



QUALIFICATION FILE

Beauty Therapist

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☐ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: **NSQF Level 4**

Submitted By:

Beauty & Wellness Sector Skill Council

Office no. - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba Gandhi Marg, Connaught Place, Delhi-110001

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Section 1: Basic Details

1.	Qualification Name	Beauty Therapist																
2.	Sector/s	Beauty & Wellness Sector Skill Council																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2022/BW/BWSSC/06576, V 4.0	Qualification Name of existing/previous version: Beauty Therapist V4.0															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	2022/BW/BWSSC/06576, V 4.0	6. NCrf/NSQF Level: <i>NSQF Level 4</i>															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	Beauty Therapist is a professionally trained individual who specializes in beauty services for both face and body. A beauty therapist performs various duties such as providing skincare services, apply makeup, removal of unwanted hair, and manicure and pedicure services by maintaining health, safety and hygiene at workplace. The person needs to be knowledgeable on various beauty and make-up products, and a range of beauty services.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p style="text-align: center;">a. Entry Qualification & Relevant Experience:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 55%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 35%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>10th grade pass and pursuing continuous schooling</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>• 10th grade pass plus 1-year NTC/ NAC</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>10th grade pass with 2 years relevant experience</td> <td style="text-align: center;">1 year</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass and 2 years of relevant experience</td> <td style="text-align: center;">2 years</td> </tr> </tbody> </table> <p>b. Age: 16 years</p>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	10th grade pass and pursuing continuous schooling		2	• 10th grade pass plus 1-year NTC/ NAC		3	10th grade pass with 2 years relevant experience	1 year	4	Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass and 2 years of relevant experience	2 years
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10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	17	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II																					
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																						
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>OJT Recommended (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>134:00</td><td>316:00</td><td>60:00</td><td></td><td>510</td></tr> <tr> <td>Online</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	134:00	316:00	60:00		510	Online					
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14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>																							
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Salon Therapist, Beauty Therapist, Senior Beauty Therapist,																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Will be translated in Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Deaf																						
19.	How Participation of Women will be Encouraged	In the various job roles of beauty and wellness industry, women participation is 65%. This job role falls in to the same category and thus promote women's participation.																						
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Ms. Monica Behl Position in the organization : CEO Address: Beauty and Wellness Sector Skill Council (BWSSC) Office no. - UG-5B, Upper Ground Floor, Himalaya House-23, Kasturba Gandhi Marg, Connaught Place, Delhi-110001 E-mail address: info@dwsscindia.com	
23.	Final Approval Date by NSQC: 17.11.2022	24. Validity Duration: 3 years	25. Next Review Date : 17.11.2025

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Prepare & maintain work area	BWS/N9001- V4.0	Non-Core	3	1	10	20			30	30	70			100	5
2.	Perform skin care services	BWS/N0104- V4.0	Core	4	2	20	40			60	26	74			100	20
3.	Perform hair removal services	BWS/N0105, V4.0	Core	4	1	10	20			30	25	75			100	10
4.	Perform make-up services	BWS/N0106 V4.0	Core	3	2	20	40			60	24	76			100	10
5.	Provide manicure and pedicure services	BWS/N0401 V4.0	Core	4	1	10	20			30	20	80			100	10
6.	Operate and apply electrical/electronic equipment for facial beauty services safely and effectively	BWS/N0128 V4.0	Core	4	3	30	60			90	23	77			100	20

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
7.	Perform salon reception duties	BWS/N0129- V4.0	Non-core	3	1	10	20			30	34	66			100	5
8.	Maintain health and safety at the workplace	BWS/N9002- V4.0	Non-core	3	1	10	20			30	30	70			100	5
9.	Create a positive impression at the workplace	BWS/N9003-V4.0	Non-core	3	1	10	20			30	36	64			100	5
10.	Employability Skills (60 hours)	DGT/VSQ/N0102 NOS Version No. – 1.0	Non-core	4	2	24	36			60	20	30			50	10
11.	OJT	NA	Core	4	2	-	-	60		60						
Duration (in Hours) / Total Marks					17	154	296	60		510	268	682			950	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	12th pass with Advance Diploma in Beauty or Cosmetology or certified in relevant CITS course and 3 years of sector specific experience and 1 years of training experience
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate with 5 years experience in Beauty Therapy (min 2 years as a trainer)
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	12th pass with Advance Diploma in Beauty or Cosmetology with atleast 7 years of expereince
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	NA
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Offline
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): yes
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2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): This role serves a demarcation for those looking to build a career in the beauty industry. It allows individuals to gain hands-on experience and develop their skills in a supportive environment. This role is vital in the beauty industry, contributing to client satisfaction and the smooth operation of beauty establishments. The SSC would submit details of the employment generated (where applicable) .
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Estimated nos. of persons to be trained and employed: 500/year
5.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: If “No”, why: Yes No, we do not have a Line Ministry

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Annexure 1</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Annexure 5</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Yes</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Model Curriculum</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Career Progression and Occupational Map</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	

11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	<i>Annexure 9</i>
12.	Any other document you wish to submit:	

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	<p><u>Work in familiar, predictable, routine, situation of clear choice:</u></p> <p><u>Limited range of activities:</u></p> <ul style="list-style-type: none"> • identify and select suitable equipment and products required for the respective services • set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines • place and organize the products in a trolley or area convenient and efficient for service delivery • clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques • sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions • dispose waste materials safely and hygienically as per organisational standards • maintain first aid kit and keep oneself updated on the first aid procedures • accurately maintain accident reports • use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender 	<p>As mentioned in the various performance criteria, beauty therapist works in a limited range of activities and follows routine and works in a predictable manner by identifying and selecting suitable equipment and products required for the respective services</p> <p>The equipment set up and preparation of the products for services is in adherence to the salon procedures and product/ equipment guidelines</p> <p>The person sterilizes, disinfects and places the tools on the tray as per organisational standards using recommended solutions and conditions, and also files routine reports and feedback.</p> <p>Hence, NSQF Level is 4</p>	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p><u>Basic facts, processes and principles:</u></p> <ul style="list-style-type: none"> • types of products, materials and equipment required for the respective services • hygiene, health and safety requirements in the organization • process and products to sterilize and disinfect equipment/ tools • customer service principles including privacy 	<p>Knowledge of facts, principles, processes and general concepts, in a field of work or study.</p> <p>beauty therapist needs to know basic facts, processes and principles in trade of employment like the types of products,</p>	4

	<p>and protection to modesty of the customers</p> <ul style="list-style-type: none"> • manufacturer's instructions related to equipment and product use and cleaning • salon's standards related to courtesy, behavior and efficiency • kinds of work issues that may arise and reporting structure <p>Principles, processes and general concepts, in a field of work or study</p> <ul style="list-style-type: none"> • plan and manage work routine based on salon procedure • plan own development in line with feedback given from supervisor, co-workers and clients • explain the concept of assumptions and how they impact decisions, actions and consequences • importance of using products economically and as per manufacturer's instructions 	<p>materials and equipment required for hygiene, health and safety requirements in the organization, process and products to sterilize and disinfect equipment/ tools, customer service principles including privacy and protection to modesty of the customers, manufacturer's instructions related to equipment and product use and cleaning, salon's standards related to courtesy, behaviour and efficiency, and kinds of work issues that may arise and reporting structure.</p>	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>Most of the work involves recall and demonstration of practical skill, is routine and repetitive and in a narrow range of application. The incumbent also uses appropriate rule and tool and quality concepts to complete their work</p>	<p>This is level 4 as it requires principles and general concepts. A range of cognitive and practical skills are required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.</p>	4
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • The educator needs language to communicate written or oral, with required clarity, to interact with clients, community, various departments, supervisors, personnel and teams, confirm requirements and communicate the same for shared understanding. Also prepare a range of routine documentation. 	<p>Able to use language to communicate written or oral, with required clarity; understanding of social and political and services with reference to the organization; keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets; communicate and maintain processes, techniques, records, policies and procedures; discuss task lists, schedules; question customers/ clients appropriately in order to understand the nature of the problem.</p>	4

Responsibility	<ul style="list-style-type: none"> ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician <p>adhere to the health and safety standards laid out</p>	<p>As mentioned in the various performance criteria mentioned in the previous cell, beauty therapist demonstrates responsibility for own work within defined limit by ability to speak, read and write in the local vernacular language and English; files routine reports and feedback; uses appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities, gender and environmental conditions required and expected for carrying out services; reads policy and procedure documents, guidelines and memos in English to interpret the gist correctly; writes appointments, names, addresses, simple emails, messages, and applications in English accurately; introduces oneself and one's role to customers and visitors, in English and the local language; speaks or communicates with reasonable ease in structured situations and short conversations on familiar topics</p>	4
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Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Projector	Nos.	2
2.	Flip chart	Nos.	3
3.	White board	No.	2
4.	Safety gears	Pack	1
5.	Sanitizer	Liter	1
6.	First Aid Box	Nos.	1
7.	Therapy beds	Nos	3
8.	Hydraulic Chair	Nos	1

9.	Round Brush Set	Nos	3
10.	Make-up kit	Nos	1
11.	Shampoo Station	Nos	1
12	Linen	Nos	10
13	Facial Kit	Nos	2
14	Manicure trolley	Nos	1
15	Pedicure trolley	Nos	1
16	Straightening Iron	Nos	1
17	Hair Brush Steriliser	Nos	2
18	Pedicure kit	Nos	1
19	Manicure kit	Nos	1
20	Section clips	Nos	25
21	Mehendi powder	Nos	1 kg
22	Wax heater	Nos	3
23	Wax	Nos	3
24	Post Waxing Lotion	Nos	2

25	Hair Accessories	Nos	10
26	Pack Brush	Nos	2
27	Massage Cream	Nos	1
28	Different Comb set	Nos	1
29	Work Station with Mirror	Nos	2

Annexure 3: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2022	500	350	325	210	NA	NA
2023	1000	700	650	420		
2024	1500	1050	975	630		

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
NA		NA											

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
2. NULM

Content availability for previous versions of qualifications: NA

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: 2

Annexure 4: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
	NA	NA	NA

Annexure 5: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
BWS/N9001- Prepare & Maintain the work area	<i>Prepare and maintain work area</i>	30	70		
	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygienic, safe and disinfected environment such as using air purifiers to reduce dust, dander, smoke, allergens & odor resulting in a healthier, fresher & cleaner environment, restructuring the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to coworkers/ clientele, etc.				
	PC2. identify and select suitable equipment and products required for respective service/ session				
	PC3. set up the equipment and prepare the products for service/ session in adherence to the salon procedures and product/ equipment guidelines				
	PC4. place disposable sheet on a sanitized trolley and organize the products in it or in area convenient and efficient for service delivery and place disposable towels, glasses for water, tea/coffee in area convenient				
	PC5. prepare sterilization solution as per organizational standards using approved products and as per manufacturer's instructions				
	PC6. sterilize, disinfect and place the tools on the tray as per organizational standards using recommended solutions and conditions; tools such as nailcare sets, comb, gel brushes, gel jars, gel polishes, nail art brushes, toe-separators, etc. in conditions such as time, temperature, etc.				
	PC7. dispose waste materials in adherence to the industry				

	requirements; waste materials such as cotton, disposable face mask, disposable gloves, etc.				
	PC8. identify ways to optimize usage of material including water in various tasks/activities/processes				
	PC9. check for spills/leakages occurred while providing services				
	PC10. identify and segregate recyclable, non-recyclable and hazardous waste generated in separate bin				
	PC11. discard the unused open single use packed products properly in a closed bin				
	PC12. ensure electrical equipment and appliances are switched off when not in use				
	PC13. store records, materials and equipment securely in line with the policies				
	PC14. conduct awareness program (such as for Covid19) for the employees and display posters/signage's promoting regular hand-washing and respiratory hygiene in the premises				
	PC15. set up and promote digital modes of payment to lessen any kind of cross infection				
	Total	30	70		
	<i>Provide basic skin care services</i>	26	74		
	1. comply with health and safety standards and processes laid out by manufacturer and organization, and based on client needs				
	2. carry out basic facial care/ face clean-up process using the tools and materials and as per process laid down by the organization				
	3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any				
	4. clean the skin, free it of all traces of make-up, by using suitable deep cleansing techniques				
	5. use an exfoliation technique suitable for the client's skin type and skin condition				
	6. use a suitable skin warming technique relevant to the client's needs safely				
	7. use a steamer following manufacturer's instructions in a safe				

<i>BWS/N0104 Perform skin care services</i>	manner				
	8. position the steam at a safe and effective distance away from the face of the client				
	9. carry out any necessary extraction, when required as per standard procedure				
	10. apply applicable mask procedures evenly and neatly, ensuring that the area to be treated is covered evenly and sufficiently				
	11. remove masks as per the recommended time frame mentioned in manufacturer's instructions or organisational standards				
	12. carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized				
	13. complete the therapy to the satisfaction of the client in a commercially acceptable time				
	14. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	15. record details of the therapy accurately as per organisation policy and procedures				
	16. store information securely in line with the salon's policies				
	17. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	Total Marks	26	74		
	<i>Perform hair removal services: Prepare self and client for service</i>	2.5	7.5		
<i>BWS/N0105 Perform hair removal services</i>	1. adhere to the health and safety standards laid out by the manufacturer and salon				
	2. sanitize the hands effectively prior to service commencement using a hand sanitizer				
	3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment				
	4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any, including with guardians for minors				
	5. select and prepare products, tools and equipment that are suitable to meet the client's needs and requirements of the service plan				
	<i>Manage the client during hair removal services</i>	4	12		
	6. position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service				
	7. perform and adapt the therapy using materials, equipment and				

	techniques correctly and safely to meet the needs of the client				
	8. maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client				
	9. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	10. estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations				
	11. complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards				
	<i>Perform waxing of general body for hair removal</i>	3.5	10.5		
	12. conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contraactions if any				
	13. carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon				
	14. apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions				
	15. apply and remove the wax according to the direction of hair growth and manufacturer's instructions				
	<i>Perform bikini waxing</i>	6	19		
	16. consult, plan and prepare for female intimate and sensitive areas waxing services by talking to the customer, and following organisational standards				
	17. select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements				
	18. prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure				
	19. perform application and removal of waxing as per the hair growth pattern of the application area				
	20. ensure the wax is at the correct temperature prior to the waxing service, as per organisational standards, and is suitable for client needs and the area to be treated				
	21. position the client correctly for ease and effectiveness of the service and client comfort				
	22. apply correct techniques for application of wax to the pubic area				
	23. instruct the client clearly on how and when to hold, stretch or				

	extend their skin surface to support the therapist, during the waxing service				
	24. give aftercare advice to the client as per their needs and organisational standards				
	<i>Perform threading for hair removal</i>	1.5	7.5		
	25. carry out the process using the tools and materials and as per process laid down by the salon				
	26. ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread				
	27. instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service				
	28. ensure the work area is kept clean and tidy during the service				
	<i>Perform post-procedure tasks</i>	7.5	18.5		
	29. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	30. discontinue service, and do not provide advice and recommendations where contra-actions occur				
	31. clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards				
	32. record the therapy details accurately as required by the organisation policies and procedures in a timely manner				
	33. store information securely in line with the salon's policies				
	34. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	35. ask questions to check with the client their satisfaction with the finished result				
	36. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor				
	37. minimize the wastage of products by using products economically and following correct storage procedures as per manufacturer's instructions	9	27		
	38. store chemicals and equipment securely post service				
	39. dispose all waste safely according to the salon's standards of hygiene and safety				
	NOS TOTAL	25	75		
BWS/N0106 Perform	<i>Perform make-up services: Apply make-up for day, evening and special occasions</i>	24	76		

make-up services	1. adhere to the health and safety standards laid out by the manufacturer and organization				
	2. ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any				
	3. sanitize the hands prior to treatment commencement				
	4. prepare the client and provide suitable protective apparel				
	5. position self and client throughout procedure to ensure privacy, comfort and wellbeing				
	6. define a suitable treatment plan to meet the client's needs				
	7. select and prepare suitable skincare and make up products to meet the client's needs and work plan				
	8. clarify the client's understanding and expectation prior to commencement of procedure				
	9. clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organization approved tools and processes				
	10. conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures				
	11. select and apply the correct make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion, applying correct techniques as per organization standards				
	12. select and choose a corrective technique and contour by highlights and shading				
	13. adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required				
	14. adjust the client's position to meet the needs of the service without causing them discomfort				
	15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organizational standards				
	17. dispose waste materials as per organizational standards in a safe and hygienic manner				

	18. record details of the procedure accurately as per organizational policy and approved practice				
	19. store information securely in line with thesalons policies				
	20. provide specific after-procedure, homecare advice and recommendations for product use andfurther services to the client				
	21. ask questions to check with the client theirsatisfaction with the finished result				
	22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfactionor apologies for the same and refer to supervisor				
	NOS Total	24	76		
BWS/N0128 Operate and apply electrical/electronic equipment for facial beauty services safely and effectively	<i>Operate and apply electrical/electronic equipment for facial beauty services safely and effectively: Prepare equipment</i>	8	30		
	1. adhere to the health and safety standards laid out by the manufacturer and salon				
	2. identify various electrical/electronic machine equipment for beauty services correctly (Equipment: Brush Machine/Brush Unit, Facial Steamer (Vapour Zone), High frequency, Galvanic (Iontophoresis, Deincrustation), Faradic, Vacuum suction, Microcurrent, Electro-muscle Stimulator, Lymphatic Drainage Equipment, Microdermabrasion, Ultra-sonic)				
	3. select the correct machine and accessories as per the service plan				
	4. check the machine for damage, faults and risks before operating, if detected take necessary actions as per organization approved procedures and ensure safety				
	5. ensure all component and parts of the machine are available, clean and ready for use				
	6. attach and assemble the accessories/parts following manufacturer's instructions				
	7. ensure there are no bare or trailing wires				
	8. ensure the machine is calibrated and approved for usage				
	9. ensure the environment is safe and suitable for equipment operation				
	10. sterilize, sanitize and disinfect tools and machine parts as per				

requirements and organization standard using various methods: heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.				
11. assemble and organize products and accessories related to the respective service and keep ready for use				
12. prepare yourself, the client and work area for shampoo and conditioning services Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc. Client: provide suitable protective apparel, remove jewellery, etc. work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc				
13. identify contra-indications and respective necessary actions				
14. position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively)				
15. define a suitable service procedure plan to meet the client's needs				
16. ensure the service plan is as per skin type, skin condition and client needs				
17. ensure the service plan				
<i>Operate the equipment</i>	4.5	7.5		
18. select and prepare suitable skin care products to meet the client's needs in line with the client service plan				
19. ensure the dials are at zero and mains are off				
20. switch on the mains and operate the equipment at a low intensity to test the equipment				
21. switch off the machine if any malfunction is noticed and report to concerned personnel				
<i>Use the equipment for facial beauty services</i>	8	26		
22. clarify the client's understanding and expectation prior to commencement of procedure				
23. explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it				
24. adjust the client's position to meet the needs of the service without causing them discomfort				
25. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
26. operate the equipment as per manufacturer's instructions in line				

	with service procedure requirements				
	27. apply products as per service plan and in line with procedural guidelines of the manufacturer and organization standards				
	28. ensure correct techniques are used for movement				
	29. ensure the right parameters as per manufacturer's instructions, organization and safety standards are maintained and followed during application				
	30. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organizational standards				
	31. identify contra-actions and necessary subsequent action				
	32. ensure the work area is kept clean and tidy during the service				
	33. provide specific after-procedure, home care advice and recommendations for product use and further treatments to the client				
	<i>Post-procedure activities</i>	4.5	11.5		
	34. clean and dismantle the machine as per organization standards after service				
	35. ensure electrodes are cleaned, handled and stored as per manufacturer's instructions				
	36. store equipment as per manufacturer's instruction and keep ready for next service				
	37. record details of the procedure accurately as per organizational policy and approved practice				
	38. store information securely in line with the salon's policies				
	39. ask questions to check with the client their satisfaction with the finished result				
	40. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor				
	NOS TOTAL	23	77		
BWS/N0129 Perform salon reception duties V4.0, NSQF Level 4	<i>Perform salon reception duties: Book appointments</i>	6	11		
	1. book appointments in person and over telephone accurately and promptly				
	2. maintain and interpret the appointment register accurately				
	3. estimate timings for various services offered by the salon with reasonable precision				
	4. record details in a register or electronically in an accurate and efficient manner				

	5. ask relevant questions to customers to obtain required information to book an appointment				
	6. politely decline appointments where time slots unavailable and offer alternate arrangements in keeping with client needs and preferences				
	<i>Handle clients and client needs</i>	8	20		
	7. speak to clients in a professional and pleasant tone and speech				
	8. maintain confidentiality of client information				
	9. do not disclose client information to unauthorized personnel				
	10. accommodate special requests as per feasibility and in consultation with service personnel				
	11. respond to emails as per organizational and professional protocols				
	12. offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organizational policy and procedures				
	13. inform waiting customers of time left to service periodically				
	14. manage wait times to ensure customer satisfaction				
	15. inform customers promptly and apologize earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required				
	16. inform clients of organizational facilities, services, prices, and layout as required				
	17. inform customers of emergency procedures if required				
	<i>Maintain the reception</i>	3.5	9.5		
	18. maintain the reception in a neat and tidy manner				
	19. maintain displays, magazines and promotional materials, etc. to give a neat and orderly look				
	20. ensure cleaning processes are followed for all areas of the reception				
	21. maintain records neatly in a secure location, where it is also easy to retrieve when required				
	22. follow correct filing and storing procedures for efficient storage				
	23. switch off all electronic equipment at the end of the day				
	<i>Process payments</i>	16.5	26.5		

	24. maintain opening and closing balances andadequate change in the cash box/register				
	25. process cash payments correctly by receivingand tendering accurateamounts				
	26. calculate due amounts accurately for billing				
	27. produceinvoicesaccuratelyusingmanualand computerized billingsystems				
	28. process credit card payments on manual swipe machines, electronic swipe machine, etc.of cards with and without pin authorizations				
	29. follow organization procedure in relation to cheque payments and follow essential checks required to process these while accepting them				
	30. reconcile payments with billing done at theend of the shift				
	31. operate and escalate problems with credit card machines efficiently and in a timely manner				
	32. follow organizational procedures when faced with payment discrepancies (Payment discrepancies: e.g. damaged currency, counterfeitcurrency, invalid cheques and credit cards, declined credit cards, etc.)				
	33. maintain confidentiality and security of passwords and other access devices/permits				
	34. inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits				
	35. accurately calculate applicable discounts andapply these to invoices				
	36. calculate applicable taxes correctly and applythem to invoices				
	37. explain taxes to customers and componentsof the charged invoice to the customer				
	NOS TOTAL	34	66		
	<i>Perform manicure & pedicure services: Preparing self and client</i>	4.5	22.5		

BWS/N0401 Provide manicure and pedicure services	1. adhere to the health and safety standards laid out by the manufacturer and organization				
	2. sanitize the hands prior to procedure commencement as per organizational approved process				
	3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment				
	4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any				
	5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure				
	6. adjust the client's position to meet the needs of the service without causing them discomfort				
	7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client				
	<i>Carrying out manicure and pedicure services</i>	8	38		
	8. remove any existing nail polish using approved products and procedures before proceeding further				
	9. enquire to establish the desired length and shape of nails (hands or toes) with the client				
	10. file the nails ensuring the nails free edge is left smooth and shaped to required length according to the client's preference				
	11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free				
	12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged				
	13. use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails (Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.)				
	14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs				
	15. remove any excessive hard skin using a footscraper during the manicure service without discomfort to the client				
	16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials				

	17. check that the nail plate is dehydrated and the underside is clean and free of debris				
	18. apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish				
	<i>Post Service procedures</i>	7.5	19.5		
	20. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required				
	21. clean the treated area and use a suitable soothing product				
	22. complete the therapy to the satisfaction of the guest in a commercially acceptable time				
	23. record the therapy accurately and store information securely in line with the organization's policies				
	24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client				
	25. ask questions to check with the client their satisfaction with the finished result				
	26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologies for the same and refer to supervisor				
	NOS Total	20	80		

BWS/N9002- Maintain health and safety at the workplace	<i>Maintain health and safety of the work area</i>	30	70		
	PC1. ensure proper supply of Personal Protective Equipment such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele				
	PC2. ensure maintaining basic hygiene and keep proper distance between the clientele to avoid any kind of cross infection, basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing				

	hands & taking bath at regular intervals, etc.				
	PC3. set up and position oneself, equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements				
	PC4. clean and sterilize all tools and equipment before and after use				
	PC5. maintain one's posture and position to minimize fatigue, risk of injury and chances of cross infection				
	PC6. dispose waste materials in accordance to the industry accepted standards				
	PC7. maintain first aid kit and keep oneself updated on the first aid procedures				
	PC8. identify and document potential risks and hazards in the workplace				
	PC9. accurately maintain accident reports				
	PC10. report health and safety risks/ hazards to concerned personnel				
	PC11. use tools, equipment, chemicals and products in accordance with the guidelines and manufacturers' instructions				
	NOS TOTAL	30	70		
BWS/N9003 Create a positive impression at the workplace	<i>Create Positive Impression at the workplace</i>	36	64		
	<i>Appearance and Behavior</i>	8	14		
	PC1. ensure maintaining good health and personal hygiene such as sanitized hands, neatly tied and covered hair, clean nails, etc.				
	PC2. meet the organization's standards of grooming (courtesy, behavior and efficiency) such as engaging with clients with no gender stereotyping, positioning self and client in a manner, to ensure privacy, comfort and well-being of all the genders throughout the services, stress management, working in teams etc.				
	PC3. stay free from intoxicants while on duty				
	PC4. wear and carry organization's uniform and accessories correctly and smartly by sanitizing it in hot water with detergent and bleach				
	<i>Task execution as per organization's standards</i>	10	18		

	PC5. take appropriate and approved actions inline with instructions and guidelines				
	PC6. participate in workplace activities as a part of the larger team				
	PC7. report to supervisor immediately in case there are any work issues				
	PC8. use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender				
	PC9. improve upon existing techniques of services by updating skills, such as, learning about digital technologies (by using digital platform for booking an appointment, making bills & payments, collecting feedback); financial literacy (opening savings bank accounts, linking Aadhaar card to bank account, using various e-commerce platforms); self-ownership, etc.				
	<i>Communication and Information record</i>	18	32		
	PC10. communicate procedure related information to guests based on the sectors code of practices and organizations procedures/ guidelines				
	PC11. communicate role related information to stakeholders in a polite manner and resolve queries, if any				
	PC12. assist and guide guests to services or products based on their needs				
	PC13. report and record instances of aggressive/ unruly behavior and seek assistance				
	PC14. use communication equipment(phone, email etc.) as mandated by the organization				
	PC15. carry out routine documentation (such as recording details related to employee's tasks, services taken and feedback given by clients) legibly and accurately in the desired format				
	PC16. maintain confidentiality of information, as required, in the role				
	PC17. communicate the internalization of gender & its concepts at work place				

Employability Skills DGT/VSQ/N0102 NOS Version No. – 1.0	PC18. conduct various workshops for the employees at workplace; using range of technologies that aid PwDs at the workplace, <i>etc.</i>				
	NOS TOTAL	36	64		
	Employability Skills	20	30		
	Grand Total	268	682		

Annexure 6: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 -
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure 7: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a

	competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf