

Model Curriculum

Assistant Beauty Therapist

SECTOR: BEAUTY AND WELLNESS
SUB-SECTOR: BEAUTY AND SALONS
OCCUPATION: SKINCARE SERVICES
REF ID: PWD/BWS/Q0101, V2.0
NSQF LEVEL: 3

**Model Curriculum Aligned
for
Persons with Speech and Hearing Impairment
E004**



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

SKILL COUNCIL FOR PERSONS WITH DISABILITY (SCPwD)

for

MODEL CURRICULUM – ALIGNED FOR PERSONS WITH DISABILITY

Complying to National Occupational Standards of Job Role/ Qualification Pack:

'Assistant Beauty Therapist' QP No. 'PWD/BWS/Q0101 NSQF Level 3'

Expository Code: **Speech and Hearing Impairment(E004, Version 1.0)**

Date of Issuance: August 25, 2018
Valid up to*: August 25, 2020

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above, whichever is earlier



Authorized Signatory
(Skill Council for Persons with Disability)

Table of Content

1. Curriculum	01
2. Trainer pre-requisites	15
3. Annexure: Assessment Criteria	16
4. Accommodation Guideline recommended for Inclusive Trainers	31

Assistant Beauty Therapist

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Assistant Beauty Therapist”, in the “Beauty & Salons” Sub-Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Assistant Beauty Therapist		
Qualification Pack Name & Reference ID.	PWD/ BWS /Q0101, v2.0		
Version No.	2.0	Version Update Date	16-01-2019
Pre-requisites to Training	Preferably Class VIII		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area: Prepare 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 salon. • Provide basic skin care services: Provide basic skin care services such as facials, cleansing, toning, moisturizing, exfoliations, skin warming and blackhead extraction carried out in a beauty salon. • Carry out basic depilation services: Carry out basic depilation services, including waxing and threading as per client needs and preferences. • Perform manicure and pedicure services: Clean and remove dead skin and callous from hands and feet and improve the appearance of nails. • Perform simple make-up services: Carry out simple make-up services using basic range of make-up products to suit skin tones and age-groups. • Provide simple hair dressing services to produce common hair dos: Provide variety of simple, common hair dressing techniques for clients. • Carry out application of simple mehendi/henna designs: Apply simple mehendi designs as per client needs on hands & feet. • Maintain health and safety at the workplace: Maintain a safe and hygienic environment at the work area. • Create a positive impression at the workplace: Create a positive impression at workplace for individuals to meet the personal grooming and behaviour requirements, execute tasks as per the organization's standards and communicate/record information in order 		

This course encompasses 9 out of 9 National Occupational Standards (NOS) of “**Assistant Beauty Therapist**” Qualification Pack issued by “**Beauty and Wellness Sector Skill Council**”. The Curriculum is Aligned by “**Skill Council for Persons with Disability**” for Persons with Speech and Hearing Impairment.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
1.	<p>Communication and fluency in ISL</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Bridge Module (PwD)</p>	<ul style="list-style-type: none"> Identify features of Indian Sign Language Use finger spelling Identify 100 signs in ISL essential for communication such as greetings and sharing information about self and others. Demonstrate numbers and currency in ISL Demonstrate using sign language: <ul style="list-style-type: none"> Objective of the training Tools and technology required for training. 	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk
2.	<p>Foundation Course in English</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Bridge Module (PwD)</p>	<ul style="list-style-type: none"> Identify different parts of a sentence Identify minimum 500 English words to build vocabulary Construct short English sentences (maximum 6 words per sentences). Use written communication to express feelings, concerns and queries. Describe themselves using 10 short sentences 	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk
3.	<p>Understanding Self and Environment</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 00:00</p>	<ul style="list-style-type: none"> Demonstrate social etiquette towards seniors & colleagues Complete the task assigned in its designated time Identify the professional skills and weaknesses Identify ways to reduce stress. Distinguish sympathy from empathy Identify the characteristics of a good worker Identify and recommend ways to improve work 	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	Corresponding NOS Bridge Module (PwD)	<ul style="list-style-type: none"> Distinguish individual task from a group task. Identify the designated person to seek assistance from in case of an emergency 		
4.	Work related training Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module (PwD)	<ul style="list-style-type: none"> List 40-50 words associated with the relevant sector. Comply to the HR policy and rules Identify different positions in the organizational structures. Identify the right attire suitable for the workplace 	LCD TV, Visual curricula, computer and White board	Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions. Any of the following tools may be used: <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk
5.	Introduction Theory Duration (hh:mm) 01:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Identify the career opportunities and working methods within the beauty sector Identify and list the beauty services 	<ul style="list-style-type: none"> Laptop Projector 	Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions. Any of the following tools may be used: <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk Requirement on the basis of mode of teaching: <ul style="list-style-type: none"> Oral: Indian Sign Language (ISL) Interpreter will be able to facilitate the communication. Written: Make sure that the language of the text is simple and easy to understand.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
				<ul style="list-style-type: none"> Using a Projector: Make sure that the video is well captioned. On a White Board: The trainer should not write on the board while speaking else the Person with Hearing Impairment won't be able to lip read. Self-Learning Material: The Person with Hearing Impairment can also refer to the SLMs prepared in the form of videos by SCPwD for skill training such candidates.
6.	<p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9001</p>	<ul style="list-style-type: none"> Prepare and maintain the work area Prepare client record cards Prepare clients for treatments Sterilize and disinfect the work area Improve personal presentation and ideal behaviour Identify ways to dispose of waste as per industrial standards 	<ul style="list-style-type: none"> Laptop Projector Therapy Bed Beauty Trolley First Aid Kit Fire Extinguishers Sterilizers Hot Cabinets Waste Disposal Bin Record Book Bowls Bed Basket Recliner Chair Bowl Cotton 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. The room should be well lit and the Person with Speech and Hearing Impairment should be given a front seat where they can view the Trainer and interpreter easily.</p>
7.	<p>Provide basic skin care services</p>	<ul style="list-style-type: none"> Describe the anatomical structure of the skin: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the 	<ul style="list-style-type: none"> Anatomy and Physiology Charts Therapy Bed 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	<p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0101</p>	<p>sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings</p> <ul style="list-style-type: none"> • Identify the functions of the skin: sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production • Identify the characteristics of the skin • Identify the effect of the natural ageing process on the skin, facial muscles and muscle tone • Apply facial and bleach techniques for clients • Recognize the skin types and skin conditions • Identify various environmental and lifestyle factors affecting the skin • Treat various skin conditions - psoriasis, eczema, acne, etc. • Recommend suitable course of services and procedures for various skin types and conditions, and recommended frequency of service - daily, weekly, monthly, etc. • Use different products available for facial and bleach services • Differentiate between various types of specialist skin products and methods • Recommend the benefits of various beauty services • Clean, exfoliate and tone the skin • Massage by applying masks and skin care products • Warm the skin using different types of skin warming devices 	<ul style="list-style-type: none"> • Beauty Stool/Chair • Trolley • Bowls • Sterilizer 	<ul style="list-style-type: none"> • Captions 2020 • Closed Capp • Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. The orientation to the various types of seeds should be practically demonstrated to the candidate.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<ul style="list-style-type: none"> • Perform safe manual black head extraction using comedone extractor • Recommend different types of masks and their effects on the skin like cream, warm oil, clay, peel off, thermal, etc. • Identify erythema and its causes • Identify contra-indications which may occur during the facial and bleach services • Recommend basic home care routine for skin protection • Inform the time intervals or frequency for facial and bleach services 		
8.	<p>Carry out basic depilation services</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0102</p>	<ul style="list-style-type: none"> • Consult, plan and prepare clients for waxing treatments • Select equipment, materials, products, techniques and treatment for waxing • Identify contra-indications that affect or restrict waxing treatments • Work safely and effectively when providing waxing treatments • Use safe and effective methods of working when waxing • Identify various techniques associated with working temperatures for different waxing methods • Identify different types of hot wax and warm wax based on hair and skin types • Select methods of application and removal of waxing products in relation to the direction of hair growth • Take precautions during the 	<ul style="list-style-type: none"> • Therapy Bed • Beauty Trolley • Wax Heater • Wax Strips • Wax Knife • Spatula • Bowls • Dustbin • Bed/Recliner Chair • Bowl • Cotton • Mirror • Tissues • Towels • Trolleys 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. Few Persons with Speech and Hearing Impairment can lip read. For such candidates, the trainer should speak in a simple and clear language to ensure maximum understanding of the Person with Hearing Impairment.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<p>waxing process</p> <ul style="list-style-type: none"> • Identify the advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures • Apply various methods of hair removal and their effects like threading, sugaring, tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, depilation, intensive pulse light, laser • Recommend intervals between waxing services • Mention the activities to avoid after waxing services i.e., possible contra-actions that may occur after waxing services • Select threading tools, materials and equipment • Identify different types of tools and materials used for threading, e.g., scissors, disposable eyebrow brush, thread • Use products suitable for pre and post threading services • Apply different types of threading techniques • Explain the advantages and disadvantages of threading as per the shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape • List the methods to carry out the threading techniques • Apply safe, quick and effective threading techniques • Adapt threading techniques to 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<p>suit male client requirements, e.g. removing external hair on ears and nose</p> <ul style="list-style-type: none"> • Provide aftercare procedures for threading services • Maintain customer service principles including privacy and protection to modesty of the customers • Record services, and product usage (inventory) 		
9.	<p>Provide manicure and pedicure services</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0401</p>	<ul style="list-style-type: none"> • Describe the anatomical structure of nails • Explain the functions and characteristics of nails • Describe the process of nail growth • Explain the anatomical structure of the skin • Understand the bone structure • Apply massage on the muscles on the lower leg, foot, hand and arms • Inform the clients about nail diseases and disorders • Analyse the nail and skin by visual/manual examination to identify treatable conditions and contra-indications restricting or preventing service • Mention the products and tools suitable to carry the procedure - products: exfoliant, enamel remover, nail enamels, cuticle cream; tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers • Apply various pedicure and manicure techniques: 	<ul style="list-style-type: none"> • Anatomy and Physiology Charts • Manicure Chair • Manicure Stool • Sterilizer • Bowls • Manicure Brush • Nail Cutter • Cuticle Pusher • Cuticle • Nipper • Orange Stick • Nail Filer • Pack Brush • Dustbin • Pedicure Chair • Pedicure Stool • Sterilizer • Bowls • Foot Scrapper 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p> <p>The trainer should ensure that they maintain eye contact with the Person with Speech and Hearing Impairment and not the Interpreter</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<ul style="list-style-type: none"> filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing Mention the contra-actions and respective necessary actions 	<ul style="list-style-type: none"> Emery Board Pumice Stone Nail Cutter Toe Separator Pedicure Brush Pack Brush Dustbin 	
10.	<p>Perform simple make-up services</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 52:00</p> <p>Corresponding NOS Code BWS/N0125</p>	<ul style="list-style-type: none"> Perform the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client Identify basic skin types and skin tone correctly Mention suitable beauty services plan to meet the client's needs, based on skin types, constraints and client preferences Select suitable skin care and make-up products to meet the client's needs Use make-up removers, cleansers and toners to remove make-up Make different bindi designs Clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques Select the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect, using make-up products: foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner 	<ul style="list-style-type: none"> Make-up Chair Trolley Mirrors Lighting Foundations Concealer Powder Blusher Eyeshadow Mascara Eye pencil Liquid liner Lip liner Lipstick Lip gloss Corrective makeup/ Colored concealer Brushes Applicators 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Assistive Aid/Service Ai-Live Captions First Captions 2020 Closed Capp Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. If some immediate information has to be communicated, the trainer may give the details to the Person with Hearing Impairment in written.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<p>and lip stick/gloss, etc.</p> <ul style="list-style-type: none"> • Adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, wherever required • Check the client's comfort and well-being throughout the service • Reassure the client with necessary information and positive comments, as required • Complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards • Dispose waste materials as per organisational standards in a safe and hygienic manner • Record details of the procedure accurately as per organisational policy and approved practice • Store information securely in line with the salon's policies • Provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client • Handle the costume safely, avoiding any additional wrinkles or crumpling (costume: saree, lehenga, mekhla, Christian gown, dupatta etc.) • Highlight any damage to the costume, to the customer, on receiving the costume • Ensure the costume is ironed, steamed and /or prepared, in line with company policy and procedures 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<ul style="list-style-type: none"> • Drape costumes on customer using correct techniques and without discomfort to the customer • Maintain their privacy and modesty • Adjust costumes as per type and customer preferences • Provide the customer guidance on handling, maintenance of the look of the costume movements, safety, etc. relevant to the costume • Ensure the draped costume achieves best fit and is safe to wear 		
11.	<p>Provide simple hair dressing services to produce common hair dos</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 42:00</p> <p>Corresponding NOS Code BWS/N0126</p>	<ul style="list-style-type: none"> • Describe the hair structure and hair shaft structure: arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, sebaceous gland shaft: medulla, cortex, cuticle • Check the hair and scalp conditions • Ensure the contra-indications for hair processes and relevant necessary action • Plan the style according to the occasion • Check factors like previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl • Select various hair accessories: Pins, clips, false hair, parandas, nets, veils, fresh flowers (gajra), etc. • Make various hair styles: Plait, 	<ul style="list-style-type: none"> • Pins • Clips • False Hair • Parandas • Nets • Veils • Fresh Flowers (gajra) • Blow Dryer 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p> <ul style="list-style-type: none"> • Arrange the work station in such a way that the Person with Speech and Hearing impairment can readily see where everyone is seated around them.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<p>twists, braids, knots, chignon, pleat, rolls, ringlets, smooth blow dry, curly blow dry, tonging; as per client's requirement</p> <ul style="list-style-type: none"> • Straighten or blow dry hair as per requirement • Use styling products, tools and equipment as per need • Mention the range and application of finishing products • Inform the procedures to be followed while attending to minors • Ensure customer service principles including privacy and protection • Maintain customer privacy and modesty in the salon 		
12.	<p>Carry out application of simple mehendi/henna designs</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 14:00</p> <p>Corresponding NOS Code BWS/N0127</p>	<ul style="list-style-type: none"> • Appreciate the importance of right consistency of mehendi mixture • Identify contra-indications and contra-actions for mehendi application • Carry out the procedure to prepare and store mehendi • Carry out a skin sensitivity test • Make simple design elements used in mehendi design • Identify the risks of using sub-standard products • Identify various parts of the body commonly used for mehendi application • List factors impacting customer comfort and satisfaction while undergoing the process of mehendi application • Identify factors impacting the resultant colour of the applied 	<ul style="list-style-type: none"> • Mehendi Cones • Mehendi Powder • Mehendi Oil • Mehendi Designs 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p> <ul style="list-style-type: none"> • All the ground rules, instructions and general guidelines should be strategically pasted or placed in the setup so that

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		mehendi <ul style="list-style-type: none"> • Provide aftercare advice to improve mehendi service • Ensure customer service principles including privacy and protection of modesty of the customers 		the candidate can read them anytime.
13.	Maintain health and safety at the workplace Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code BWS/N9002	<ul style="list-style-type: none"> • Identify contra-indications related to beauty treatments • Follow the process and products to sterilize and disinfect equipment/ tools • Understand the manufacturer's instructions related to equipment and product use and cleaning • Develop 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, etc.) • Develop knowledge of cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection • Understand how to handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions 	<ul style="list-style-type: none"> • First Aid Kit • Fire Extinguishers • Sterilizers • Hot Cabinets • Waste Disposal Bins 	Any of the following tools may be used: <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions. The requirements on the basis of teaching methodology have been stated in Module 5.
14.	Create a positive impression at the workplace Theory Duration (hh:mm) 03:00	<ul style="list-style-type: none"> • Behave in a professional manner when dealing with clients • Manage client expectations properly • Adapt methods of communication to suit different situations and client needs • Use effective consultation 	<ul style="list-style-type: none"> • Laptop • Projector 	Any of the following tools may be used: <ul style="list-style-type: none"> • Assistive Aid/Service • Ai-Live • Captions First • Captions 2020 • Closed Capp • Let's Talk

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	<p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9003</p>	<p>techniques to identify treatment objectives</p> <ul style="list-style-type: none"> • Provide clear recommendations to the client • Maintain client confidentiality • Use retail sales techniques to meet client requirements • Organise service feedback files/documents • Manage work routine based on salon procedure • Manage the client scheduling and bookings • Maintain the work area, equipment and product stocks to meet the schedule • Maintain accurate records of clients, treatments and product stock levels • Accept feedback in a positive manner and work on the shortcomings 		<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p>
	<p>Total Duration</p> <p>Theory Duration 56:00+ 60:00 hours (Additional hours for Persons with Speech and Hearing Impairment)</p> <p>Practical Duration 294:00+ 30:00 hours (Additional hours for Persons with Speech and Hearing Impairment)</p>	<p>Unique Equipment Required: Manicure Chair, Manicure Stool, Sterilizer, Bowls, Manicure Brush, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange Stick, Nail Filer, Pack Brush, Dustbin, Pedicure – Pedicure Chair, Pedicure Stool, Sterilizer, Bowls, Foot Scrapper, Emery Board, Pumice Stone, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange Stick, Nail Filer, Toe Separator, Pedicure Brush, Pack Brush, Dustbin, Table lamp-nail Station, Client Chair, Technician Stool, Safety Glasses, Dust Mask- Apron- Metal bin with lid and lined, Towels, Disposable Paper Roll, Wipes-Cuticle Pusher- Cuticle Nippers-Nail Scissors-Stiff-bristled Nail Brush- Product Application Brush- Selection of files- Block Buffers- Tip Cutters- Nail Forms</p>		

Grand Total Course Duration: **440 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by **Beauty & Wellness Sector Skill Council**)

Trainer Prerequisites for Job role: “Assistant Beauty Therapist” mapped to Qualification Pack: “PWD/BWS/Q0101” Version 2.0

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above in accordance with the Qualification Pack <u>PWD/BWS/Q0101</u> Version 2.0 The Sign Language Interpreter for Persons with Speech and Hearing Impairment should be fluent in ISL, have necessary knowledge, skill and competencies to teach using ISL to Deaf persons who have nil to varying educational qualifications. This could either be a Hearing resource or a Deaf Person
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well- organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field. Sign Language Interpreter should have necessary patience, empathy and sensitivity towards Persons with Speech and Hearing Impairment and should also be proficient in ISL
3	Minimum Educational Qualifications	Graduate with cosmetology/Beauty & Wellness certificate or Diploma in beauty /any international diploma of 6 months duration with 1 year of experience as a beautician; OR 10th pass with 5 years of experience in requisite domain; OR 12th pass with 5 years of experience in requisite domain.
4a	Domain Certification	Certified for Job Role: “Assistant Beauty Therapist” mapped to QP: “BWS/Q0101”. Minimum accepted score is 70%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80%.
4c	Disability specific Top Up module (SHI)	The Inclusive Trainer should be certified in Disability Orientation and Sensitization /Disability Specific Top Up training for Speech and Hearing Impairment conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
4d	Specific Requirement for persons with Speech and Hearing Impairment	The Indian Sign Language Interpreter should be mandatory during the training, counselling and placement of Persons with Speech and Hearing Impairment. A Certification by Indian Sign Language Research and Training Centre (ISLRTC) or Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) (AYJNISHD(D)) will be desirable.
5	Experience	Graduate or 12th pass with Advanced diploma in beauty therapy or equivalent certificates in Beauty Therapy. 3 years’ work experience as Beauty Therapist/Senior beauty therapist. For Sign Language Interpreter 2/3 Years of experience in their own field of training will be desirable

Annexure: Assessment Criteria

Job Role	Assistant Beauty Therapist
Qualification Pack	PWD/BWS/Q0101
Expository	Speech and Hearing Impairment (E004)
Sector Skill Council	Skill Council for Persons with Disability and Beauty and Wellness

Sr. No.	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 criteria.
6.	To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate.
7.	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
1. BWS/N9001 (Prepare and maintain work area)	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
	Total	100	21	79	
2. BWS/N0101 (Provide basic skin care services)	PC1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs	100	5	1	4
	PC2. carry out basic facial care / face clean-up process using the tools and materials and as per process laid down by the organization		6	2	4
	PC3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any		5	1	4
	PC4. clean the skin free of all traces of make-up by using suitable deep cleansing techniques		5	1	4

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC5. use an exfoliation technique suitable for the client's skin type and skin condition		7	2	5
	PC6. use a suitable skin warming technique relevant to the client's needs safely		6	2	4
	PC7. use a steamer following manufacturer's instructions in a safe manner		5	1	4
	PC8. position the steam at a safe and effective distance away from the face of the client		5	1	4
	PC9. carry out any necessary extraction, when required as per standard procedure		7	2	5
	PC10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently		7	2	5
	PC11. remove masks after the recommended time frame has elapsed using approved methods, without discomforting the customer		7	2	5
	PC12. carry out cleaning of the application area to ensure skin is left clean, toned and suitably moisturized, using suitable products and as per standard procedures		5	1	4
	PC13. provide specific after-process advice to the client pertaining to actions that may help maintain and protect the skin from damage, as part of the service experience		6	2	4
	PC14. ensure the work area is kept clean and tidy during the service		2	0	2
	PC15. dispose waste materials as per organisational standards in a safe and hygienic manner		3	1	2
	PC16. record details of the procedure accurately as per organisational policy and approved practice		5	2	3
	PC17. store information securely in line with the salon's policies		5	2	3
	PC18. ask questions to check with the client their satisfaction with the finished result		4	1	3

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC19. thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	2	3
		Total	100	28	72
3. BWS/N0102 (Carry out basic depilation services)	PC1. comply with health and safety standards and processes laid out by manufacturer and organization ensuring safety of client, co- workers, self and organisation	100	4	1	3
	PC2. identify any contra indications and take respective necessary action		3	1	2
	PC3. carry out depilation processes using the appropriate tools and materials and as per process laid down by the organization		5	2	3
	PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1	3
	PC5. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC6. select and apply the correct pre-wax products prior to waxing based on manufacturers' instructions and client requirements		5	1	4
	PC7. conduct a patch test and skin sensitivity test as per approved procedure ahead of the waxing service to establish any contra actions that may restrict the service		5	1	4
	PC8. apply and remove the depilation products on client skin correctly based on manufacturer's instructions		5	1	4
	PC9. maintain the client's modesty and privacy at all times by taking suitable precautions and actions		3	0.5	2.5
	PC10. follow work techniques that minimize discomfort to the client		3	1	2

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC11. stop the waxing procedure and providing relevant advice if contra- actions occur		3	0.5	2.5
	PC12. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		3	0.5	2.5
	PC13. carry out the threading process using correct tools and materials and as per standards laid down by the organization		5	1.5	3.5
	PC14. adjust the client's position to meet the needs of the service		3	0.5	2.5
	PC15. ensure safe and quick hair removal methods are carried out to minimize discomfort to the client		2	0.5	1.5
	PC16. ensure the hair removal methods are carried out by positioning oneself at a comfortable distance from the client whilst maintaining the correct tension of the thread		3	0.5	2.5
	PC17. provide clear instructions to the client on how and when to support the service procedure by stretching or holding their own skin at various stages of the threading service		4	2	2
	PC18. create a well-balanced, proportioned and defined eyebrow shape as per client's requirements, where required		4	1	3
	PC19. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC20. discontinue service, and do not provide advice and recommendations where contra- actions occur		3	0.5	2.5
	PC21. ensure the work area is kept clean and tidy during the service		2	0.5	1.5
	PC22. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC23. record details of the services accurately as per organisational policy and approved practice		4	1.5	2.5

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC24. store information securely in line with the salon's policies		2	0.5	1.5
	PC25. clean the treated area and apply a suitable soothing product correctly, post the threading procedure		3	0.5	2.5
	PC26. ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC27. thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		4	1.5	2.5
	PC28. provide specific after-care advice to the client to minimize irritation, redness and discomfort		3	1	2
		Total	100	26	74
4. BWS/N0125 (Perform simple make-up services)	PC1. adhere to the health and safety standards laid out by the manufacturer and organization	100	3	1	2
	PC2. sanitize the hands prior to procedure commencement as per organisational approved process		3	1	2
	PC3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1	3
	PC5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing		4	0.5	3.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC7. perform and adapt the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1.5	3.5

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC8. identify basic skin types and skin tone correctly		3	0.5	2.5
	PC9. define a suitable beauty services plan to meet the client's needs based on skin types, constraints and client preferences		4	1	3
	PC10. select and prepare suitable skin care and make up products to meet the client's needs and work plan		4	1	3
	PC11. use make-up removers, cleansers and toners to remove make-up		3	0.5	2.5
	PC12. clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes		3	1	2
	PC13. select and apply the correct make- up products to enhance facial features, to suit the client's needs and achieve the desired effect, applying correct techniques as per organisation standards		4	1	3
	PC14. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required		3	1	2
	PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		3	0.5	2.5
	PC17. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC18. record details of the procedure accurately as per organisational policy and approved practice		3	1.5	1.5
	PC19. store information securely in line with the salon's policies		3	0.5	2.5

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC20. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client		4	1	3
	PC21. ask questions to check with the client their satisfaction with the finished result		3	0.5	2.5
	PC22. thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
	PC23. handle the costume safely, avoiding any additional wrinkles or crumpling		3	0.5	2.5
	PC24. identify and highlight any damage to the costume to the customer on receiving the costume		3	0	3
	PC25. ensure the costume is ironed, steamed and/or prepared as per customer and beauty therapist instructions, in line with company policy and procedures		3	0.5	2.5
	PC26. drape costumes on customer using correct techniques and without discomfort to the customer and maintaining their privacy and modesty		4	0.5	3.5
	PC27. adjust costumes as per body type, customer preferences and following beauty therapist's instructions		3	0.5	2.5
	PC28. provide the customer guidance on handling, maintenance of the look of the costume, movements, safety, etc. relevant to the costume		3	0.5	2.5
	PC29. ensure the draped costume achieves best fit, is safe and ensures garment cleanliness		3	0.5	2.5
		Total	100	22	78
5. BWS/N0401 (Provide manicure and pedicure services)	PC1. adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2. sanitize the hands prior to procedure commencement as per organisational approved process		3	0.5	2.5

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		3	0.5	2.5
	PC5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure		4	0.5	3.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		4	0.5	3.5
	PC7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1	4
	PC8. remove any existing nail polish using approved products and procedures before proceeding further		4	1	3
	PC9. enquire to establish the desired length and shape of nails (hands or toes) with the client		4	1	3
	PC10. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference		5	1	4
	PC11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free		3	0.5	2.5
	PC12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged		5	0.5	4.5
	PC13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails		5	1	4
	PC14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs		4	0.5	3.5

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC15. remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client		3	0.5	2.5
	PC16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials		3	0.5	2.5
	PC17. check that the nail plate is dehydrated and the underside is clean and free of debris		3	0.5	2.5
	PC18. apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish		4	0.5	3.5
	PC19. check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel		3	0.5	2.5
	PC20. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		4	1	3
	PC21. clean the treated area and use a suitable soothing product		3	0.5	2.5
	PC22. complete the therapy to the satisfaction of the guest in a commercially acceptable time		5	1	4
	PC23. record the therapy accurately and store information securely in line with the organization's policies		4	2	2
	PC24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC25. ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC26. thank customer for feedback post- service, where customer is not satisfied with service, take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
		Total	100	20	80

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
6. BWS/N0126 (Provide simple hair dressing services to produce common hair dos)	PC1. use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair including with guardians/parents for minors	100	6	1.5	4.5
	PC2. ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC3. position self and client to ensure privacy, comfort and safety, throughout the service		6	1	5
	PC4. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		8	2	6
	PC5. perform back combing /back brushing technique as required		7	2	5
	PC6. control and secure hair effectively into place, during dressing		5	1	4
	PC7. dress the hair to the satisfaction of the client producing simple hair dos		6	1.5	4.5
	PC8. apply common hair accessories correctly		6	1.5	4.5
	PC9. apply finishing product following manufacturer's instructions to maintain the style		7	2	5
	PC10. ensure the work area is kept clean and tidy during the service		4	0	4
	PC11. promptly refer problems that cannot be solved to the relevant superior for action		5	1	4
	PC12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		5	1	4
	PC13. record details of the procedure accurately as per organisational policy and procedures		6	3	3
	PC14. store information securely in line with the salon's policies		5	1.5	3.5
	PC15. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		6	2	4

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC16. dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC17. ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC18. thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	1	4
		Total	100	25	75
7. BWS/N0127 (Carry out application of simple mehendi/henna designs)	PC1. adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2. use mehendi procured from authorised sources only		4	1	3
	PC3. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		4	1.5	2.5
	PC4. adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC5. sanitize the hands prior to service commencement using a hand sanitiser		3	0.5	2.5
	PC6. prepare the client and provide suitable protective apparel		6	1.5	4.5
	PC7. use suitable consultation techniques to identify design objectives		5	2	3
	PC8. select and use products, tools and equipment to suit design objectives		4	0.5	3.5
	PC9. perform pre-preparation of mehndi/henna for the cone		6	1	5
	PC10. perform preparation of the cone and ensure a suitable tip size		6	2	4
	PC11. prepare the mehendi to appropriate consistency and recipe for application technique		6	2	4
	PC12. carry out a skin sensitivity test suitably to test for contra actions		6	2	4

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC13. apply mehndi design using simple elements and correct procedures on hands, wrists and feet		5	1.5	3.5
	PC14. complete the application to the satisfaction of the customer in a commercially acceptable time		5	1	4
	PC15. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		3	1	2
	PC16. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	0.5	2.5
	PC17. discontinue service, and do not provide advice and recommendations where contra- actions occur		3	1	2
	PC18. ensure the work area is kept clean and tidy during the service		2	0	2
	PC19. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC20. record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC21. store information securely in line with the salon's policies		3	1	2
	PC22. provide specific after-process advice to the client for colour fastening and contra actions		4	1	3
	PC23. ask questions to check with the client their satisfaction with the finished result		4	2	2
	PC24. thank customer for feedback post- service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
		Total	100	28	72

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
8. BWS/N9002 (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	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	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		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		Total	100	27	73
9. BWS/N9003 (Create a positive impression at the workplace)	PC1. maintain good health and personal hygiene	100	5	1	4
	PC2. comply with organisation's standards of grooming and personal behaviour		5	1	4
	PC3. meet the organisation's standards of courtesy, behaviour and efficiency		5	1	4
	PC4. stay free from intoxicants while on duty		4	0.5	3.5
	PC5. wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
	PC6. take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
	PC7. record details related to tasks, as per procedure		5	3	2

Assessable Outcomes	Assessment Criteria	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC8. participate in workplace activities as a part of the larger team		7	2	5
	PC9. report to supervisor immediately in case there are any work issues		5	1	4
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious background, age disabilities and gender		6	1.5	4.5
	PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/guidelines		6	1	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		6	2	4
	PC14. report and record instances of aggressive/unruly behaviour and seek assistance		5	2	3
	PC15. use communication equipment (phone, email, etc.) as mandated by your organization		6	3	3
	PC16. carry out routine documentation legibly and accurately in the desired format		7	3	4
	PC17. the routine reports and feedback		5	2	3
	PC18. maintain confidentiality of information, as required in the role		6	2	4
		Total	100	30	70

Accommodation Guideline recommended for Inclusive Trainers

Persons with Speech and Hearing Impairment

Characteristics

- Use other senses as mediums of learning. (Use gestures, body language, expressions, lip reading etc.)
- Use adapted material such as visual or sight vocabulary to provide first-hand experience.
- Use assistive devices such as hearing aid, loop system etc.
- Teach how to access sound-based information.

Guidelines for Trainers

- Make sure you are aware of the learners' language abilities and preferred learning style to ensure inclusion into the group.
- When you have a student with SHI in the group, reduce background noise or, request for a classroom that is away from noise. Make sure you have the whole group's attention before starting the session.
- Allow SHI students to sit where they wish. SHI students who can read the lip should sit near the front. (Optimum distance for lip-reading is considered to be about 6 feet.)
- Face the SHI student when speaking.
- Use clear speech.
- Make sure the room is well lit to allow the student with SHI to see your facial expression, signing and/or lip read.
- Use assistive device where available, to facilitate teaching-learning in the classroom.
- Arrange the classroom so that students can see each other, e.g., organizing the class in a circle or semicircle allows all students to see each other.
- Use shorter sentences, clearer speech.
- Associate words with real objects, pictures; for example, the colour concept
- Use pictures (flash cards), real objects, real experiences, dramatization, and activities.
- You can write key points on the board or chart.
- Encourage other people or staff to develop communication strategies so that they can get into the style of students with SHI