

Revised Application Documentation: Version 4 /28 May, 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Beauty and Wellness Sector Skill Council
Office No. 405-406, 4th Floor, DLF City Court,
M.G. Road, Sikanderpur, Gurgaon-122002

Name and contact details of individual dealing with the submission

Name: Ms. Annu Wadhwa

Position in the organisation: COO

Address if different from above: Same as above

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List of documents submitted in support of the Qualifications File

1. Career Map of Assistant Hair Stylist- Annexure 1
2. QP BWS/Q0201- Annexure 2

QUALIFICATION FILE SUMMARY

Qualification Title	Assistant Hair Stylist		
Body/bodies which will assess candidates	CII		
Body/bodies which will award the certificate for the qualification.	B&WSSC		
Body which will accredit providers to offer the qualification.	B&WSSC		
Occupation(s) to which the qualification gives access	Assistant Hair Stylist		
Proposed level of the qualification in the NSQF.	Level 3		
Anticipated volume of training/learning required to complete the qualification.	150 hours		
Entry requirements / recommendations.	Preferably Class VIII/ ability to read / write and communicate for the job role		
Progression from the qualification.	Hair Stylist, Hair Stylist (Barbering)		
Planned arrangements for RPL.	Work is under progress		
International Comparability	Compared with UK NOS		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
BWS/N 9001: Prepare and maintain work area	Mandatory	15	3
BWS/N 0201: Basic blow dry hair	Mandatory	20	3
BWS/N 0202: Shampoo, condition the hair and scalp	Mandatory	20	3
BWS/N 0203: Perform Basic Hair Cut	Mandatory	30	3
BWS/N 0204: Assist the hair stylist performing advanced hair services	Mandatory	35	3
BWS/N 9002: Maintain health and safety at the workplace	Mandatory	15	3
BWS/N 9003: Create a positive impression at the workplace	Mandatory	15	3

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1. QP BWS/Q0201- Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

CII

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:

- What will be assessed, i.e. the competency based on each NOS
- How assessment will occur i.e. methods of assessment
- When the assessment will occur
- Where the assessment will take place i.e. context of the assessment (workplace/simulation)
- The criteria for decision making i.e. those aspects that will guide judgements and

Where appropriate, any supplementary criteria used to make a judgement on the level of performance.

The assessment is conducted through theory, viva voce and practical.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Assistant Hair Stylist

Qualification Pack BWS/ Q0201

Sector Skill Council Beauty & Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
6. To pass the Qualification Pack , every trainee should score a minimum of 40% in Theory and 50% in Practical
7. 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

				Marks Allocation	
		Total Marks	Out Of	Theory	Skills Practical
1. 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	2	10
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
			100	22	78
2. Blow dry hair	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon		15	4	11
	PC2. Position self and client throughout treatment to ensure comfort and wellbeing		10	2	8
	PC3. Clarify the client's understanding and expectation prior to commencement of the blow dry procedure		11	3	8
	PC4. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	100	15	3	12
	PC5. Apply styling products, if required and maintain a regular check to minimise the risk of damage to the hair		15	3	12
	PC6. Perform various blow drying technique to achieve the desired look <ul style="list-style-type: none"> • Blow-waving • Blow-drying • Scrunch drying • Finger or hand drying 		10	3	7

	<ul style="list-style-type: none"> • Blow combing • Blow –stretching or straightening 				
	PC7. Complete the procedure to the satisfaction of the client in a commercially acceptable time		12	3	9
	PC8. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		12	3	9
			100	24	76
3. Shampoo, condition the hair	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		4	1	3
	PC3. Prepare yourself, the client and work area for shampoo and conditioning services		6	1	5
	PC4. Consult with the client to identify the condition of the hair and scalp and provide the suitable treatment		6	1	5
	PC5. Clarify the client's understanding and expectation prior to commencement of treatment		6	1	5
	PC6. Sanitize the hands prior to treatment commencement		4	1	3
	PC7. Prepare the client and provide suitable protective apparel		4	1	3
	PC8. Select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's		6	1	5

	needs and treatment plan				
	PC9. Carry out and adapt massage techniques to suit the client needs and to perform the treatment plan		7	1	6
	PC10. Check the water temperature and flow to meet the needs of the client's hair, scalp and comfort, and to leave the hair clean and free of products, dirt, and grease		6	1	5
	PC11. Perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process		7	1	6
	PC12. Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably		4	1	3
	PC13. Disentangle hair without causing damage to hair or scalp		4	1	3
	PC14. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC15. Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client		7	1	6
	PC16. Promptly refer problems that cannot be solved to the relevant superior for action		3	1	2

	PC17. Complete the treatment to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC18. Record the treatment accurately and store information securely in line with the salon's policies		4	1	3
	PC19. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		3	1	4
	PC20. Minimize the wastage of products and store chemicals and equipment securely post treatment		4	1	3
	PC21. Dispose all waste safely according to the salon's standards of hygiene and safety		4	1	3
			100	21	79
4. Provide Basic Hair Cut	PC1. Ensure the health and safety standards and processes laid out by manufacturer, salon and clients are followed to perform the operation	100	8	3	5
	PC2. Use tools and products that are safe and fit for the purpose		9	4	5
	PC3. Explore the variety of looks with the client using relevant visual aids		5	1	4
	PC4. Recommend a look that is suitable for the client		5	1	4

	PC5. Confirm with the client the look agreed before commencing		5	1	4
	PC6. Suitably prepare the client's hair prior to cutting in straight cut, "V" or "U"		6	1	5
	PC7. Establish and follow suitable cutting guideline		16	4	12
	PC8. Consult with the client during the cutting service to confirm the desired look		7	2	5
	PC9. Perform the hair cut based on agreed upon look		18	5	13
	PC10. Take suitable remedial action to resolve any problems arising during the cutting service		5	1	4
	PC11. Get confirmation on the finished look from the client		4	1	4
	PC12. Provide advice and recommendations accurately and constructively		7	2	5
	PC13. Provide the client suitable advice on the maintenance of their look		5	1	4
			100	27	73

5. Assist the Hair Stylist	PC1. Ensure the health and safety standards and processes laid out by manufacturer, salon and clients are followed to perform the operation		16	4	12
	PC2. Provide the styling tools and products that are safe and fit for the purpose		20	4	16
	PC3. Mix the ingredients in the mentioned proportion and place for ease of use by the stylist		20	4	16
	PC4. Assist the hair stylist performing advanced hair treatments, spa, coloring and styling		19	4	15
	PC5. Assist to resolve any problems occurring during the process using the relevant corrective action		15	3	12
	PC6. Assist cleaning up the post-service waste to main the health and safety standard		11	1	10
			100	10	90
6. Maintain health and safety at the workplace	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements		15	3	12
	PC2. Clean and sterilize all tools and equipment before use	100	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 in the workplace		10	3	7
	PC7. Accurately maintain accident reports		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		13	3	10
			100	25	75
7. Create a positive impression at the workplace	PC1. Maintain good health and personal hygiene	100	8	2	6
	PC2. Comply with organisation's standards of grooming and personal behavior		9	3	6
	PC3. Meet the organisation's standards of courtesy, behavior and efficiency		9	3	6

	PC4. Stay free from intoxicants while on duty		2	1	1
	PC5. Wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. Take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC7. Record details related 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 information to stakeholders in a polite manner and resolve queries, if any		7	2	5

	PC13. Assist and guide clients to services or products based on their needs		4	1	3
	PC14. Report and record instances of aggressive/ unruly behavior and seek assistance		4	1	3
	PC15. Use communication equipment (phone, email etc) as mandated by your organization		4	1	3
	PC16. Carry out routine documentation legibly and accurately in the desired format		6	2	4
	PC17. File routine reports and feedback		4	1	3
	PC18. Maintain confidentiality of information, as required, in the role		4	1	3
			100	29	71

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions facilitated from four workshops, and site visits conducted and interaction with representatives from different organizations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates till 2022. The research provides the data that the discussed qualification is one of the critical roles in the sector. The details of statistics and research analysis are provided separately as a research analysis report.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The increase in manpower requirements (as per projections) from 2013 to 2022 is approx. seven times for Spa and four times for Beauty & salons. For rest of the subsectors it is approx. twice the current size. All the numbers are provided in research analysis study

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

The qualification discussed above is checked for any duplication across sectors and given the qualification niche to B&W sector, there is no duplication or already existing similar qualifications

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The comments, feedback and suggestions were collected through interaction with industry during Jan'15 to May'15. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 20th May 2016.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: Level 3

Summary of Direct Evidence (from learning outcomes):

The job activities are exhaustively studied and their outcomes are evaluated to understand their mapping with the NSQF framework. The same had been reviewed and validated by sector skill council and participants from the industry.

Summary of other evidence (if used):

Assistant Hair Stylist- QP BWS/Q 0201

Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The job holder is expected to provide basic hair care treatment including basic blow dry and application of products as per stylist's instructions, ensure minimization of hair damage while drying, adapt massage techniques, check water temperature, perform shampooing and conditioning, remove excess water, disentangle hair, explore variety of cuts, finalize cut with client, keep checking with client while cutting and obtain final confirmation on finished look, assist stylist in advanced hair treatments, clean up, Considering the outcomes the job roles is pegged at level 03.</p>	<p>The job holder is expected to be aware of basic structure of hair, effects of the humidity and drying process on the hair, heat application on scalp, range of brushes, characteristics of hair and scalp, contra actions, hair shaft, cutting tools and techniques, coloring science, chemical color charts and proportions to mix colors, ingredients of various products, tools for cutting, stylist, drying, coloring etc and safety standards. Hence considering the type of knowledge the job holder can be placed at level 03</p>	<p>The job holder is expected to be able to make relevant decisions, maintain service feedback documents, assist in planning of work, manage customer relationships, maintain hygienic work area, manage usage and disposal of products, contribute in activities for self-development. Hence, the job holder can be place at level 03</p>	<p>The job holder is expected to maintain accurate records of clients, treatments, product checklist, keep abreast with latest techniques and trends, provide clear information to clients, understand client requirements in detail, speak courteously and clearly, and maintain hygienic work environment. Considering these outcomes the job holder can be place at level 03</p>	<p>An Assistant Hair Stylist shampoos and conditions hair, blow dries hair, provides basic haircuts as well as assists the hair stylist in providing other advanced hair services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them and can be placed at level 3</p>	3
Level 3	Level 3	Level 3	Level 3	Level 3	

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

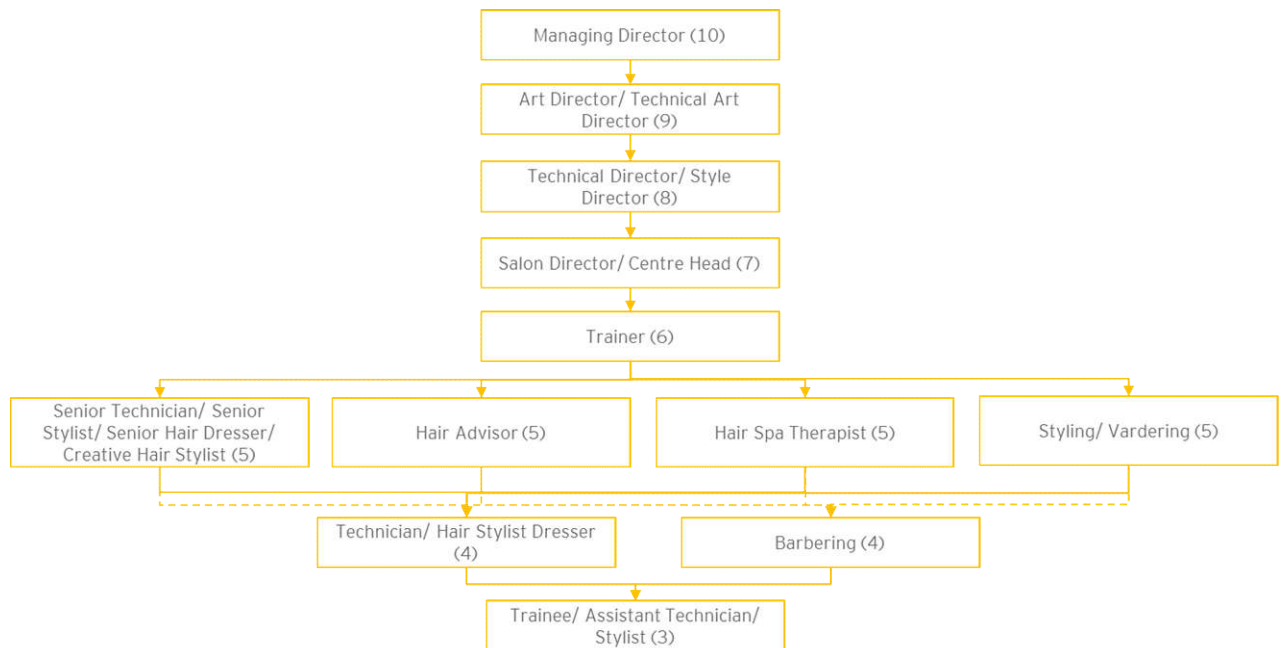
Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Career Map of Assistant Hair Stylist- Annexure 1
2. QP BWS/Q0201- Annexure 2

Annexure 1: Career Map



Annexure 2: QP BWS/Q0201