

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 - Spa Therapist

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: REJUVENATION

OCCUPATION: SPA THERAPY

REFERENCE ID: BWS/Q1002

ALIGNED TO: NCO-2015/NIL

Brief Job Description: The Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of spa therapies. The individual is responsible for setting up and stocking the treatment area and maintaining accurate written records of guest's treatments.

Personal Attributes: This job requires an individual well-versed with the spa services and therapy operations with experience in Spa therapies to provide a range of 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 able to follow instructions provided by the supervisor. The individual must possess the knowledge of anatomy and physiology for Spa therapies.

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Job Details	Qualifications Pack Code	BWS/Q1002		
	Job Role	Spa Therapist		
	Credits	TBD	Version number	1.0
	Sector	Beauty & Wellness	Drafted on	01/03/2015
	Sub-sector	Rejuvenation	Last reviewed on	15/05/2018
	Occupation	Spa Therapy	Next review date	15/05/2021
	NSQC Clearance on	03/08/2018		

Job Role	Spa Therapist
Role Description	The Spa Therapist is accountable for ensuring that all guests receive requested treatments and service in accordance with prescribed standard of excellence
NSQF level	4
Minimum Educational Qualifications	Class X + Level 03- Assistant Spa Therapist/ Advance Spa Therapist Course under MES
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	Level 03- Assistant Spa Therapist/ Advance Spa Therapist Course under MES
Experience	12 months
Minimum Job Entry Age	18 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. BWS/N9001 Prepare and maintain work area 2. BWS/N1002 Conduct the spa treatment 3. BWS/N9002 Maintain health and safety of work area 4. BWS/N9003 Create a positive impression at work area
Performance Criteria	As described in the relevant NOS units

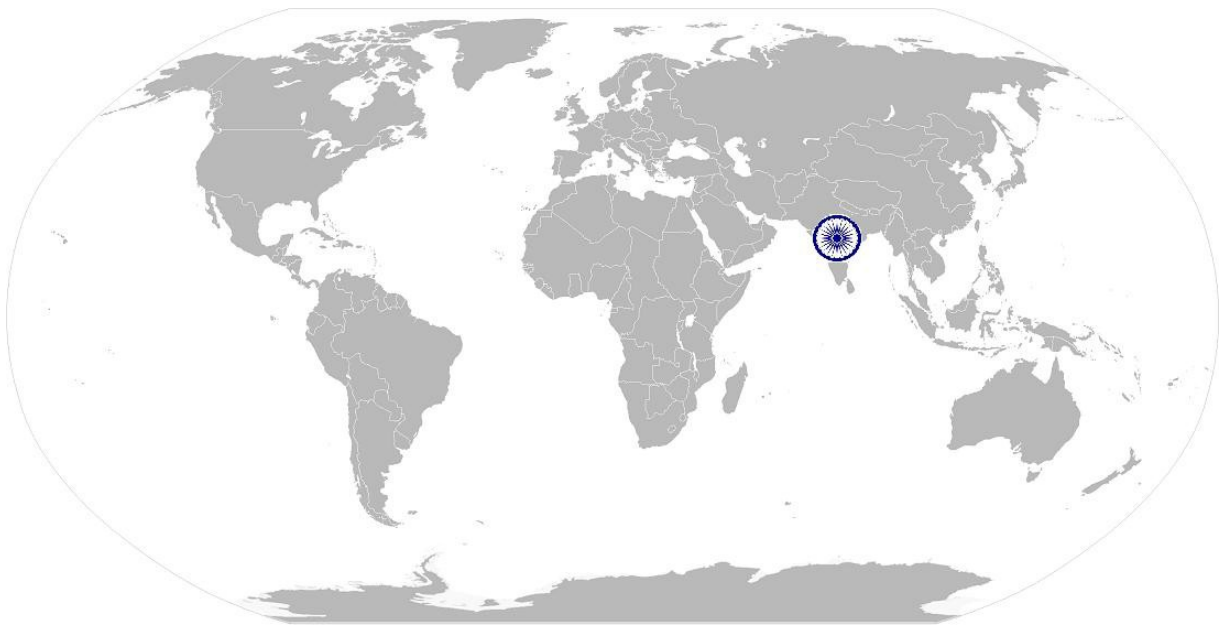
Definitions

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.

Acronyms

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

National Occupational Standard



Overview

This OS unit is about preparing the equipment, products and work area 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

National Occupational Standard

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"> Preparing and maintaining the 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: <ul style="list-style-type: none"> PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment PC2. select suitable equipment and products required for the treatment PC3. set up the equipment and prepare the products for treatments in adherence to the organization procedures and product/ equipment guidelines PC4. place the products in the trolley for the treatment PC5. sterilize, disinfect and place the tools on the tray PC6. dispose waste materials in adherence to the organization's and industry requirements PC7. store records, materials and equipment 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. types of products, materials and equipment required for the treatment KB2. process and products to sterilize and disinfect equipment/ tools KB3. manufacturer's instructions related to equipment and product use and cleaning 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)
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status

BWS/N9001

Prepare and maintain work area

	SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to :	
SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis SA8. give clear instructions to customers/ clients SA9. keep customers/ clients informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required SA11. manner and tone, professional, supportive, respectful, sensitive to client SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client SA13. understand the directives passed down by supervisors SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality	
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 how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the workarea, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards

BWS/N9001

Prepare and maintain work area

	<p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. 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>SB18. use the existing data to arrive at specific data points</p> <p>SB19. 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>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements</p>

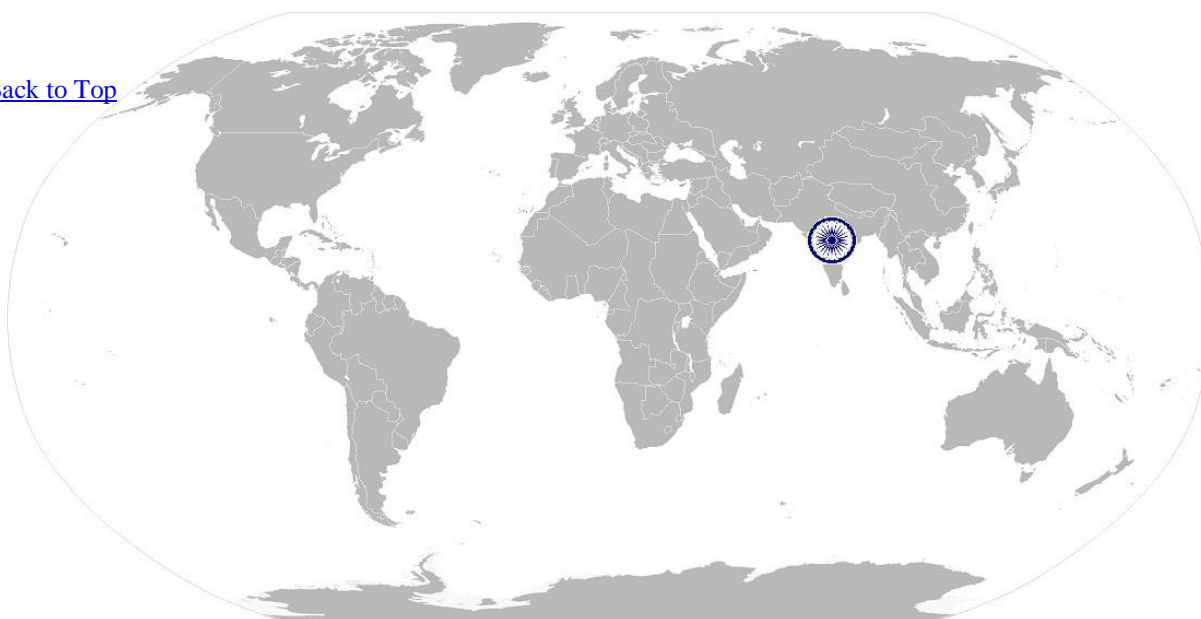
BWS/N9001

Prepare and maintain work area

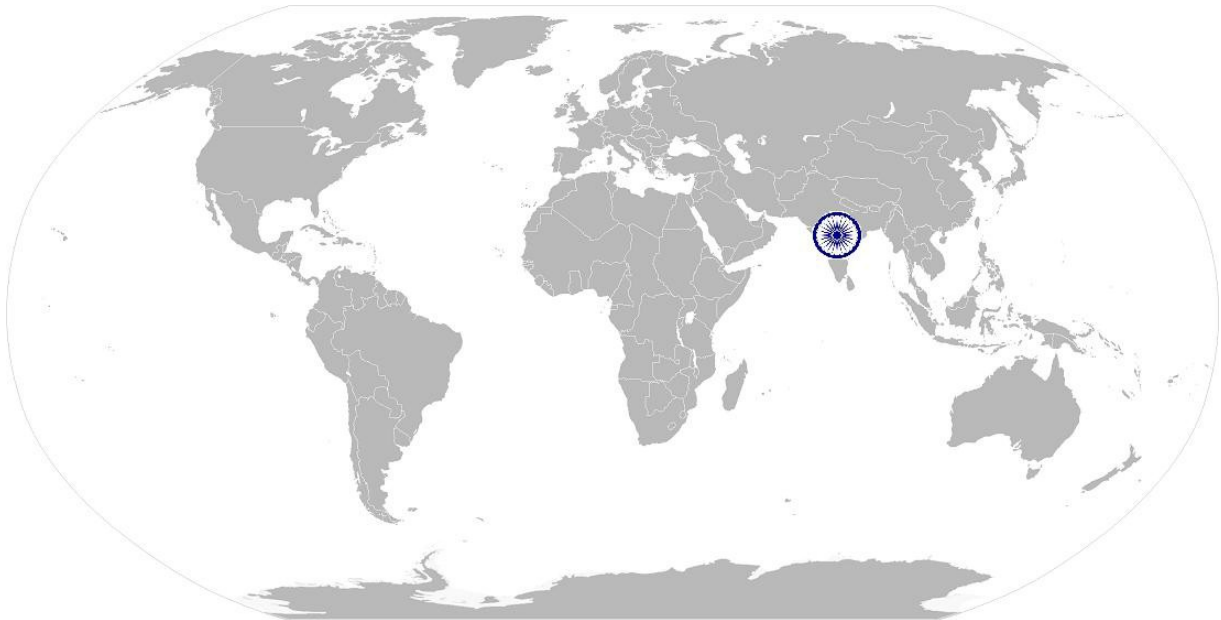
NOS Version Control

NOS Code	BWS/N9001		
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Sub-sector	Rejuvenation	Last reviewed on	15/05/2018
Occupation	Spa Therapy	Next review date	15/05/2021

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National Occupational Standard



Overview

This OS unit is about conducting the spa therapies agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services.

Unit Code	BWS/N1002
Unit Title (Task)	Conduct the Spa treatment
Description	Conduct the Spa therapies agreed with the guest in accordance with the approved organization's brand standards of performance and sequences of services
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Conduct the Spa treatment
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Conduct the Spa treatment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. greet the client, and ensure the guest is comfortable</p> <p>PC2. consult with the client to identify factors that may influence the therapy objectives (contra indications)</p> <p>PC3. advise the client on the benefits of sauna, steam and jacuzzi</p> <p>PC4. explain treatment procedure and provide information about oils and creams used during treatment</p> <p>PC5. assist clients in preparing for treatment by providing them with gowns and putting away their clothing</p> <p>PC6. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines</p> <p>PC7. prepare massage oil or cream and other equipment</p> <p>PC8. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC9. perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC10. identify contra actions and adapt the treatment to suit the client needs</p> <p>PC11. provide body massage using a range of mediums and techniques to achieve the desired results</p> <p>PC12. complete the therapy to the satisfaction of the client in a commercially acceptable time</p> <p>PC13. provide suitable aftercare and home care advice</p> <p>PC14. record the therapy accurately and store information securely in line with the organization's policies</p> <p>PC15. adhere to the health and safety standards laid out by the manufacturer and organization</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 hygiene, health and safety requirements in the organization</p>

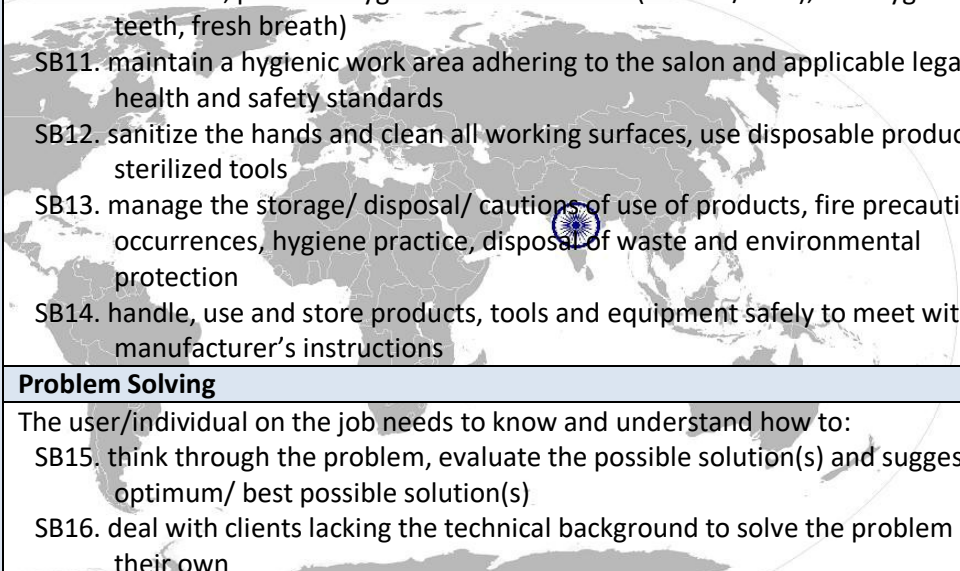
BWS/N1002

Conduct the spa treatment

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. knowledge of basic ailments, contraindications, contra actions, treatment plans</p> <p>KB2. knowledge of spa therapy techniques (range of exfoliants, soaks, wraps packs and body massages)</p> <p>KB3. operational knowledge of tools and equipment involved in spa therapy</p> <p>KB4. range of rejuvenation products, procedure for product selection, different skin types and application of products based on skin types</p> <p>KB5. the importance of using products economically</p> <p>KB6. 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 of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)</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. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</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>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</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>

BWS/N1002

Conduct the spa treatment

	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s) SB16. deal with clients lacking the technical background to solve the problem on their own SB17. identify immediate or temporary solutions to resolve delays
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB18. use the existing data to arrive at specific data points SB19. use the existing data points to generate required reports for business
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements

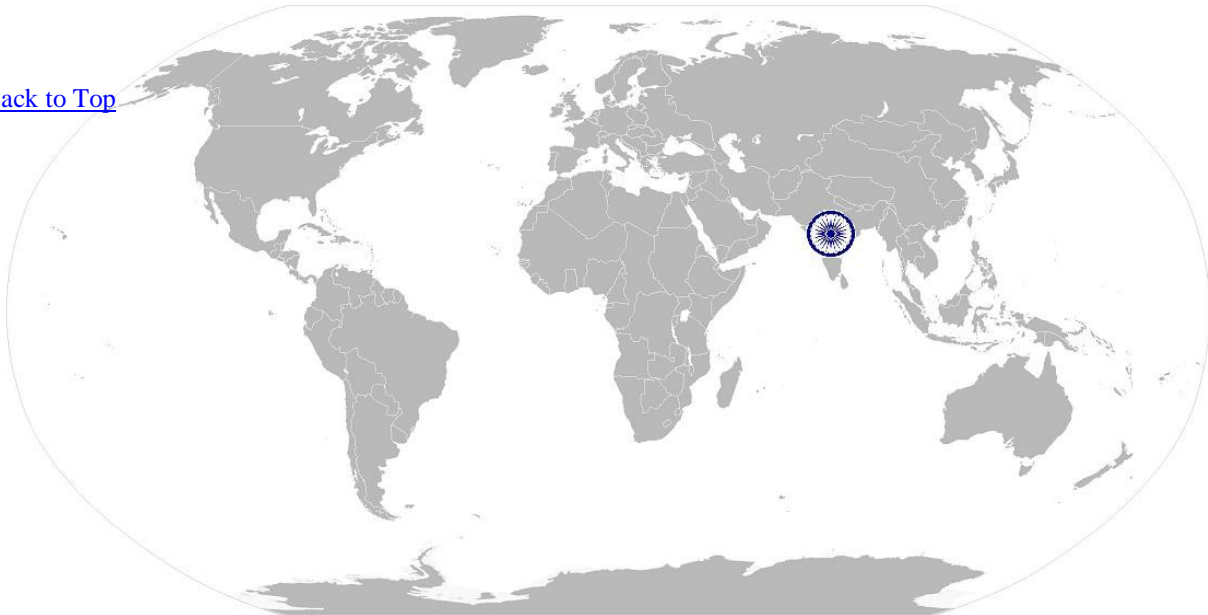
BWS/N1002

Conduct the spa treatment

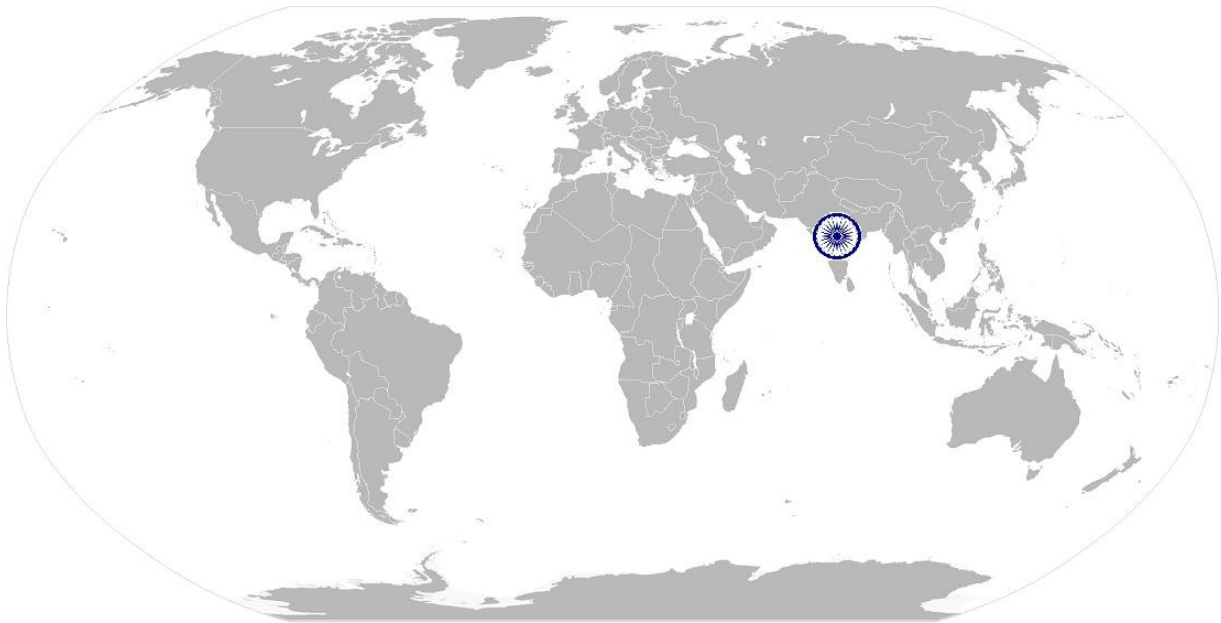
NOS Version Control

NOS Code	BWS/N1002		
Credits	TBD	Version number	1.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Rejuvenation	Last reviewed on	15/05/2018
Occupation	Spa Therapy	Next review date	15/05/2021

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National Occupational Standards



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 of work area

National Occupational Standard	Unit Code	BWS/N9002
	Unit Title (Task)	Maintain health and safety of work area
	Description	Maintain a safe and hygienic environment at the work area
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining the health and safety of the work area
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health and safety of work area	<p>The user/individual on the job needs to know and understand:</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. 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>
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. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and</p>	

BWS/N9002

Maintain health and safety of work area

	maintain processes, techniques, records, policies and procedures
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis SA8. give clear instructions to customers/ clients SA9. keep customers/ clients informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required SA11. manner and tone, professional, supportive, respectful, sensitive to client SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client SA13. understand the directives passed down by supervisors SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality
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 how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and

BWS/N9002

Maintain health and safety of work area

	sterilized tools
	SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
	SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
SB16. deal with clients lacking the technical background to solve the problem on their own	
SB17. identify immediate or temporary solutions to resolve delays	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB18. use the existing data to arrive at specific data points	
SB19. 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:	
SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	
SB21. participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements	



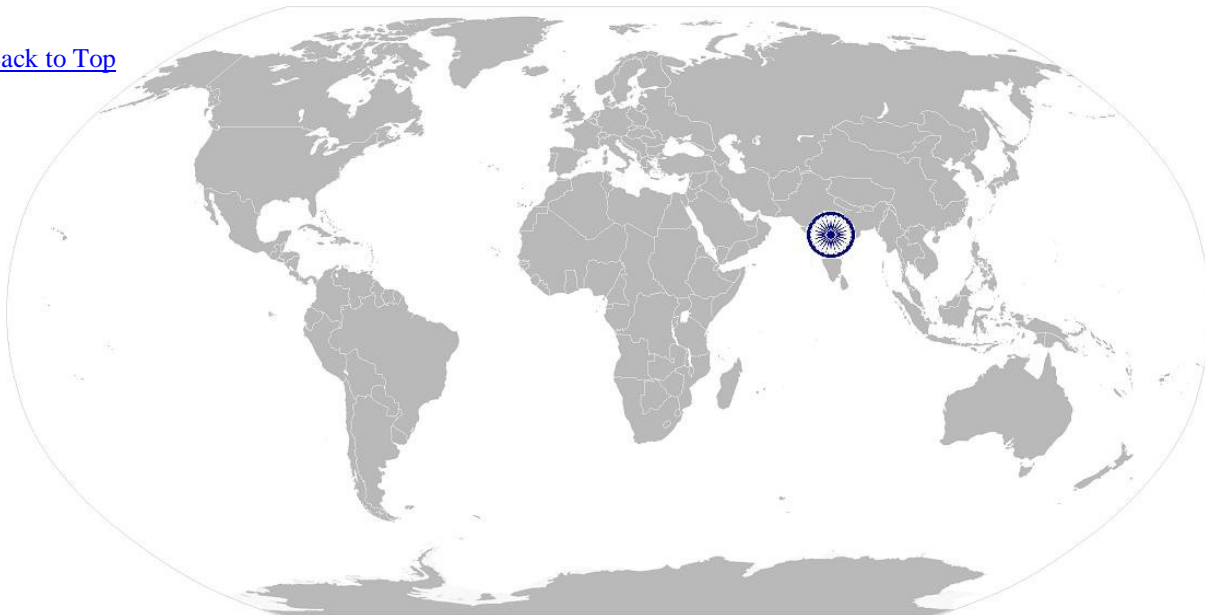
BWS/N9002

Maintain health and safety of work area

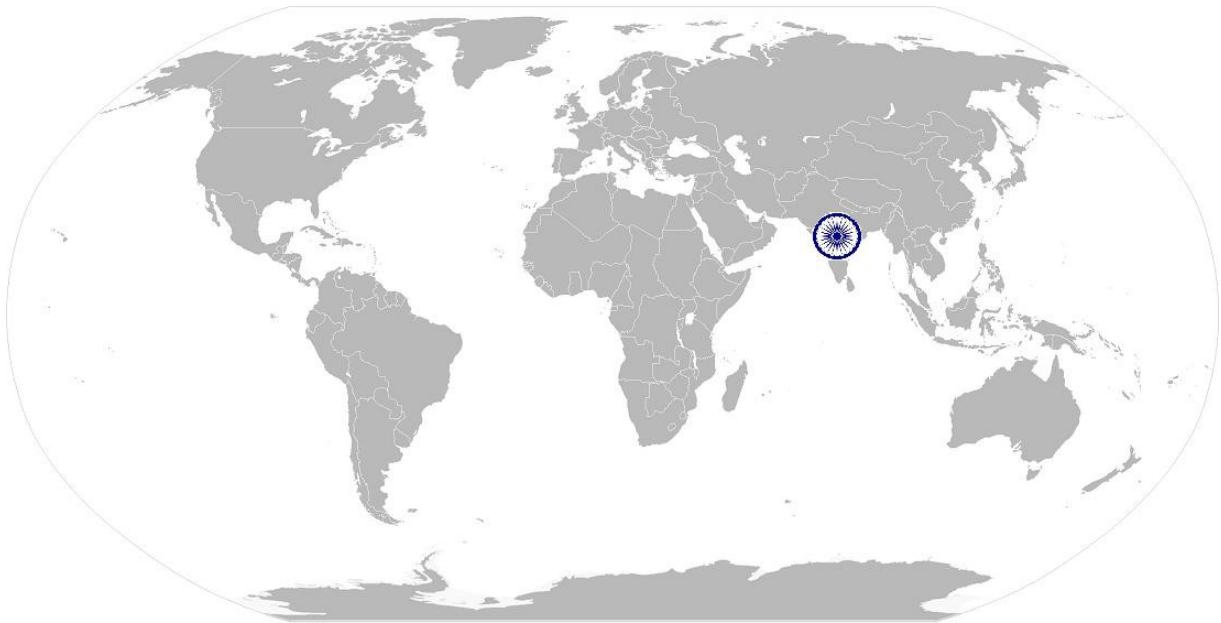
NOS Version Control

NOS Code	BWS/N9002		
Credits	TBD	Version number	1.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Rejuvenation	Last reviewed on	15/05/2018
Occupation	Spa Therapy	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 work area

National Occupational Standard

Unit Code	BWS/N9003
Unit Title (Task)	Create a positive impression at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintaining good appearance and behavior • Executing tasks as per organization's standards • Communicating and recording information
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	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. importance of personal health and hygiene

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Create a positive impression at work area

(Knowledge of the organization and its processes)	<p>KA2. salon's standards of grooming and personal behavior</p> <p>KA3. salon's standards related to courtesy, behavior and efficiency</p> <p>KA4. ill-effects of intoxicants and potential actions at workplace</p> <p>KA5. items of uniform & accessories and correct method of wearing/ carrying them</p> <p>KA6. reporting/ recording formats and protocol for documentation</p> <p>KA7. kinds of work issues that may arise and reporting structure</p> <p>KA8. code of practices and guidelines relating to communication with people</p> <p>KA9. salon's requirements for recording and retaining information</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. ability to speak, read and write in the local vernacular language and English</p> <p>KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. different formats on which information is to be recorded</p> <p>KB4. importance to maintain security and confidentiality of information</p> <p>KB5. kinds of communication equipment (email, phone etc.) available and their effective use</p> <p>KB6. selling/ influencing techniques to provide additional services/products to clients</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. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p>

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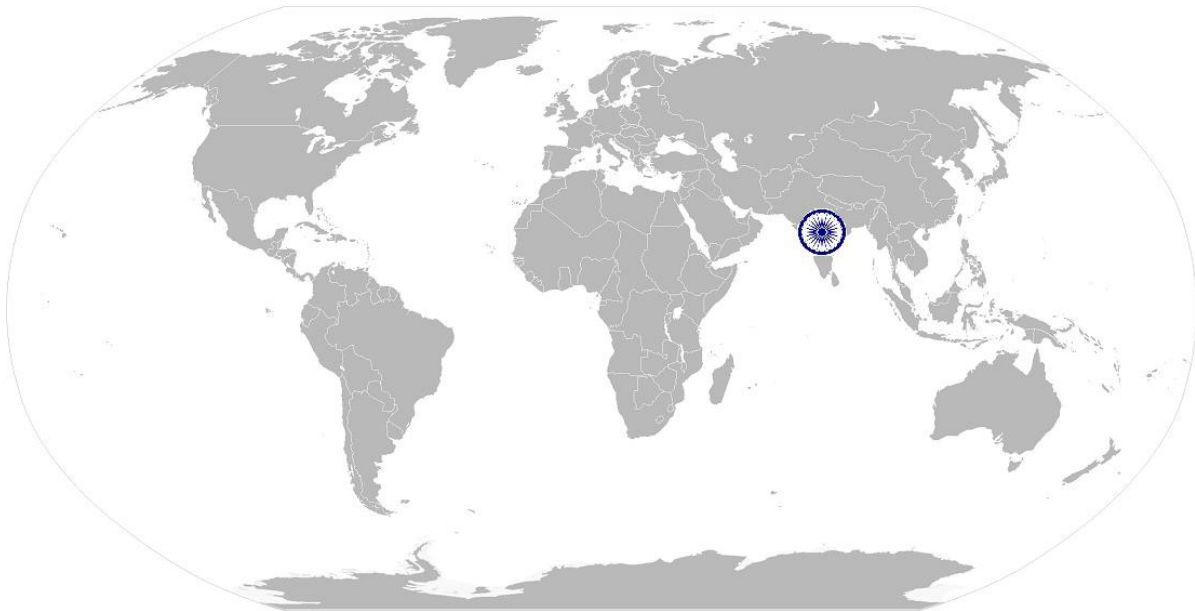
Create a positive impression at work area

	SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality
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 how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s) SB16. deal with clients lacking the technical background to solve the problem on their own SB17. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB18. use the existing data to arrive at specific data points SB19. 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: SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB21. participate in self developmental training activities to enhance one's	

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Create a positive impression at work area

knowledge of salon performance standards and applicable health and safety legislative requirements



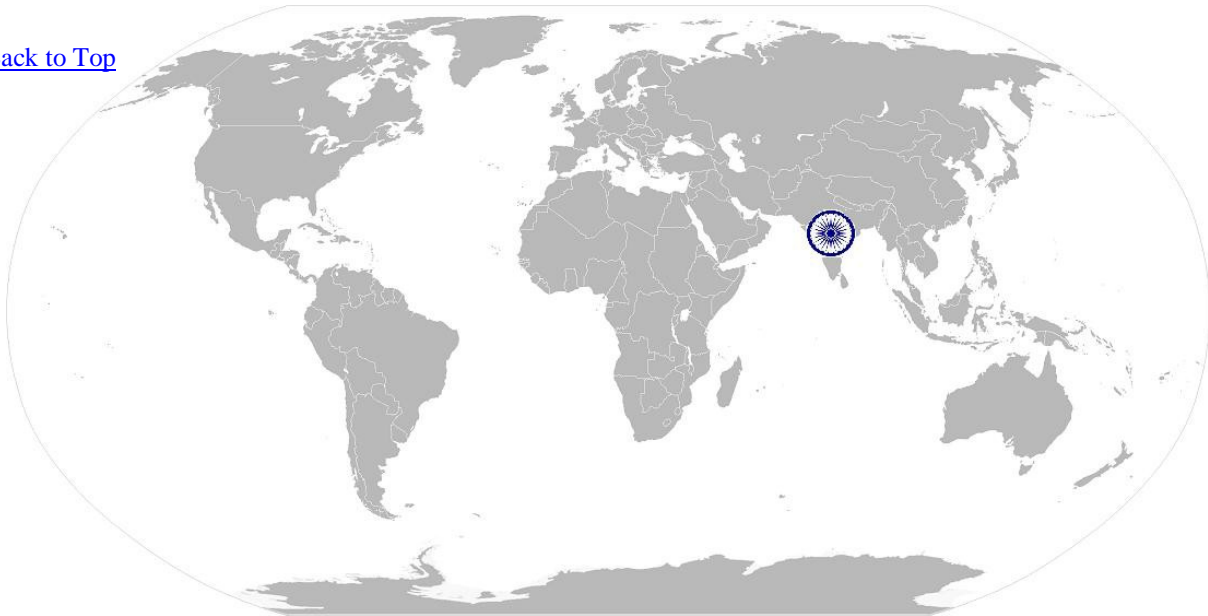
BWS/N9003

Create a positive impression at work area

NOS Version Control

NOS Code	BWS/N9003		
Credits	TBD	Version number	1.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Rejuvenation	Last reviewed on	15/05/2018
Occupation	Spa Therapy	Next review date	15/05/2021

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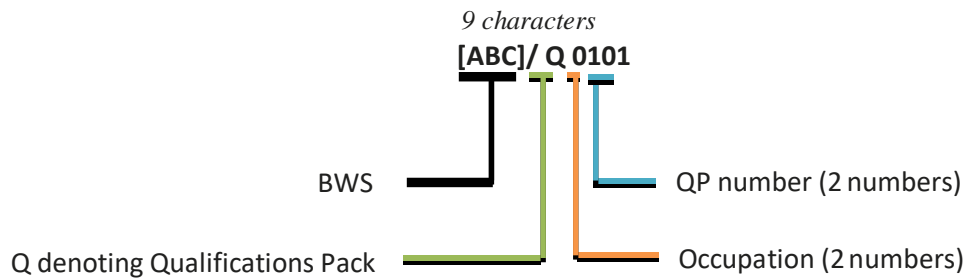


Annexure

Nomenclature for QP and NOS

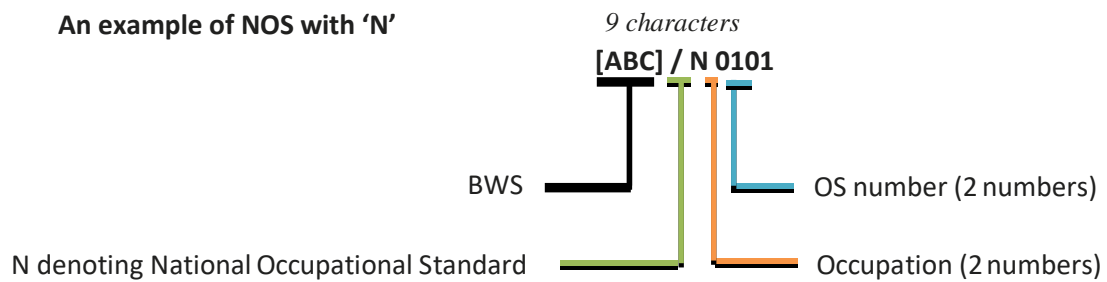
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Qualifications Pack



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
Spa therapy	1001 – 1006

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 Spa Therapist

Qualification Pack BWS/Q1002

Sector Skill Council Beauty & Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. 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	Total Marks (400 + 100)	Out Of	Marks Allocation	
				Theory	Skills Practical
1. BWS/N9001 (Prepare & maintain work area for treatment)	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 organization procedures and product/ equipment guidelines		20	4	16
	PC4. Place the products in the trolley for the treatment		11	1	11
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10

Qualifications Pack For Spa Therapist

	PC6. Dispose waste materials in adherence to the organization's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the organization's policies		10	2	8
		Total	100	21	79
2. BWS/N1002 (Conduct the Spa treatment)	PC1. Greet the client, and ensure the guest is comfortable	100	5	1	4
	PC2. Consult with the client to identify factors that may influence the therapy objectives (contra indications)		10	5	5
	PC3. Advise the client on the benefits of sauna, steam and jacuzzi		5	1	4
	PC4. Explain treatment procedure and provide information about oils and creams used during treatment		5	1	4
	PC5. Assist clients in preparing for treatment by providing them with gowns and putting away their clothing		5	1	4
	PC6. Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		10	5	5
	PC7. Prepare massage oil or cream and other equipment		5	1	4
	PC8. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		10	5	5
	PC9. Perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client		10	2	8
	PC10. Identify contra actions and adapt the treatment to suit the client needs		10	5	5

Qualifications Pack For Spa Therapist

	PC11. Provide body massage using a range of mediums and techniques to achieve the desired results		5	1	4
	PC12. Complete the therapy to the satisfaction of the client in a commercially acceptable time		5	1	4
	PC13. Provide suitable aftercare and home care advice		5	1	4
	PC14. Record the therapy accurately and store information securely in line with the organization's policies		5	1	4
	PC15. Adhere to the health and safety standards laid out by the manufacturer and organization		5	1	4
		Total	100	32	68
3. BWS/N9002 (Maintain health and safety of work area)	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 accepted standards		12	2	10
	PC5. Maintain first aid kit and keep oneself updated on the first aid procedures		15	3	12
	PC6. Identify and document potential risks and hazards in the workplace		10	3	7
	PC7. Accurately maintain accident reports		10	4	6
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7

Qualifications Pack For Spa Therapist

	PC9. Use tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions		10	3	7
		Total	100	27	73
35	4. BWS/N9003 (Create positive impression at work area)	PC1. Maintain good health and personal hygiene	8	2	6
		PC2. Comply with organisation's standards of grooming and personal behaviour	9	6	3
		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 interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	7	2	5
		PC11. Communicate procedure related information to clients based on the sector's code of practices	7	2	5

	and organisation's procedures/ guidelines				
	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	30	70