

Model Curriculum

Assistant Spa Therapist

SECTOR: BEAUTY AND WELLNESS
SUB-SECTOR: REJUVENATION
OCCUPATION: SPA THERAPY
REFERENCE ID: PWD/BWS/Q1001, V2.0
NSQF LEVEL: 3

Curriculum Aligned
for
Persons with Low Vision (Visual Impairment)
E003



Skill India
शिक्षण-संसाधन-संस्था



SCPwD
Skill Council for Persons with Disability



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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 Spa Therapist' QP No. **'PWD/BWS/Q1001 NSQF Level 3'**
Expository Code: **Low Vision {(Visual Impairment (E003, Version 1.0))}**

Date of Issuance: March 11, 2019
Valid up to*: March 11, 2021

*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)

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Assistant Spa Therapist

CURRICULUM / SYLLABUS

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

Program Name	Assistant Spa Therapist		
Reference ID.	PWD/BWS/Q1001, V2.0		
Version No.	1.0	Version Update Date	11-03-2019
Pre-requisites to Training	Class VIII Pass		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Select and set up the suitable equipment for spa therapy adhering to health, safety and hygiene requirements. • Explain treatment procedure to the client while providing information about oils and creams used during treatment. • Prepare massage oil or cream and other equipment. • Assist the Spa Therapist to conduct the therapy to the satisfaction of the guest in a commercially acceptable time. • Assist the Spa Therapist to record the therapy accurately and store information securely in line with the organization’s policies. • Adhere to the health and safety standards laid out by the manufacturer and organization. • Maintain first aid kit and keep oneself updated on the first aid procedures • Maintain good appearance and behaviour • Execute tasks as per organization’s standards • Communicate and record the information 		

This course encompasses with 4 out of 4 National Occupation NOS of Assistant Spa 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 Low Vision (Visual Impairment).

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
1.	<p>Handling touch screen user interface</p> <p>Theory Duration (hh:mm) 00:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code Bridge Module (PwD)</p>	<ul style="list-style-type: none"> Identify different functions of the screen. Eg: power on/off, accessing the main menu, home button, volume rocker, power buttons, memory slot and sim tray. Demonstrate basic operation on the screen using “explore by touch” Operate the phone using gestures. Eg: select item and double tap to select Explain global context menu Adjust talk back, speech and volume settings. 	One smart phone with talkback per trainee	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Voiceover Talkback Nuance Talks Mobile Speak ORCA
2.	<p>Calling and Messaging</p> <p>Theory Duration (hh:mm) 00:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code Bridge Module (PwD)</p>	<ul style="list-style-type: none"> Use mobile phone for making calls Use mobile phone for sending and receiving messages. Operate local context menu Manage contact list, by exporting and importing contacts 	One Smartphone with talkback per trainee	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Voiceover Talkback Nuance Talks Mobile Speak ORCA
3.	<p>Reading books and documents</p> <p>Theory Duration (hh:mm) 00:00</p> <p>Practical Duration (hh:mm) 04:00</p>	<ul style="list-style-type: none"> Describe book reading and its various formats Use book reading apps such as Kota, Daisy Reader and Simply Reading Use Sugamya Pustakalaya and Book Share online library Demonstrate the steps to search, download and 	One Smartphone with talkback software and wifi / mobile data per trainee	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Voiceover Talkback Nuance Talks Mobile Speak ORCA

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
	Corresponding NOS Code Bridge Module (PwD)	read books from Sugamya Pustakalaya and Book Share		
4.	Web browsing and E-mail Theory Duration (hh:mm) 00:00 Practical Duration (hh:mm) 03:00 Corresponding NOS Code Bridge Module (PwD)	<ul style="list-style-type: none"> Use Google Chrome to browse the web and search using a keyword. Operate mails from phone 	One Smartphone with talkback software and wifi / mobile data per trainee	Any of the following tools may be used: <ul style="list-style-type: none"> Voiceover Talkback Nuance Talks Mobile Speak ORCA
5	Other daily use applications Theory Duration (hh:mm) 00:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code Bridge Module (PwD)	<ul style="list-style-type: none"> Use basic applications like Google Play Store and calculator Use advanced applications like Eye-D, Tap Tapsea, colored ID, Text fairy and Google Maps. 	One Smartphone with talkback software and wifi / mobile data per trainee	Any of the following tools may be used: <ul style="list-style-type: none"> Voiceover Talkback Nuance Talks Mobile Speak ORCA
6.	Introduction Theory Duration (hh:mm) 02:00 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 & wellness sector Identify and list the various spa services 	<ul style="list-style-type: none"> Handbook, Pen, Pencil, Marker, Whiteboard etc. 	Any of the following tools may be used: <ul style="list-style-type: none"> Clear View+ Speech ZoomEx, Kurzweil, ABBY Fine Reader, Tesseract Non-Visual Desktop Access (NVDA), Job Access with Speech (JAWS), System Access to Go(SATAGO), Voiceover and Talkback

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
				<p>Requirement on the basis of teaching method</p> <ol style="list-style-type: none"> 1. Oral: no additional equipment needed 2. Handouts: The font size of the handout should exceed 16. The trainer could also read the document out loud. 3. Usage of projector: The person should be allowed to choose the position from where they can see the display with ease 4. On the White Board: Black marker should be used and the text should be written in large size <p>Optimal lighting should be there. The extent of which can be decided after consulting the Person with Low Vision and what suits their needs best.</p>
7.	<p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 10:00 + 03:00 hours (Additional hours for Persons with Low Vision)</p> <p>Corresponding NOS Code BWS/N9001</p>	<ul style="list-style-type: none"> • Ensure the environmental conditions required for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc. • Explain types of products, materials and equipment required to sterilize and disinfect equipment/tools • Follow the manufacturer's instructions related to equipment and product used for cleaning • Identify risks to customer privacy and modesty and take actions (precautions) to maintain the same in the salon • Maintain accurate records of services, clients and product usage (inventory) • Identify ways to dispose of waste correctly. 	<ul style="list-style-type: none"> • Treatment Couch, • Trolley, • Steam Room or Steam Cabinet, • Sauna, • Hydrotherapy Showers, • Wrapping Materials (Fabric, Foils, Plastics), • Professional Stone, • Heater, • Treatment Stones, • Cooling Systems, • Herbal Compresses Linen, • Couch Roll, • Tissues, • Bin Gown • Slippers, • Disposable Briefs, 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Clear View+ Speech • ZoomEx, • Kurzweil, • ABBY Fine Reader, • Tesseract • Non-Visual Desktop Access (NVDA), • Job Access with Speech (JAWS), • System Access to Go (SATAGO), • Voiceover and Talkback <p>Requirement on the basis of teaching method</p> <ol style="list-style-type: none"> 1. Oral: no additional equipment needed 2. Handouts: The font size should exceed 16 3. Usage of projector: The person should be allowed to choose the position from where they can see the display with ease

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"> • Headband, • Towels, • Spatulas, • Brushes Thermal Blanket, • Bandages, • Thin Mattress (Thai or Shiatsu) Pillows, • Thai Massage Suit 	<p>4. On the White Board: Black marker should be used and the text should be written in large size</p> <p>A standard arrangement should be there in terms of stacking the equipment. Things should remain in their own decided place so that it is easier for the Person with Low Vision to access them quicker.</p>
8	<p>Carry Out Simple Spa Services and Assistive Tasks for Advanced Spa Services</p> <p>Theory Duration (hh:mm) 41:00</p> <p>Practical Duration (hh:mm) 220:00 + 74:00 hours (Additional hours for Persons with Low Vision)</p> <p>Corresponding NOS Code BWS/N1001</p>	<ul style="list-style-type: none"> • Structure of skin for different client groups • Identify basic ailments, contraindications, contractions, service plans • Perform basic spa therapy techniques (range of body massages, wraps etc.) • Use various types of warps like foil, plastic, fabric; as per the requirement of the client • Apply different massages like Indian head massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, neuromuscular technique (NMT), Thai massage, etc. • Use various massage techniques: Effleurage, petrissage, tapotement, friction, vibratio • Explain different varieties of rejuvenation products • Identify the products for different types of skin • Apply the products based on the skin types • Use exfoliation techniques including applying and removing products and wraps • Carry out foot ritual 	<ul style="list-style-type: none"> • First Aid Kit, • Fire Extinguishers • Sterilizers, • Hot Cabinets, Waste Disposal Bins, • Back Massage Chair, • Facial Steamer with Ozone, • Foot Ladder, • Hair Dryer (Hand Held), • Manicure Bowl, • Manicure Chair, • Manicure/ Pedicure Set (Cutters, Filers, Cleaners, • Cuticle Pushers, • Nail Brush, • Pumice Stone, Wooden & Steel Scraper etc.) Manicure / Pedicure Station • Pedicure Stool • Thai Massage Mat, • Wax Heater, 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Clear View+ Speech • ZoomEx, • Kurzweil, • ABBY Fine Reader, • Tesseract • Non-Visual Desktop Access (NVDA), • Job Access with Speech (JAWS), • System Access to Go (SATAGO), • Voiceover and Talkback <p>Requirement on the basis of teaching method</p> <ol style="list-style-type: none"> 1. Oral: no additional equipment needed 2. Handouts: The font size should exceed 16 3. Usage of projector: The person should be allowed to choose the position from where they can see the display with ease 4. On the White Board: Black marker should be used and the text should be written in large size <p>The emphasis should be on the Practical. A proper orientation of the equipment should be given to the person.</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"> Identify the procedure for dry brushing Store the products, tools and equipment properly Identify the contra-indication and contractions for various spa services Perform actions to be taken for various contra indications and actions 	<ul style="list-style-type: none"> Wooden Trolley, Yoga Mats 	<p>The person should also be made aware of the right technique of handling the equipment.</p>
9	<p>Maintain health and safety of work area</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00 + 03:00 hours (Additional hours for Persons with Low Vision)</p> <p>Corresponding NOS Code BWS/N9002</p>	<ul style="list-style-type: none"> Identify the contra-indications related to spa treatments Explain the process and products to sterilize and disinfect equipment/tools Maintain a hygienic and safe work area Develop appropriate procedures and policies to address the risk. Dispose the wastes properly 	<ul style="list-style-type: none"> First Aid Kit, Fire Extinguisher Sterilizers, Hot Cabinets, Waste Disposal Bins 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Clear View+ Speech ZoomEx, Kurzweil, ABBY Fine Reader, Tesseract Non-Visual Desktop Access (NVDA), Job Access with Speech (JAWS), System Access to Go (SATAGO), Voiceover and Talkback <p>Requirement on the basis of teaching method</p> <ol style="list-style-type: none"> Oral: no additional equipment needed Handouts: The font size of the handout should exceed 16. The trainer could also read the document out loud. Usage of projector: The person should be allowed to choose the position from where they can see the display with ease On the White Board: Black marker should be used and the text should be written in large size <p>A standard arrangement should be there in terms of stacking the equipment. Things should remain in their own decided place so that</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
				<p>it is easier for the Person with Low Vision to access them quicker.</p> <p>During the practical, allow the Person to be seated near to the apparatus so that they are able to feel the things and see them closely. Ask them where they wish to be seated.</p> <p>Allow the person to record the lecture.</p>
10	<p>Create a positive impression at work area</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00 + 03:00 hours (Additional hours for Persons with Low Vision)</p> <p>Corresponding NOS Code BWS/N9003</p>	<ul style="list-style-type: none"> Maintain personal grooming Carry out procedures in accordance to organizations standards Maintain client and treatment records Demonstrate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender Maintain different formats on which information is to be recorded Analyze the importance to maintain security and confidentiality of information Carry out different kinds of communication equipment (email, phone etc.) available and their effective use Identify selling/ influencing techniques to provide additional services/products to clients 	<ul style="list-style-type: none"> Data Projector, Laptop, Computer, Speaker, Projection Screen, Whiteboard and Whiteboard Markers, Duster, Note Book, Pen, Pencil. 	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Clear View+ Speech ZoomEx, Kurzweil, ABBY Fine Reader, Tesseract Non-Visual Desktop Access (NVDA), Job Access with Speech (JAWS), System Access to Go (SATAGO), Voiceover and Talkback <p>The Person with Low Vision should be allowed to hold and feel the First Aid Kit and the medicines in order to develop a better understanding of them on the basis of their dimensions</p> <p>Requirement on the basis of teaching method</p> <ol style="list-style-type: none"> Oral: no additional equipment needed Handouts: The font size of the handout should exceed 16. The trainer could also read the document out loud. Usage of projector: The person should be allowed to choose the position from

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
				<p>where they can see the display with ease</p> <p>4. On the White Board: Black marker should be used and the text should be written in large size</p>
	<p>Total Duration</p> <p>Theory Duration 50:00</p> <p>Practical Duration 250:00</p> <p>+18:00 hours for Smart Phone Training</p> <p>+83:00 hours (1/3rd of Practical Duration for Persons with Low Vision)</p>	<p>Unique Equipment Required: Treatment Couch, Trolley, Steam Room or Steam Cabinet, Sauna, Hydrotherapy, Showers, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone Heater, Treatment Stones, Cooling Systems, Herbal Compresses, Linen, Couch Roll, Tissues, Gown Slippers, Disposable Briefs, Headband, Spatulas, Brushes, Thermal Blanket, Bandages, Thin Mattress, Pillows, Thai Massage Suit, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bins, etc</p>		

Grand Total Course Duration: 401 Hours 0 Minutes

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

Trainer Prerequisites for Job role: “Assistant Spa Therapist” mapped to Qualification Pack: PWD/BWS/Q1001

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/Q1001</u> , V 2.0” For giving Smart Phone Training , Trainer should have necessary technical knowledge, skill and competencies to teach different features of smart phone with the help of screen reading software such as Talkback to end users.
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-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field. For giving Smart Phone Training , Trainer Should have necessary patience, empathy and sensitivity to teach technology to Visually impaired Persons.
3	Minimum Educational Qualifications	Class VIII pass
4a	Domain Certification	Certified for Job Role: “Assistant Spa Therapist” mapped to “QP: <u>BWS/Q1001</u> , V 2.0” issued by Beauty & Wellness Sector Skill Council. Minimum accepted score is 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “ <u>MEP/Q2601</u> ” with scoring of minimum 80%.
4c	Disability Specific Top Up module (Visual Impairment)	The Inclusive Trainer should be certified in Disability Specific Top Up on Visual Impairment conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines. A Diploma in Computer Education (Visual Impairment)-D.C.E. (VI) offered by Rehabilitation Council of India, Ministry of Social Justice and Empowerment is preferred.
5	Experience	NA For giving Smart Phone Training , For smart phone training one-year experience of training IT skills to persons with blindness is recommended.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Assistant Spa Therapist

Qualification Pack: PWD/BWS/Q1001

Expository: Low Vision {Visual Impairment (E003)}

Skill Council: Skill Council for Persons with Disability and 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. 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	Theory	Practical Skills
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 hygiene 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
			100	21	79
BWS/N1001 Carry out simple spa services and assistive tasks for advanced spa services	PC1.check and prepare the service area is prepared as per Spa therapist's requirement for service and organisational standards	100	4	1	3
	PC2.ensure all equipment is safe for use, clean and prepared as per service requirement		3	0	3
	PC3.arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		3	0.5	2.5
	PC4.prepare massage oil or cream and other equipment for spa services as per manufacturer's guidelines		4	1	3
	PC5.prepare the post care product tray		4	1	3
	PC6.greet the client, and ensure the client is comfortable		3	0.5	2.5
	PC7.identify any contra indications on client, if any that may restrict services, act according to organisational standards to address these, verify with the supervisor where required		3	1	2
	PC8.provide the client appropriate materials in preparation for service procedures		3	1	2
	PC9.guide the client to the service area safely and politely		4	1	3
	PC10.perform foot ritual including foot cleaning, disinfecting and wiping		5	1	4
	PC11.position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service		3	0.5	2.5
	PC12.explain accurately the service procedure and provide information about products used (oils and creams) to the customer, prior to service		5	1.5	3.5
	PC13.provide correct products, tools, materials and other items to the spa therapist as required during the service		3	1	2
	PC14.take precautions and work in a manner to maintain guest privacy and modesty during the service		3	1	2
	PC15.prepare the service area for exfoliations services		3	0.5	2.5

	PC16. carry out exfoliation services under supervision of the massager (masseur) using various wrap materials		4	1	3
	PC17. carry out dry brushing		3	0.5	2.5
	PC18. apply mask and body wrap, remove without making the area messy		3	0.5	2.5
	PC19. ensure client is not left unattended at any stage		3	0.5	2.5
	PC20. identify contra-actions and necessary subsequent actions		3	1	2
	PC21. robe the client and guide for bathing and other services		3	0.5	2.5
	PC22. accurately record the therapy details and store information securely in line with the organization's policies		3	0.5	2.5
	PC23. shut down equipment safely, and as per manufacturer's instructions		3	1	2
	PC24. ensure work area is left clean, post service		3	0	3
	PC25. dispose waste materials safely and hygienically as per organisational standards		3	0	3
	PC26. adhere to the health and safety standards laid out by the manufacturer and organization		3	1	2
	PC27. record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC28. store information securely in line with the salon's policies		3	1	2
	PC29. ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC30. 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		3	1	2
			100	24	76
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
			100	27	73
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 behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior 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
	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 backgrounds, 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 behavior 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.file routine reports and feedback		5	2	3
PC18.maintain confidentiality of information, as required in the role		6	2	4
		100	30	70

Accommodation Guidelines recommended for Inclusive Trainers

Persons with Low Vision (Visual Impairment)

Characteristics

- The learning happens through non-visual modes mostly by touch, hence it is recommended to use real, concrete materials.
- Listening will include greater use of detailed and descriptive instructions.
- Training which relates to understanding of smell and taste real & concrete material should be used e.g. job role of pickle-making technician may include training on smell and taste.

Guidelines for Trainers

- Low Vision assessment is recommended before training Persons with Low Vision. Low Vision assessment helps to assess the right training requirements for a Person with Low Vision. Please note: Low Vision assessment is different from a clinical eye exam. While the clinical procedure focuses on diagnoses and management of the eye disease, the priority in Low Vision assessment is to enable an individual utilize his or her residual vision to its maximum potential. After the assessment, the person will be clear about the devices (optical or non-optical) that will work the best for her/him. The assessment can be done from any centre that is designated for Low Vision assessment.
- Facilitate the use of existing visual skills wherever/whenever you can by making the candidate sit closer to the board.
- There should be appropriate lighting and contrast colors in the work area.
- Reserve a seat in the front row of the classroom (or, closer to the teacher).
- Keep the passages and available open spaces in the classroom clear.
- When speaking with the student specifically, address her/him by name.
- Modify/adapt assignments.
- Use educational aids like talking books, tape-recorders, use of colour, contrast and texture.
- Minimize noise so that student can hear you speak
- When speaking, face the class.
- If you feel the student is not attentive, touch her/ him on the shoulder or arm to draw attention; this also helps in indicating to the student that you are including her/him in your instructions and discussions.
- Provide large print versions when needed so that the student can follow the classroom's text-based teaching and lessons along with the sighted peers.
- Use real objects to allow the student to learn and experience.