

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

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Introduction

Qualifications Pack- Yoga Instructor

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: ALTERNATE THERAPY

OCCUPATION: YOGA SERVICES

REFERENCE ID: BWS/Q2201

ALIGNED TO: NCO-2015/NIL

The **Yoga Instructor** is responsible to demonstrate the yoga postures, asanas, pranayamas, meditation and relaxation techniques for the guests

Brief Job Description: The Yoga Instructor is responsible to demonstrate the yoga postures, asanas, pranayamas, meditation and relaxation techniques for the guests. The individual must exhibit knowledge of the principles and practices of basic Yogic techniques to explain and respond to the guest questions.

Personal Attributes: This job requires an individual to provide a range of basic asanas in a safe and hygienic working environment. The individual must exhibit a pleasant personality, service orientation and proficiency in interpersonal and communication skills as well as in language

Job Details	Qualifications Pack Code	BWS/Q2201		
	Job Role	Yoga Instructor [The job role is applicable for national/international scenarios]		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Beauty & Wellness	Drafted on	01/08/2015
	Sub-sector	Alternate Therapy	Last reviewed on	10/02/2016
	Occupation	Yoga Services	Next review date	10/02/2019
	NSQC Clearance on	NA		

Job Role	Yoga Instructor
Role Description	The Yoga Instructor is responsible to provide a range of basic Yogic techniques agreed with the guests in accordance with the approved sector’s standards of performance and sequences of services
NSQF level	4
Minimum Educational Qualifications	Class VIII preferably
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. BWS/N9001 Prepare and maintain work area 2. BWS/N2201 Conduct the basic Yoga sessions 3. BWS/N9002 Maintain health and safety at the workplace 4. BWS/N9003 Create a positive impression at the workplace <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

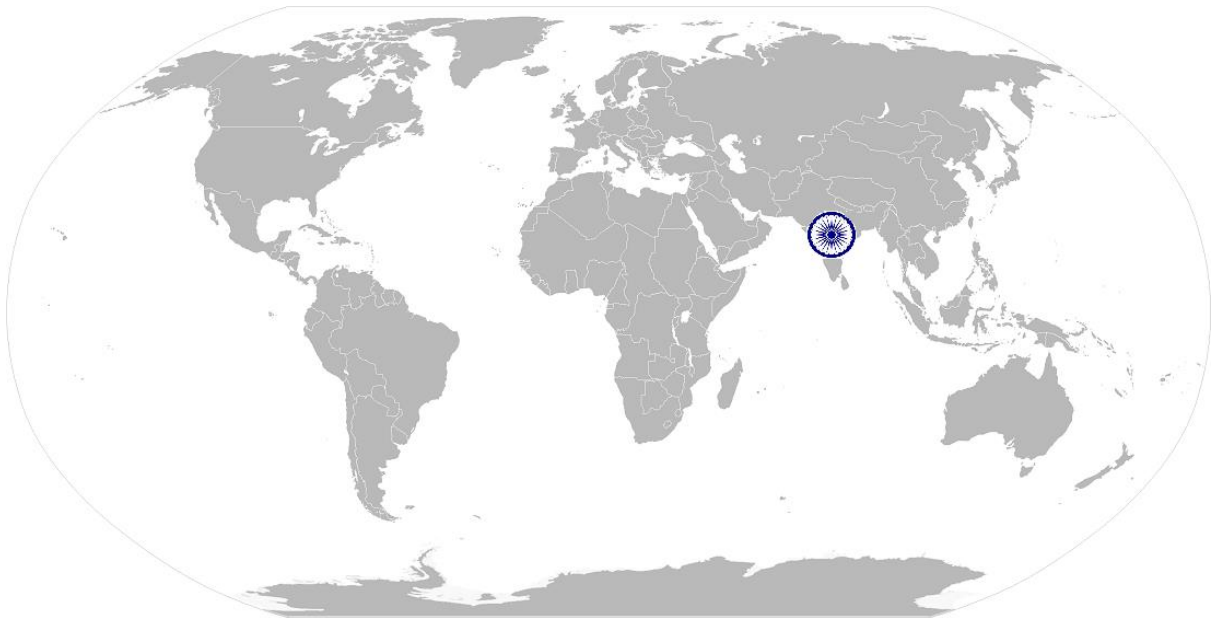
Definitions

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 in advance

BWS/N9001

Prepare and maintain work area

Unit Code	BWS/N9001
Unit Title (Task)	Prepare and maintain work area
Description	Prepare the work area & associated equipments/ tools/ machinery in advance to ensure the efficiency and effectiveness of the outcome considering the standards of operation of the organization
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Prepare and maintain work area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare and maintain work area	<p>The user/individual on the job needs to know and understand:</p> <p>PC1. ensure that environmental conditions are suitable for the client and the services to be carried out in a hygiene and safe environment</p> <p>PC2. select suitable equipment/products/ tools etc. required for the services</p> <p>PC3. set up the equipment/ tools etc. and prepare for services in adherence to the organization's procedures and product/ equipment/ tools related guidelines</p> <p>PC4. sterilize and clean the tools/ machinery/ equipment before and after the usage</p> <p>PC5. dispose waste materials (if applicable) in adherence to the organization's and industry requirements</p> <p>PC6. store records, materials and equipment securely in line with the organization'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. types of products, materials equipment and tools required for the services</p> <p>KB2. process and products to sterilize and clean the equipment/ tools/ machinery</p> <p>KB3. manufacturer's instructions related to machines/ tools/ equipment/ products usage and cleaning</p> <p>KB4. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection etc.</p>
Skills (S)	
A. Core Skills/	Writing Skills

BWS/N9001

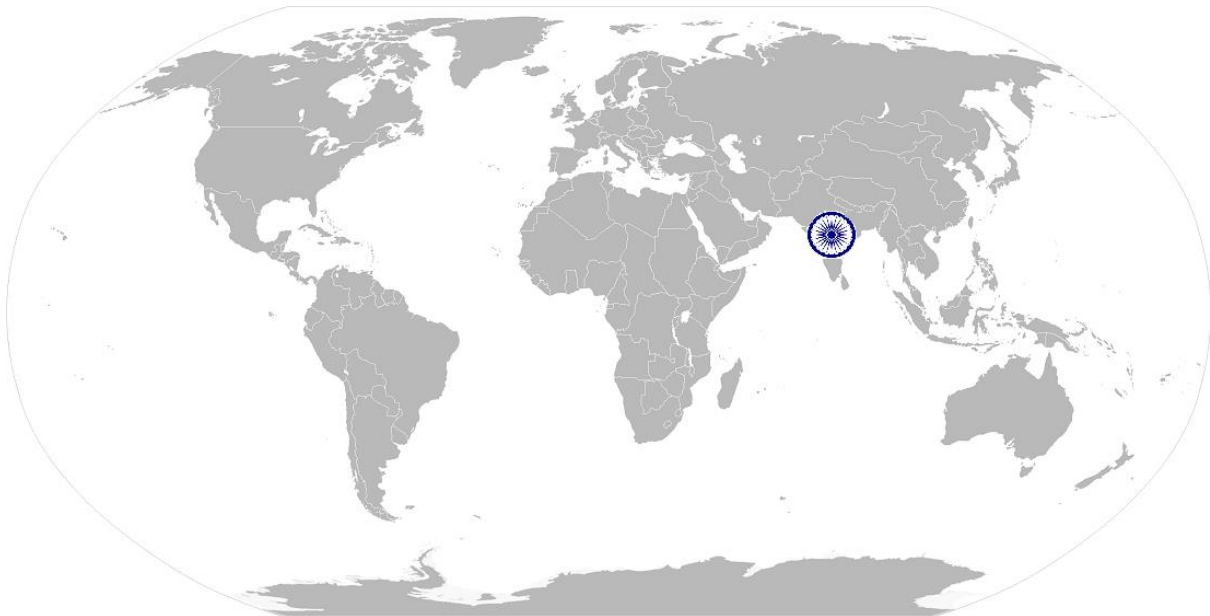
Prepare and maintain work area

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
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: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
Analytical Thinking	

BWS/N9001

Prepare and maintain work area

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. use the existing data to arrive at specific data points</p> <p>SB9. use the existing data points for improving the call resolution time</p> <p>SB10. 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>SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

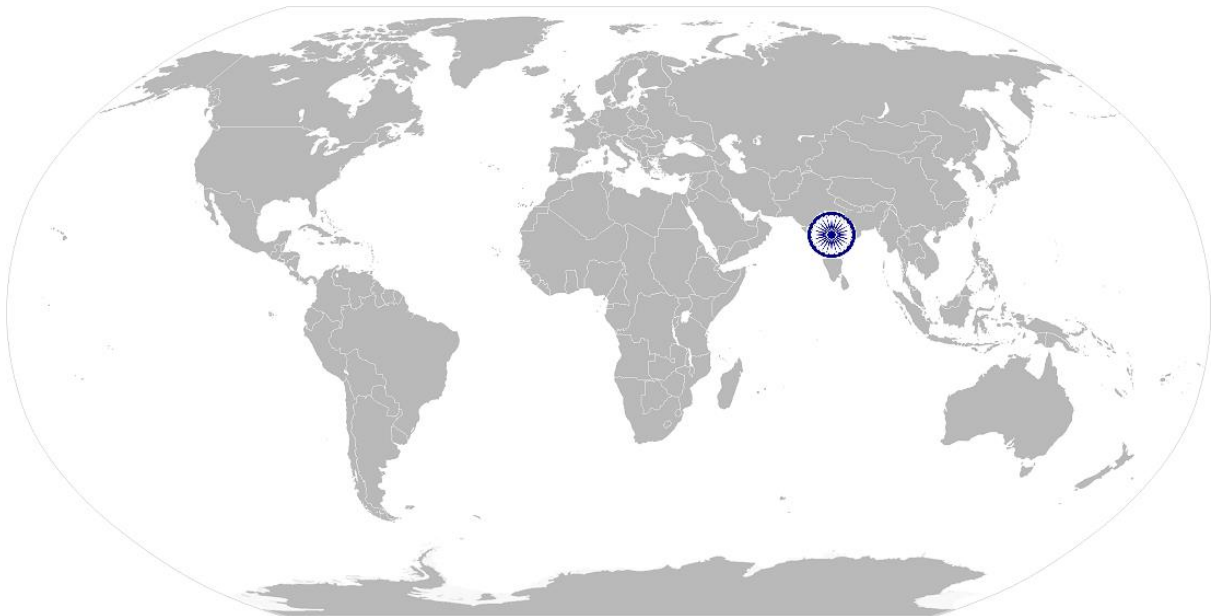


BWS/N9001

Prepare and maintain work area

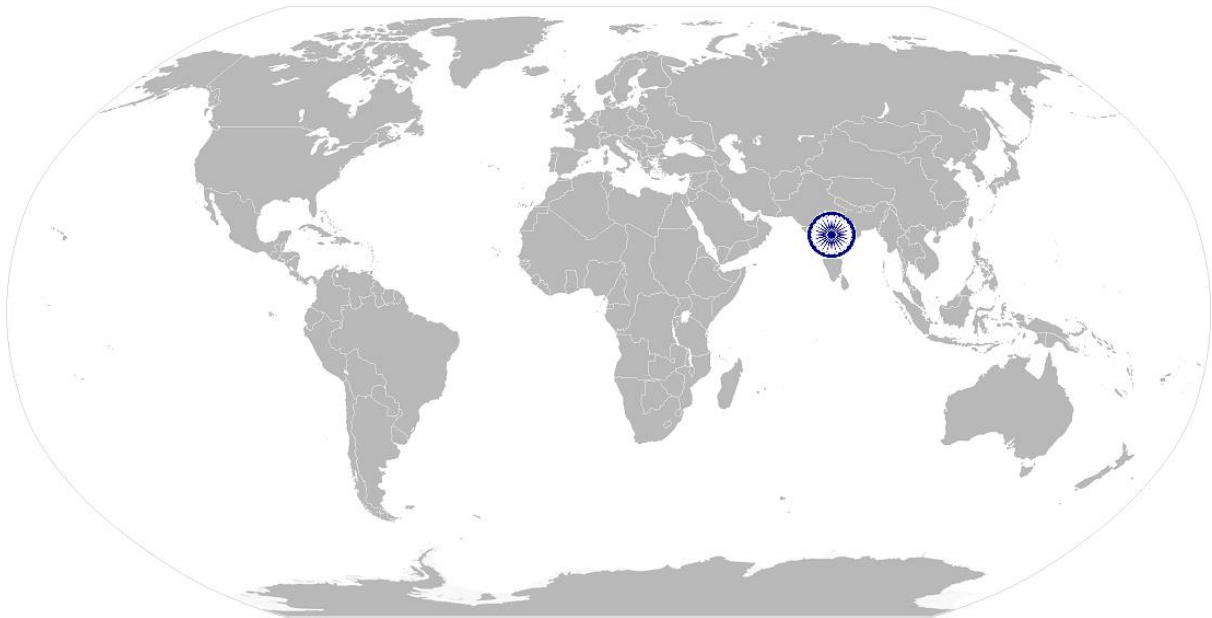
NOS Version Control

NOS Code	BWS/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Alternate Therapy	Last reviewed on	10/02/2016
Occupation	Yoga Services	Next review date	10/02/2019



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National Occupational Standard



Overview

This OS unit is about conducting yoga classes in individual or group settings

BWS/N2201

Conduct the basic Yoga sessions

National Occupational Standard	Unit Code	BWS/N 2201
	Unit Title (Task)	Conduct the basic Yoga sessions
	Description	Conduct yoga sessions in individual or group settings for asana, pranayama's, relaxation techniques, loosening asanas etc. in accordance with the approved organization's standards of performance and sequence of services
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Conduct the basic Yoga sessions
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Conduct the basic Yoga sessions	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure appropriate ambience for guests to perform yoga</p> <p>PC2. ensure readiness and preparedness of the guests to be able to take the session like empty stomach etc.</p> <p>PC3. provide appropriate opening and closure of the session through prayer/chanting/meditation</p> <p>PC4. perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization</p> <p>PC5. perform and instruct classical asana as agreed with the guest and arrangement of the organization</p> <p>PC6. perform and instruct pranayama's as agreed with the guest and arrangement of the organisation</p> <p>PC7. recognise, adjust, and adapt to specific guest needs in the evolving professional relationship</p> <p>PC8. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guest's progress, and cope with unique difficulties / successes adjust appropriate practice strategies to the guests</p> <p>PC9. elicit the goals, expectations and aspirations of the guests</p> <p>PC10. assist the supervisor to integrate information from the intake, evaluation, and observation to develop a working assessment of the guest's condition, limitations and possibilities</p> <p>PC11. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy</p> <p>PC12. provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.</p> <p>PC13. practice effective guest -centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors</p> <p>PC14. gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities</p> <p>PC15. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships</p> <p>PC16. inform guests in various forms of yoga and its effect on body and mind</p> <p>PC17. use a broad range of mind-body-based healing tools in conjunction with asanas</p>

BWS/N2201

Conduct the basic Yoga sessions

	<p>based on needs, ages, and ability levels to create effective practices against ailments</p> <p>PC18. apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life</p> <p>PC19. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards</p> <p>PC20. assist guests to perform all techniques effectively</p> <p>PC21. evaluate asanas performed by guests and recommend correction whenever required</p> <p>PC22. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind</p> <p>PC23. ensure guests satisfaction and assist in answering all guest queries</p> <p>PC24. store guest and equipment records, securely in line with the organization's policies</p> <p>PC25. leave the work area in a clean and hygienic condition suitable for further classes</p> <p>PC26. document the client chart (sattva, rajas, tamas), contra indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed</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. the organization's standards of performance and sequence of services</p> <p>KA2. the range of services and products offered by the organization</p> <p>KA3. the hygiene, 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 evolution of the teachings and philosophy of yoga tradition and its relevance and application</p> <p>KB2. introduction to patanjali yoga sutras, introduction to Bhagvad Gita, introduction to narad bhakti sutra</p> <p>KB3. principles of shuddhi/ detoxification/ cleansing/ pranayama</p> <p>KB4. types of yoga like ashtanga yoga with yama, niyama and others</p> <p>KB5. other yogic texts like introduction to Vedas & Upnishads</p> <p>KB6. range of yoga practices and their potential effects. practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc. such as pascimatasana, bhu naman asana, vakrasana, vajrasana, ustrasana, bhujanagasana, nilambha salbhasana, aradhakati chakrasana, aradha chakrasana, padahastana, trikonsana</p> <p>KB1. yogic diet (sattvik/ sentient) and yogic lifestyle</p> <p>KB2. contraindication of yoga practices for specific conditions and circumstances</p> <p>KB3. human anatomy and physiology including all major systems of the body and their interrelationships</p> <p>KB4. generally accepted ethical principles of health care codes of conduct and yoga's ethical principles</p> <p>KB5. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste,</p>

BWS/N2201

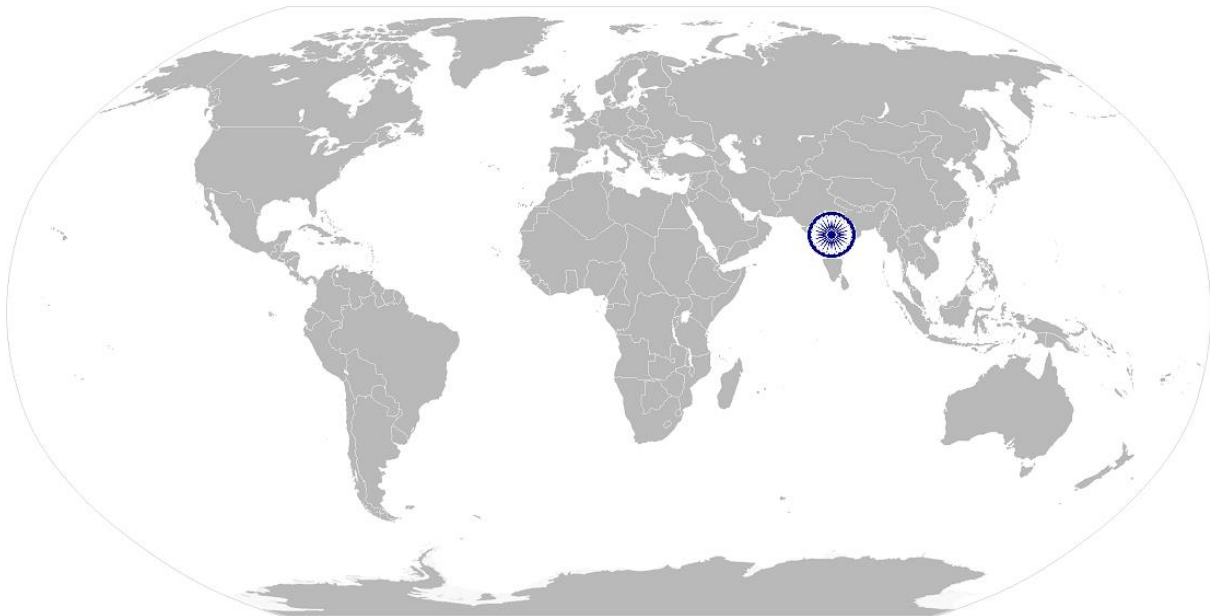
Conduct the basic Yoga sessions

	environmental protection etc.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
	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: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

BWS/N2201

Conduct the basic Yoga sessions

	SB6. deal with clients lacking the technical background to solve the problem on their own
	SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. 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:
	SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

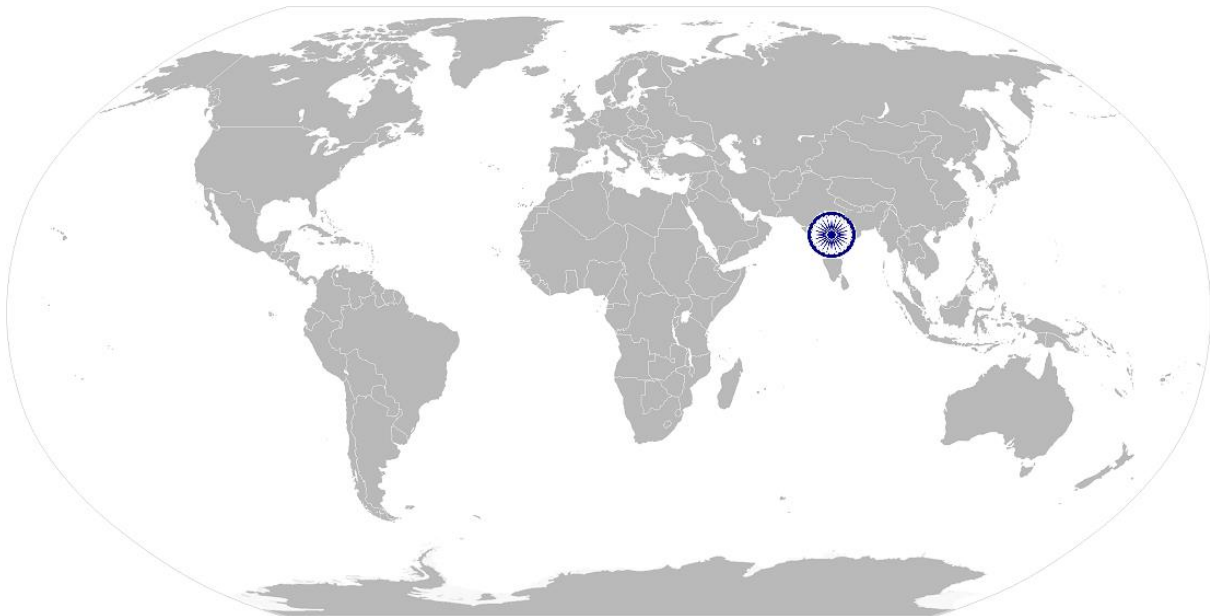


BWS/N2201

Conduct the basic Yoga sessions

NOS Version Control

NOS Code	BWS/N2201		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Alternate Therapy	Last reviewed on	10/02/2016
Occupation	Yoga Services	Next review date	10/02/2019



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National Occupational Standard



Overview

This OS unit is about maintaining a safe and hygienic environment at the workplace

BWS/N9002

Maintain health and safety at the workplace

National Occupational Standard

Unit Code	BWS/N9002
Unit Title (Task)	Maintain health and safety at the workplace
Description	Maintain a safe and hygienic environment at the workplace to reduce potential risks to self and others
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintain health and safety at the workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain health and safety at the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements</p> <p>PC2. clean and sterilize all tools / machines/ equipment before and after the use</p> <p>PC3. maintain one's posture and position to minimize fatigue and the risk of injury</p> <p>PC4. dispose waste materials (if applicable) in accordance to the industry accepted standards</p> <p>PC5. maintain first aid kit and keep oneself updated on the first aid procedures</p> <p>PC6. identify and document potential risks and hazards in the workplace</p> <p>PC7. accurately maintain accident reports</p> <p>PC8. report health and safety risks/ hazards to concerned personnel</p> <p>PC9. use machines, tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions</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 policies and procedures to address risks and hazards</p> <p>KA2. 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. contra-indications related to various services</p> <p>KB2. process and products to sterilize and disinfect equipment/ tools/ machines etc.</p> <p>KB3. manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB4. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection etc.</p>
Skills (S)	

BWS/N9002

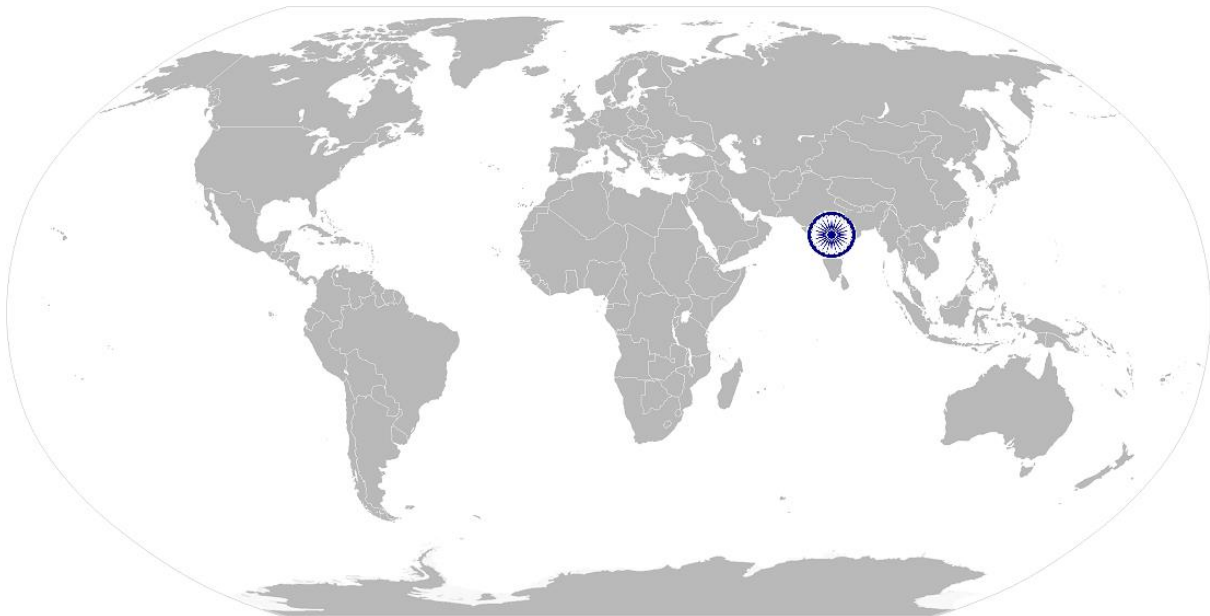
Maintain health and safety at the workplace

A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
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: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays	

BWS/N9002

Maintain health and safety at the workplace

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. 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: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

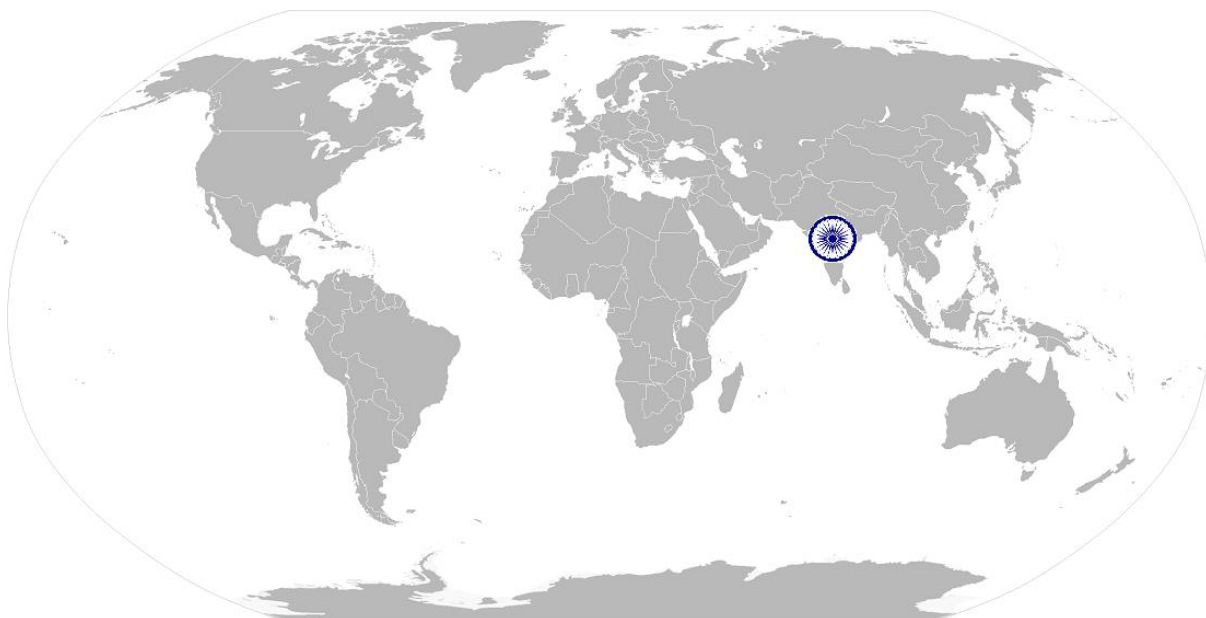


BWS/N9002

Maintain health and safety at the workplace

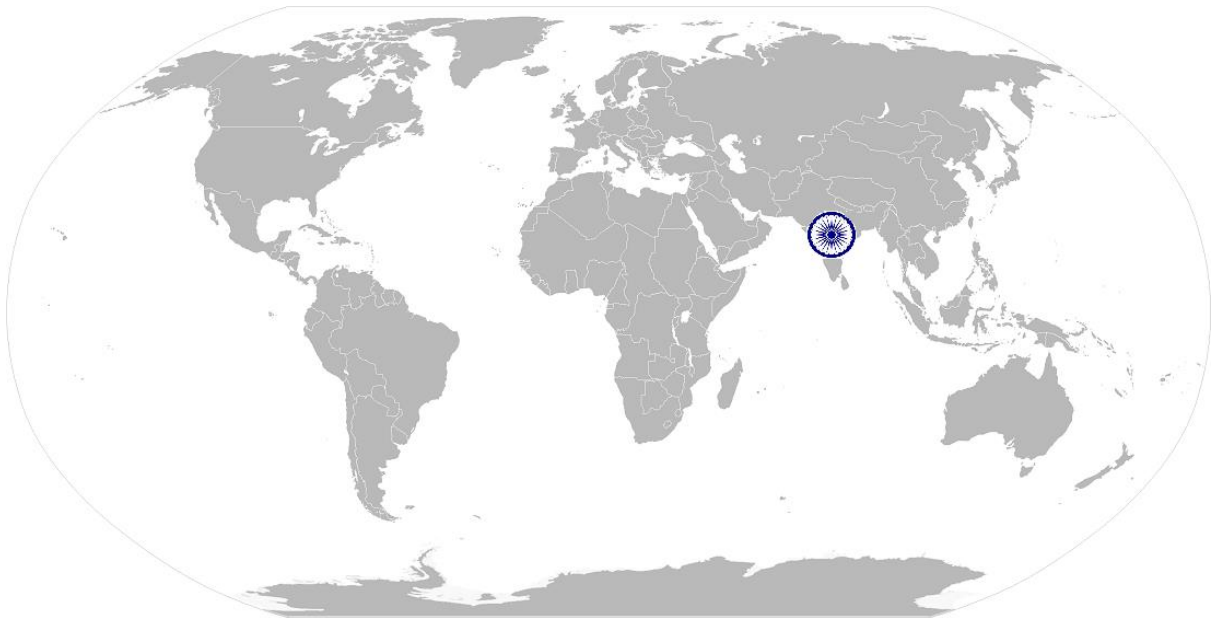
NOS Version Control

NOS Code		BWS/N9002	
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
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National Occupational Standard



Overview

This OS unit is about personal grooming and behaviour expected at the workplace.

BWS/N9003

Create a positive impression at the workplace

National Occupational Standard

Unit Code	BWS/N9003
Unit Title (Task)	Create a positive impression at the workplace
Description	Personal grooming and behaviour to execute tasks as per the organization'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 Behavior • Task execution as per 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 guests 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 guests 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 guests 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 the 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. organization's standards of grooming and personal behavior KA3. organization'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 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

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Create a positive impression at the workplace

	KA9. organization's requirements for recording and retaining information
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</p> <p>KB2. appropriate verbal and non-verbal cues while dealing with guests from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. different formats on which information is to be recorded</p> <p>KB4. importance to maintain security and confidentiality of information</p> <p>KB5. kinds of communication equipment (email, phone etc.) available and their effective use</p> <p>KB6. selling/ influencing techniques to provide additional services/ products to guests</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. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</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:</p> <p>SB2. plan and organize service feedback files/documents</p>

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	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. 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: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

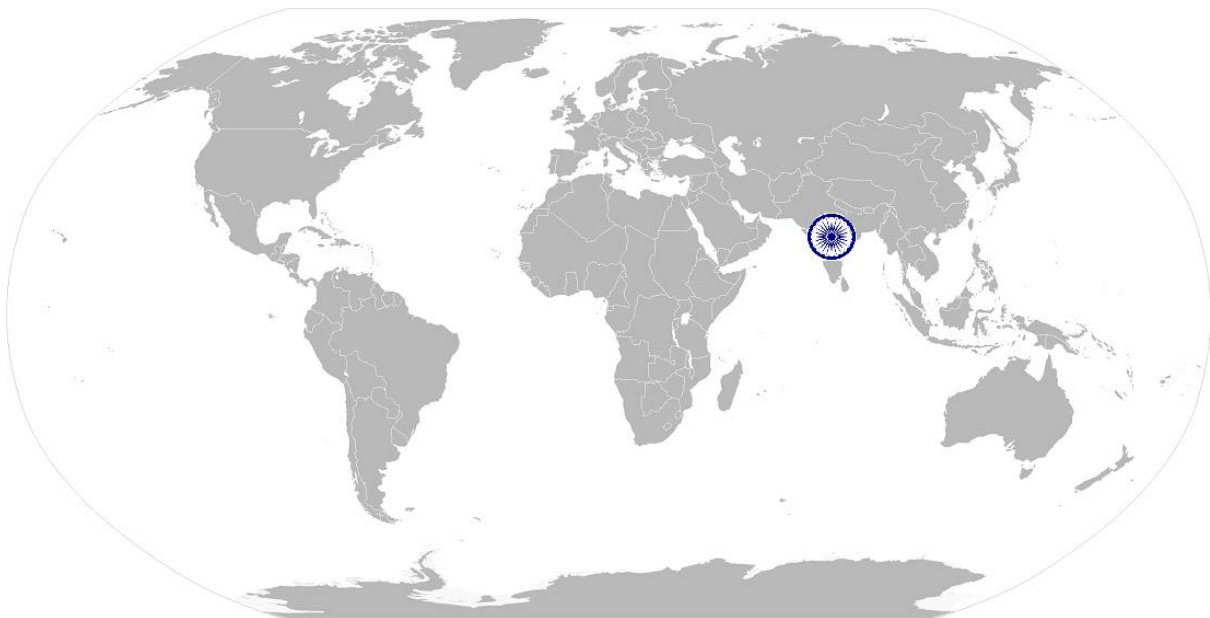


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Create a positive impression at the workplace

NOS Version Control

NOS Code	BWS/N9003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Alternate Therapy	Last reviewed on	10/02/2016
Occupation	Yoga Services	Next review date	10/02/2019

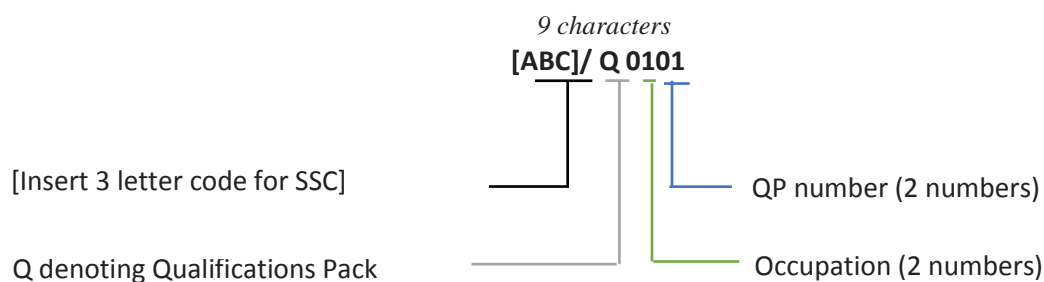


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Annexure

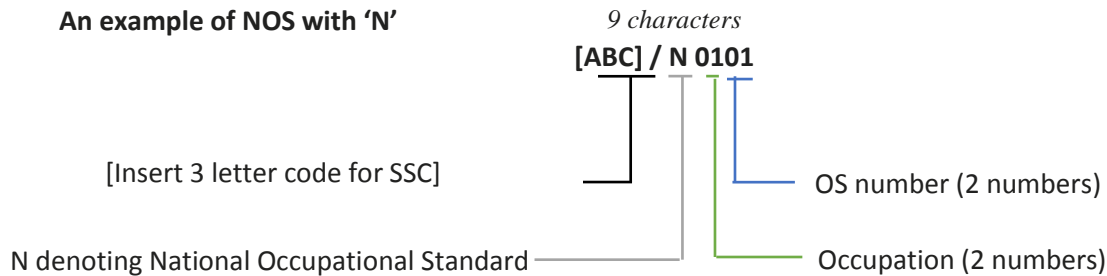
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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Qualifications Pack For Yoga Instructor

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

Sub-sector	Range of Occupation numbers
1. BEAUTY & SALONS	
Skin care services	0101-0109
Hair care services	0201-0212
Make up services	0301-0306
Nail care services	0401-0406
Aesthetic Dermatology services	0501-0504
Training Academy services	0601-0606
Tattoo services	0701-0705
Assessment services	0801-0802
2. REJUVENATION	
Spa Therapy	1001-1006
3. ALTERNATE THERAPY	
Ayurveda Therapy	2001-2006
Naturopathy Therapy	2101-2106
Yoga Therapy	2201-2206
Neurotherapy	2301-2303
Aromatherapy & Reflexology therapy	2401-2407
4. FITNESS & SLIMMING	
Fitness services	3001-3010
Nutrition services	3101-3108
Slimming services	3201-3204
5. PRODUCT & SALES	
Product & Sales	4001-4005

Qualifications Pack For Yoga Instructor

Sequence	Description	Example
Three letters	Industry name	BWS
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Note:

- The range of occupation numbers have been decided based on the number of existing and future occupations in a segment

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Yoga Instructor

Qualification Pack BWS/Q2201

Sector Skill Council Beauty and Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluation for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
1.BWS/N9001 (Prepare & maintain work area)	PC1. ensure that environmental conditions are suitable for the client and the services to be carried out in a hygiene and safe environment	100	15	3	12
	PC2. select suitable equipment/products/ tools etc. required for the services		19	5	14
	PC3. set up the equipment/ tools etc. and prepare for services in adherence to the organization's procedures and product/ equipment/ tools related guidelines		20	4	16
	PC4. sterilize and clean the tools/ machinery/ equipment before and after the usage		17	2	15

	PC5. dispose waste materials (if applicable) in adherence to the organization's and industry requirements		14	4	10
	PC6. store records, materials and equipment securely in line with the organization's policies		15	4	11
			100	22	78
2. BWS/N2201 (Conduct the basic yoga sessions)	PC1. ensure appropriate ambience for guests to perform yoga	100	3	1	2
	PC2. ensure readiness and preparedness of the guests to be able to take the session like empty stomach etc.		4	1	3
	PC3. provide appropriate opening and closure of the session through prayer/chanting/meditation		5	1	4
	PC4. perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization		5	1	4
	PC5. perform and instruct classical asana as agreed with the guest and arrangement of the organization		5	1	4
	PC6. perform and instruct pranayama's as agreed with the guest and arrangement of the organisation		4	1	3
	PC7. recognise, adjust, and adapt to specific guest needs in the evolving professional relationship		3	1	2
	PC8. implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guest's progress, and		4	1	3

	cope with unique difficulties / successes adjust appropriate practice strategies to the guests			
	PC9. elicit the goals, expectations and aspirations of the guests	3	1	2
	PC10. assist the supervisor to integrate information from the intake, evaluation, and observation to develop a working assessment of the guest's condition, limitations and possibilities	5	1	4
	PC11. deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy	4	1	3
	PC12. provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.	4	1	3
	PC13. practice effective guest - centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors	3	1	2
	PC14. gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities	4	1	3
	PC15. accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships	3	1	2

	PC16. inform guests in various forms of yoga and its effect on body and mind	4	1	3
	PC17. use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages, and ability levels to create effective practices against ailments	4	1	3
	PC18. apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life	5	1	4
	PC19. perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards	3	1	2
	PC20. assist guests to perform all techniques effectively	4	1	3
	PC21. evaluate asanas performed by guests and recommend correction whenever required	3	1	2
	PC22. coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind	3	1	2
	PC23. ensure guests satisfaction and assist in answering all guest queries	3	1	2
	PC24. store guest and equipment records, securely in line with the organization's policies	3	1	2
	PC25. leave the work area in a clean and hygienic condition suitable for further classes	3	1	2
	PC26. document the client chart (sattva, rajas, tamas), contra indications and health condition and requirements of all	3	1	2

	guests and conduct classes to follow the asanas plan designed				
	PC27. ensure appropriate ambience for guests to perform yoga		3	1	2
			100	27	73
3. BWS/N9002 (Maintain health and safety at the workplace)	PC1. set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements	100	10	3	7
	PC2. clean and sterilize all tools / machines/ equipment before and after the use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		10	3	7
	PC4. dispose waste materials (if applicable) in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		15	3	12
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		10	3	7
	PC8. report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. use machines, tools, equipment, chemicals and products in accordance with the organization's		13	3	10
			100	26	74
4. 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		9	3	6

	personal behaviour
	PC3. meet the organisation's standards of courtesy, behaviour and efficiency
	PC4. stay free from intoxicants while on duty
	PC5. wear and carry organisation's uniform and accessories correctly and smartly
	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
	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 behaviour and seek assistance
	PC15. use communication equipment (phone,

5	1	4
6	1	5
6	1	5
6	2	4
5	2	3
5	1	4
3	1	2
7	2	5
7	2	5
7	2	5
4	1	3
4	1	3
4	1	3

	email etc.) as mandated by your organization			
	PC16. carry out routine documentation legibly and accurately in the desired format	4	1	3
	PC17. file routine reports and feedback	4	1	3
	PC18. maintain confidentiality of information, as required, in the role	6	2	4
		100	27	73