9003**

**Create a positive impression at work area**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N9003</b>
<b>Unit Title (Task)</b>	<b>Create a positive impression at work area</b>
<b>Description</b>	Personal grooming and behaviour to execute tasks as per the salon's standards and create a positive impression at the workplace
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Appearance and behaviour</li> <li>Task execution as per the organization's standards</li> <li>Communication and information record</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Appearance and Behavior</b>	To be competent, the user/individual on the job must be able to: <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, behavior 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>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC6. take appropriate and approved actions in line with instructions and guidelines</li> <li>PC7. record details related to tasks, as per procedure</li> <li>PC8. Participate in workplace activities as a part of the larger team</li> <li>PC9. report to supervisor immediately in case there are any work issues</li> <li>PC10. 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>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines</li> <li>PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any</li> <li>PC13. assist and guide clients to services or products based on their needs</li> <li>PC14. report and record instances of aggressive/ unruly behavior and seek assistance</li> <li>PC15. use communication equipment (phone, email etc) as mandated by your organization</li> <li>PC16. carry out routine documentation legibly and accurately in the desired format</li> <li>PC17. file routine reports and feedback</li> <li>PC18. maintain confidentiality of information, as required, in the role</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. importance of personal health and hygiene</li> <li>KA2. salon's standards of grooming and personal behavior</li> <li>KA3. salon's standards related to courtesy, behavior and efficiency</li> <li>KA4. ill-effects of intoxicants and potential actions at workplace</li> <li>KA5. items of uniform &amp; accessories and correct method of wearing/ carrying them</li> </ul>

**BWS/N9003**

**Create a positive impression at work area**

	<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. salon's requirements for recording and retaining information</p>
<b>B. Technical Knowledge</b>	<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>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p><b>Reading Skills</b></p>
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<b>B. Professional Skills</b>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p><b>Plan and Organize</b></p>



**BWS/N9003**

**Create a positive impression at work area**

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB2. plan and organize service feedback files/documents</li> <li>SB3. plan and manage work routine based on salon procedure</li> <li>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>SB5. maintain accurate records of clients, treatments and product stock levels</li> <li>SB6. accept feedback in a positive manner and develop on the shortcomings</li> </ul>
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	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</li> <li>SB16. deal with clients lacking the technical background to solve the problem on their own</li> <li>SB17. identify immediate or temporary solutions to resolve delays</li> </ul>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB18. use the existing data to arrive at specific data points</li> <li>SB19. use the existing data points to generate required reports for business</li> </ul>
	<p><b>Critical Thinking</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li> <li>SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</li> </ul>	

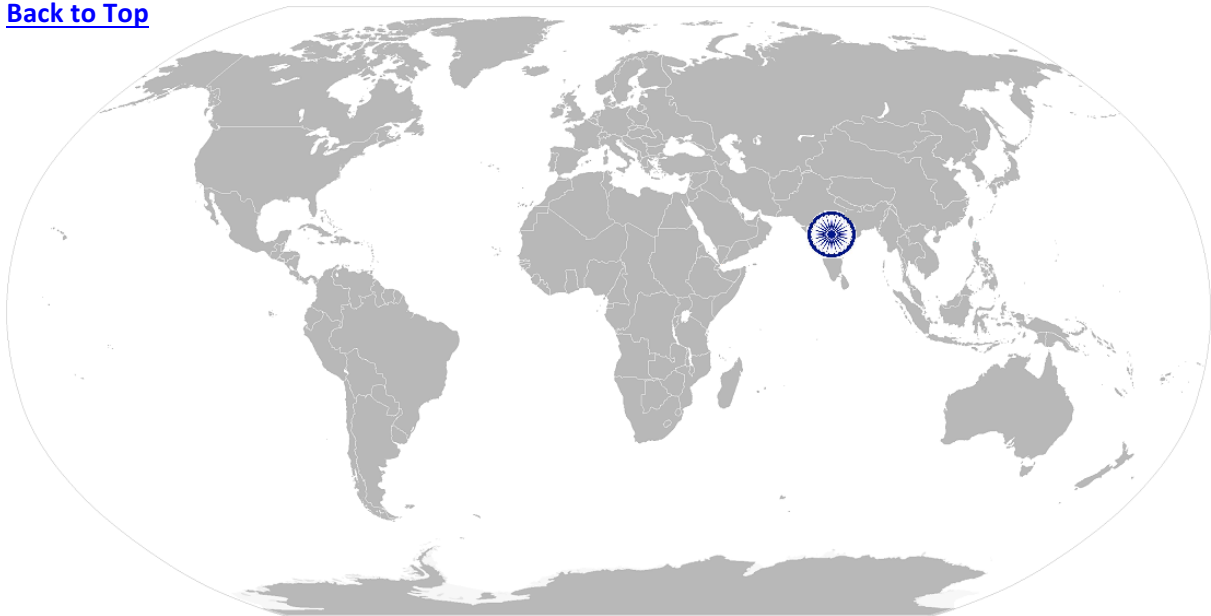
**BWS/N9003**

**Create a positive impression at work area**

## NOS Version Control

NOS Code	BWS/N9003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Skin Care Services	Next review date	20/05/2016

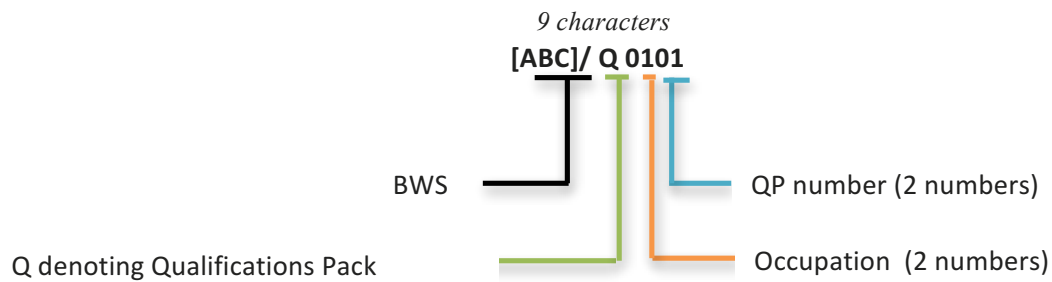
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## Annexure

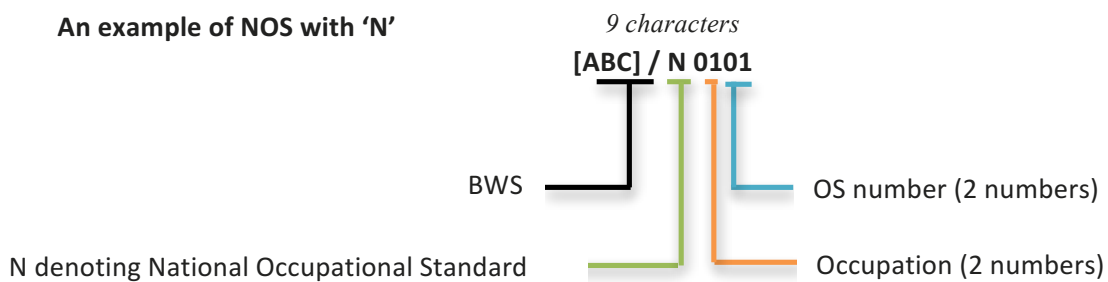
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Skincare services	0101 – 0109
Haircare services	0201 – 0212
Makeup services	0301 - 0306
Nailcare services	0401 - 0406
Aesthetic dermatology services	0501 - 0504
Training academy services	0601 – 0606
Tattoo services	0701 – 0705
Assessment services	0801 - 0802

Sequence	Description	Example
Three letters	Beauty and Wellness	BWS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Beauty Therapist

**Qualification Pack** BWS/Q0102

**Sector Skill Council** Beauty and Wellness

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Total Marks (700 + 100)	Out Of	Marks Allocation	
				Theory	Skills Practical
1. BWS/N9001 (Prepare and maintain work area)	PC1. Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	<b>100</b>	15	3	12
	PC2. Select suitable equipment and products required for the treatment		19	5	14
	PC3. Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines		20	4	16
	PC4. Place the products in the trolley for the treatment		12	2	10

	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
		<b>Total</b>	<b>100</b>	<b>22</b>	<b>78</b>
2. BWS/N0104 (Perform skin care services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	9	2	7
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		3	0	3
	PC3. Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client		11	3	8
	PC4. Carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon		9	2	7
	PC5. Clarify the client's understanding and expectation prior to commencement of treatment		6	2	4
	PC6. Clean the skin and remove all traces of make-up by using suitable deep cleansing techniques		7	2	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		7	2	5
	PC9. Provide facial massage using a medium and techniques suitable for the client's skin type and condition		9	2	7
	PC10. Apply mask treatments evenly and neatly, covering the area to be treated		8	2	6
	PC11. Remove masks as per the recommended time frame		6	2	4
	PC12. Ensure the skin is left clean, toned and suitably moisturized		6	2	4
	PC13. Complete the therapy to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC14. Record the therapy accurately and store information securely in line with the salon's policies		4	1	3
	PC15. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		4	1	3
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>74</b>
3. BWS/N0105 (Perform depilation services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	6	2	4
	PC2. Sanitize the hands prior to treatment commencement		1	0.5	0.5
	PC3. Prepare the client and provide suitable		1	0.5	0.5

	protective apparel			
	PC4. Clarify the client's understanding and expectation prior to commencement of treatment	1	0.5	0.5
	PC5. Select and prepare products, tools and equipment that are suitable to meet to the client's needs and treatment plan	4	1	3
	PC6. Position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	0.5	0.5
	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. Conduct a test patch and skin sensitivity test ahead of the waxing treatment	4	1	3
	PC9. Carry out the process using the equipment and products (hot wax, warm/ cool wax, strips etc.) as per standards of services laid down by the salon	4	1	3
	PC10. Apply the appropriate pre-wax products prior to waxing based on manufacturers' instructions	3	1	2
	PC11. Apply the wax and remove the wax appropriately based on according to the direction of hair growth and manufacturer's instructions	4	1	3
	PC12. Maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client	1	0.5	0.5
	PC13. Check the client's wellbeing throughout the service and giving the necessary	1	0.5	0.5



	reassurance			
	PC14. Clean the treated area and use a suitable soothing product	4	1	3
	PC15. Complete the therapy to the satisfaction of the client in a commercially acceptable time	2	0.5	1.5
	PC16. Record the therapy accurately and store information securely in line with the salon's policies	2	1	1
	PC17. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	4	1	3
	PC18. Minimize the wastage of products and store chemicals and equipment securely post treatment	1	0.5	0.5
	PC19. Dispose all waste safety according to the salon's standards of hygiene and safety	2	1	1
	PC20. Consult, plan and prepare for sensitive area and female intimate waxing services	2	0.5	1.5
	PC21. Select the tools and products used for sensitive and intimate area waxing	2	0.5	1.5
	PC22. Prepare the sensitive and intimate area to be treated and to trim of overlong hair for the treatment	2	0.5	1.5
	PC23. Understand the hair growth pattern of sensitive and intimate area waxing and perform application and removal of waxing	2	0.5	1.5
	PC24. Prior to the waxing service check the correct temperature of wax for the client and the area to be treated	2	0.5	1.5

	PC25. Understand the correct positioning of the client and treatment techniques (application of wax to pubic area)	2	0.5	1.5
	PC26. Instruct the client clearly on how and when to support their skin during the sensitive and intimate area waxing service	2	0.5	1.5
	PC27. Understand sensitive area and intimate waxing services and give aftercare advice	2	0.5	1.5
	PC28. Position self and client throughout treatment to ensure privacy, comfort and wellbeing	1	0.5	0.5
	PC29. Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client	6	2	4
	PC30. Carry out the process using the tools and materials (threads, scissors etc.) and as per process laid down by the salon	6	1	5
	PC31. Ensure the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread	4	1	3
	PC32. Provide clear instructions to the client on how and when to support their skin through the threading process	2	0.5	1.5
	PC33. Maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client	1	0.5	0.5
	PC34. Check the client's wellbeing throughout the service and giving the necessary reassurance	1	0.5	0.5

	PC35. Clean the treated area and use a suitable soothing product		3	1	2
	PC36. Complete the therapy to the satisfaction of the client in a commercially acceptable time		2	0.5	1.5
	PC37. Record the therapy accurately and store information securely in line with the salon's policies		2	1	1
	PC38. Provide specific after-process advice to the client		3	1	2
	PC39. Minimize the wastage of products and store chemicals and equipment securely post treatment		1	0.5	0.5
	PC40. Dispose all waste safety according to the salon's standards of hygiene and safety		2	1	1
		<b>Total</b>	<b>100</b>	<b>31</b>	<b>69</b>
4. BWS/N0401 (Perform manicure and pedicure services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	3	0.5	2.5
	PC2. Sanitize the hands prior to procedure commencement		2	0.5	1.5
	PC3. Prepare the client and provide suitable protective apparel		2	0.5	1.5
	PC4. clarify the client's understanding and expectation prior to commencement of procedure		2	0.5	1.5
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	0.5	1.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		2	0.5	1.5
	PC7. Perform and adapt the procedure using materials, equipment and techniques		3	0.5	2.5

	correctly and safely to meet the needs of the client
	PC8. Remove any existing nail polish
	PC9. Check the desired length and shape with the client
	PC10. File the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC11. Remove dirt in the underside of the nails
	PC12. Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC13. Use specialized hand and nail treatments to improve the appearance of the client's skin and nails
	PC14. Use smooth and even massage techniques and pressure to meet the client's needs using appropriate products (Ex. Massage creams, lotions)
	PC15. Leave the hands and lower arms free of any excess massage medium
	PC16. Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris
	PC17. Apply one base coat, polish coats as desired and one top coat for the desired finish
	PC18. Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free polish
	PC19. clean and dry the client's legs

2	0.5	1.5
3	0.5	2.5
5	0.5	4.5
2	0.5	1.5
5	0.5	4.5
5	1	4
4	0.5	3.5
2	0.5	1.5
2	0.5	1.5
3	0.5	2.5
3	0.5	2.5
2	0.5	1.5

	PC20. remove any existing nail polish
	PC21. check the desired length and shape with the client
	PC22. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC23. remove dirt in the underside of the nails
	PC24. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC25. remove any excessive hard skin using a foot scrapper
	PC26. use specialized leg and nail treatments to improve the appearance of the client's skin and nails
	PC27. use smooth and even massage techniques and pressure to meet the client's needs
	PC28. leave the foot and lower leg free of any excess massage medium
	PC29. check that the nail plate is not dehydrated and the underside is clean and free of debris
	PC30. apply sufficient base coat, polish coats and top coats for the desired finish
	PC31. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel
	PC32. Check the client's wellbeing throughout the service and giving the necessary reassurance

2	0.5	1.5
3	0.5	2.5
4	1	3
2	0.5	1.5
4	0.5	3.5
2	0.5	1.5
3	0.5	2.5
4	2	2
2	0.5	1.5
2	0.5	1.5
3	0.5	2.5
3	0.5	2.5
3	0.5	2.5

	PC33. clean the treated area and use a suitable soothing product		2	0.5	1.5
	PC34. Complete the therapy to the satisfaction of the client in a commercially acceptable time		2	0.5	1.5
	PC35. Record the therapy accurately and store information securely in line with the salon's policies		2	0.5	1.5
	PC36. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		3	1	2
		<b>Total</b>	<b>100</b>	<b>21</b>	<b>79</b>
5. BWS/N0106 (Perform makeup services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	7	1	6
	PC2. Consult the client by questioning to identify contra-indications to skin and make-up products		7	1	6
	PC3. Sanitize the hands prior to treatment commencement		4	1	3
	PC4. Prepare the client and provide suitable protective apparel		4	1	3
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		4	1	3
	PC6. Define a suitable treatment plan to meet the client's needs		7	1	6
	PC7. Select and prepare suitable skin care and make up products to meet the client's needs and work plan		4	2	2
	PC8. Clarify the client's understanding and expectation prior to commencement of procedure		6	1	5

	PC9. Clean, tone and moisturize the skin to suit the client's skin type and needs		5	1	4
	PC10. Conceal skin imperfections and blemishes using the suitable colour corrective products where required		9	2	7
	PC11. Select and apply make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion		9	2	7
	PC12. Adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		8	1	7
	PC13. Adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC14. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC15. Complete the procedure to the satisfaction of the client in a commercially acceptable time		6	1	5
	PC16. Record the procedure accurately and store information securely in line with the salon's policies		6	1	5
	PC17. Provide specific after-procedure advice to the client		6	1	5
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
6. BWS/N9002 (Maintain health and safety at the work place)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	<b>100</b>	15	3	12
	PC2. Clean and sterilize all		13	3	10

	tools and equipment before use				
	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		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
7. BWS/N9003 (Create a positive impression at the work place)	PC1. Maintain good health and personal hygiene	<b>100</b>	8	2	6
	PC2. Comply with organisation's standards of grooming and personal behavior		9	3	6
	PC3. Meet the organisation's standards of courtesy, behavior and efficiency		9	3	6
	PC4. Stay free from intoxicants while on duty		2	1	1
	PC5. Wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. Take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC7. Record details related		5	2	3



	to tasks, as per procedure			
	PC8. Participate in workplace activities as a part of the larger team	5	1	4
	PC9. Report to supervisor immediately in case there are any work issues	3	1	2
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	7	2	5
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	7	2	5
	PC12. Communicate role related information to stakeholders in a polite manner and resolve queries, if any	7	2	5
	PC13. Assist and guide clients to services or products based on their needs	4	1	3
	PC14. Report and record instances of aggressive/ unruly behavior and seek assistance	4	1	3
	PC15. Use communication equipment (phone, email etc) as mandated by your organization	4	1	3
	PC16. Carry out routine documentation legibly and accurately in the desired format	6	2	4
	PC17. File routine reports and feedback	4	1	3
	PC18. Maintain confidentiality of information, as required, in the role	4	1	3
	<b>Total</b>	<b>100</b>	<b>29</b>	<b>71</b>