

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BEAUTY & WELLNESS

What are Occupational Standards(OS)?

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

Contact Us:

Beauty & Wellness
Sector Skill Council
Office no- 247-248,
DLF South Court
Saket, New Delhi- 110017
+91 1140342940/42/44

E-mail: info@bwssc.in



Contents

1. Introduction and Contacts.....Page 1
2. Qualifications Pack.....Page 2
3. Glossary of Key TermsPage 3
4. OS Units.....Page 5
5. Annexure: Nomenclature for QP & OS....Page 58
6. Assessment Criteria.....Page 60

Introduction

Qualifications Pack- Bridal Fashion and Photographic Make-up Artist

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: BEAUTY & SALONS

OCCUPATION: MAKE-UP SERVICES

REFERENCE ID: BWS/Q0301

ALIGNED TO: NCO-2004/5142.9900

Brief Job Description: A Bridal Fashion and Photographic Make-up Artist is a professionally trained individual in make-up techniques using corrective make up, highlighting and shading, air brush make-up to deliver high quality professional make up. The Make-up Artist consults, advises, markets and sells a range of beauty treatments and performs various duties such as providing skin care, applying makeup. The Make-up Artist 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.

Job Details	Qualifications Pack Code	BWS/Q0301		
	Job Role	Bridal Fashion and Photographic Makeup Artist		
	Credits	TBD	Version number	1.0
	Sector	TBD	Drafted on	01/03/2015
	Sub-sector	Beauty & Salon	Last reviewed on	15/05/2018
	Occupation	Makeup Services	Next review date	15/05/2021
	NSQC Clearance on	03/08/2018		

Job Role	Bridal Fashion and Photographic Make-up Artist
Role Description	A professionally trained individual in make-up techniques to deliver high quality professional make up.
NSQF level	5
Minimum Educational Qualifications	Class X Standard + Certificate/Diploma Course in skincare services or make-up services/Integrated Course in skin, hair and make-up under MES/Beauty Therapy & Hair Styling Level – 2/Bridal Make-up Artist under MES/Level 4- Beauty Therapist
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Certificate/Diploma Course in skincare services or make-up services/Integrated Course in skin, hair and make-up under MES/Beauty Therapy & Hair Styling Level – 2/Bridal Make-up Artist under MES/Level 4- Beauty Therapist
Minimum Job Entry Age	18 years
Experience	24 months as a Make-up Artist in a professional salon
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. BWS/N9001 Prepare and maintain work area 2. BWS/N0104 Perform skincare services 3. BWS/N0301 Perform bridal makeup services 4. BWS/N0302 Perform fashion and photographic makeup 5. BWS/N0303 Apply air-brush makeup 6. BWS/N9005 Consult and advise clients 7. BWS/N9006 Promote and sell services and products 8. BWS/N9004 Manage and lead a team 9. BWS/N9002 Maintain health and safety of work area 10. BWS/N9003 Create a positive impression at work area
Performance Criteria	As described in the relevant OS units

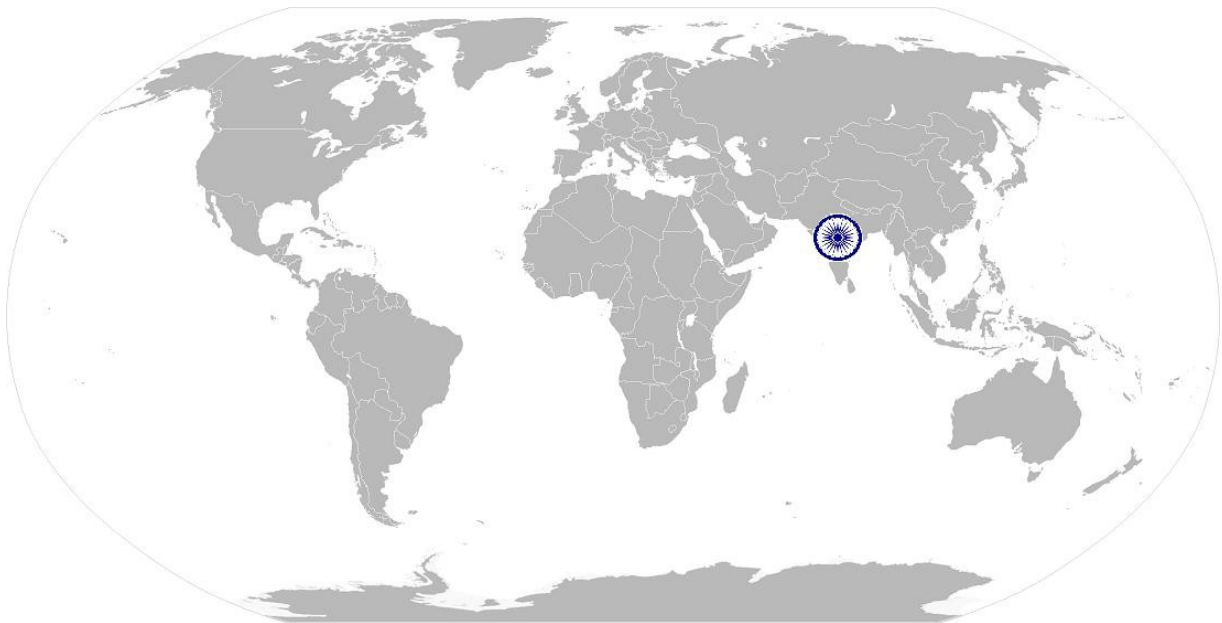
Definitions

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

National Occupational Standard



Overview

This OS 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

Unit Code	BWS/N9001
Unit Title (Task)	Prepare and maintain work area
Description	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
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Preparing and maintaining the work area
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare and maintain work area	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment PC2. select suitable equipment and products required for the treatment PC3. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines PC4. place the products in the trolley for the treatment PC5. sterilize, disinfect and place the tools on the tray PC6. dispose waste materials in adherence to the salon's and industry requirements PC7. store records, materials and equipment securely in line with the salon's policies
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organization's standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. health and safety requirements in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. types of products, materials and equipment required for the treatment KB2. process and products to sterilize and disinfect equipment/ tools KB3. manufacturer's instructions related to equipment and product use and cleaning 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)
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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

BWS/N9001

Prepare and maintain work area

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> 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
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> 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. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> 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
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> 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,

BWS/N9001

Prepare and maintain work area

	<p>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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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>



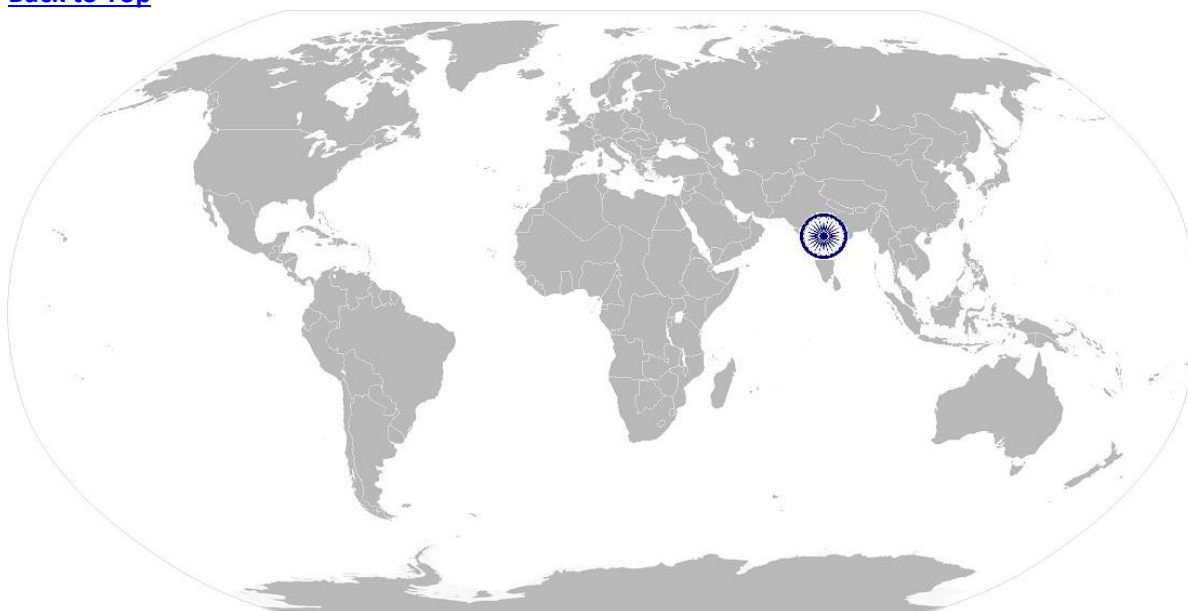
BWS/N9001

Prepare and maintain work area

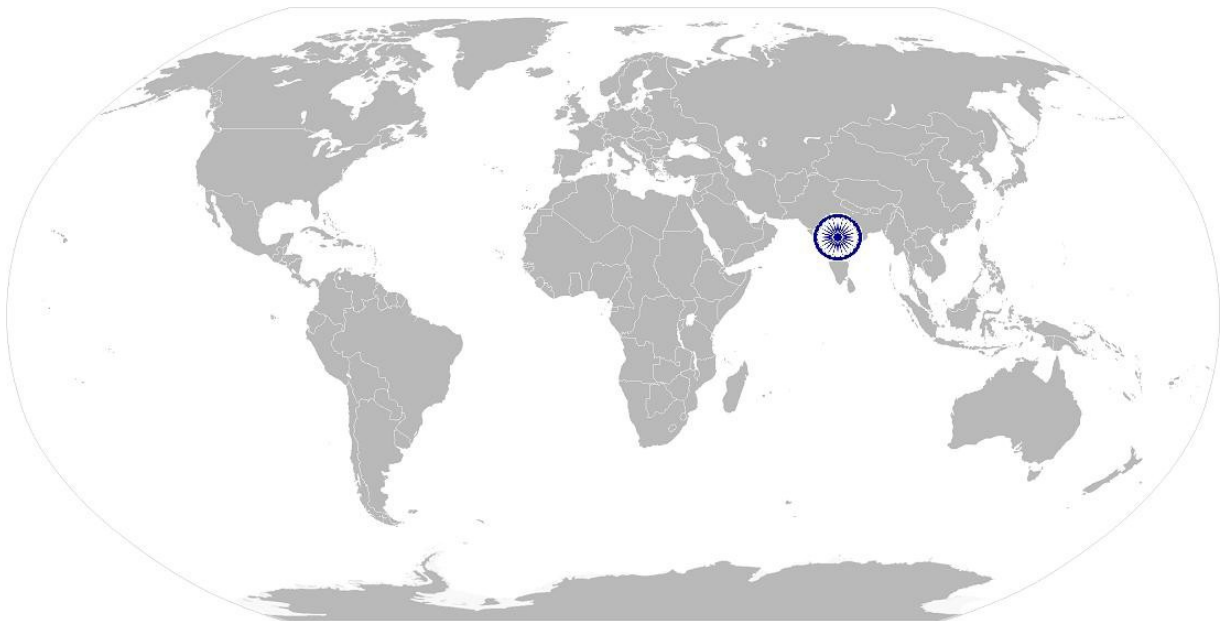
NOS Version Control

NOS Code	BWS/N9001		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



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.

BWS/N0104

Perform skincare services

National Occupational Standard

Unit Code	BWS/N0104
Unit Title (Task)	Perform skincare services
Description	Provide facial skin care treatment to enhance facial skin condition
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Performing the skin care services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform skin care services	<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>
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. anatomy, physiology and pathology for skin treatments</p>

BWS/N0104

Perform skincare services

<p>Knowledge</p>	<p>KB2. principles and practice of skin therapies</p> <p>KB3. basic ailments, contraindications, contra actions, treatment plans</p> <p>KB4. 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>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</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>Reading Skills</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>Oral Communication (Listening and Speaking skills)</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> <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>
<p>B. Professional Skills</p>	<p>Decision Making</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>

BWS/N0104

Perform skincare services

	Plan and Organize
	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 workarea, 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
	Customer Centricity
	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
	Problem Solving
	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
	Analytical Thinking
	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
Critical Thinking	
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	

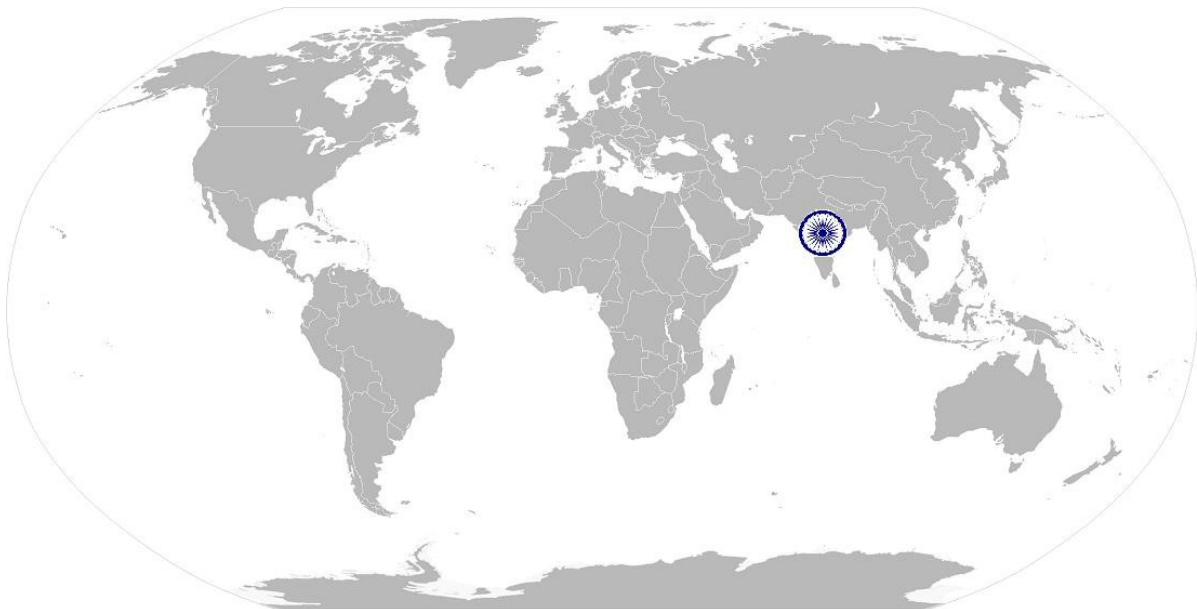
BWS/N0104

Perform skincare services

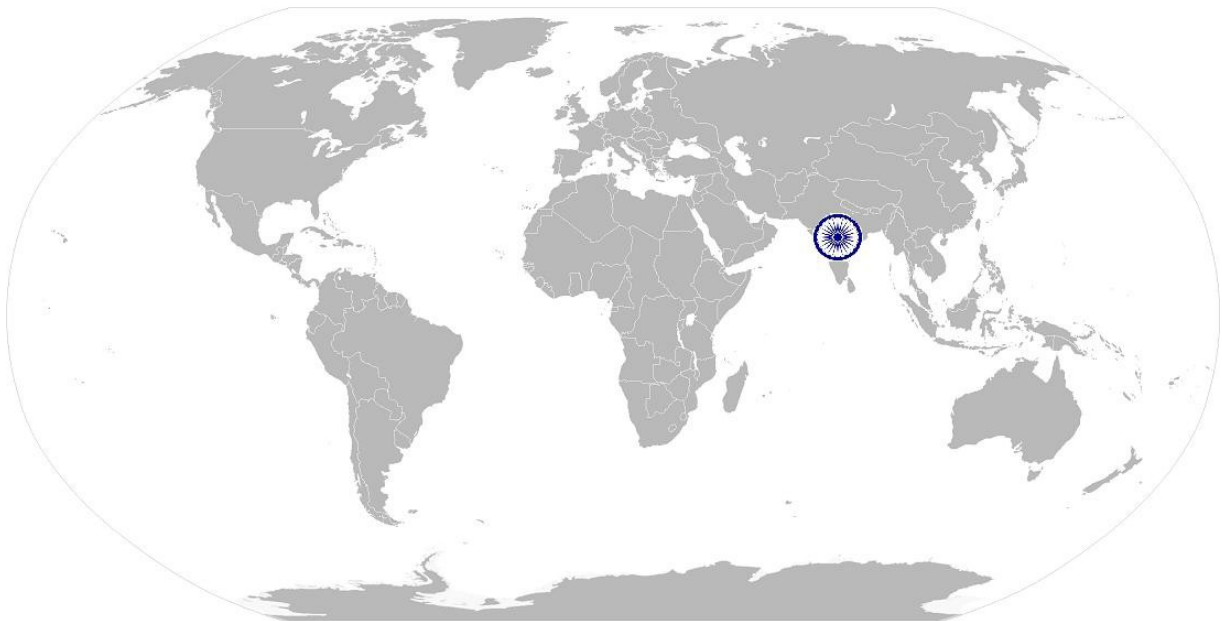
NOS Version Control

NOS Code	BWS/N0104		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This OS unit is about the application of vast range of make-up techniques and products to suit skin tones and age groups, on brides and the bridal troupe, in accordance to the salon's standards of performance and sequences of services.

BWS/N0301

Perform bridal make-up services

Unit Code	BWS/N0301
Unit Title (Task)	Perform bridal make-up services
Description	Apply a range of make-up techniques and products to suit skin tones and age groups, on brides and the bridal troupe
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Applying bridal make-up on variety of skin types, skin tones and age groups
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform bridal makeup services	<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. consult the client by questioning to identify contra-indications to skin and make-up products</p> <p>PC3. prepare the work area, materials, and equipment to meet the Salon operating procedures, industry and legal requirements</p> <p>PC4. sanitize the hands prior to treatment commencement</p> <p>PC5. prepare the client and provide suitable protective apparel</p> <p>PC6. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC7. define a suitable treatment plan to meet the client's needs</p> <p>PC8. select and prepare suitable skin care and make up products to meet the client's needs and work plan</p> <p>PC9. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC10. clean, tone and moisturize the skin to suit the client's skin type and needs</p> <p>PC11. conceal skin imperfections and blemishes using the suitable colour corrective products where required</p> <p>PC12. select and apply foundation using brush/ sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage</p> <p>PC13. select and choose a corrective technique and contour by highlights and shading</p> <p>PC14. select and apply suitable powder to set the foundation</p> <p>PC15. apply makeup to enhance the facial features for bridal photographic shoots</p> <p>PC16. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC17. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC18. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC19. complete the procedure to the satisfaction of the client in a commercially acceptable time</p> <p>PC20. record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the salon's policies</p> <p>PC21. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC22. dispose waste materials and leave the work area in a suitable condition for</p>

BWS/N0301

Perform bridal make-up services

	further treatments
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	<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, colour 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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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>
	Reading Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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>

BWS/N0301

Perform bridal make-up services

	<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. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	<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 workarea, 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>
Customer Centricity	
The user/individual on the job needs to know and understand how to:	
<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>	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
<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>	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
<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>	

BWS/N0301

Perform bridal make-up services

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and actionSB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements



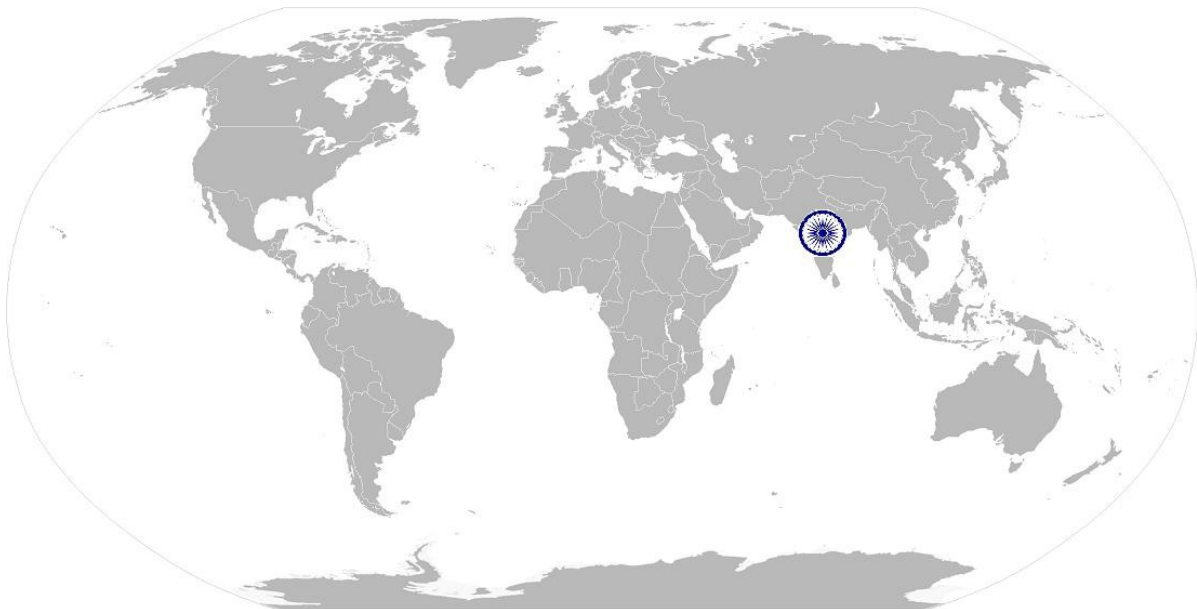
BWS/N0301

Perform bridal make-up services

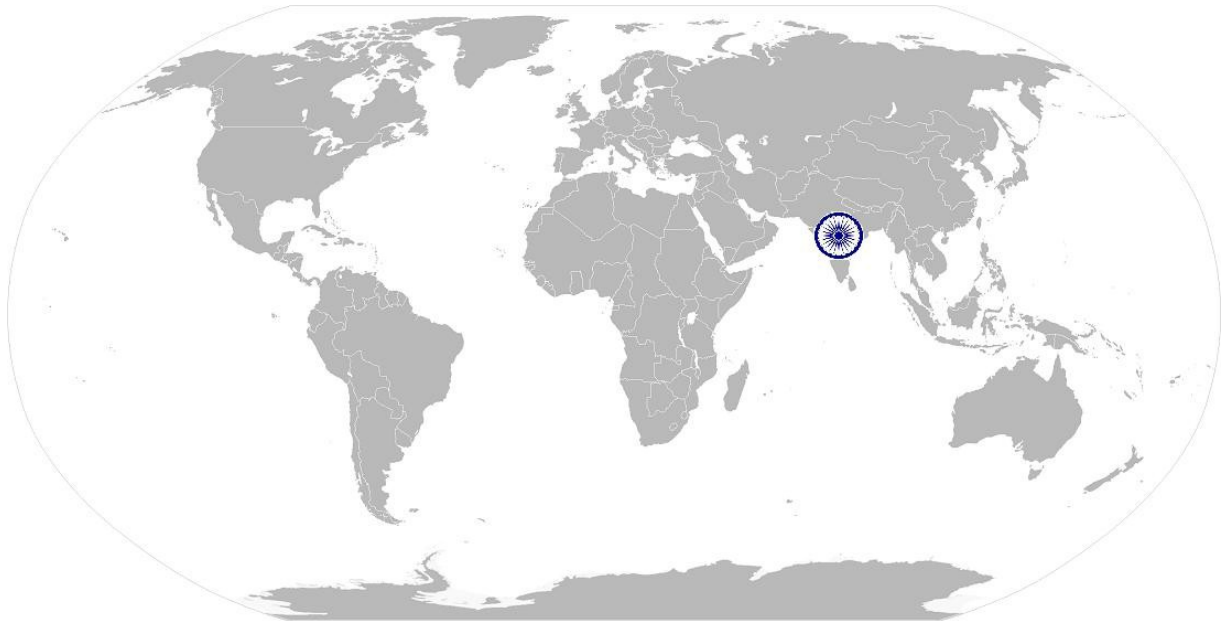
NOS Version Control

NOS Code	BWS/N0301		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This OS unit is about performing the most current professional techniques for colour and black and white photography, catwalk, editorial, commercial, bridal, period, day and evening makeup artistry. This includes applying strip lashes, defining eyebrows and corrective make-up.

BWS/N0302

Perform fashion and photographic make-up

Unit Code	BWS/N0302
Unit Title (Task)	Perform fashion and photographic make-up
Description	Perform the most current professional techniques for colour and black and white photography, catwalk, editorial, commercial, bridal, period, day and evening makeup artistry. This includes applying strip lashes, defining eyebrows and corrective make-up
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Applying fashion/ photographic make-up on variety of skin types, skin tones and age groups
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform fashion and photographic makeup	<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. consult the client by questioning to identify contra-indications to skin and make-up products</p> <p>PC3. prepare the work area, materials, and equipment to meet the Salon operating procedures, industry and legal requirements</p> <p>PC4. sanitize the hands prior to treatment commencement</p> <p>PC5. prepare the client and provide suitable protective apparel</p> <p>PC6. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC7. define a suitable treatment plan to meet the client's needs</p> <p>PC8. select and prepare suitable skin care and make up products to meet the client's needs and work plan</p> <p>PC9. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC10. perform Skin analysis and understand the different face shapes and skin tones and textures of the model/client/artist</p> <p>PC11. clean, tone and moisturize the skin to suit the client's skin type and needs</p> <p>PC12. check the lighting for make up understanding the theory of true lighting and its effect</p> <p>PC13. perform make up application by selecting the correct products , tools and technique for required look. (hi definition make up , airbrush makeup)</p> <p>PC14. conceal skin imperfections and blemishes using the suitable colour corrective products understanding the warming and cooling colours (the colour wheel)</p> <p>PC15. select by understanding the product mixing technique and application technique of foundation using brush/ sponge/airbrush, to the centre of face and evenly blended out to sides of the face to achieve coverage</p> <p>PC16. select and choose a corrective technique and contour by highlights and shading</p> <p>PC17. apply make-up to meet the requirements of the fashion shows/ photo shoots</p> <p>PC18. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC19. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC20. check the client's wellbeing throughout the service and giving the necessary</p>

BWS/N0302

Perform fashion and photographic make-up

	<p>reassurance</p> <p>PC21. complete the procedure to the satisfaction of the client in a commercially acceptable time</p> <p>PC22. record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the organization's policies</p> <p>PC23. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC24. dispose waste materials and leave the work area in a suitable condition for further treatments</p>
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. structure, function, characteristics of skin</p> <p>KB2. range and use of products 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 knowledge of the</p> <p>KB4. diseases and disorders of the skin</p> <p>KB5. kinds of foundation (Cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, colour 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. Hi-definition make up</p> <p>KB7. effect of lighting has on the colour of make-up</p> <p>KB8. colour theory -Warming and cooling colours (the colourwheel)</p> <p>KB9. designing make up with mood board</p> <p>KB10. corrective make-up technique to suit the face shape</p> <p>KB11. eyebrow proportions</p> <p>KB12. nose, eye, lip corrective make up techniques.</p> <p>KB13. creative make up (Catwalk / theater make up, Fashion / editorial make up, Photographic, Studio Photo Shoot, Sixties, Glamour/beauty make up, Aqua Color, Black and white photography,</p> <p>KB14. period make up, bridal make up variation for different types and occasions)</p> <p>KB15. smokey eye make up variations / cut the crease eye makeup</p> <p>KB16. different eyeliner variations.(winged,double winged etc.)</p> <p>KB17. removal of eye make-up and skin make-up(cleanse, tone, and moisturize)</p>

BWS/N0302

Perform fashion and photographic make-up

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> 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
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Customer Centricity
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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

BWS/N0302

Perform fashion and photographic make-up

	<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>
	Problem Solving
	<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>
	Analytical Thinking
	<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>
	Critical Thinking
	<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>

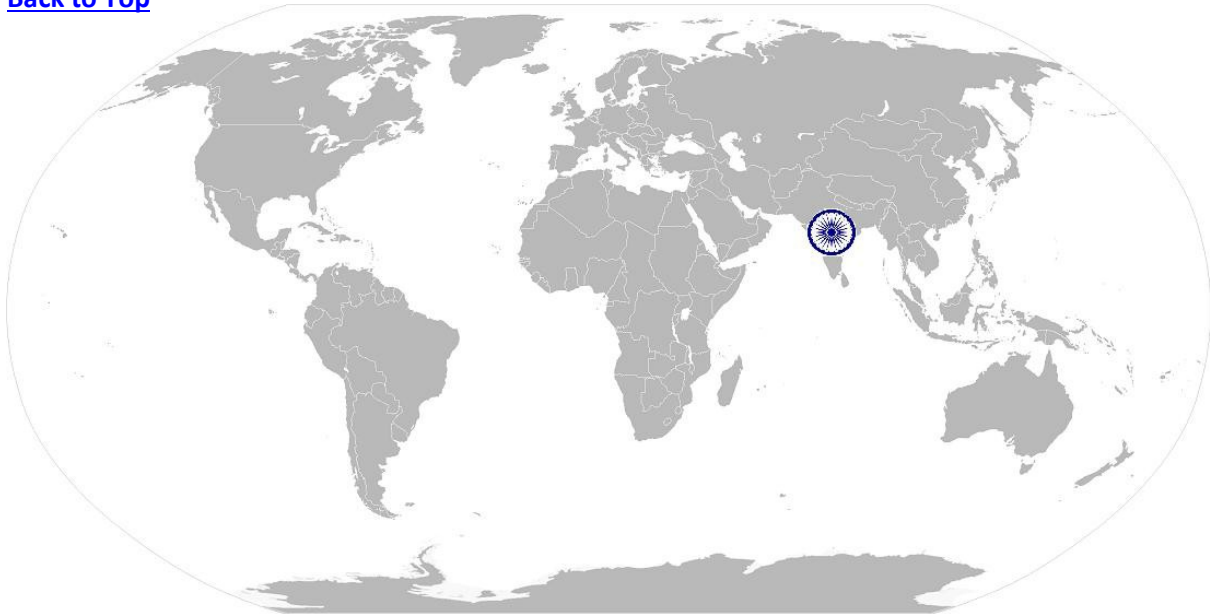
BWS/N0302

Perform fashion and photographic make-up

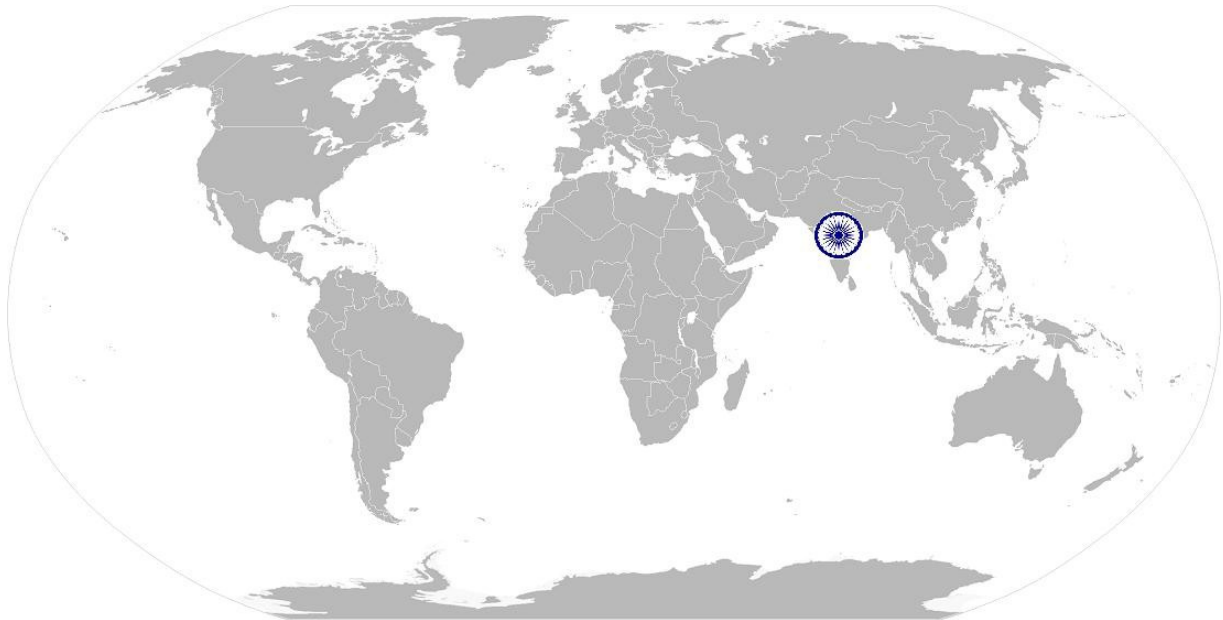
NOS Version Control

NOS Code	BWS/N0302		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This OS unit is about carrying out a variety of airbrush make-up designs, techniques, and airbrush products.

BWS/N0303

Apply air-brush make-up

National Occupational Standard

Unit Code	BWS/N0303
Unit Title (Task)	Apply air-brush make-up
Description	Carry out a variety of airbrush make-up designs, techniques, and airbrush products
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Make-up application using airbrush technique
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Apply air-brush make-up	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. prepare yourself, client and work area for airbrush make-up</p> <p>PC2. use suitable consultation techniques to identify treatment objectives</p> <p>PC3. carry out skin analysis to determine skin type and condition and check for contra-indications</p> <p>PC4. identify the purpose for the make-up and provide clear recommendations to the client</p> <p>PC5. select airbrush make-up products, tools and equipment to suit client treatment needs, skin type and conditions</p> <p>PC6. use products, tools, equipment and techniques to meet the design plan and to suit client treatment needs, skin types and conditions</p> <p>PC7. complete the airbrush make-up to the satisfaction of the client</p> <p>PC8. record and evaluate the results of the treatment</p> <p>PC9. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p>
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. structure and function of the skin.</p> <p>KB2. bones and muscles of the head, neck and shoulders</p> <p>KB3. skin types and conditions (oily, dry, combination, sensitive, pigmentation etc.</p> <p>KB4. contra-indications, skin diseases and disorders</p> <p>KB5. the importance of carrying out a detailed skin analysis and relevant tests (sensitivity tests 24-48 hours prior)</p> <p>KB6. airbrush make-up product uses and limitations, silicone based, water based, alcohol based, colour range, selection and suitability to the make-up needs</p> <p>KB7. airbrush make-up design: contouring, 3D, tattooing, full face day make-up; make-up for bridal, fashion and photographic shoots</p> <p>KB8. application of airbrush make-up techniques: colour fading; blending; highlighting; shading; stencilling; masking, freehand; pulsing; back bubbling; even colour washing</p>

BWS/N0303

Apply air-brush make-up

	KB9. advice: longevity of the make-up; suitable make-up removal techniques; activities to avoid
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	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
	Reading Skills
	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
	Oral Communication (Listening and Speaking skills)
	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. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	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
	Customer Centricity
	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

BWS/N0303

Apply air-brush make-up

	<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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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>

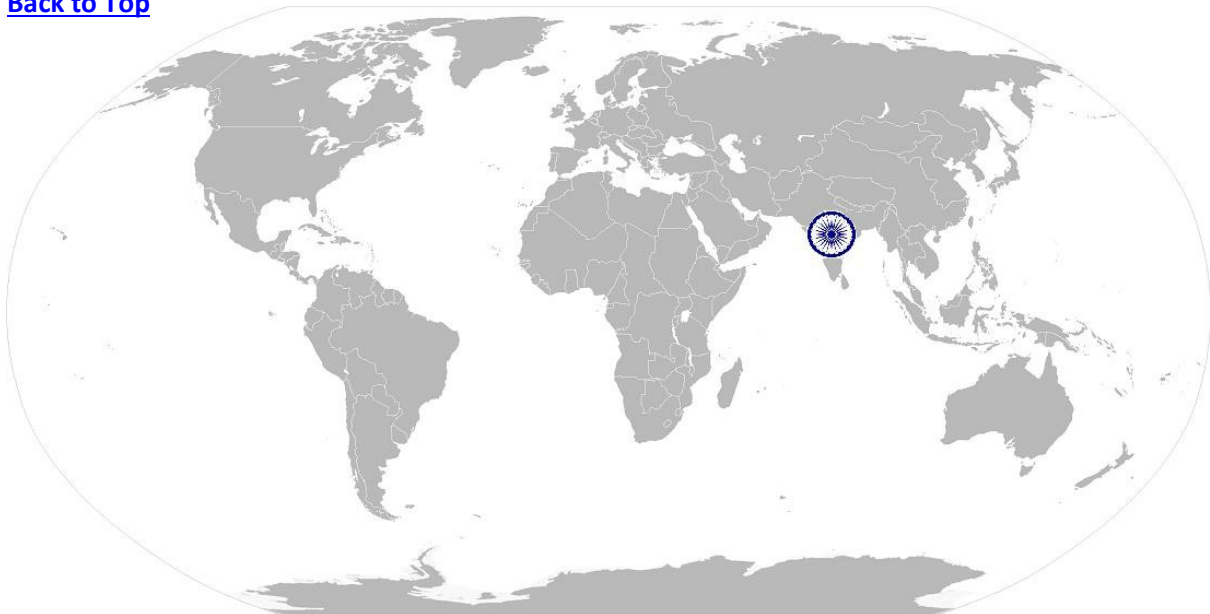
BWS/N0303

Apply air-brush make-up

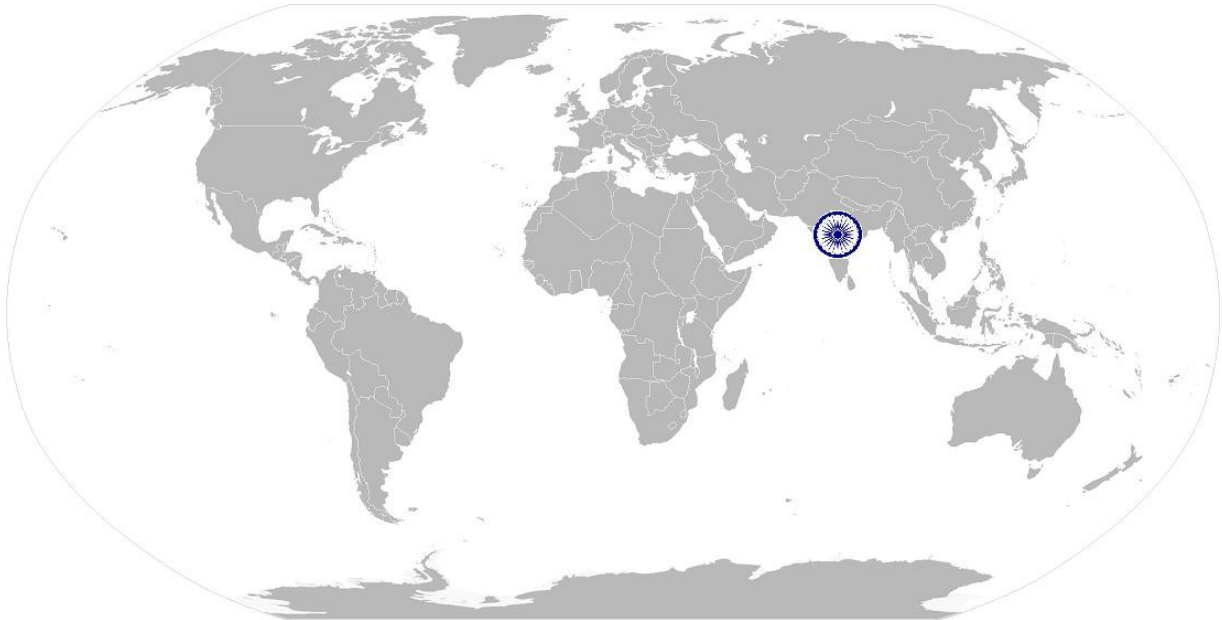
NOS Version Control

NOS Code	BWS/N0303		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This OS unit is about addressing client needs through consultation and advise on the range of beauty treatments and therapies.

BWS/N9005

Consult and advise clients

National Occupational Standard

Unit Code	BWS/N9005
Unit Title (Task)	Consult and advise clients
Description	Address client needs through consultation and advise on the range of beauty treatments and therapies.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Consult with and maintain effective relationships with clients
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Consult and advise clients	<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 salon</p> <p>PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice</p> <p>PC3. analyse the treatment area, visually and carry out necessary tests</p> <p>PC4. consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client</p> <p>PC5. define a suitable treatment plan to meet the client's needs</p> <p>PC6. confirm to the client the pricing and duration of service and products and address client queries</p> <p>PC7. communicate effectively with the client to maintains clients goodwill trust</p> <p>PC8. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC9. provide after care advice and recommendations to the client</p> <p>PC10. record the client and treatment details accurately and store information securely in line with the salon's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. anatomy, physiology and pathology for skin treatments</p> <p>KB2. principles and practice of skin therapies</p> <p>KB3. basic ailments, contraindications, contra actions, treatment plans</p> <p>KB4. 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. structure, function, characteristics of skin types and position of the muscles</p> <p>KB6. circulatory system, functions of blood, arteries, veins, blood composition and circulation</p> <p>KB7. the effect of the natural ageing process on the skin and muscle tone</p>

BWS/N9005

Consult and advise clients

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> 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
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Customer Centricity
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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

BWS/N9005

Consult and advise clients

	<p>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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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/N9005

Consult and advise clients

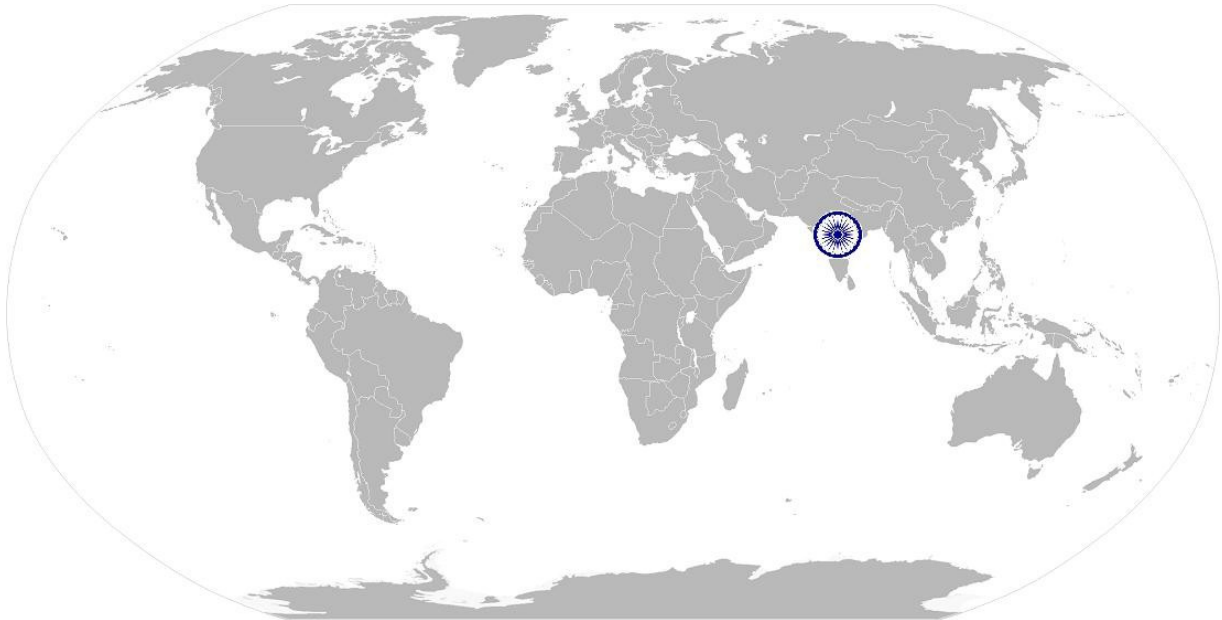
NOS Version Control

NOS Code	BWS/N9005		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This OS unit is about promoting products and services to clients through consultation and advise on the range of beauty treatments and products offered by the organization.

BWS/N9006

Promote and sell beauty services and products

Unit Code	BWS/N9006
Unit Title (Task)	Promote and sell services and products
Description	Promote products and services to address client needs through consultation and advise on the range of beauty treatments and products
Scope	This unit/task covers the following: <ul style="list-style-type: none"> promote appropriate products and services to address client needs
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Promote and sell services and products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. greet clients when they enter the retail outlet and direct them to the counter based on their needs</p> <p>PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice</p> <p>PC3. analyse the treatment area, visually and carry out necessary tests</p> <p>PC4. consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client</p> <p>PC5. provide product, promotion, and pricing information as per clients' requirements and address client queries</p> <p>PC6. define a suitable treatment plan to meet the client's needs</p> <p>PC7. communicate effectively with the client to maintains clients goodwill trust</p> <p>PC8. clarify the client's understanding and expectation prior to commencement of treatment or sale of product</p> <p>PC9. maintain a client database by inputting client profiles and updates</p> <p>PC10. make arrangements for the clients needing a refund or replacement of their products based on company policy</p> <p>PC11. assist in managing the product inventory and ordering products based on inventory status</p> <p>PC12. assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards</p> <p>PC13. set up and manage the display area of the range of products available in the organization</p> <p>PC14. label the displayed products clearly, accurately in alignment to the required standards</p> <p>PC15. provide after care advice and recommendations to the client</p> <p>PC16. record the client and treatment details accurately and store information securely in line with the salon's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. latest promotional schemes on various products</p> <p>KB2. manufacturers' instructions related to products</p>

BWS/N9006

Promote and sell beauty services and products

	<p>KB3. basic mapping of the requirements with the products</p> <p>KB4. awareness of the availability of stocks</p> <p>KB5. various products offered by the company</p> <p>KB6. features and benefits of the company's loyalty scheme</p> <p>KB7. promotions and offers currently available</p> <p>KB8. basic procedure for making reports and maintaining the inventory and client database</p> <p>KB9. anatomy, physiology and pathology for skin treatments</p> <p>KB10. principles and practice of skin therapies</p> <p>KB11. basic ailments, contraindications, contra actions, treatment plans</p> <p>KB12. 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>KB13. structure, function, characteristics of skin types and position of the muscles</p> <p>KB14. circulatory System, functions of blood, arteries, veins, blood composition and circulation</p> <p>KB15. effect of the natural ageing process on the skin and muscle tone</p> <p>KB16. chemical compounds found in hair and beauty products (Solids, liquids, gases, states of matter, atoms, molecules, oils, fats, waxes, animal, vegetable, mineral, aromatherapy blends, synthetic waxes, carnauba, hydrogen peroxide, lanolin, isopropyl alcohol, mineral oil, polyethylene glycol (PEG), propylene glycol (PG), sodium lauryl sulphate (SLS) and sodium laurethsulphate (SLES), diethanolamine (DEA), monoethanolamine (MEA), triethanolamine (TEA), FD&C pig-ments, amino compounds, amino-2-hydroxytoluene and m-aminophenol, am-moniumthioglycolate, sodium bromate, paraphenylenediamine, metal oxides, titanium dioxide, iron oxide, formaldehyde, material safety data sheets, pH scale, acids, alkaline, malic acid, lactic acid, citric acid, tartaric acid, glycolic acid, salicylic acid, AHAs, BHA's, DHA)</p> <p>KB17. active ingredients found in different hair and beauty products (Pigment molecules, temporary hair colour, semi-permanent hair dye, quasi-permanent hair colour, permanent hair colour, molecular structure, developer, peroxide, alkaline agent, ethanolamine, sodium carbonate, hydrogen peroxide, developer, oxidising agent, ammonia, chemical reaction, hair shaft, cuticle layer, cortex, melanin, bleaching, vegetable tinting gels, 3% (10 volume), 6% (20 volume), 12% (30 volume), cream/liquid)</p> <p>KB18. effect of functional groups on the reactivity of a molecule in products (Structure, properties, composition, reactions, esters, organic compounds, carbon-based compounds, hydrocarbons, derivatives, concept of functional groups, organic chemistry, classification of structures, properties, molecular module, chemical properties of organic compounds, physical properties of organic compounds, alcohols, hydrophilic, hydrophobic)</p> <p>KB19. desired effects of products in relation to their chemical composition</p>
--	--

BWS/N9006

Promote and sell beauty services and products

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> 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
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Customer Centricity
The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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 	

BWS/N9006

Promote and sell beauty services and products

	<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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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>

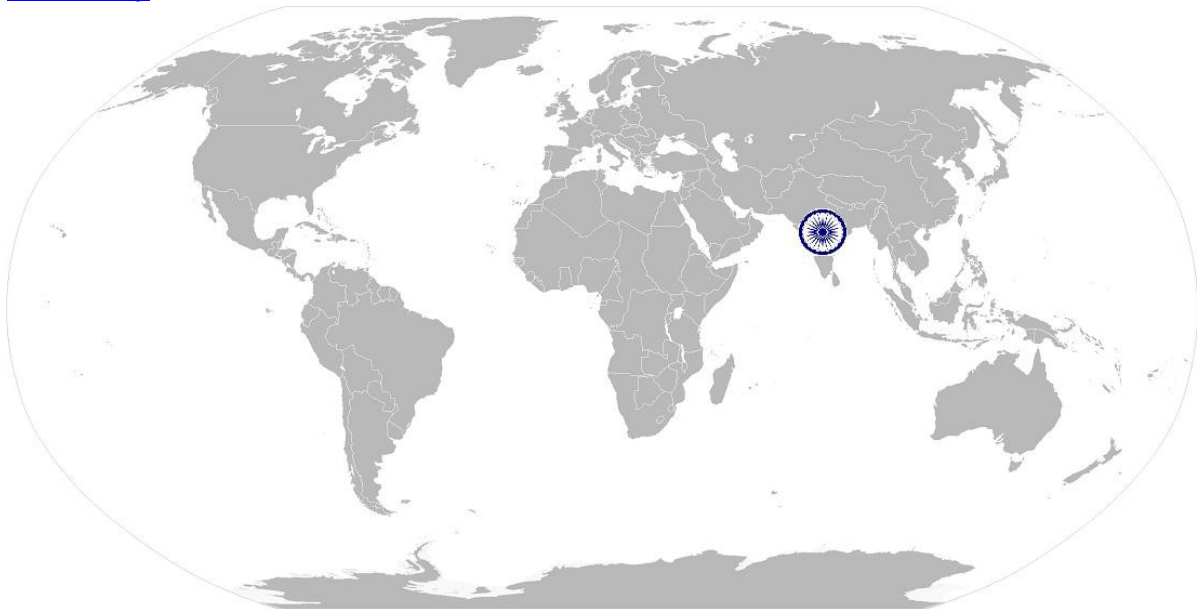
BWS/N9006

Promote and sell beauty services and products

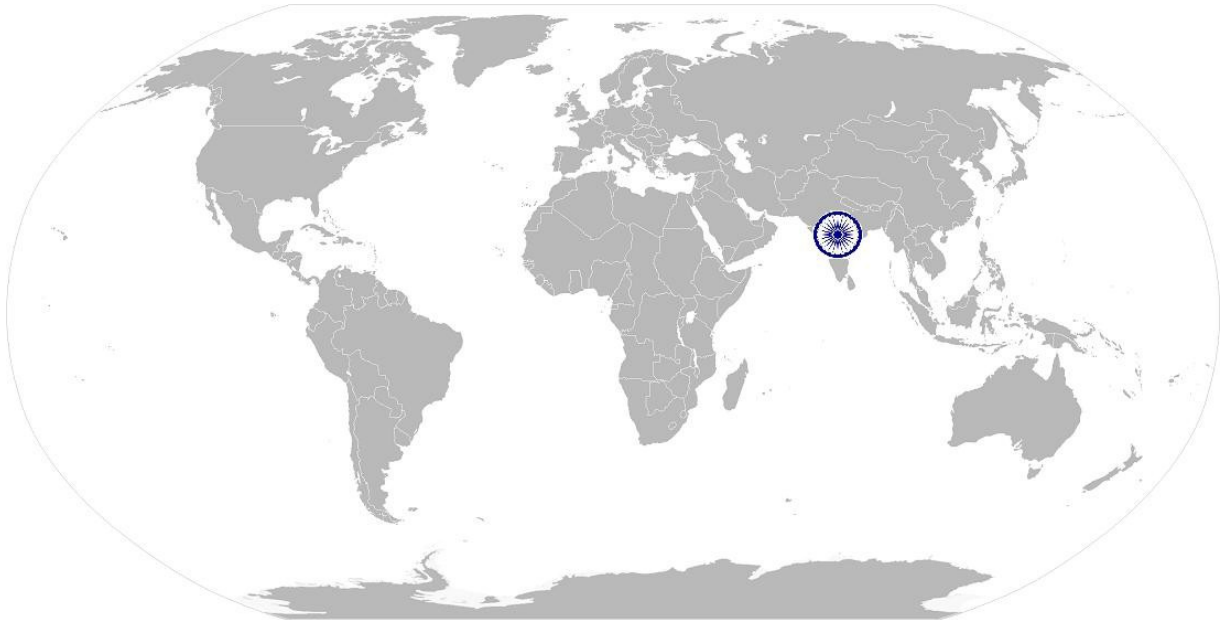
NOS Version Control

NOS Code	BWS/N9006		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



National Occupational Standard



Overview

This NOS unit is about managing the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity.

BWS/N9004

Manage and lead a team

Unit Code	BWS/N9004
Unit Title (Task)	Manage and lead a team
Description	Manage the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Managing and leading a team
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manage and lead a team	<p>The user/individual on the job needs to know and understand:</p> <p>PC1. ensure the team is aware of the schedule and job expectations on a daily basis</p> <p>PC2. involve the team in regular meetings to communicate information intended for them</p> <p>PC3. ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</p> <p>PC4. ensure participation of the team in various engagement initiatives organized by the organization</p> <p>PC5. counsel and address issues among the team for any work related issues</p> <p>PC6. support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines</p> <p>PC7. ensure periodic training of the team and support the team by delivering trainings</p> <p>PC8. share knowledge of processes, techniques, therapies and products with the the team to enhance their skill levels</p> <p>PC9. provide feedback to the centre manager pertaining to performance appraisals of the team</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. relevant HR Policies and Processes followed by the organization</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. knowledge of roster norms and guidelines</p> <p>KB2. how and when to measure performance of the team</p> <p>KB3. how to share feedback with team members</p> <p>KB4. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)</p>

BWS/N9004

Manage and lead a team

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> 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
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Customer Centricity
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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

BWS/N9004

Manage and lead a team

	<p>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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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>

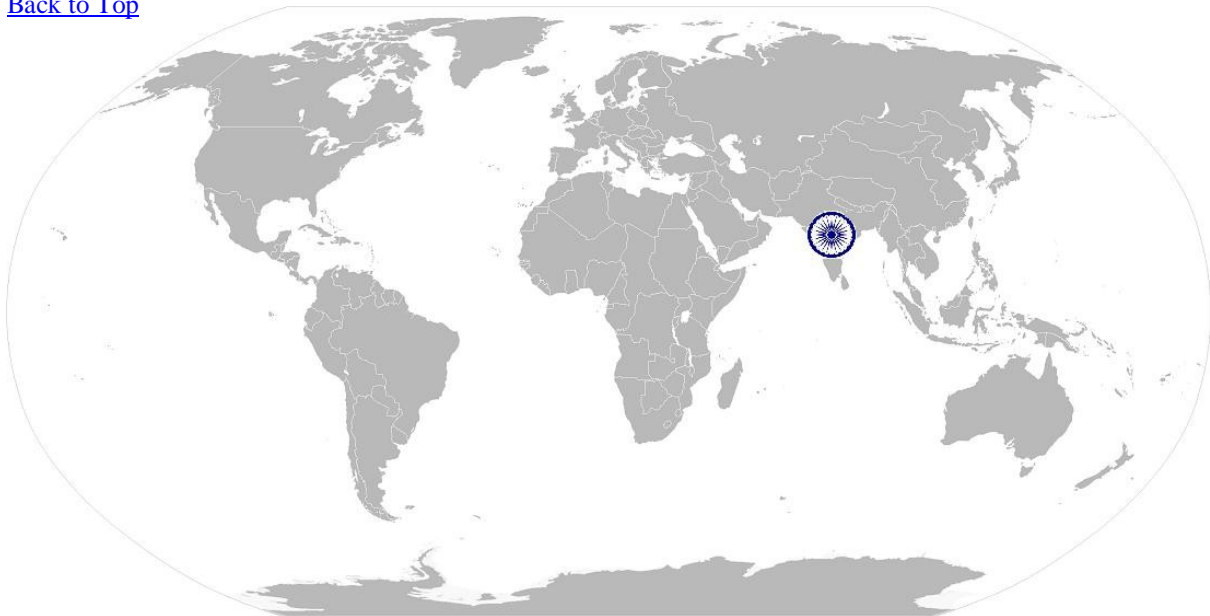
BWS/N9004

Manage and lead a team

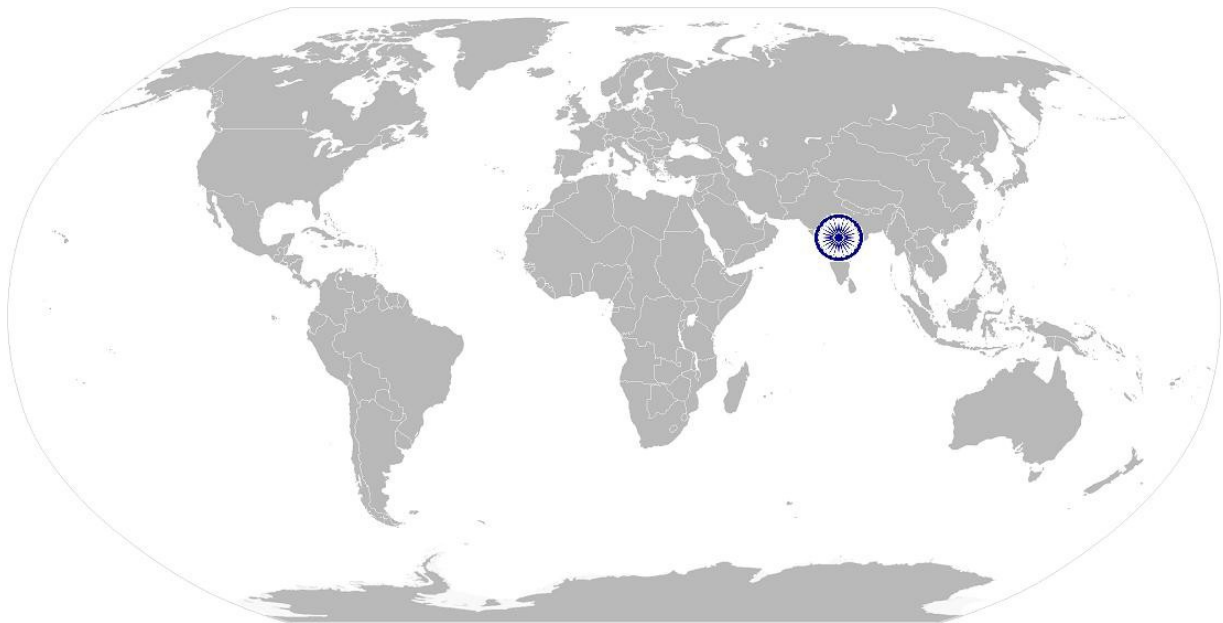
NOS Version Control

NOS Code	BWS/N9004		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make up Services	Next review date	15/05/2021

[Back to Top](#)



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

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

BWS/N9002

Maintain health and safety of work area

B. Professional Skills	Reading Skills
	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
	Oral Communication (Listening and Speaking skills)
	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	
Decision Making	
The user/individual on the job needs to know and understand how to:	
SB1. make decisions pertaining to the concerned area of work	
Plan and Organize	
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	
Customer Centricity	
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	

BWS/N9002

Maintain health and safety of work area

	<p>protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p>
	<p>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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/N9002

Maintain health and safety of work area

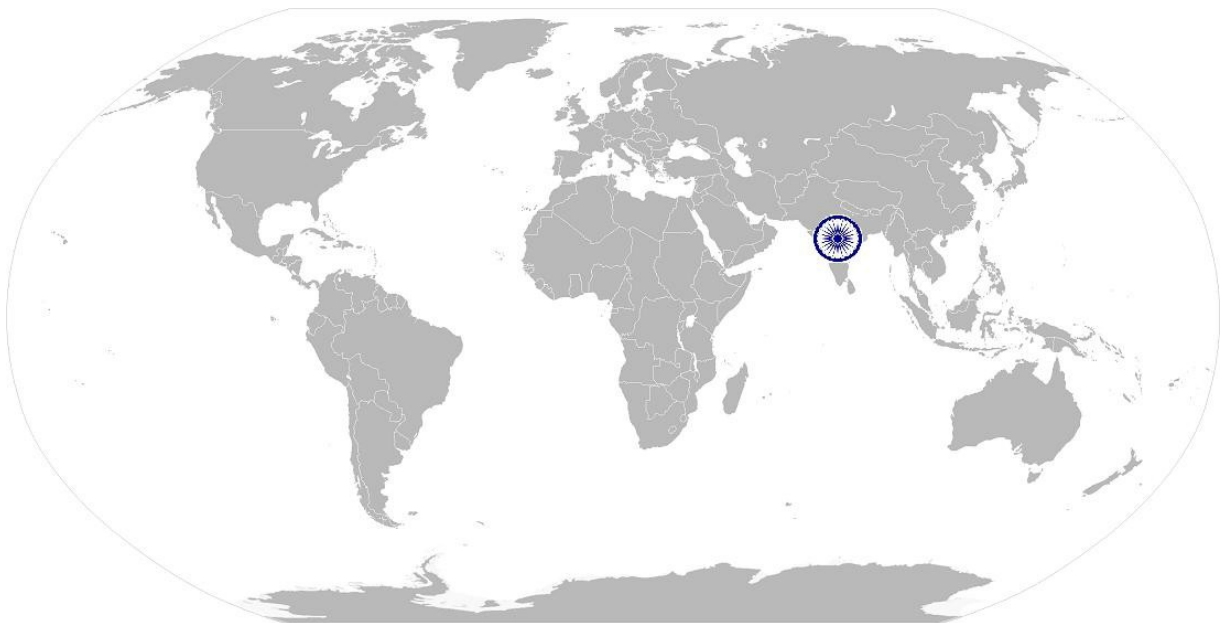
NOS Version Control

NOS Code	BWS/N9002		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty &Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

[Back to Top](#)



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	Unit Code	BWS/N9003
	Unit Title (Task)	Create a positive impression at work area
	Description	Personal grooming and behaviour to execute tasks as per the salon's standards and create a positive impression at the workplace
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Appearance and behaviour • Task execution as per the organization's standards • Communication and information record
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Appearance and Behavior	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain good health and personal hygiene PC2. comply with organisation's standards of grooming and personal behavior PC3. meet the organisation's standards of courtesy, behavior and efficiency PC4. stay free from intoxicants while on duty PC5. wear and carry organisation's uniform and accessories correctly and smartly
	Task execution as per organization's standards	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. take appropriate and approved actions in line with instructions and guidelines PC7. record details related to tasks, as per procedure PC8. Participate in workplace activities as a part of the larger team PC9. report to supervisor immediately in case there are any work issues PC10. use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender
	Communication and Information record	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any PC13. assist and guide clients to services or products based on their needs PC14. report and record instances of aggressive/ unruly behavior and seek assistance PC15. use communication equipment (phone, email etc) as mandated by your organization PC16. carry out routine documentation legibly and accurately in the desired format PC17. file routine reports and feedback PC18. maintain confidentiality of information, as required, in the role
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. importance of personal health and hygiene KA2. salon's standards of grooming and personal behavior KA3. salon's standards related to courtesy, behavior and efficiency KA4. ill-effects of intoxicants and potential actions at workplace KA5. items of uniform & accessories and correct method of wearing/ carrying them 	

BWS/N9003

Create a positive impression at work area

	<p>KA6. reporting/ recording formats and protocol for documentation KA7. kinds of work issues that may arise and reporting structure KA8. code of practices and guidelines relating to communication with people KA9. salon's requirements for recording and retaining information</p>
B. Technical Knowledge	<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 KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender KB3. different formats on which information is to be recorded KB4. importance to maintain security and confidentiality of information KB5. kinds of communication equipment (email, phone etc) available and their effective use KB6. selling/ influencing techniques to provide additional services/products to clients</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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 SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Reading Skills
	<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 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</p>
	Oral Communication (Listening and Speaking skills)
	<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 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</p>
B. Professional Skills	Decision Making
	<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>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p>

BWS/N9003

Create a positive impression at work area

	<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 workarea, 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>Customer Centricity</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>Problem Solving</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>Analytical Thinking</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>Critical Thinking</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>

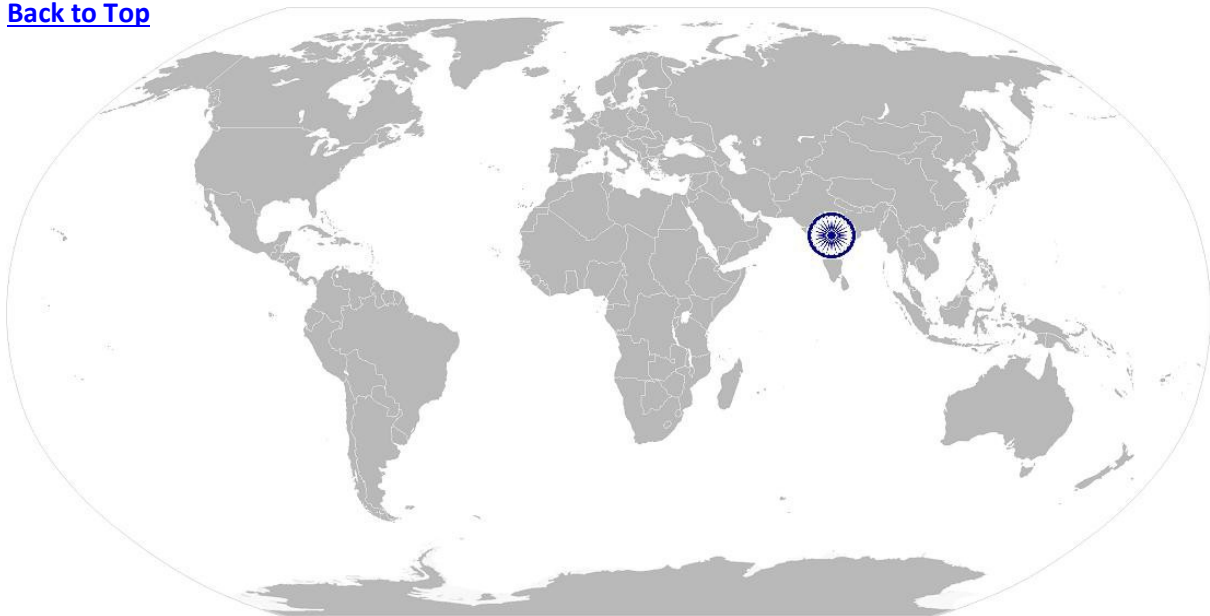
BWS/N9003

Create a positive impression at work area

NOS Version Control

NOS Code	BWS/N9003		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Make-up Services	Next review date	15/05/2021

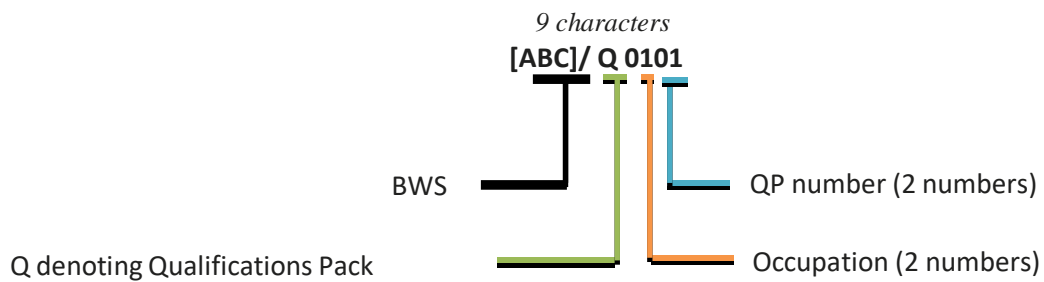
[Back to Top](#)



Annexure

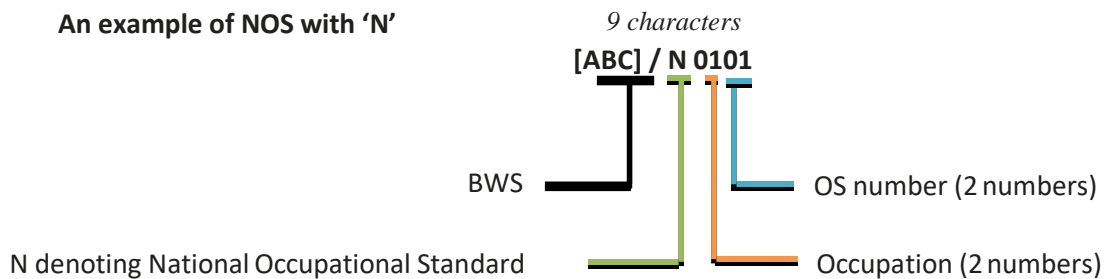
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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 Bridal Fashion and Photographic Make-up Artist

Qualification Pack BWS/Q0301

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on this criterion
6. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Assessment outcomes	Assessment Criteria for outcomes	Total Marks (1000 + 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	100	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	1	11
	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
		Total	100	21	79
2. BWS/N0104 (Perform skincare services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	100	9	2	7
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		3	1	2
	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	1	5
	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
		Total	100	26	74
3. BWS/N0301 (Perform bridal make-up services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization	100	4	1	3
	PC2. Consult the client by questioning to identify contra-indications to skin and make-up products		4	1	3
	PC3. Prepare the work area, materials, and equipment to meet the Salon operating procedures, industry and legal requirements		3	1	2
	PC4. Sanitize the hands prior to treatment commencement		3	1	2

	PC5. Prepare the client and provide suitable protective apparel	3	1	2
	PC6. Position self and client throughout procedure to ensure privacy, comfort and wellbeing	3	1	2
	PC7. Define a suitable treatment plan to meet the client's needs	4	1	3
	PC8. Select and prepare suitable skin care and make up products to meet the client's needs and work plan	7	2	5
	PC9. Clarify the client's understanding and expectation prior to commencement of procedure	4	1	3
	PC10. Clean, tone and moisturize the skin to suit the client's skin type and needs	4	1	3
	PC11. Conceal skin imperfections and blemishes using the suitable colour corrective products where required	7	2	5
	PC12. Select and apply foundation using brush/sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage	7	2	5
	PC13. Select and choose a corrective technique and contour by highlights and shading	8	2	6
	PC14. Select and apply suitable powder to set the foundation	5	1	4
	PC15. Apply makeup to enhance the facial features for bridal photographic shoots	6	1	5
	PC16. Adapt the procedure using materials, equipment and techniques correctly and	6	1	5

	safely to meet the needs of the client				
	PC17. Adjust the client's position to meet the needs of the service without causing them discomfort		3	1	2
	PC18. Check the client's wellbeing throughout the service and giving the necessary reassurance		3	1	2
	PC19. Complete the procedure to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC20. Record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the organization's policies		4	1	3
	PC21. Provide specific after-procedure advice to the client		4	1	3
	PC22. Dispose waste materials and leave the work area in a suitable condition for further treatments		4	1	3
		Total	100	26	74
4. BWS/N0302 (Perform fashion and photographic makeup)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization	100	5	1	4
	PC2. Consult the client by questioning to identify contra-indications to skin and make-up products		5	1	4
	PC3. Prepare the work area, materials, and equipment to meet the Salon operating procedures, industry and legal requirements		4	1	3

	PC4. Sanitize the hands prior to treatment commencement
	PC5. Prepare the client and provide suitable protective apparel
	PC6. Position self and client throughout procedure to ensure privacy, comfort and wellbeing
	PC7. Define a suitable treatment plan to meet the client's needs
	PC8. Select and prepare suitable skin care and make up products to meet the client's needs and work plan
	PC9. Clarify the client's understanding and expectation prior to commencement of procedure
	PC10. Perform Skin analysis and understand the different face shapes and skin tones and textures of the model/client/artist
	PC11. Clean, tone and moisturize the skin to suit the client's skin type and needs
	PC12. Check the lighting for make up understanding the theory of true lighting and its effect
	PC13. Perform make up application by selecting the correct products , tools and technique for required look. (hi definition make up , airbrush makeup)
	PC14. Conceal skin imperfections and blemishes using the suitable colour corrective products understanding the warming and cooling

4	1	3
4	1	3
4	1	3
5	1	4
4	1	3
5	1	4
5	1	4
4	1	3
4	1	3
5	1	4
5	1	4

	colours (the colourwheel)			
	PC15. Select by understanding the product mixing technique and application technique of foundation using brush/ sponge/airbrush, to the centre of face and evenly blended out to sides of the face to achieve coverage	4	1	3
	PC16. Select and choose a corrective technique and contour by highlights and shading	3	1	2
	PC17. Apply make-up to meet the requirements of the fashion shows/ photo shoots	4	1	3
	PC18. Adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	3	1	2
	PC19. Adjust the client's position to meet the needs of the service without causing them discomfort	3	1	2
	PC20. Check the client's wellbeing throughout the service and giving the necessary reassurance	4	1	3
	PC21. Complete the procedure to the satisfaction of the client in a commercially acceptable time	4	1	3
	PC22. Record the clients skin type skin condition and age group, procedure accurately and store information securely in line with the organization's policies	4	1	3
	PC23. Provide specific after-procedure advice to the client	4	1	3

	PC24. Dispose waste materials and leave the work area in a suitable condition for further treatments		4	1	3
		Total	100	24	76
5. BWS/N0303 (Apply air-brush make-up)	PC1. Prepare client and work area for airbrush make-up	100	16	6	10
	PC2. Use suitable consultation techniques to identify treatment objectives		12	3	9
	PC3. Carry out skin analysis to determine skin type and condition and check for contra-indications		12	3	9
	PC4. Identify the purpose for the make-up and provide clear recommendations to the client		4	1	3
	PC5. Select airbrush make-up products, tools and equipment to suit client treatment needs, skin type and conditions		4	1	3
	PC6. Use products, tools, equipment and techniques to meet the design plan and to suit client treatment needs, skin types and conditions		8	2	6
	PC7. Complete the airbrush make-up to the satisfaction of the client		12	3	9
	PC8. Record and evaluate the results of the treatment		16	3	13
	PC9. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		16	3	13
		Total	100	25	75
6. BWS/N9005 (Consult and advise clients)	PC1. Adhere to the health and safety standards laid out by the organization	100	8	1	7
	PC2. Identify the client needs for services and products taking into account factors that may limit or affect the choice		12	2	10

	PC3. Analyse the treatment area, visually and carry out necessary tests		10	2	8
	PC4. Consult the client by questioning to identify contra-indications to hair care products and provide recommendations for treatments that are suitable to the client		13	1	12
	PC5. Define a suitable treatment plan to meet the client's needs		10	2	8
	PC6. Confirm to the client the pricing and duration of service and products and address client queries		10	2	8
	PC7. Communicate effectively with the client to maintains clients goodwill trust		10	3	7
	PC8. Clarify the client's understanding and expectation prior to commencement of treatment		9	2	7
	PC9. Provide after care advice and recommendations to the client		10	2	8
	PC10. Record the client and treatment details accurately and store information securely in line with the organization's policies		8	2	6
		Total	100	19	81
7. BWS/N9006 (Promote and sell services and products)	PC1. Greet clients when they enter the retail outlet and direct them to the counter based on their needs	100	4	1	3
	PC2. Identify the client needs for services and products taking into account factors that may limit or affect the choice		8	1	7
	PC3. Analyse the treatment area, visually and carry out necessary tests		7	1	6
	PC4. Consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are		8	1	7

	suitable to the client			
	PC5. Provide product, promotion, and pricing information as per clients' requirements and address client queries	7	1	6
	PC6. Define a suitable treatment plan to meet the client's needs	6	1	5
	PC7. Communicate effectively with the client to maintains clients goodwill trust	7	1	6
	PC8. Clarify the client's understanding and expectation prior to commencement of treatment or sale of product	6	1	5
	PC9. Maintain a client database by inputting client profiles and updates	6	1	5
	PC10. Make arrangements for the clients needing a refund or replacement of their products based on company policy	5	1	4
	PC11. Assist in managing the product inventory and ordering products based on inventory status	6	1	5
	PC12. Assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards	6	1	5
	PC13. Set up and manage the display area of the range of products available in the organization	6	1	5
	PC14. Label the displayed products clearly, accurately in alignment to the required standards	5	1	4
	PC15. Provide after care advice and recommendations to the client	6	1	5
	PC16. Record the client and treatment details accurately and store information securely in line with the organization's policies	7	1	6
	Total	100	16	84

8.BWS/N9004 (Manage & lead a team)	PC1. Ensure the team is aware of the schedule and job expectations on a daily basis	100	10	2	8
	PC2. Involve the team in regular meetings to communicate information intended for them		10	2	8
	PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		20	10	10
	PC4. Ensure participation of the team in various engagement initiatives organized by the organization		10	8	2
	PC5. Counsel and address issues among the team for any work related issues		10	2	8
	PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines		10	2	8
	PC7. Ensure periodic training of the team and support the team by delivering trainings		10	2	8
	PC8. Share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels		10	1	9
	PC9. Provide feedback to the centre manager pertaining to performance appraisal of the team		10	2	8
		Total	100	31	69
9. BWS/N9002 (Maintain health and safety of work area)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	15	3	12
	PC2. Clean and sterilize all tools and equipment before use		13	3	10
	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		10	3	7

	in the workplace				
	PC7. Accurately maintain accident reports		10	4	6
	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		13	3	10
		Total	100	27	73
10. BWS/N9003 (Create a positive impression at work area)	PC1. Maintain good health and personal hygiene	100	8	2	6
	PC2. Comply with organisation's standards of grooming and personal behavior		9	6	3
	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 to tasks, as per procedure		5	2	3
	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		7	2	5

	information to stakeholders in a polite manner and resolve queries, if any			
	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
	Total	100	30	70