

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BEAUTY & WELLNESS

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- Senior Beauty Therapist

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: BEAUTY & SALONS

OCCUPATION: SKINCARE SERVICES

REFERENCE ID: BWS/Q0104

ALIGNED TO: NCO/2015/5142

Brief Job Description: A senior beauty therapist is a professionally trained individual who specialises in beauty treatments of both the face and body. A senior beauty therapist consults, advises, and performs various duties such as providing skin care using facial electrotherapy, applying bridal makeup, removal of unwanted hair by electrical epilation services.

Personal Attributes: This job requires an individual with experience in body and skincare treatments to provide a range of beauty services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be sensitive when dealing with clients for body and facial treatments. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant and tactful when dealing with clients and have a genuine interest in people.

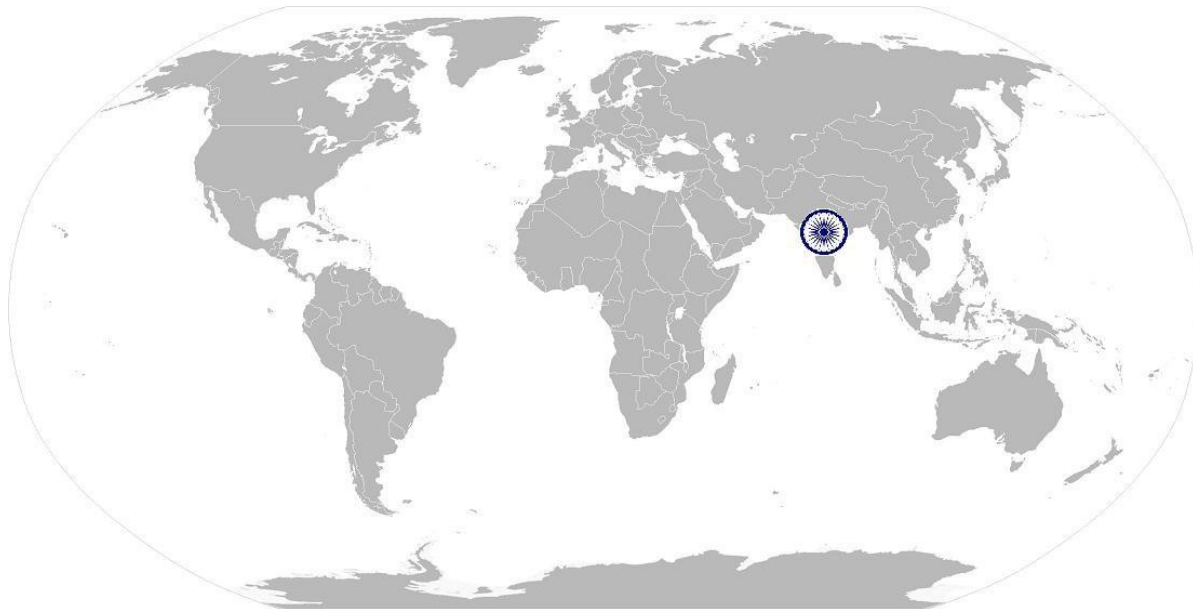
Job Details	Qualifications Pack Code	BWS/Q0104		
	Job Role	Senior Beauty Therapist		
	Credits	TBD	Version number	1.0
	Sector	Beauty & Wellness	Drafted on	01/08/2015
	Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
	Occupation	Skincare Services	Next review date	15/05/2021
	NSQC Clearance on	03/08/2018		

Job Role	Senior Beauty Therapist
Role Description	Apply face and body treatments, and provide advice about skincare and cosmetics
NVEQF/NSQF level	Level 5
Minimum Educational Qualifications	Class X Standard + Level 4-Beauty Therapist/Diploma in Beauty Therapy/Basic Cosmetology under CTS/Beauty Therapy and Hairstyling Level-2 under MES
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	Level 4-Beauty Therapist/Diploma in Beauty Therapy/Basic Cosmetology under CTS/Beauty Therapy and Hairstyling Level-2 under MES
Minimum Job Entry Age	18 years
Experience	18-24 months as a Beauty Therapist in a professional salon
National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. BWS/N9001 Prepare and maintain work area 2. BWS/N0104 Perform skincare services 3. BWS/N0107 Perform facial electrotherapy 4. BWS/N0108 Perform epilation services 5. BWS/N0106 Perform makeup services 6. BWS/N9005 Consult and advise clients 7. BWS/N9006 Promote and sell services and products 8. BWS/N9004 Manage and lead a team 9. BWS/N9002 Maintain health and safety at the workplace 10. BWS/N9003 Create a positive impression at the workplace
Performance Criteria	As described in the relevant NOS units

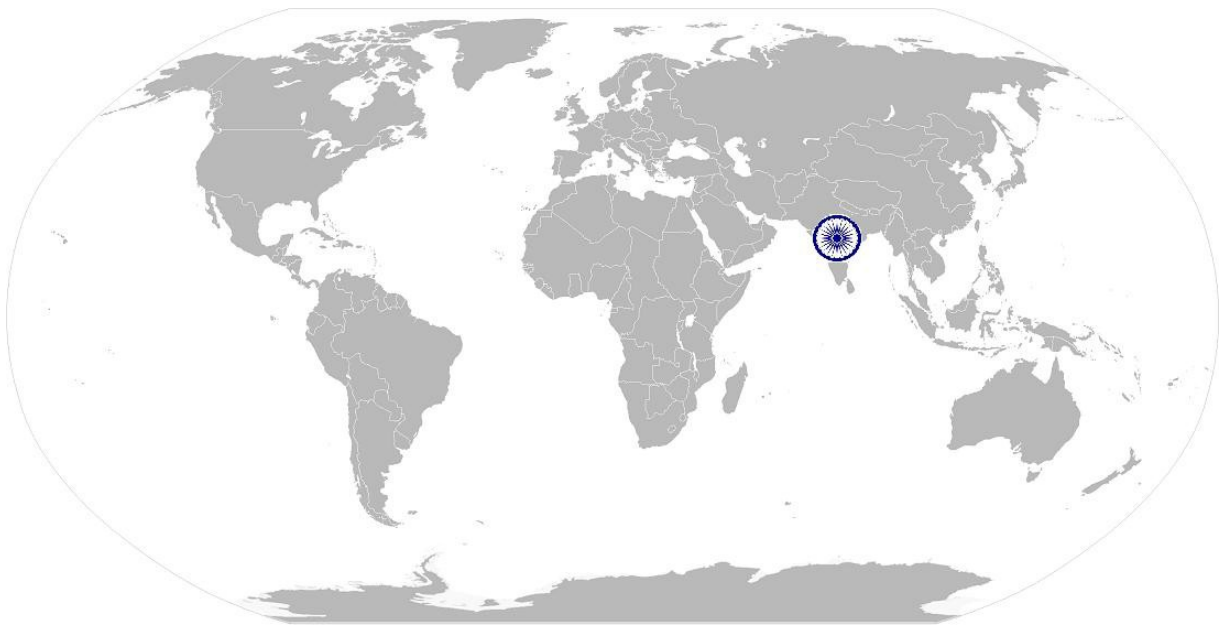
Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronym	Keywords /Terms	Description
	B&WSSC	Beauty & Wellness Sector Skill Council
	NOS	National Occupational Standards
	NSQF	National Skills Qualification Framework
	NVEQF	National Vocational Educational Qualification Framework
	NVQF	National Vocational Qualification Framework
	OS	Occupational Standards
	PC	Performance Criteria
	QP	Qualification Pack
	SSC	Sector Skills Council



National Occupational Standard



Overview

This OS unit is about preparing the equipment, products and work area ahead of service delivery to ensure the efficiency and effectiveness of conducting treatments considering the standards of operation of the organization.

BWS/N9001

Prepare and maintain work area

Unit Code	BWS/N9001
Unit Title (Task)	Prepare and maintain work area
Description	Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the organization
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Prepare and maintain work area
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare and maintain work area	To be competent, the user/individual on the job must be able to: <p>PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment</p> <p>PC2. select suitable equipment and products required for the treatment</p> <p>PC3. set up of equipment and prepare the products for treatments in adherence to the organization procedures and product/ equipment guidelines</p> <p>PC4. place the products in the trolley for the treatment</p> <p>PC5. sterilize, disinfect and place the tools on the tray</p> <p>PC6. dispose waste materials in adherence to the organization's and industry requirements</p> <p>PC7. store records, materials and equipment securely in line with the organization's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. types of products, materials and equipment required for the treatment</p> <p>KB2. process and products to sterilize and disinfect equipment/ tools</p> <p>KB3. manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</p>

BWS/N9001

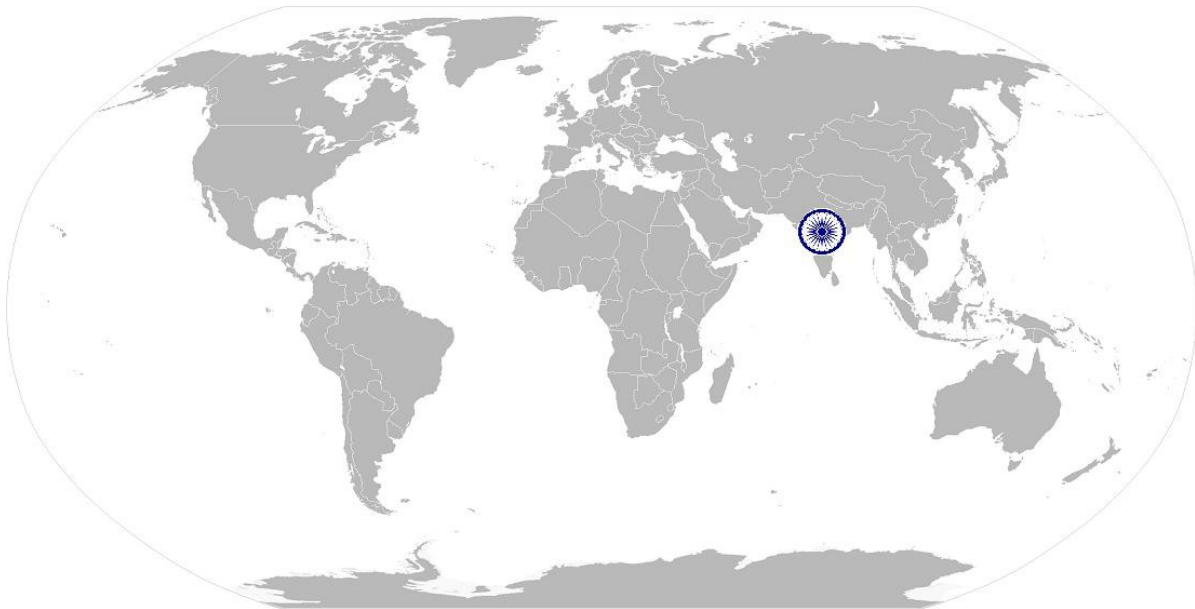
Prepare and maintain work area

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers’ discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on	

BWS/N9001

Prepare and maintain work area

	<p>their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. use the existing data to arrive at specific data points</p> <p>SB9. use the existing data points for improving the call resolution time</p> <p>SB10. use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

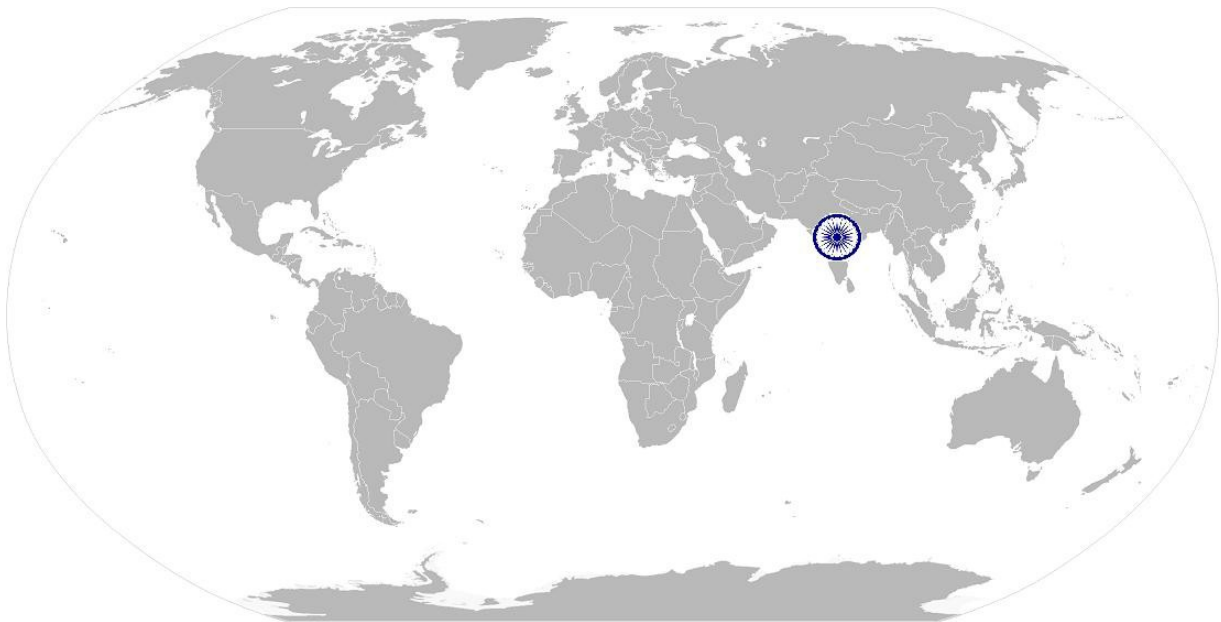


BWS/N9001

Prepare and maintain work area

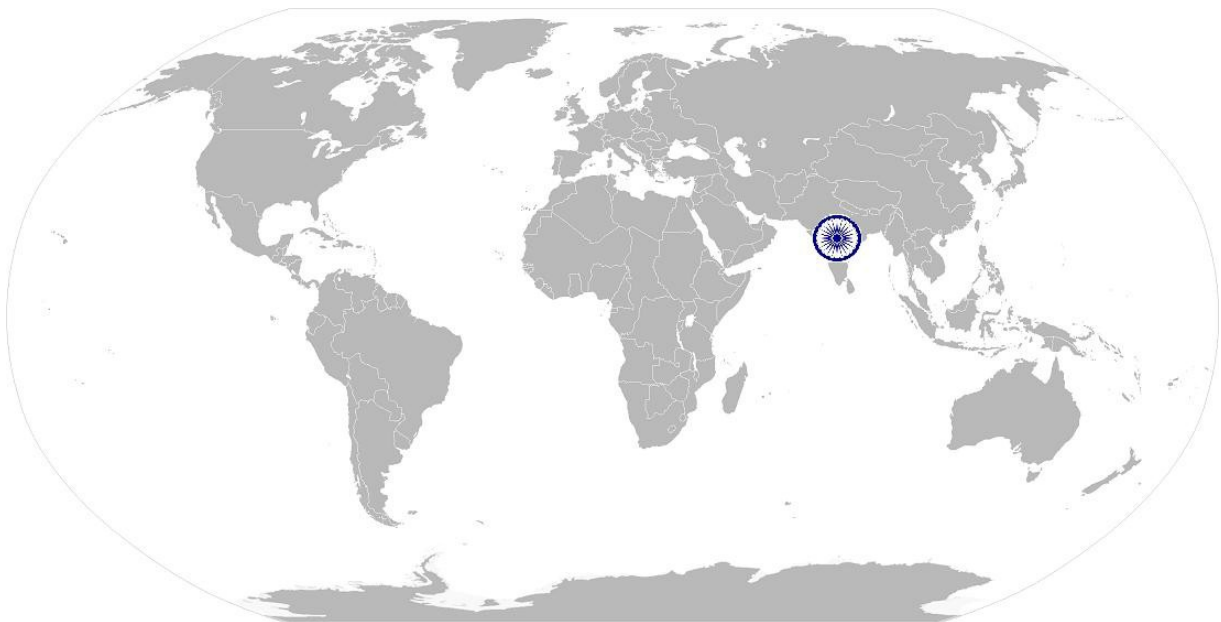
NOS Version Control

NOS Code	BWS/N9001		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and Salons	Last reviewed on	15/05/2018
Occupation	Skincare Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about Improving facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and moisturizing.

BWS/N0104

Perform skincare services

Unit Code	BWS/N0104
Unit Title (Task)	Perform skin care services
Description	Provide facial skin care treatment to enhance facial skin condition
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Perform skin care services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform skincare services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC3. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC4. carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the organization</p> <p>PC5. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC6. clean the skin free it of all traces of make-up by using suitable deep cleansing techniques</p> <p>PC7. use an exfoliation technique suitable for the client's skin type and skin condition</p> <p>PC8. use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition</p> <p>PC9. apply mask treatments evenly and neatly, covering the area to be treated</p> <p>PC10. remove masks as per the recommended time frame</p> <p>PC11. ensure the skin is left clean, toned and suitably moisturized</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. knowledge of anatomy, physiology and pathology for skin treatments</p> <p>KB2. knowledge of principles and practice of skin therapies</p> <p>KB3. knowledge of basic ailments, contraindications, contra actions, treatment plans</p>

BWS/N0104

Perform skincare services

	<p>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)</p> <p>KB5. structure, function, characteristics of skin types and position of the muscles</p> <p>KB6. position of head, face, neck and shoulder girdle bones and skeletal function</p> <p>KB7. circulatory System, functions of blood, arteries, veins, blood composition and circulation</p> <p>KB8. effect of the natural ageing process on the skin and muscle tone</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>	

BWS/N0104

Perform skincare services

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

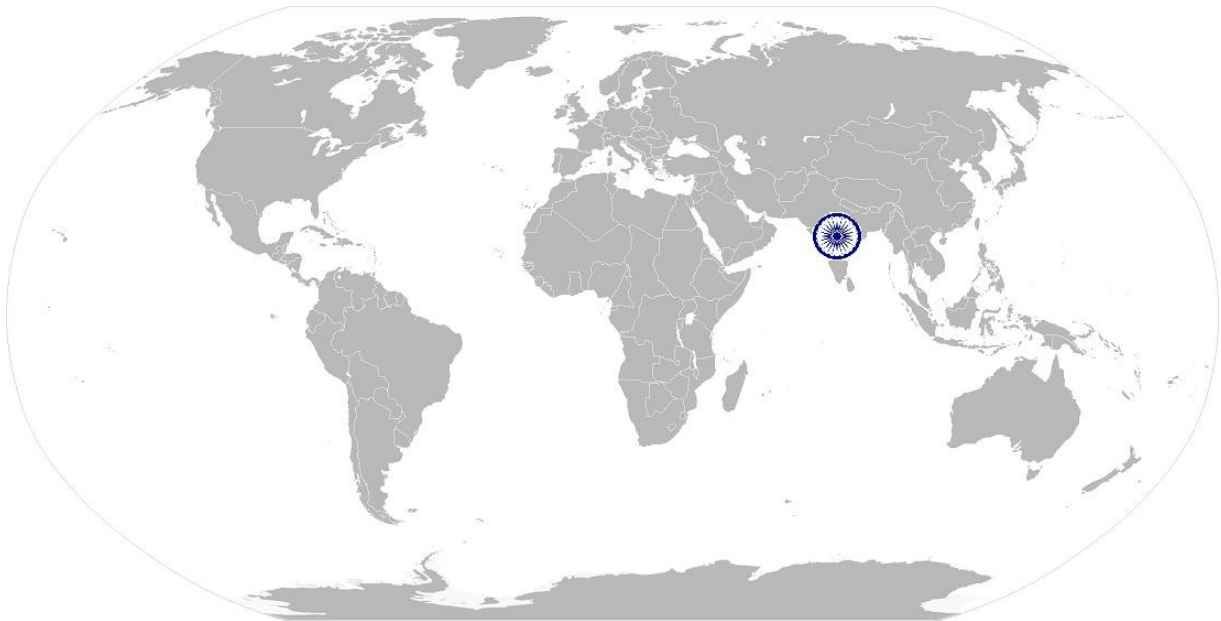


BWS/N0104

Perform skincare services

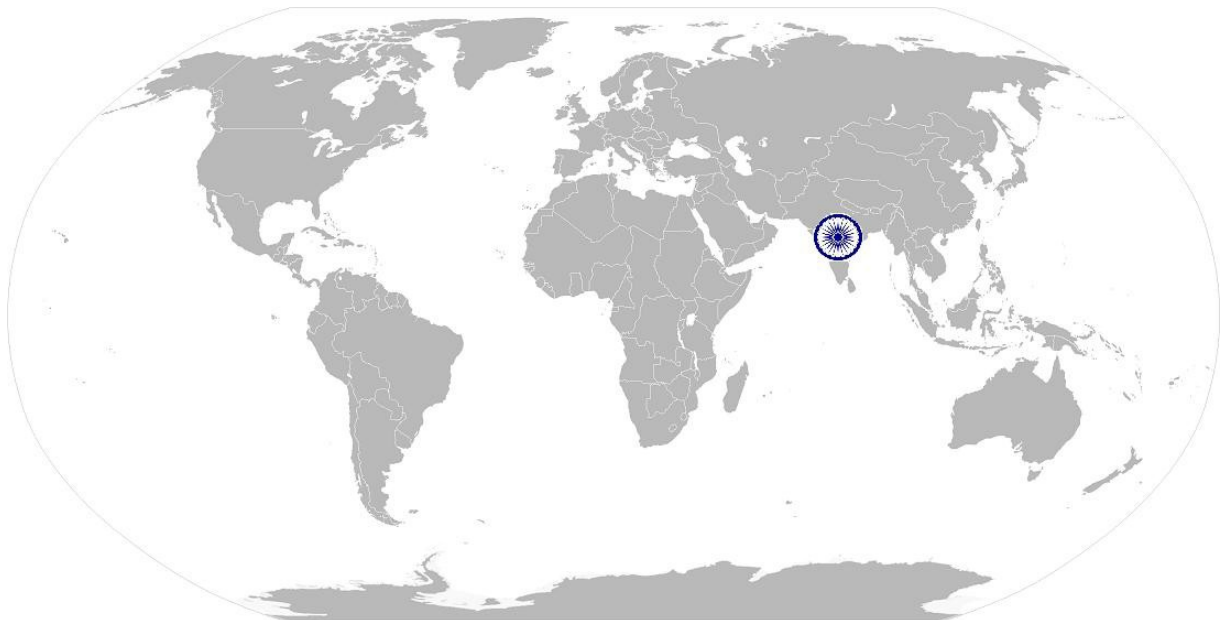
NOS Version Control

NOS Code	BWS/N0104		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and Salons	Last reviewed on	15/05/2018
Occupation	Skincare Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about carrying out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, micro current and lymphatic drainage equipment.

BWS/N0107

Perform facial electrotherapy

National Occupational Standard

Unit Code	BWS/N0107
Unit Title (Task)	Perform facial electrotherapy
Description	Carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, micro current lymphatic drainage equipment and ultrasonic machine
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Perform facial electrotherapy
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform facial electrotherapy	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC3. use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests</p> <p>PC4. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.</p> <p>PC5. consult with clients on background, medical history etc with consent form</p> <p>PC6. carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, microcurrent and lymphatic drainage equipment.</p> <p>PC7. electro muscle stimulator (EMS)</p> <ul style="list-style-type: none"> use Electro Muscle Stimulator (EMS) on the motor points of the facial muscles constantly monitoring the intensity of frequency, the time and comfort of the client throughout the procedure. <p>PC8. lymphatic drainage equipment ventouse</p> <ul style="list-style-type: none"> choose the appropriate size and type of ventouse choose and use the correct strokes and amount of suction in towards the lymph nodes <p>PC9. galvanic</p> <ul style="list-style-type: none"> to perform application of desincrustation/ iontophoresis gel/solution. to know galvanic electrode preparation to know maintenance of galvanic electrodes <p>PC10. high-frequency</p> <ul style="list-style-type: none"> to perform direct high-frequency method to perform indirect high-frequency method to know maintenance of high frequency electrodes <p>PC11. micro current</p> <ul style="list-style-type: none"> to perform application of micro current with appropriate lubricant, intensity and frequency following manufacturer’s instructions, maintenance of micro current electrodes <p>PC12. ultra sonic facial unit to perform application of ultrasonic for facial</p>

BWS/N0107

Perform facial electrotherapy

	<p>rejuvenation and improve skin conditions</p> <p>PC13. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC14. complete the therapy to the satisfaction of the guest in a commercially acceptable time</p> <p>PC15. record the therapy accurately and store information securely in line with the organization's policies</p> <p>PC16. provide specific after-process advice to the client</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. studio centre usage</p> <p>KB2. electrotherapy and object of the treatment</p> <p>KB3. checking and handling the equipment before and during the procedure</p> <p>KB4. electrical current: Alternating current, interrupted current, direct current, chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and mono-phasic sound wave.</p> <p>KB5. treatment adaptations according to treatment plan and individual client suitability</p> <p>KB6. carry out skin sensitivity tests: Tactile test, thermal test, record results.</p> <p>KB7. contra-indications that may prevent or restrict treatment</p> <p>KB8. products used with EMS, galvanic, lymphatic drainage unit, hi frequency and microcurrent</p> <p>KB9. possible effects and contra actions</p> <p>KB10. anatomy, physiology and pathology for skin treatments</p> <p>KB11. principles and practice of skin therapies</p> <p>KB12. basic ailments</p> <p>KB13. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)</p> <p>KB14. structure, function, characteristics of skin types and position of the muscles</p> <p>KB15. position of head, face, neck and shoulder girdle bones and skeletal function</p> <p>KB16. structure and function of the endocrine system</p> <p>KB17. hormones secreted by the anterior pituitary, posterior lobe, the parathyroid glands, the pancreas, the adrenal medulla, the adrenal cortex</p> <p>KB18. gonads (sex glands): Ovaries, testes</p> <p>KB19. equipment- G5 (gyratory vibratory machine)</p> <p>KB20. composition of blood</p>

BWS/N0107

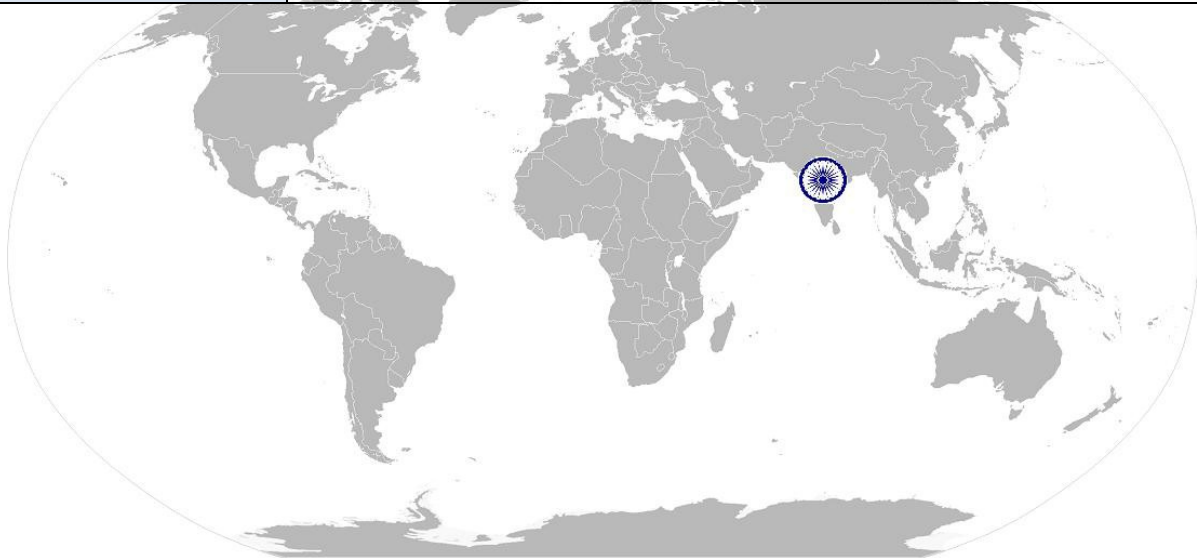
Perform facial electrotherapy

	<p>KB21. functions of the lymphatic system, lymphatic components, lymphatic nodes.</p> <p>KB22. circulatory System, functions of blood, arteries, veins, blood composition and circulation and lymphatic system, the nervous system</p> <p>KB23. effect of the natural ageing process on the skin and muscle tone</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers’ discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>
	Customer Centricity
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>	

BWS/N0107

Perform facial electrotherapy

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

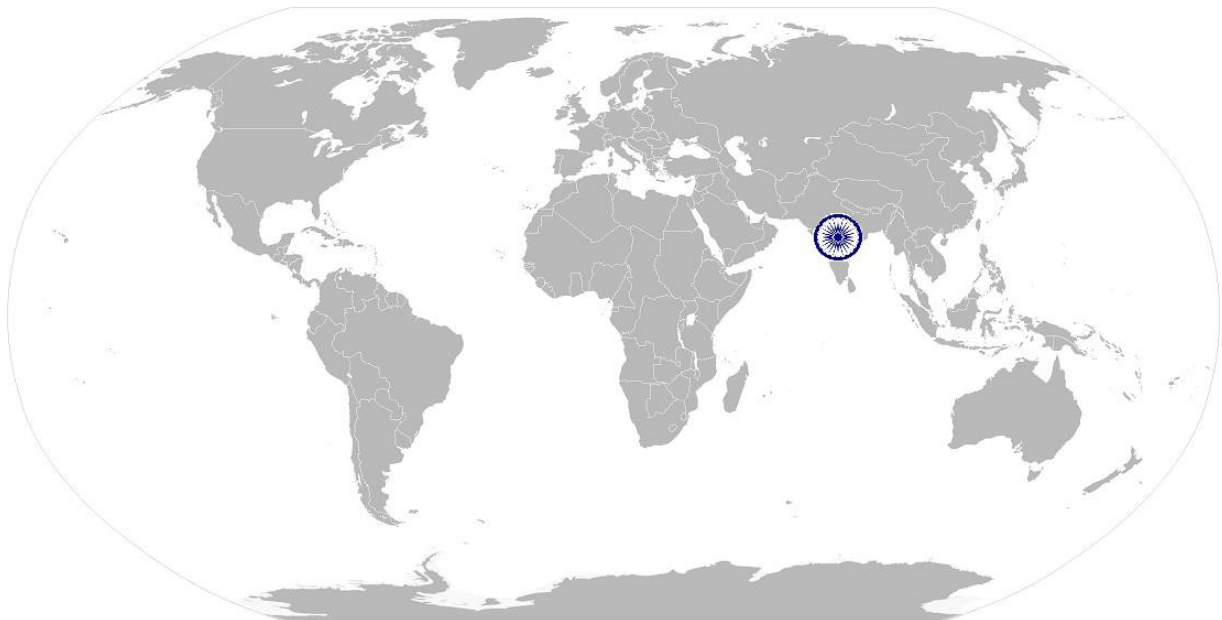


BWS/N0107

Perform facial electrotherapy

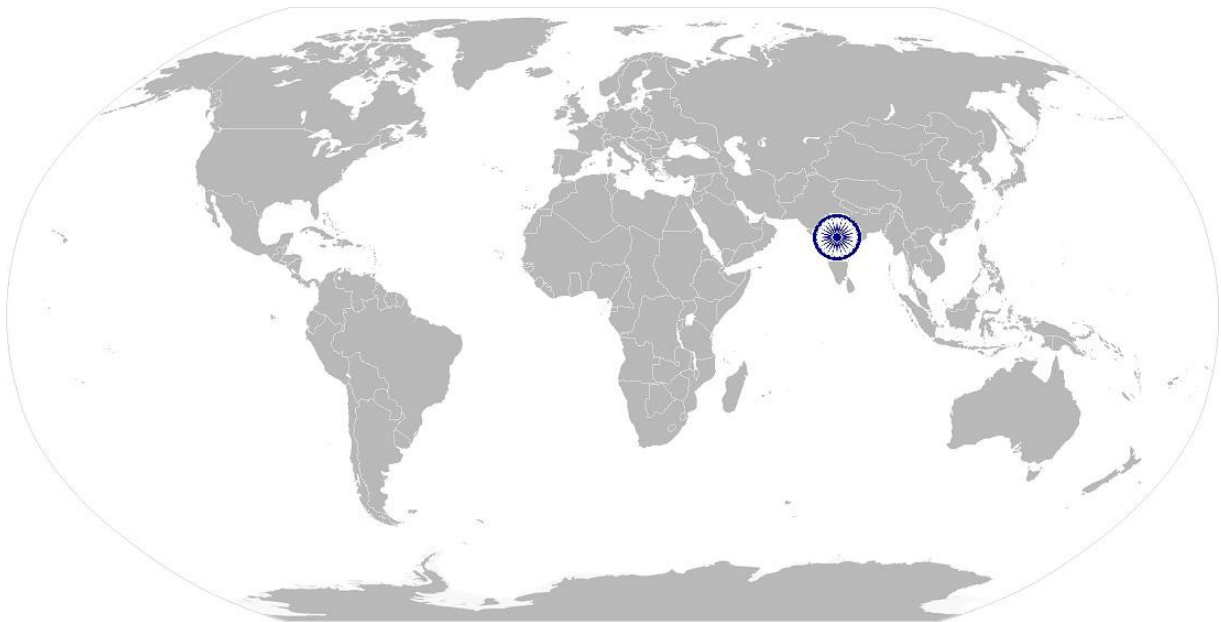
NOS Version Control

NOS Code	BWS/N0107		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and Salons	Last reviewed on	15/05/2018
Occupation	Skincare Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about carrying out electrical needle epilation treatments to remove hair using alternating current and blend techniques.

Unit Code	BWS/N0108
Unit Title (Task)	Perform epilation services
Description	Carrying out electrical needle epilation treatments to remove hair using alternating current and blend techniques.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Perform epilation services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform epilation services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC3. use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests</p> <p>PC4. perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.</p> <p>PC5. perform electrical epilation using various techniques. <ul style="list-style-type: none"> Short wave diathermy/ Galvanic epilation/ Blend method </p> <p>PC6. insert the needle into the hair follicle with regard to depth and angle</p> <p>PC7. clarify the client's understanding and expectation prior to commencement of treatment</p> <p>PC8. complete the therapy to the satisfaction of the guest in a commercially acceptable time</p> <p>PC9. record the therapy accurately and store information securely in line with the organization's policies</p> <p>PC10. provide specific after-process advice to the client</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. products, tools , equipment, (epilation unit, needle types and size)</p> <p>KB2. factors that influence current intensity.</p> <p>KB3. moisture gradient that affects Galvanic current</p> <p>KB4. aftercare & avoidance of activities that cause contra-actions</p> <p>KB5. causes of hair growth and growth patterns</p> <p>KB6. endocrine causes of hirsutism and hypertrichosis</p> <p>KB7. probing faults</p> <p>KB8. hair structure, hair growth cycle, hair functions</p>

BWS/N0108

Perform epilation services

	<p>KB9. structure and function of the endocrine system</p> <p>KB10. hormones secreted by the anterior pituitary, posterior, lobe , the parathyroid glands ,the pancreas ,the adrenal medulla ,the adrenal cortex</p> <p>KB11. gonads (sex glands): Ovaries , testes</p> <p>KB12. pulmonary circulation, portal circulation, coronary circulation,systemic circulation.</p> <p>KB13. composition of blood</p> <p>KB14. functions of the lymphatic system, lymphatic components, lymphatic nodes.</p> <p>KB15. electrical current: (Alternating current, interrupted current, direct current ,chemical action, anode (+) and cathode (-) frequency and electrons, bi-phasic and mono-phasic)</p> <p>KB16. treatment adaptations according to treatment plan and individual client suitability</p> <p>KB17. carry out skin sensitivity tests: Tactile test, thermal test, record results.</p> <p>KB18. contra-indications that may prevent or restrict treatment</p> <p>KB19. possible effects and contra actions</p> <p>KB20. anatomy, physiology and pathology for skin treatments</p> <p>KB21. principles and practice of skin therapies</p> <p>KB22. basic ailments, contraindications, contra actions, treatment plans</p> <p>KB23. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection</p> <p>KB24. structure, function, characteristics of skin types and position of the muscles</p> <p>KB25. position of head, face, neck and shoulder girdle bones and skeletal function</p> <p>KB26. circulatory system, functions of blood, arteries, veins, blood composition and circulation and lymphatic system, the nervous system</p> <p>KB27. effect of the intrinsic ageing process on the skin and muscle tone</p>
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Skills (S)

<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers’ discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p>

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Perform epilation services

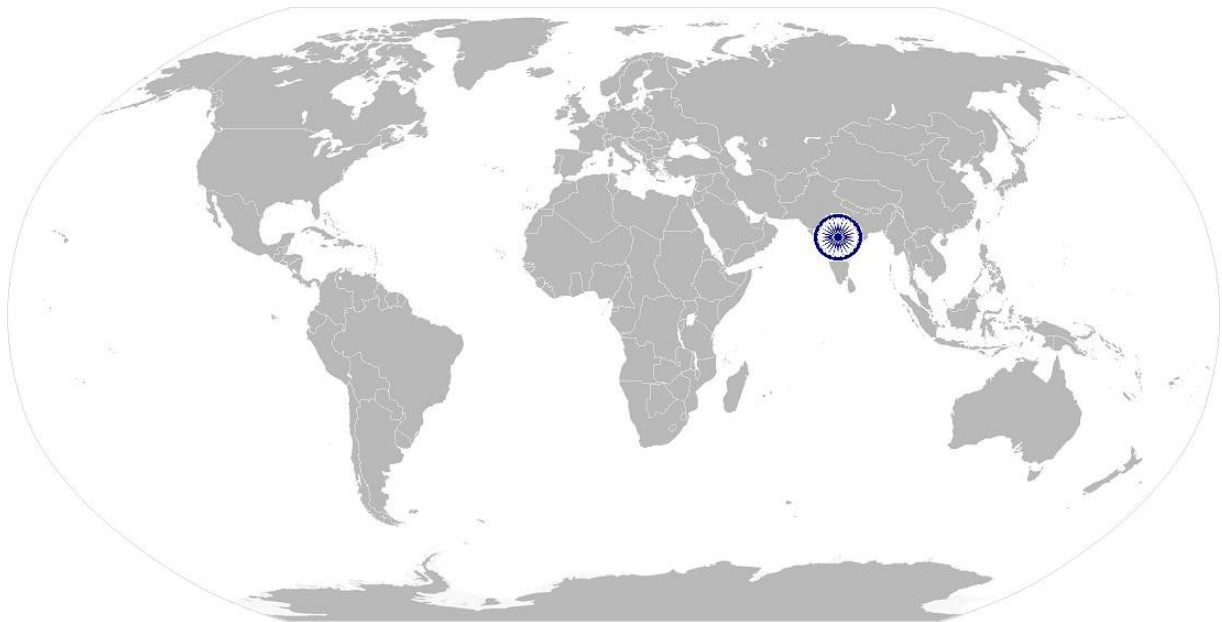
	<p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. use the existing data to arrive at specific data points</p> <p>SB9. use the existing data points for improving the call resolution time</p> <p>SB10. use the existing data points to generate required reports for business</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

BWS/N0108

Perform epilation services

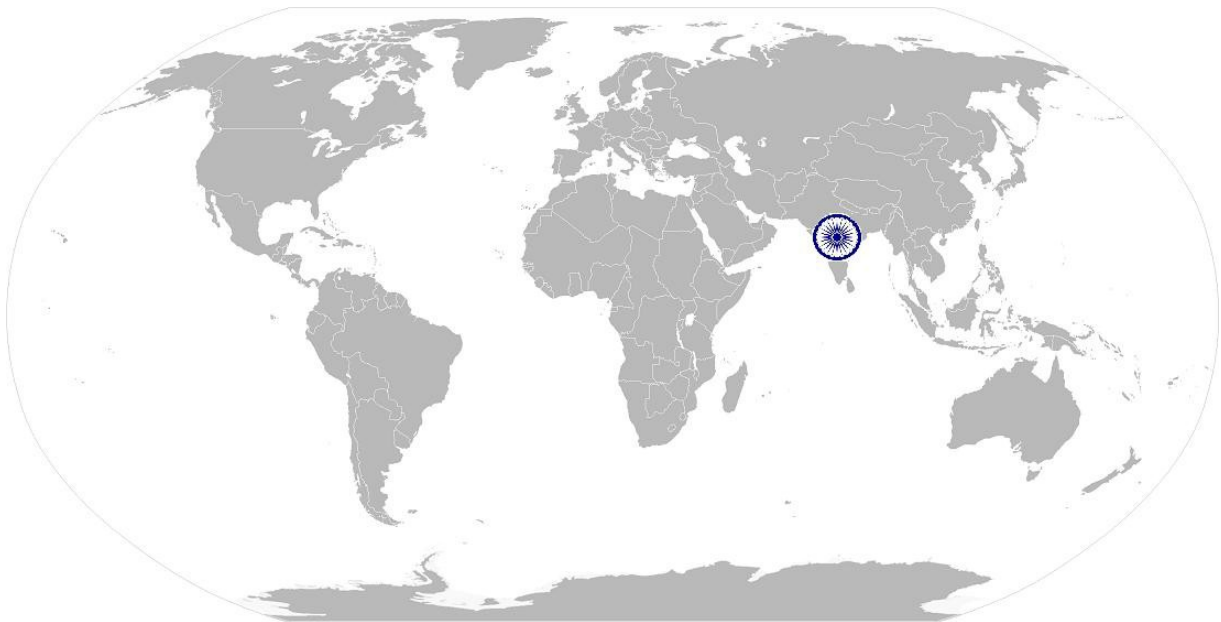
NOS Version Control

NOS Code	BWS/N0108		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and Salons	Last reviewed on	15/05/2018
Occupation	Skincare Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about providing make-up for a variety of occasions, including day, evening and special occasions. This unit covers the application of vast range of make up products to suit skin tones and age groups

BWS/N0106

Perform makeup services

Unit Code	BWS/N0106
Unit Title (Task)	Perform makeup services
Description	Provide make-up for a variety of occasions, including day, evening and special occasions. This unit covers the application of vast range of make up products to suit skin tones and age groups
Scope	This unit/task covers the following: <ul style="list-style-type: none"> perform makeup services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform makeup services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. consult the client by questioning to identify contra-indications to skin and make-up products</p> <p>PC3. sanitize the hands prior to treatment commencement</p> <p>PC4. prepare the client and provide suitable protective apparel</p> <p>PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC6. define a suitable treatment plan to meet the client's needs</p> <p>PC7. select and prepare suitable skin care and make up products to meet the client's needs and work plan</p> <p>PC8. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC9. clean, tone and moisturize the skin to suit the client's skin type and needs</p> <p>PC10. conceal skin imperfections and blemishes using the suitable colour corrective products where required</p> <p>PC11. select and apply foundation using brush/ sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage</p> <p>PC12. select and choose a corrective technique and contour by highlights and shading</p> <p>PC13. select and apply suitable powder to set the foundation</p> <p>PC14. select and apply a suitable blusher to give warmth and contour the face</p> <p>PC15. enhance the eyebrow shape to suit the client and make-up plan</p> <p>PC16. select and apply a suitable eye shadow using a corrective technique and that suits the occasion and client's needs.</p> <p>PC17. select and apply an eyeliner/ eye pencil and mascara to enhance the eye shape to suit the client's needs</p> <p>PC18. select and apply a suitable lip liner, lipstick, lip gloss using corrective make-up techniques to enhance the lips to meet the client's needs and make up plan</p> <p>PC19. adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC20. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC21. check the client's wellbeing throughout the service and giving the necessary reassurance</p>

BWS/N0106

Perform makeup services

	<p>PC22. complete the procedure to the satisfaction of the guest in a commercially acceptable time</p> <p>PC23. record the procedure accurately and store information securely in line with the organization's policies</p> <p>PC24. provide specific after-procedure advice to the client</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. structure, function, characteristics of skin</p> <p>KB2. range and use of product available for facial treatment suitable for different skin types and conditions (Eye makeup remover, cleansers, freshener, astringent, tones, moisturizers, exfoliating products, eye creams / gel, lipbalm, neck creams, serums, massage mediums, setting masks, non setting masks)</p> <p>KB3. ageing and lifestyle effects on the skin and muscle tone</p> <p>KB4. diseases and disorders of the skin</p> <p>KB5. kinds of foundation(cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, color corrective concealer, camouflage concealer), blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), mascara (liquid, cream, extensions, block), lip cosmetics (lip pencil, lipsticks, lip glosses)</p> <p>KB6. effect of lighting has on the colour of make-up</p> <p>KB7. corrective make-up technique to suit the face shape</p> <p>KB8. nose, eye, lip corrective make up techniques</p> <p>KB9. removal of eye make-up and skin make-up(cleanse, tone, and moisturize)</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	<p>Reading Skills</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>	

BWS/N0106

Perform makeup services

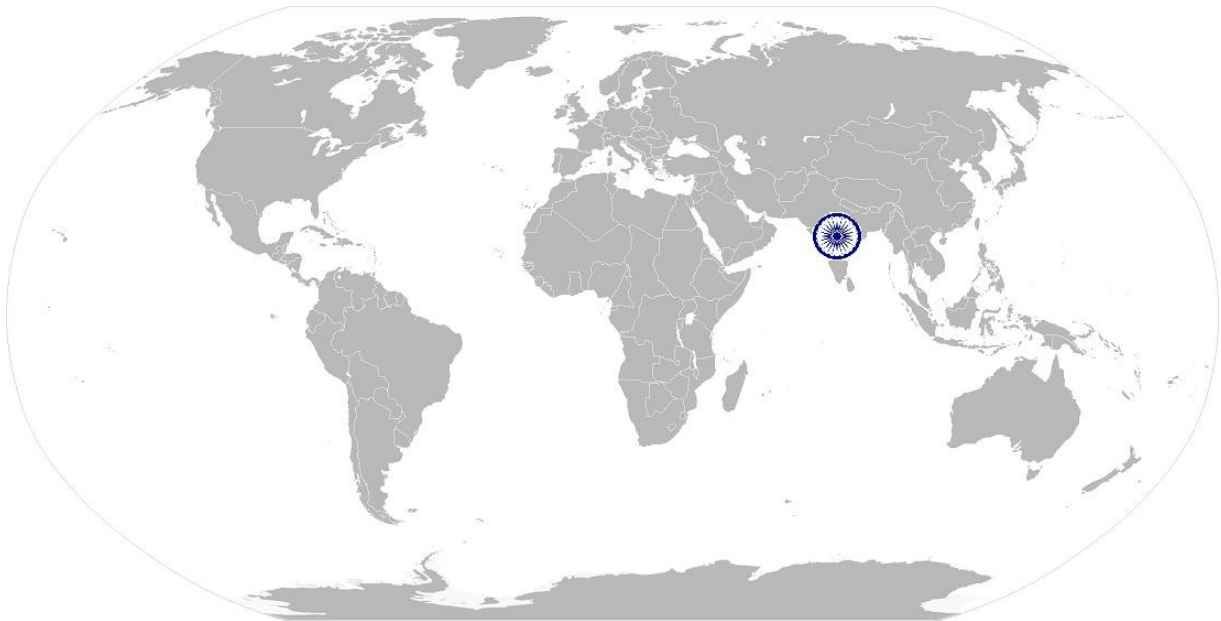
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

BWS/N0106

Perform makeup services

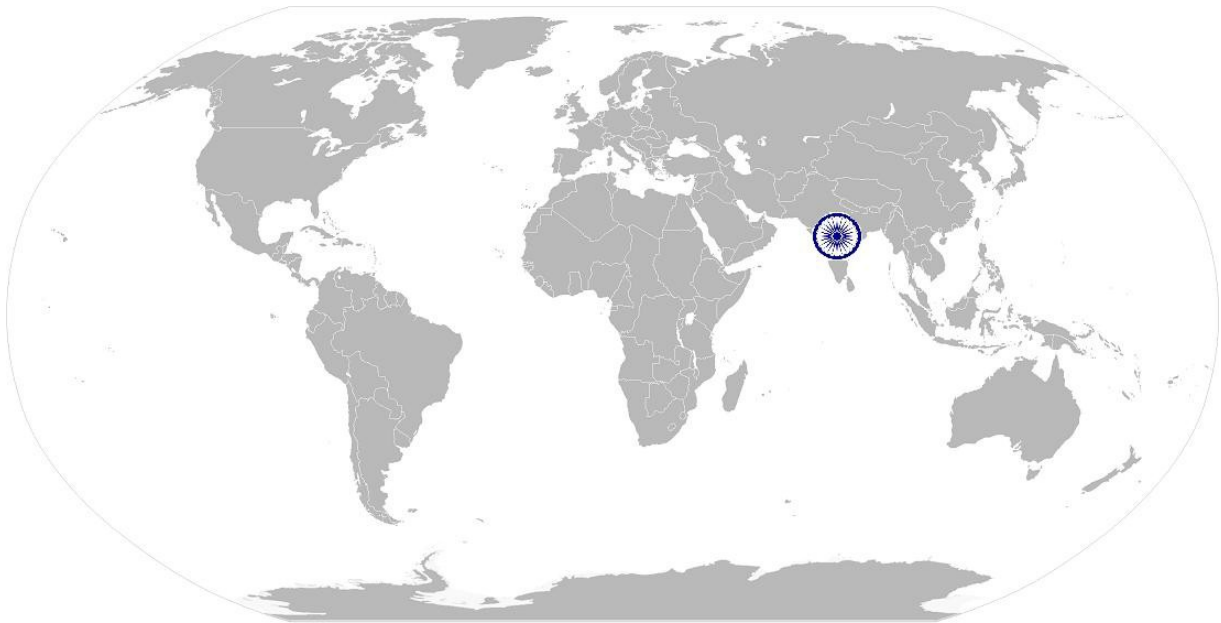
NOS Version Control

NOS Code	BWS/N0106		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and Salons	Last reviewed on	15/05/2018
Occupation	Skin Care Services	Next review date	15/05/2021



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National Occupational Standard



Overview

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

BWS/N9005

Consult and advise clients

National Occupational Standard

Unit Code	BWS/N9005
Unit Title (Task)	Consult and advise clients
Description	Address client needs through consultation and advise on the range of treatments and therapies.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Consult and advise clients
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Consult and advise clients	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. adhere to the health and safety standards laid out by the organization PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice PC3. analyse the treatment area, visually and carry out necessary tests PC4. consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client PC5. define a suitable treatment plan to meet the client's needs PC6. confirm to the client the pricing and duration of service and products and address client queries PC7. communicate effectively with the client to maintain clients goodwill trust PC8. clarify the client's understanding and expectation prior to commencement of treatment PC9. provide after care advice and recommendations to the client PC10. record the client and treatment details accurately and store information securely in line with the organization's policies
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organization's standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. health and safety requirements in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. basic ailments, contraindications, contra actions, treatment plans KB2. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)

BWS/N9005

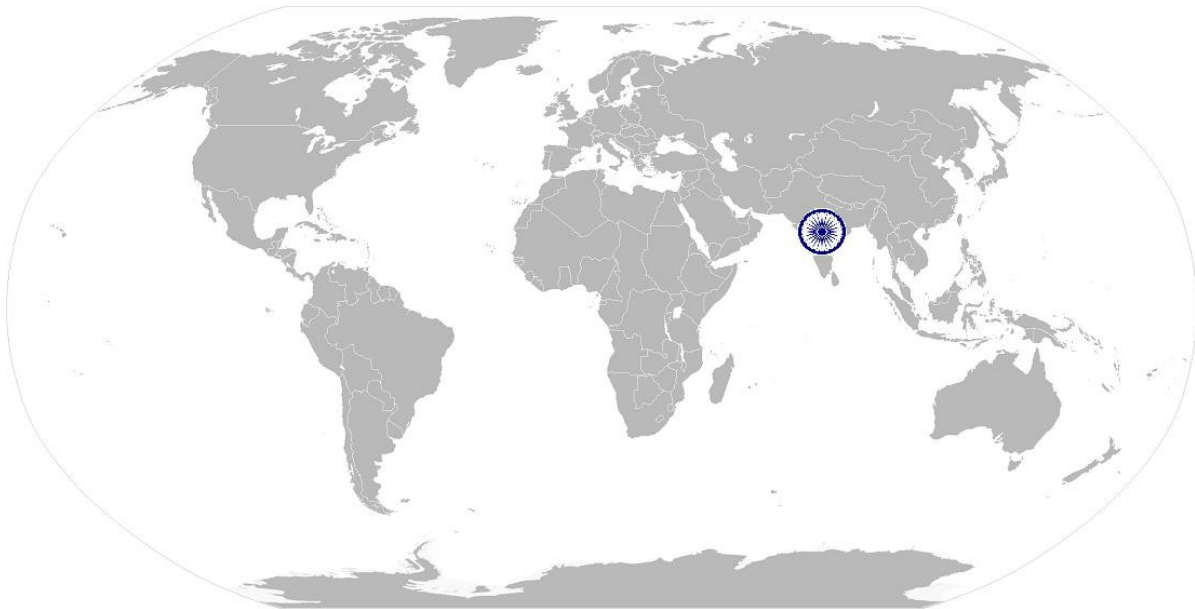
Consult and advise clients

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on	

BWS/N9005

Consult and advise clients

	<p>their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. use the existing data to arrive at specific data points</p> <p>SB9. use the existing data points for improving the call resolution time</p> <p>SB10. use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

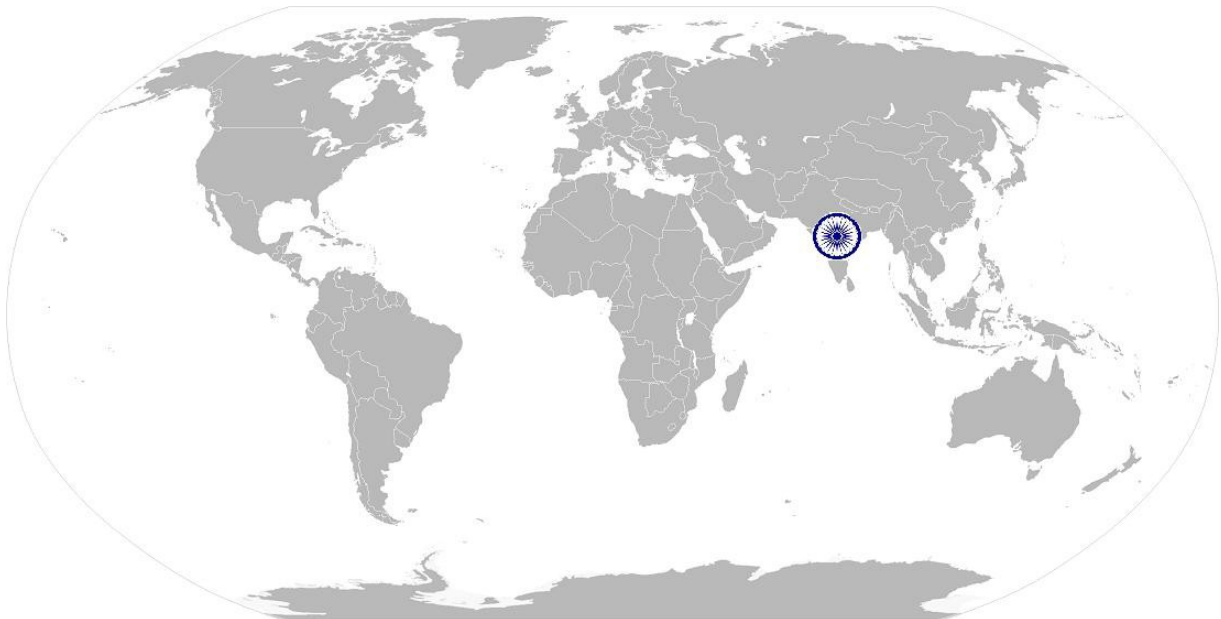


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Consult and advise clients

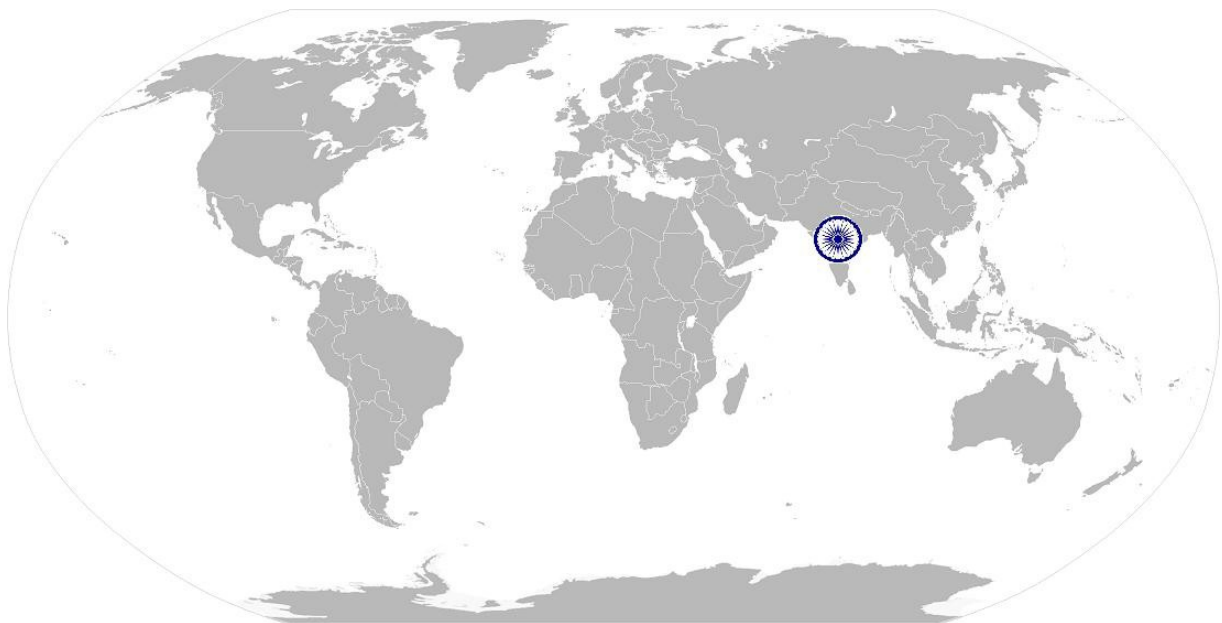
NOS Version Control

NOS Code	BWS/N9005		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Skin Care Services	Next review date	15/05/2021



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National Occupational Standard



Overview

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

BWS/N9006

Promote and sells services and products

National Occupational Standard

Unit Code	BWS/N9006
Unit Title (Task)	Promote and sell services and products
Description	Promote products and services to address client needs through consultation and advise on the range of treatments and products
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Promote and sell services and products
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Promote and sell services and products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. greet clients when they enter the retail outlet and direct them to the counter based on their needs</p> <p>PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice</p> <p>PC3. analyse the treatment area, visually and carry out necessary tests</p> <p>PC4. consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client</p> <p>PC5. provide product, promotion, and pricing information as per clients' requirements and address client queries</p> <p>PC6. define a suitable treatment plan to meet the client's needs</p> <p>PC7. communicate effectively with the client to maintains clients goodwill trust</p> <p>PC8. clarify the client's understanding and expectation prior to commencement of treatment or sale of product</p> <p>PC9. maintain a client database by inputting client profiles and updates</p> <p>PC10. make arrangements for the clients needing a refund or replacement of their products based on company policy</p> <p>PC11. assist in managing the product inventory and ordering products based on inventory status</p> <p>PC12. assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards</p> <p>PC13. set up and manage the display area of the range of products available in the organization</p> <p>PC14. label the displayed products clearly, accurately in alignment to the required standards</p> <p>PC15. provide after care advice and recommendations to the client</p> <p>PC16. record the client and treatment details accurately and store information securely in line with the center's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. latest promotional schemes on various products</p> <p>KB2. manufacturers' instructions related to products</p> <p>KB3. basic mapping of the requirements with the products</p>

BWS/N9006

Promote and sells services and products

	<p>KB4. awareness of the availability of stocks</p> <p>KB5. various products offered by the company</p> <p>KB6. features and benefits of the company's loyalty scheme</p> <p>KB7. promotions and offers currently available</p> <p>KB8. basic procedure for making reports and maintaining the inventory and client database</p> <p>KB9. anatomy, physiology and pathology for treatments</p> <p>KB10. principles and practice of therapies</p> <p>KB11. basic ailments, contraindications, contra actions, treatment plans</p> <p>KB12. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>

BWS/N9006

Promote and sells services and products

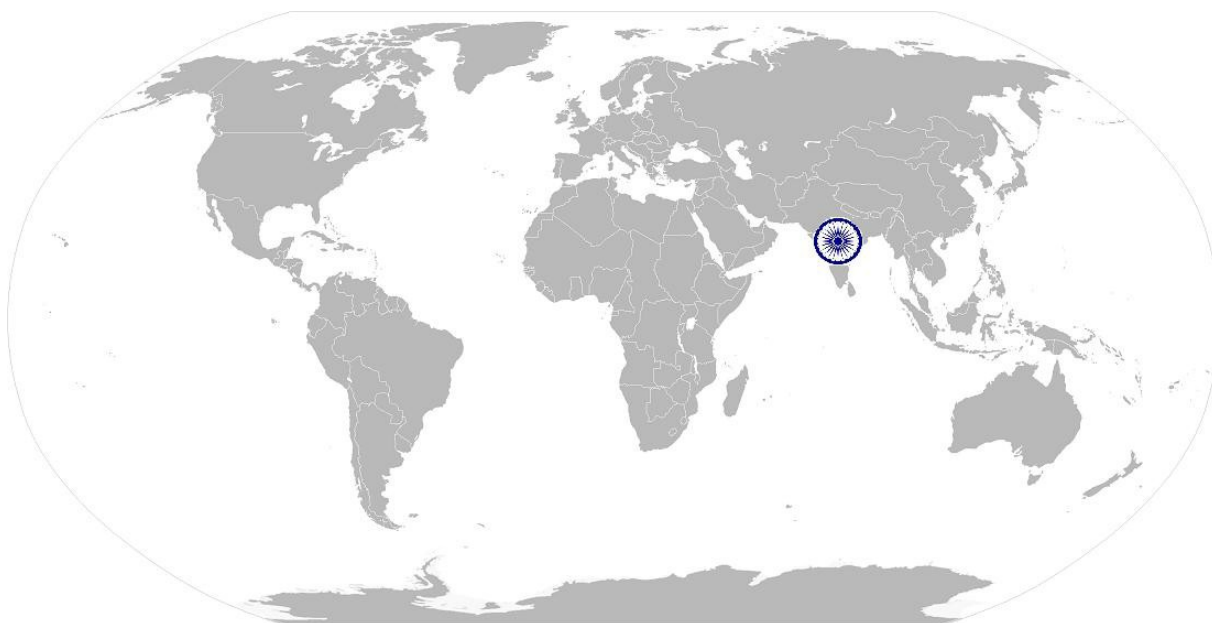
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

BWS/N9006

Promote and sells services and products

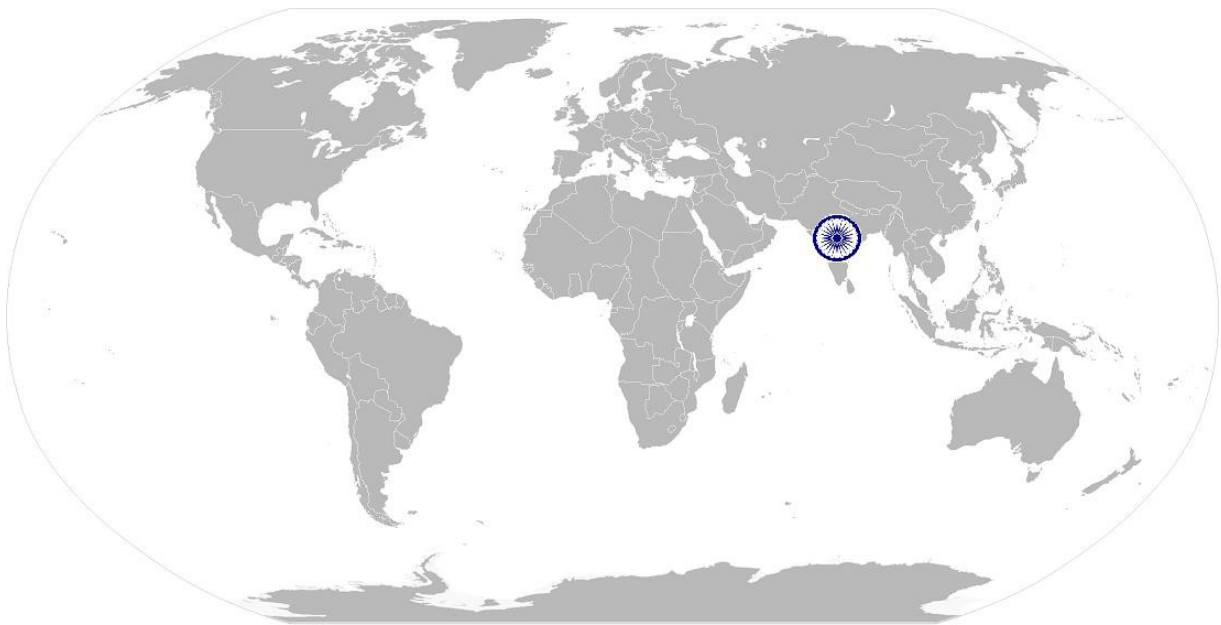
NOS Version Control

NOS Code	BWS/N9006		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Skin Care Services	Next review date	15/05/2021



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National Occupational Standard



Overview

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

BWS/N9004

Manage and lead a team

National Occupational Standard

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

BWS/N9004

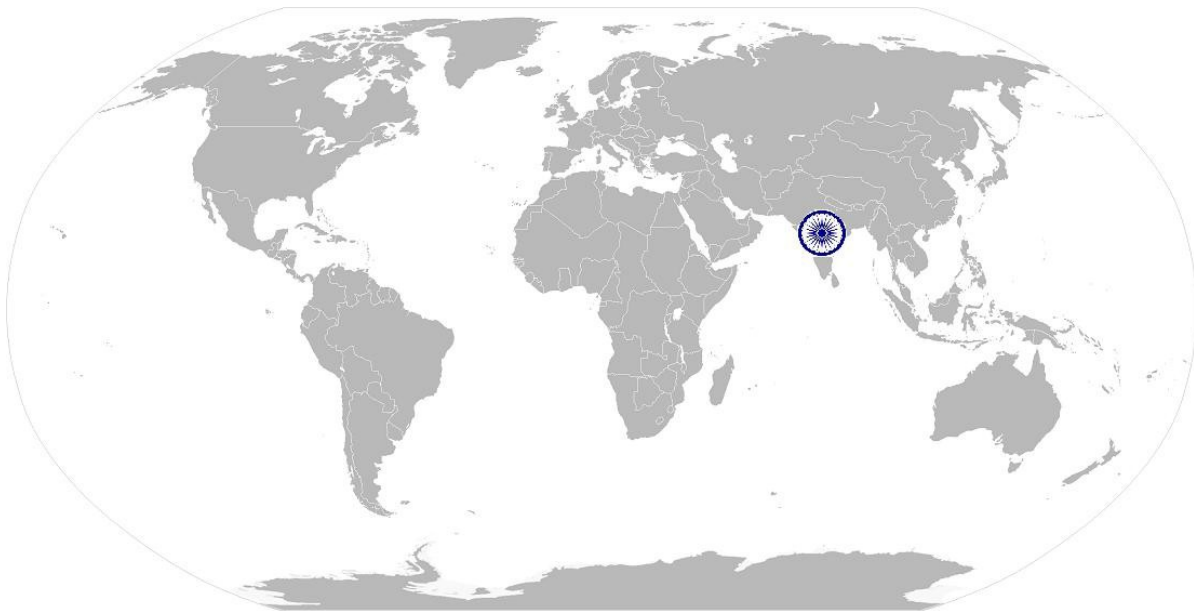
Manage and lead a team

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on	

BWS/N9004

Manage and lead a team

	<p>their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. use the existing data to arrive at specific data points</p> <p>SB9. use the existing data points for improving the call resolution time</p> <p>SB10. use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

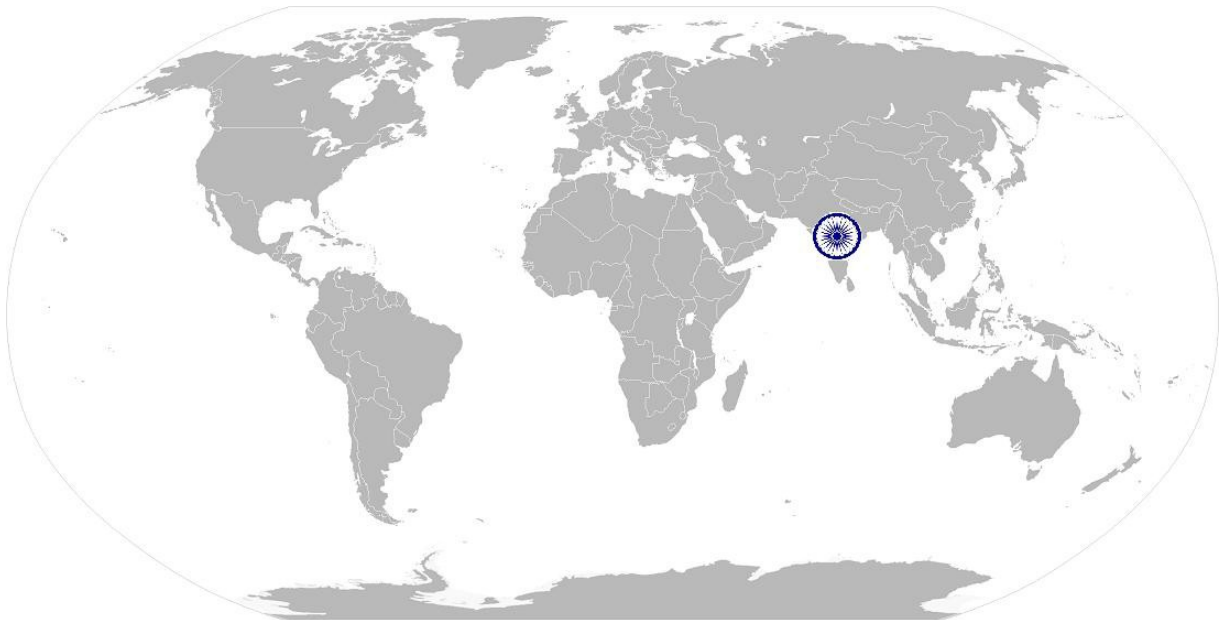


BWS/N9004

Manage and lead a team

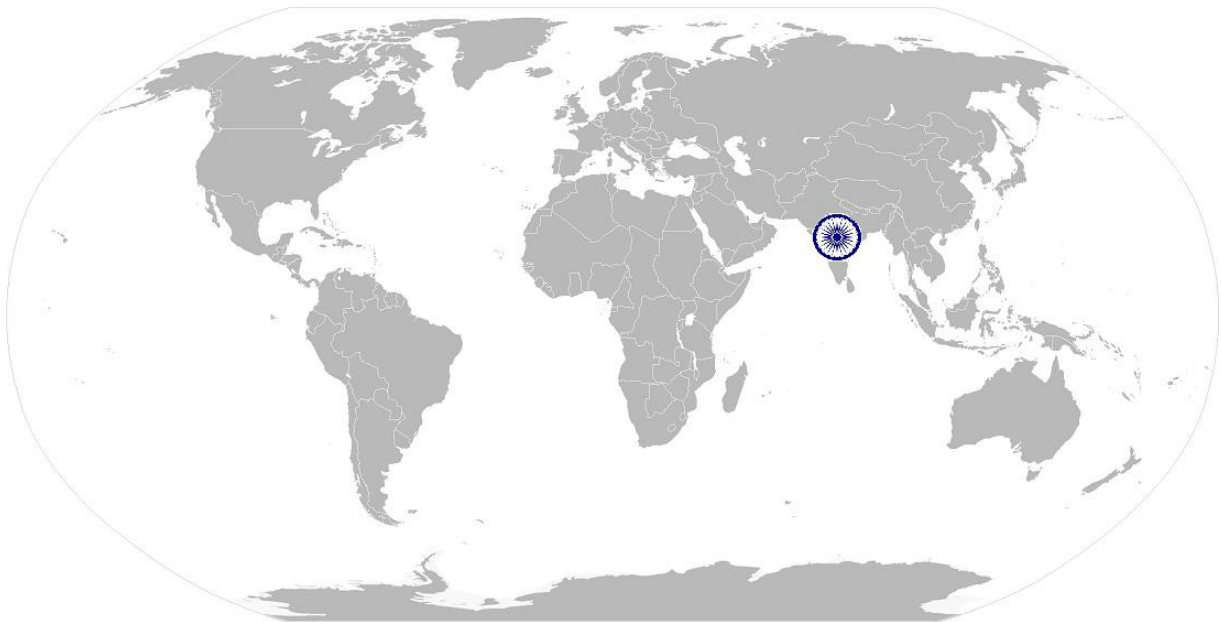
NOS Version Control

NOS Code	BWS/N9004		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	15/05/2018
Occupation	Skin Care Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about maintaining a safe and hygienic environment at the work area to reduce potential risks to self and others.

BWS/N9002

Maintain health and safety at the work place

National Occupational Standard

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

BWS/N9002

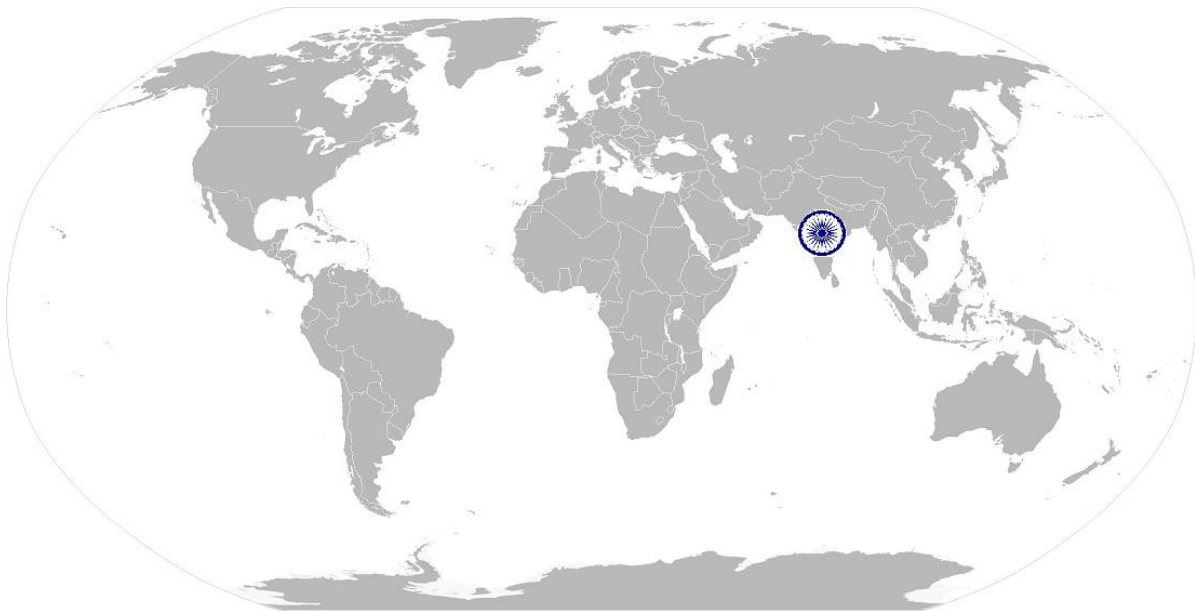
Maintain health and safety at the work place

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own	

BWS/N9002

Maintain health and safety at the work place

	SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

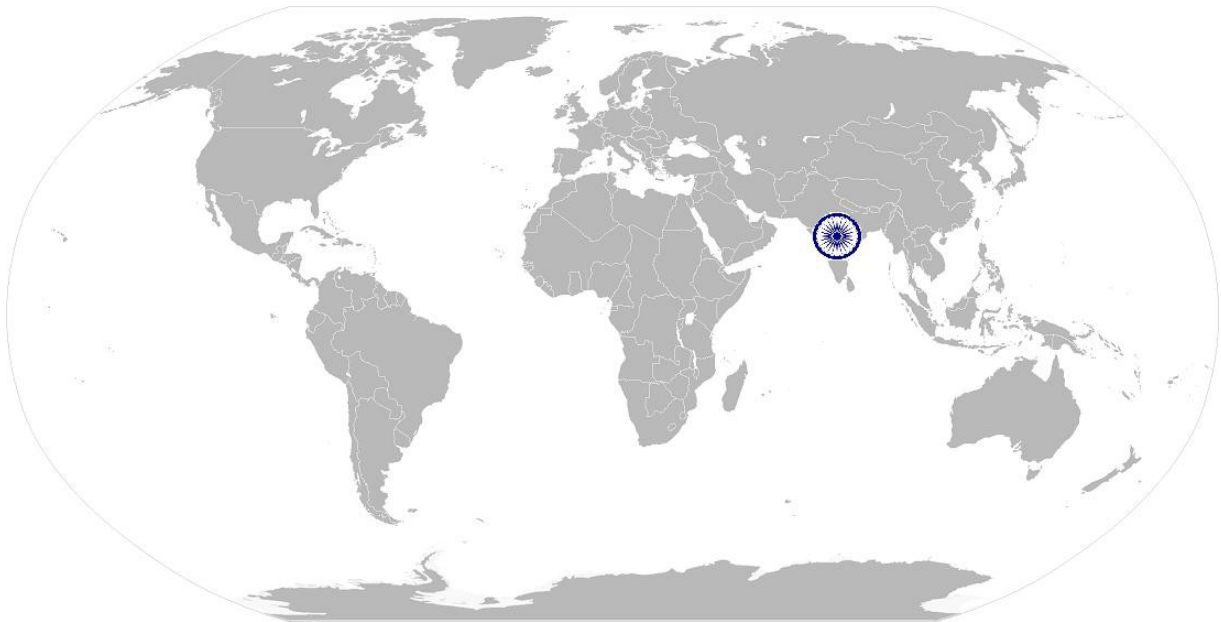


BWS/N9002

Maintain health and safety at the work place

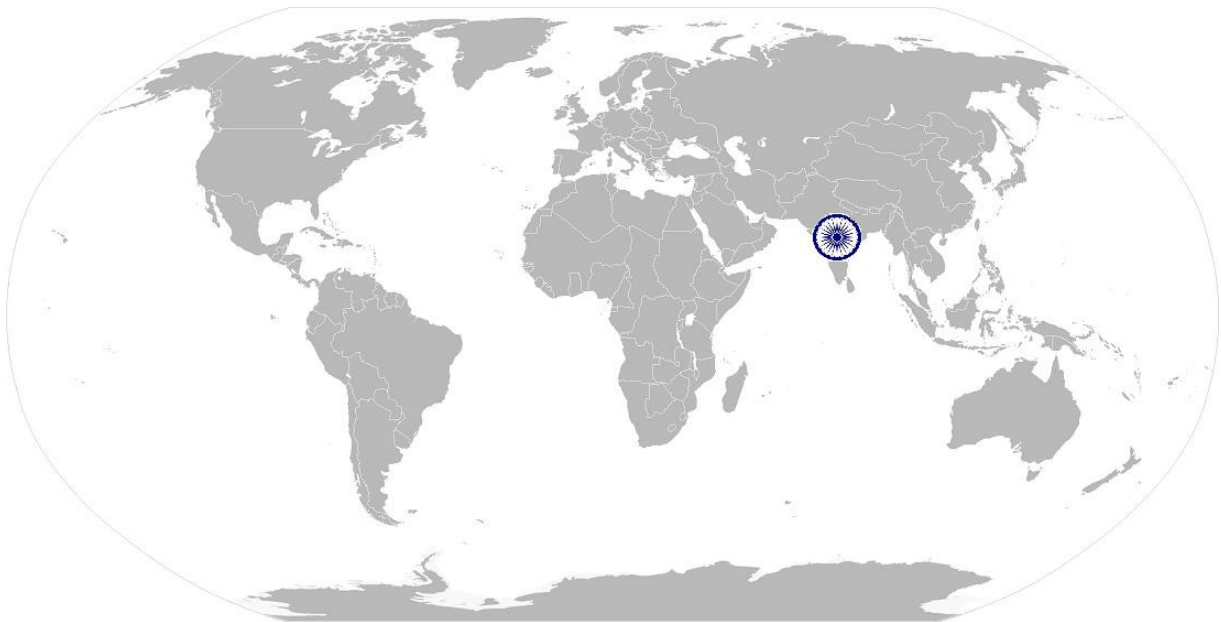
NOS Version Control

NOS Code	BWS/N9002		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty &Salons	Last reviewed on	15/05/2018
Occupation	Skin Care Services	Next review date	15/05/2021



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National Occupational Standard



Overview

This OS unit is about personal grooming and behaviour to execute tasks as per the organization's standards and create a positive impression at the workplace.

BWS/N9003

Create a positive impression at the workplace

National Occupational Standard

Unit Code	BWS/N9003
Unit Title (Task)	Create a positive impression at the workplace
Description	Personal grooming and behaviour to execute tasks as per the organization's standards and create a positive impression at the workplace
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Appearance and Behavior • Task execution as per organization's standards • Communication and Information record
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Appearance and Behavior	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain good health and personal hygiene PC2. comply with organisation's standards of grooming and personal behavior PC3. meet the organisation's standards of courtesy, behavior and efficiency PC4. stay free from intoxicants while on duty PC5. wear and carry organisation's uniform and accessories correctly and smartly
Task execution as per organization's standards	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. take appropriate and approved actions in line with instructions and guidelines PC7. record details related to tasks, as per procedure PC8. participate in workplace activities as a part of the larger team PC9. report to supervisor immediately in case there are any work issues PC10. use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender
Communication and Information record	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any PC13. assist and guide clients to services or products based on their needs PC14. report and record instances of aggressive/ unruly behavior and seek assistance PC15. use communication equipment (phone, email etc) as mandated by your organization PC16. carry out routine documentation legibly and accurately in the desired format PC17. file routine reports and feedback PC18. maintain confidentiality of information, as required, in the role
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. importance of personal health and hygiene KA2. organization's standards of grooming and personal behavior KA3. organization's standards related to courtesy, behavior and efficiency KA4. ill-effects of intoxicants and potential actions at workplace KA5. items of uniform & accessories and correct method of wearing/ carrying them KA6. reporting/ recording formats and protocol for documentation KA7. kinds of work issues that may arise and reporting structure

BWS/N9003

Create a positive impression at the workplace

	<p>KA8. code of practices and guidelines relating to communication with people KA9. organization's requirements for recording and retaining information</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. ability to speak, read and write in the local vernacular language and English KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender KB3. different formats on which information is to be recorded KB4. importance to maintain security and confidentiality of information KB5. kinds of communication equipment (email, phone etc) available and their effective use KB6. selling/ influencing techniques to provide additional services/ products to clients</p>	
<p>Skills (S)</p>		
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>	
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>	
	<p>Reading Skills</p>	
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>	
	<p>Oral Communication (Listening and Speaking skills)</p>	
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>	
	<p>B. Professional Skills</p>	<p>Decision Making</p>
		<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
<p>Plan and Organize</p>		
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>	

BWS/N9003

Create a positive impression at the workplace

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

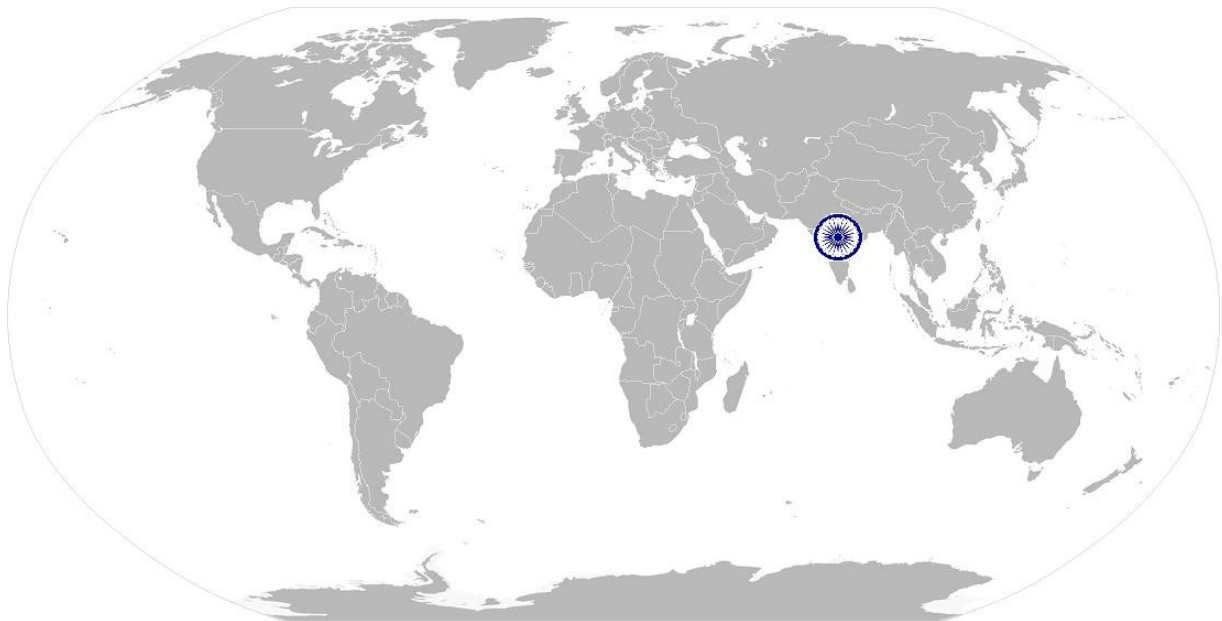


BWS/N9003

Create a positive impression at the workplace

NOS Version Control

NOS Code	BWS/N9003		
Credits	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Beauty and salons	Last reviewed on	15/05/2018
Occupation	Skin care Services	Next review date	15/05/2021

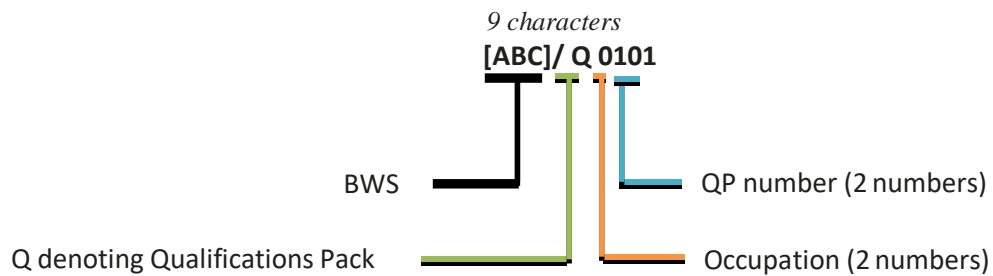


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Annexure

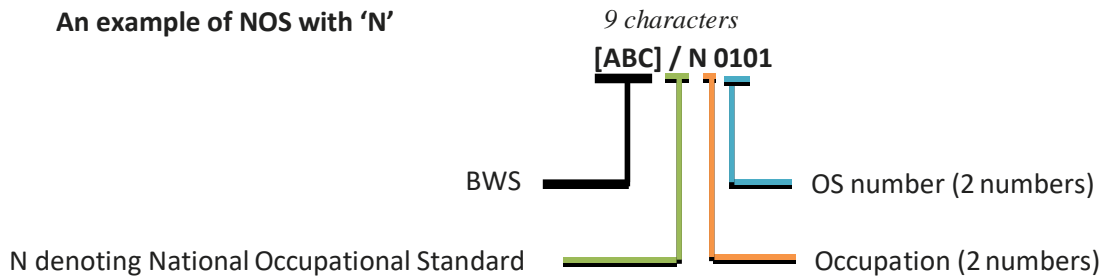
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Skincare services	0101 – 0109
Haircare services	0201 – 0212
Makeup services	0301 - 0306
Nailcare services	0401 - 0406
Aesthetic dermatology services	0501 - 0504
Training academy services	0601 – 0606
Tattoo services	0701 – 0705
Assessment services	0801 - 0802

Sequence	Description	Example
Three letters	Beauty and Wellness	BWS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Senior Beauty Therapist

Qualification Pack BWS/Q0104

Sector Skill Council Beauty and Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
6. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks (1-00 + 100)	Out Of	Theory	Skills Practical
1. BWS/N9001 (Prepare and maintain work area)	PC1. Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	100	15	3	12
	PC2. Select suitable equipment and products required for the treatment		19	5	14
	PC3. Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines		20	4	16
	PC4. Place the products in the trolley for the treatment		12	2	10

Qualifications Pack For Senior Beauty Therapist

	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
		Total	100	22	78
2.BWS/N0104 (Perform skincare services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization	100	9	2	7
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		3	1	2
	PC3. Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client		11	3	8
	PC4. Carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the organization		9	2	7
	PC5. Clarify the client's understanding and expectation prior to commencement of treatment		6	2	4
	PC6. Clean the skin free it of all traces of make-up by using suitable deep cleansing techniques		7	2	5
	PC7. Use an exfoliation technique suitable for the client's skin type and skin condition		7	2	5
	PC8. Use a suitable skin warming technique and carry out any necessary extraction relevant to the client's		7	2	5

Qualifications Pack For Senior Beauty Therapist

	skin type and skin condition				
	PC9. Provide facial massage using a medium and techniques suitable for the client's skin type and condition		9	2	7
	PC10. Apply mask treatments evenly and neatly, covering the area to be treated		8	2	6
	PC11. Remove masks as per the recommended time frame		6	2	4
	PC12. Ensure the skin is left clean, toned and suitably moisturized		6	2	4
	PC13. Complete the therapy to the satisfaction of the guest in a commercially acceptable time		4	1	3
	PC14. Record the therapy accurately and store information securely in line with the organization's policies		4	1	3
	PC15. Provide specific after-process advice to the client		4	1	4
		Total	100	27	73
3. BWS/N0107 (Perform facial electrotherapy)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization		5	1	4
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		5	1	4
	PC3. Use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests	100	5	1	4
	PC4. Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.		5	1	4
	PC5. Consult with clients on		5	1	4

Qualifications Pack For Senior Beauty Therapist

	background with medical history etc with consent form			
	PC6. Carry out facial electrotherapy to improve facial and skin condition using direct high frequency, galvanic, EMS, microcurrent and lymphatic drainage equipment.		9	1
	PC7. Use Electro Muscle Stimulator (EMS) on the motor points of the facial muscles <ul style="list-style-type: none"> • Constantly monitoring the intensity of frequency , the time and comfort of the client through out the procedure 		9	1
	PC8.lymphatic drainage equipment Ventouse <ul style="list-style-type: none"> • Choose the appropriate size and type of Ventouse • Choose and use the correct amount of suction in an upward stroke towards the lymph nodes • To know the correct technique to release the ventose 		9	1
	PC9.Galvanic <ul style="list-style-type: none"> • To perform application of desincrustation /iontophoresis gel/solution • To know Galvanic electrode preparation • To know Maintenance of galvanic electrodes 		9	1
	PC 10.High-frequency <ul style="list-style-type: none"> • To perform Direct high-frequency method • To perform Indirect high-frequency method • To know Maintenance of high frequency electrodes 		9	1
	PC 11.Micro current <ul style="list-style-type: none"> • To perform application 		9	1
			8	8

Qualifications Pack For Senior Beauty Therapist

	<ul style="list-style-type: none"> of micro current with appropriate lubricant intensity and frequency following manufacturer's instructions, Maintenance of micro current electrodes 				
	PC12.Ultra sonic facial unit to perform application of ultrasonic for facial rejuvenation and improve skin conditions		9	1	8
	PC13.Clarity the client's understanding and expectation prior to commencement of treatment		5	1	4
	PC14. Complete the therapy to the satisfaction of the guest in a commercially acceptable time		5	1	4
	PC15. Record the therapy accurately and store information securely in line with the organization's policies		4	1	3
	PC16. Provide specific after-process advice to the client		4	1	3
		Total	100	16	84
4.BWS/N0108 (Perform epilation services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization	100	8	1	7
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		8	1	7
	PC3. Use suitable consultation techniques to identify treatment objectives. Carry out skin analysis and relevant tests		8	1	7
	PC4. Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturers instructions.		8	1	7
	PC5. To perform electrical		15	3	12

Qualifications Pack For Senior Beauty Therapist

	<p>epilation using various techniques.</p> <ul style="list-style-type: none"> • Short wave diathermy • Galvanic epilation • Blend method 				
	PC6. Insert the needle into the hair follicle with regard to depth and angle		15	3	12
	PC7. Clarify the client's understanding and expectation prior to commencement of treatment		10	2	8
	PC8. Complete the therapy to the satisfaction of the guest in a commercially acceptable time		10	2	8
	PC9. Record the therapy accurately and store information securely in line with the organization's policies		8	1	7
	PC10. Provide specific after-process advice to the client		10	2	8
		Total	100	17	83
5.BWS/N0106 (Perform makeup services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization		3	1	2
	PC2. Consult the client by questioning to identify contra-indications to skin and make-up products		4	1	3
	PC3. Sanitize the hands prior to treatment commencement		4	1	3
	PC4. Prepare the client and provide suitable protective apparel		4	1	3
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		4	1	3
	PC6. Define a suitable treatment plan to meet the client's needs		4	1	3
	PC7. Select and prepare suitable skin care and make up products to meet the client's needs and work plan		4	1	3

Qualifications Pack For Senior Beauty Therapist

	PC8. Clarify the client's understanding and expectation prior to commencement of procedure	100	4	1	3
	PC9. Clean, tone and moisturize the skin to suit the client's skin type and needs		4	1	3
	PC10. Conceal skin imperfections and blemishes using the suitable colour corrective products where required		5	1	4
	PC11. Select and apply foundation using brush/ sponge, to the centre of face and evenly blended out to sides of the face to achieve coverage		5	1	4
	PC12. Select and choose a corrective technique and contour by highlights and shading		5	1	4
	PC13. Select and apply suitable powder to set the foundation		5	1	4
	PC14. Select and apply a suitable blusher to give warmth and contour the face		5	1	4
	PC15. Enhance the eyebrow shape to suit the client and make-up plan		5	1	4
	PC16. Select and apply a suitable eye shadow using a corrective technique and that suits the occasion and client's needs.		5	1	4
	PC17. Select and apply an eyeliner/ eye pencil and mascara to enhance the eye shape to suit the client's needs		5	1	4
	PC18. Select and apply a suitable lip liner, lipstick, lipgloss using corrective make-up techniques to enhance the lips to meet the client's needs and make up plan	5	1	4	

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	PC19. Adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		4	1	3
	PC20. Adjust the client's position to meet the needs of the service without causing them discomfort		4	1	3
	PC21. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC22. Complete the procedure to the satisfaction of the guest in a commercially acceptable time		4	1	3
	PC23. Record the procedure accurately and store information securely in line with the organization's policies		4	1	3
	PC24. Provide specific after-procedure advice to the client		4	1	3
		Total	100	24	76
6.BWS/N9005 (Consult and advice clients)	PC1. Adhere to the health and safety standards laid out by the organization	100	6	1	5
	PC2. Identify the client needs for services and products taking into account factors that may limit or affect the choice		12	2	10
	PC3. Analyse the treatment area, visually and carry out necessary tests		10	2	8
	PC4. Consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client		12	2	10
	PC5. Define a suitable treatment plan to meet the client's needs		10	2	8
	PC6. Confirm to the client the		10	2	8

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	pricing and duration of service and products and address client queries				
	PC7. Communicate effectively with the client to maintains clients goodwill trust		10	2	8
	PC8. Clarify the client's understanding and expectation prior to commencement of treatment		10	2	8
	PC9. Provide after care advice and recommendations to the client		10	2	8
	PC10. Record the client and treatment details accurately and store information securely in line with the organization's policies		10	2	8
		Total	100	19	81
7.BWS/N9006 (Promote and sell services and products)	PC1. Greet clients when they enter the retail outlet and direct them to the counter based on their needs	100	5	1	4
	PC2. Identify the client needs for services and products taking into account factors that may limit or affect the choice		7	1	6
	PC3. Analyse the treatment area, visually and carry out necessary tests		5	1	4
	PC4. Consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client		7	1	6
	PC5. Provide product, promotion, and pricing information as per clients' requirements and address client queries		9	1	8
	PC6. Define a suitable treatment plan to meet the client's needs		5	1	4
	PC7. Communicate effectively		7	1	6

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	with the client to maintains clients goodwill trust				
	PC8. Clarify the client's understanding and expectation prior to commencement of treatment or sale of product		7	1	6
	PC9. Maintain a client database by inputting client profiles and updates		5	1	4
	PC10. Make arrangements for the clients needing a refund or replacement of their products based on company policy		7	1	6
	PC11. Assist in managing the product inventory and ordering products based on inventory status		7	1	6
	PC12. Assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards		7	1	6
	PC13. Set up and manage the display area of the range of products available in the organization		9	1	8
	PC14. Label the displayed products clearly, accurately in alignment to the required standards		7	1	6
	PC15. Provide after care advice and recommendations to the client		7	1	6
	PC16. Record the client and treatment details accurately and store information securely in line with the organization's policies		7	1	6
		Total	100	16	84
8. BWS/N9004 (Manage & lead a team)	PC1. Ensure the team is aware of the schedule and job expectations on a daily basis	100	10	2	8

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	PC2. Involve the team in regular meetings to communicate information intended for them		10	2	8
	PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		20	10	10
	PC4. Ensure participation of the team in various engagement initiatives organized by the organization		10	8	2
	PC5. Counsel and address issues among the team for any work related issues		10	2	8
	PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines		10	2	8
	PC7. Ensure periodic training of the team and support the team by delivering trainings		10	2	8
	PC8. Share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels		10	1	9
	PC9. Provide feedback to the centre manager pertaining to performance appraisals of the team		10	2	8
		Total	100	31	69
9.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	10	3	7
	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		10	3	7
	PC4. Dispose waste materials in accordance to the industry		12	2	10

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	accepted standards				
	PC5. Maintain first aid kit and keep oneself updated on the first aid procedures		15	3	12
	PC6. Identify and document potential risks and hazards in the workplace		10	3	7
	PC7. Accurately maintain accident reports		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		13	3	10
		Total	100	26	74
10.BWS/N9003 (Create a positive impression at the work place)	PC1. Maintain good health and personal hygiene	100	8	2	6
	PC2. Comply with organisation's standards of grooming and personal behaviour		9	3	6
	PC3. Meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4. Stay free from intoxicants while on duty		6	1	5
	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		7	2	5

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	interacting with clients from different cultural and religious backgrounds, age, disabilities and gender				
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		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		4	1	3
	PC17. File routine reports and feedback		4	1	3
	PC18. Maintain confidentiality of information, as required, in the role		6	2	4
		Total	100	27	73