

# 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- Gym Assistant

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** FITNESS & SLIMMING

**OCCUPATION:** FITNESS SERVICES

**REFERENCE ID:** BWS/Q3001

**ALIGNED TO:** NCO-2015/3423.9900

**Brief Job Description:** The Gym Assistant provides the assistance and help to the clients in the gym. S/he maintains the discipline in the work area with regards to punctuality, personal neatness, cleanliness, hygiene, uniforms of the trainers. S/he provides the assistance to all the clients with respect to equipment, free weights and ensure that the free weights can be safely used by the clients.

**Personal Attributes:** S/he needs to be well versed with the rules and regulations governing the staff and the members, such as the Membership Rules, membership types (Full Access/limited access). He needs to be tactful, service oriented and a stickler for rules.

Job Details	Qualifications Pack Code	BWS/Q3001		
	Job Role	Gym Assistant [The job role is applicable for national/international scenarios]		
	Credits	TBD	Version number	1.0
	Sector	Beauty & Wellness	Drafted on	01/08/2015
	Sub-sector	Fitness & Slimming	Last reviewed on	10/02/2016
	Occupation	Fitness Services	Next review date	10/02/2019
	NSQC Clearance on	03/08/2018		

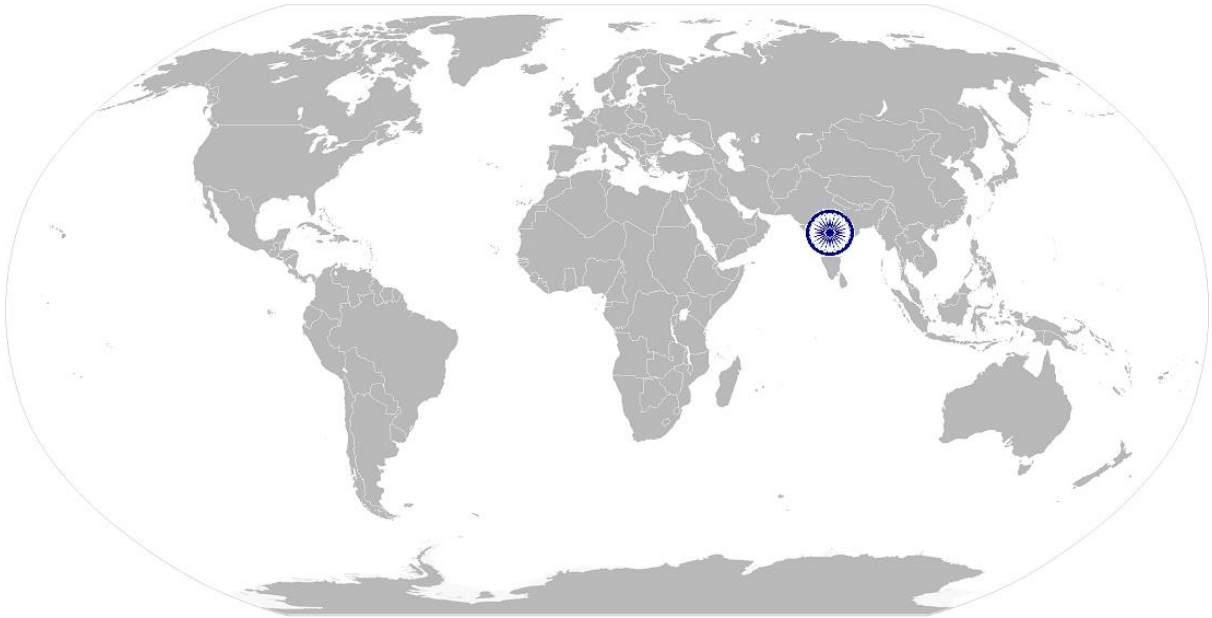
Job Role	Gym Assistant
Role Description	The Gym Assistant provides the assistance to all the clients with respect to equipment, free weights and ensure that the free weights can be safely used by the clients.
NSQF level	3
Minimum Educational Qualifications	Class X preferably
Maximum Educational Qualifications	N.A.
Training (Suggested but not mandatory)	S/he must have the knowledge of major muscle groups, bones and joints, basic principles of health and safety, hygiene, order of equipment, principles of fitness training CPR, AED (optional)
Minimum Job Entry Age	18 years
Experience	NA
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. BWS/N9001 <a href="#">Prepare &amp; Maintain the work area</a></li> <li>2. BWS/N3001 <a href="#">Assist/ Demonstrate exercises to the clients</a></li> <li>3. BWS/N9002 <a href="#">Maintain health and safety at the workplace</a></li> <li>4. BWS/N9003 <a href="#">Create a positive impression at the workplace</a></li> </ol>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interest. 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 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

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 efficiency 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"> <li>Prepare and maintain work area</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Prepare and maintain work area</b>	<p>The user/individual on the job needs to know and understand:</p> <p>PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment</p> <p>PC2. select suitable equipment and products required for the treatment</p> <p>PC3. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines</p> <p>PC4. place the products in the trolley for the treatment</p> <p>PC5. sterilize, disinfect and place the tools on the tray</p> <p>PC6. dispose waste materials in adherence to the salon's and industry requirements</p> <p>PC7. store records, materials and equipment securely in line with the salon's policies</p>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of products, materials and equipment required for the treatment</p> <p>KB2. process and products to sterilize and disinfect equipment/ tools</p> <p>KB3. manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB4. 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)	
<b>A. Core Skills/</b>	<b>Writing Skills</b>



**BWS/N9001**

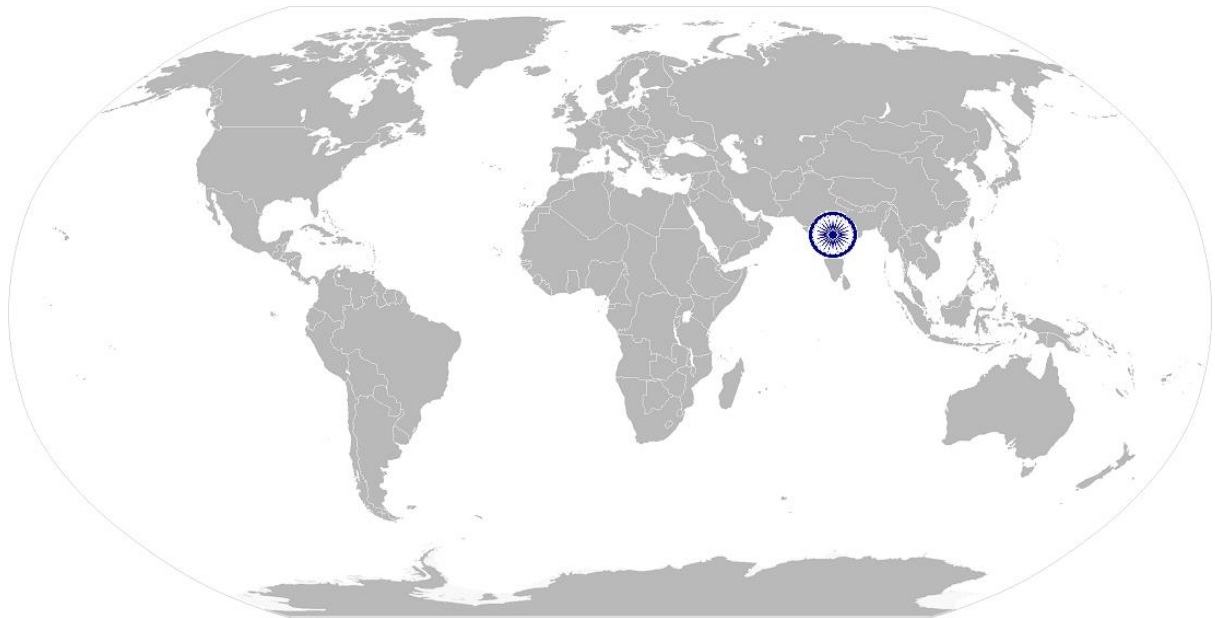
**Prepare and maintain work area**

<b>Generic Skills</b>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
	<b>Decision Making</b>
	<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>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>

**BWS/N9001**

**Prepare and maintain work area**

	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB8. use the existing data to arrive at specific data points
	SB9. use the existing data points for improving the call resolution time
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



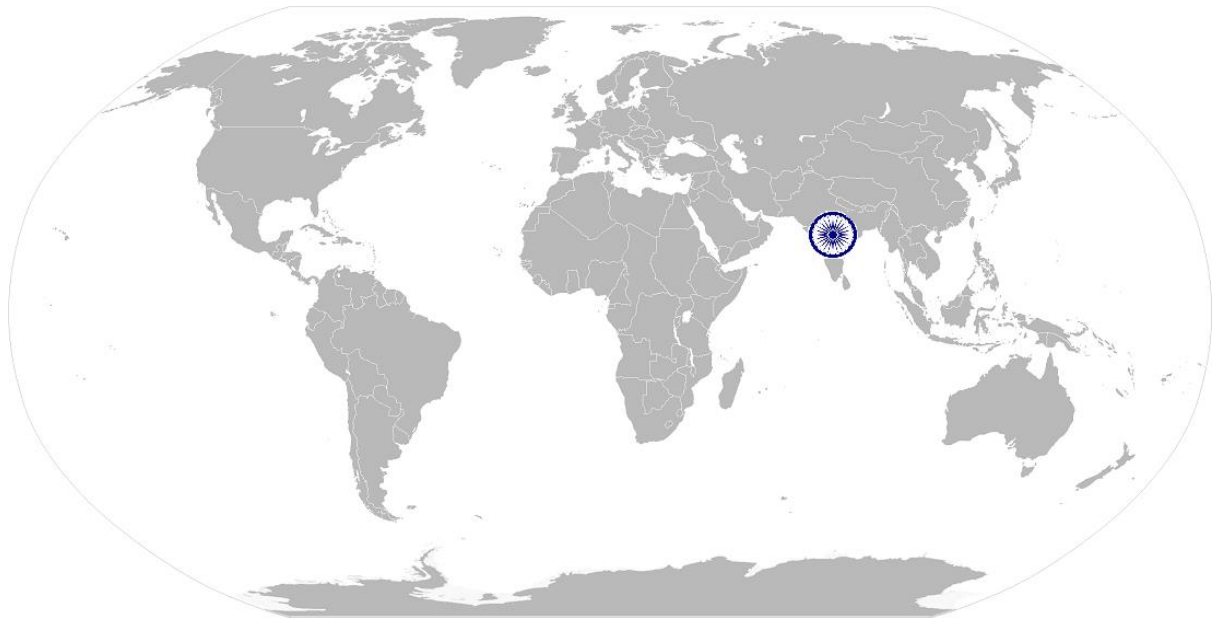


**BWS/N9001**

**Prepare and maintain work area**

## **NOS Version Control**

NOS Code	BWS/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Fitness & Slimming	Last reviewed on	10/02/2016
Occupation	Fitness Services	Next review date	10/02/2019



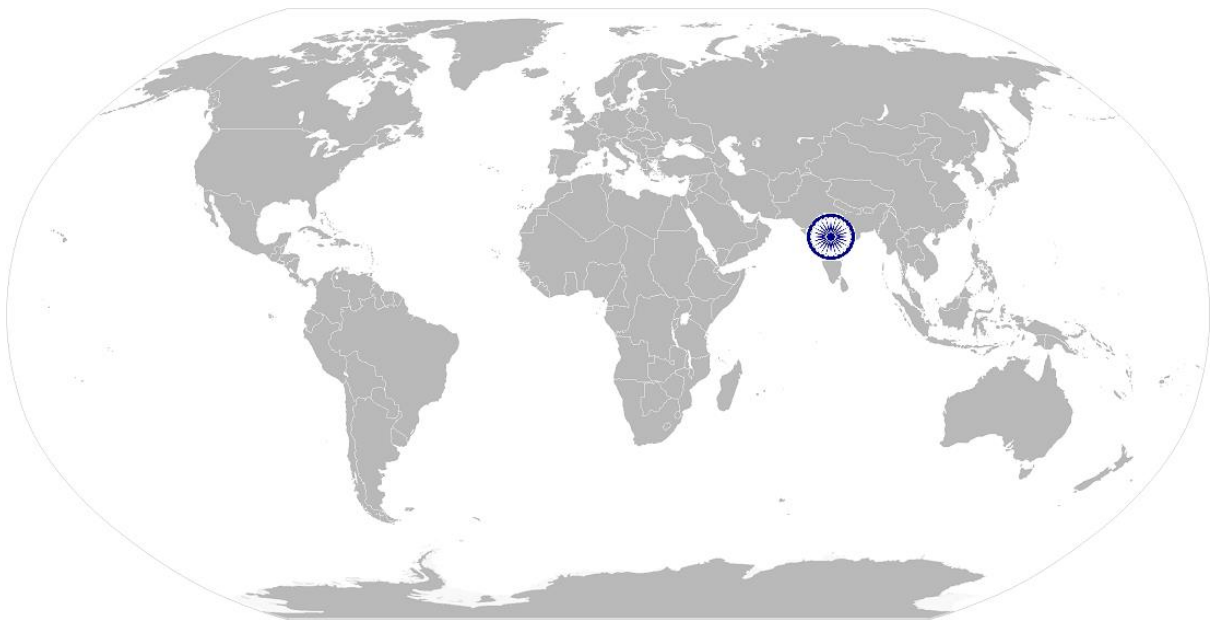
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BWS/N3001

Assist/ Demonstrate exercises to the clients

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# National Occupational Standard



## Overview

This OS unit is about providing assistance to the client, along with the safety and maintenance of all gym equipment's and promotes the physical activity.

BWS/N3001

Assist/ Demonstrate exercises to the clients

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N3001</b>
<b>Unit Title (Task)</b>	<b>Assist/ Demonstrate exercises to the clients</b>
<b>Description</b>	Demonstrates exercises and provides the support to all the clients in the gym, motivates the clients in order to achieve their exercise goals, ensures the safety and correct use of equipment's, providing basic advice to improve the client performances.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Provide assistance to the clients</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Provide assistance to the clients</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. prepare the resistance equipment, free weights and cardiovascular equipment as well as ensure its safe use</p> <p>PC2. prepare the gym area for performance of various stretching exercises and weight training</p> <p>PC3. demonstrate safe and technically correct usage of weights, cardiovascular machines like treadmill, cross trainer's cycles, step machine etc.</p> <p>PC4. assist and demonstrate the right form and technique of exercises</p> <p>PC5. explain benefits of various parts of work outs like cardiovascular exercises, stretching, resistance exercises etc. to (if required)the clients and promote a healthy lifestyle</p> <p>PC6. return the equipment after using to a safe condition</p> <p>PC7. invest time in ensuring improvement in performance of the client</p> <p>PC8. ensure the overall safety of the clients and gym equipment</p> <p>PC9. ensure the cleaning and maintenance of gym equipment</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organization's standards of performance and sequence of services</p> <p>KA2. the range of services and products offered by the organization</p> <p>KA3. the product and service costs for the services and products offered in the organization</p> <p>KA4. the health and safety requirements in the organization</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. movement patterns and body weight exercises</p> <p>KB2. cueing</p> <p>KB3. major muscle groups, bones and joints</p> <p>KB4. exercise related kinesiology</p> <p>KB5. contra indications and circumstances where termination of work out is</p>

<b>BWS/N3001</b>	<b>Assist/ Demonstrate exercises to the clients</b>
	<p>required</p> <p>KB6. exercise wear like appropriate footwear etc.</p> <p>KB7. basic health and safety related standards followed in the gym</p> <p>KB8. understanding of the guidelines for operation and maintenance of the gym equipment</p> <p>KB9. all the exercising benefits</p> <p>KB10. correct usage of the free weights, cardiovascular machines and other gym equipment</p> <p>KB11. basic knowledge of cardiovascular regulations</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
	<b>B. Professional Skills</b>
	<b>Decision Making</b>
	<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>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>

**BWS/N3001**

**Assist/ Demonstrate exercises to the clients**

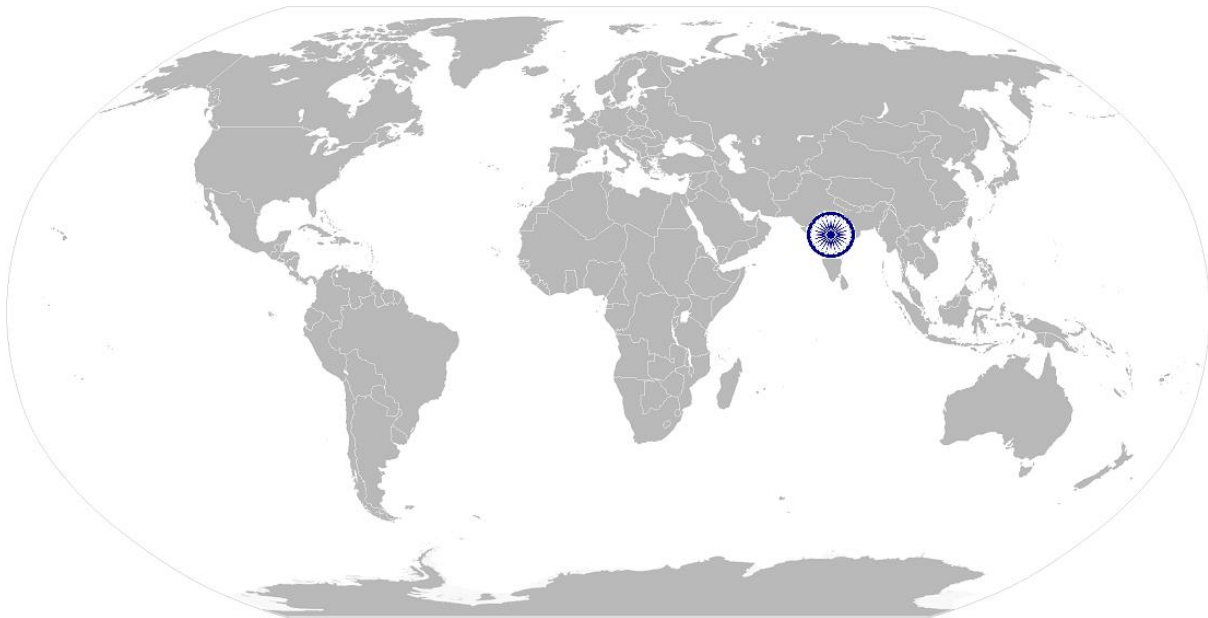
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	The user/individual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

BWS/N3001

Assist/ Demonstrate exercises to the clients

## NOS Version Control

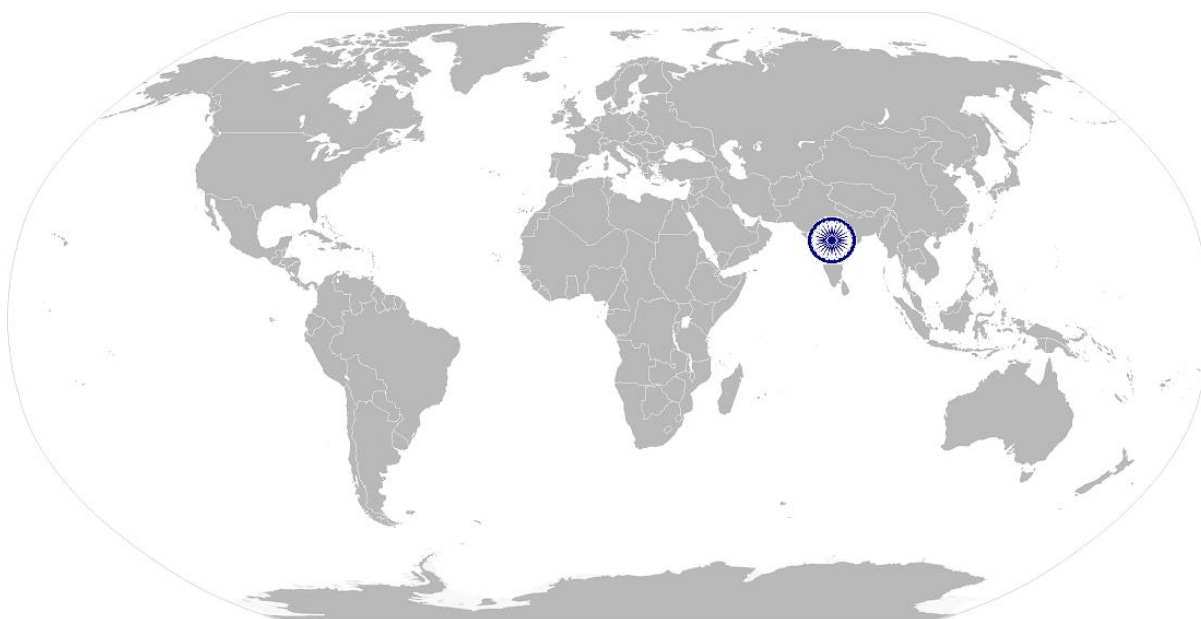
NOS Code	BWS/N3001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Fitness & Slimming	Last reviewed on	10/02/2016
Occupation	Fitness Services	Next review date	10/02/2019



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# National Occupational Standard



## Overview

This OS unit is about maintaining a safe and hygienic environment at the workplace



BWS/N9002

Maintain health and safety at the workplace

Unit Code	BWS/N9002
Unit Title (Task)	Maintain health and safety at the workplace
Description	Maintain a safe and hygienic environment at the workplace to reduce potential risks to self and others
Scope	This unit/task covers the following: <ul style="list-style-type: none"> <li>Maintain health and safety at the workplace</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Maintain health and safety at the workplace</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements</p> <p>PC2. clean and sterilize all tools and equipment before use</p> <p>PC3. maintain one's posture and position to minimize fatigue and the risk of injury</p> <p>PC4. dispose waste materials in accordance to the industry accepted standards</p> <p>PC5. maintain first aid kit and keep oneself updated on the first aid procedures</p> <p>PC6. identify and document potential risks and hazards in the workplace</p> <p>PC7. accurately maintain accident reports</p> <p>PC8. report health and safety risks/ hazards to concerned personnel</p> <p>PC9. use tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions</p>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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)	
<b>A. Core Skills/</b>	<b>Writing Skills</b>

**BWS/N9002**

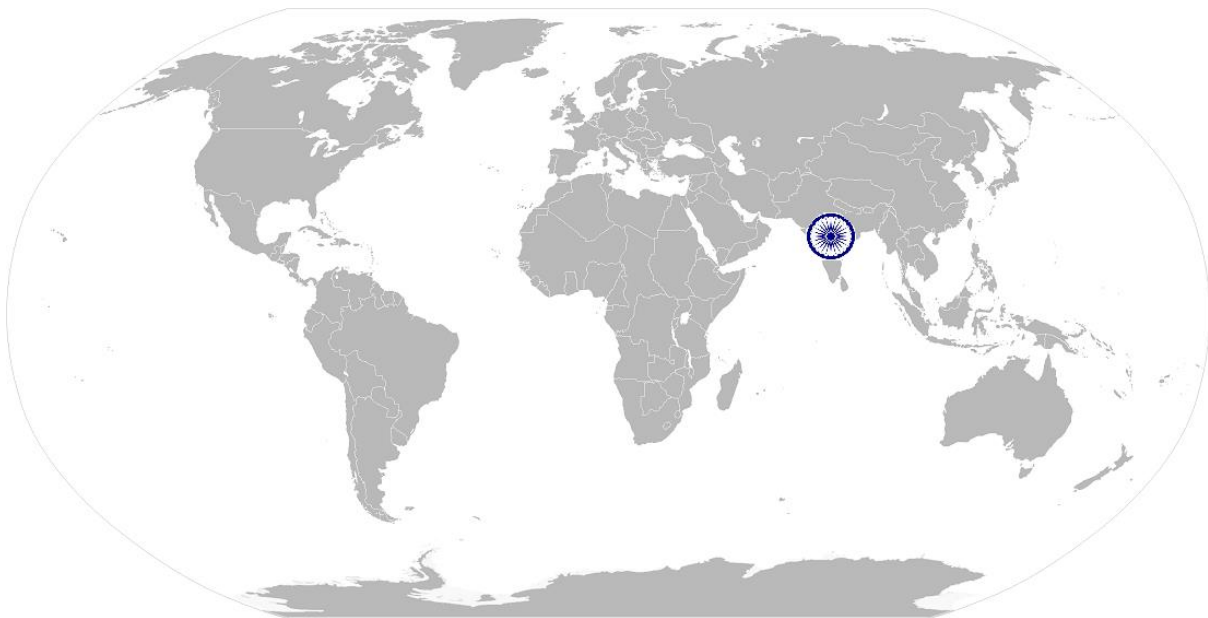
**Maintain health and safety at the workplace**

<b>Generic Skills</b>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<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>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service feedback files/documents</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p>
	<b>Analytical Thinking</b>

**BWS/N9002**

**Maintain health and safety at the workplace**

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

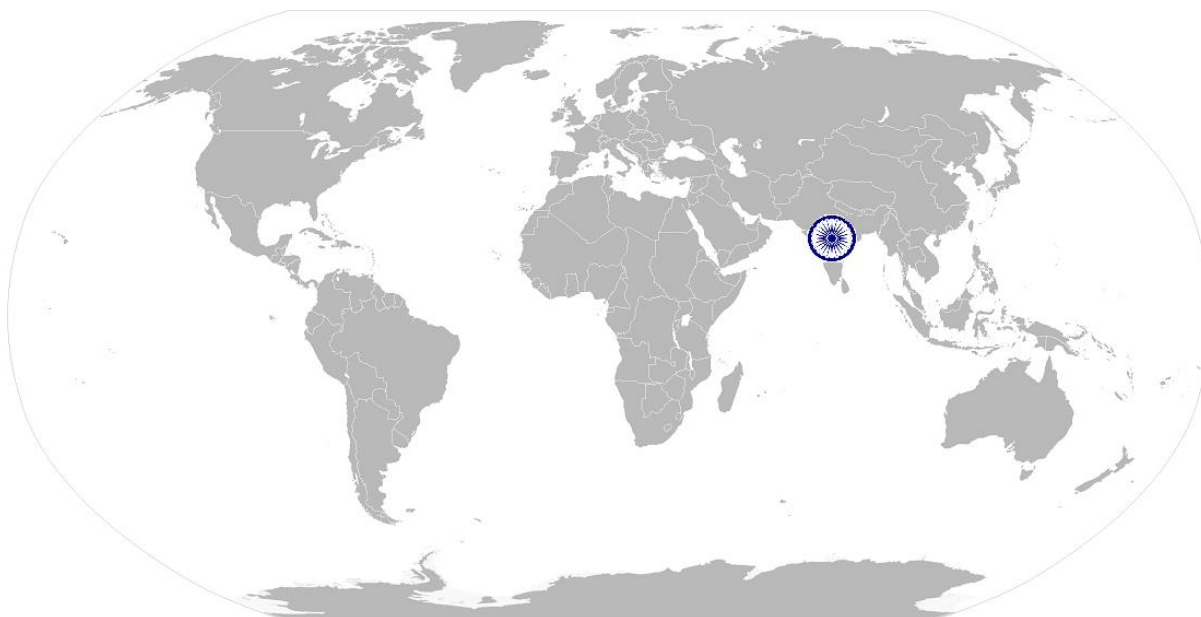


BWS/N9002

Maintain health and safety at the workplace

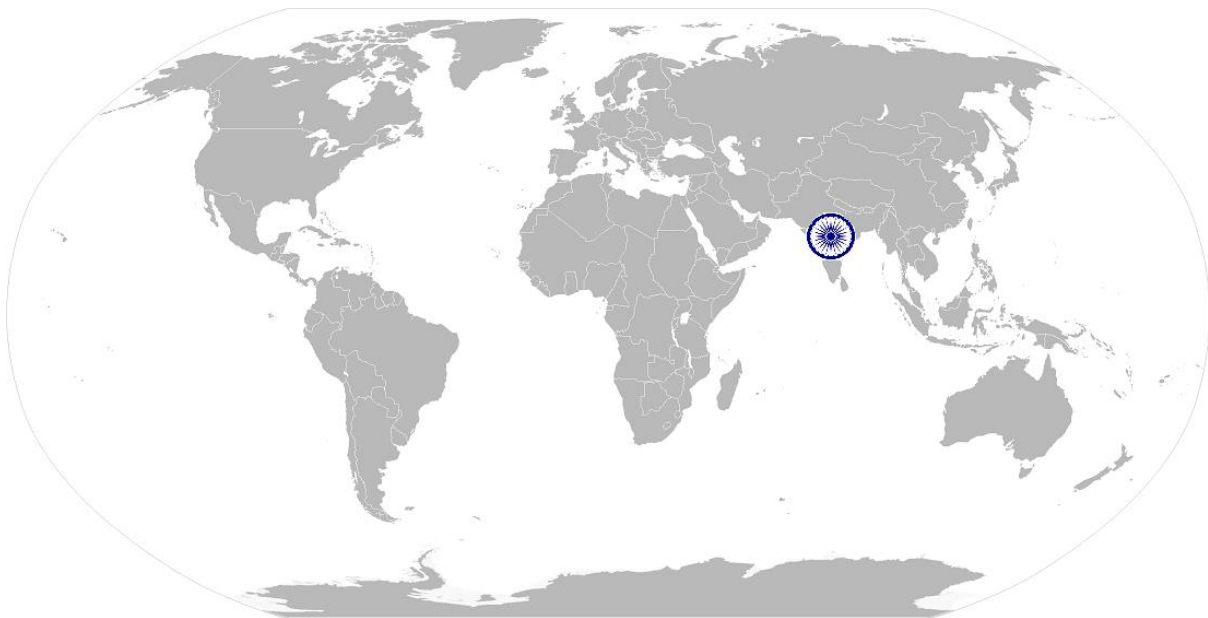
## NOS Version Control

NOS Code	BWS/N9002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Fitness & Slimming	Last reviewed on	10/02/2016
Occupation	Fitness Services	Next review date	10/02/2019



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# National Occupational Standard



## Overview

This OS unit is about personal grooming and behaviour expected at the workplace.

BWS/N9003

Create a positive impression at the workplace

National Occupational Standard

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



BWS/N9003 Create a positive impression at the workplace	
its processes)	KA7. kinds of work issues that may arise and reporting structure KA8. code of practices and guidelines relating to communication with people KA9. organization's requirements for recording and retaining information
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. ability to speak, read and write in the local vernacular language and English KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender KB3. different formats on which information is to be recorded KB4. importance to maintain security and confidentiality of information KB5. kinds of communication equipment (email, phone etc.) available and their effective use KB6. selling/ influencing techniques to provide additional services/ products to clients
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>



**BWS/N9003**

**Create a positive impression at the workplace**

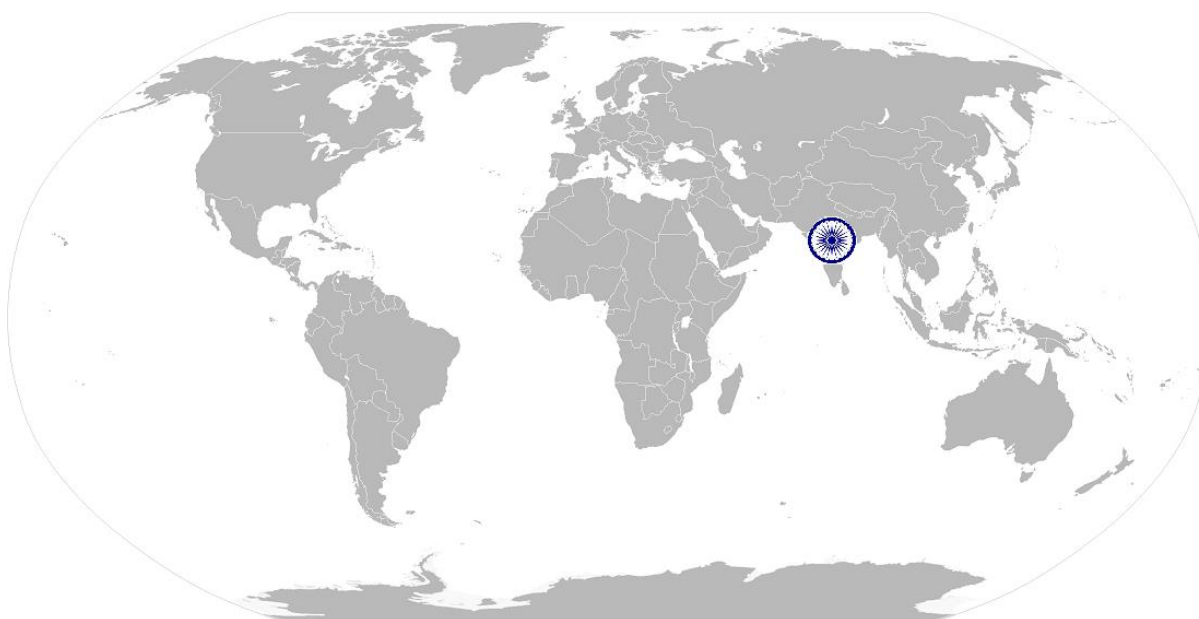
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or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

BWS/N9003

Create a positive impression at the workplace

## NOS Version Control

NOS Code	BWS/N9003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/08/2015
Industry Sub-sector	Fitness & Slimming	Last reviewed on	10/02/2016
Occupation	Fitness Services	Next review date	10/02/2019

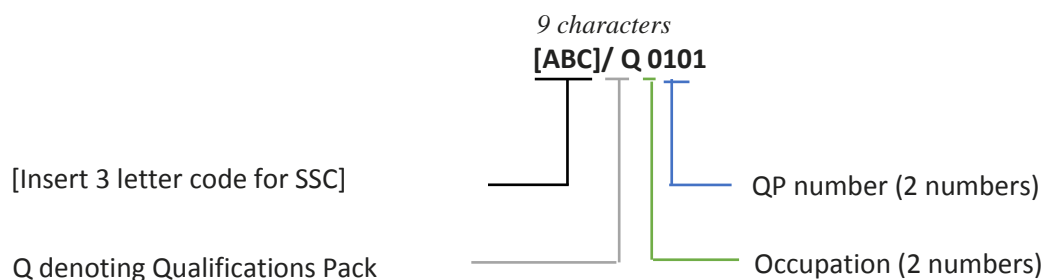


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## Qualifications Pack For Gym Assistant

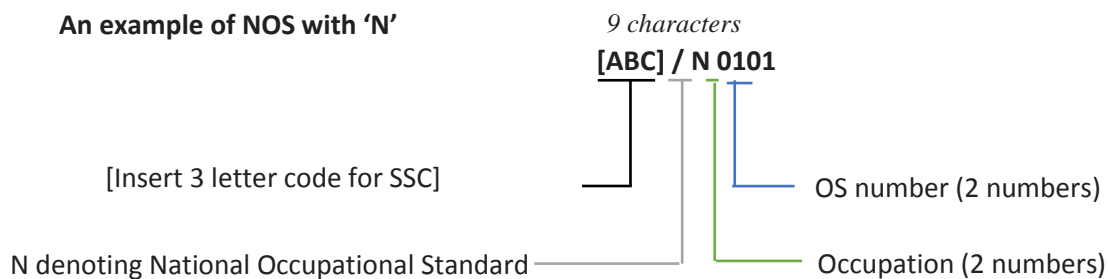
### Annexure

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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*Qualifications Pack For Gym Assistant*

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

Sub-sector	Range of Occupation numbers
<b>1. BEAUTY &amp; SALONS</b>	
Skin care services	0101-0109
Hair care services	0201-0212
Make up services	0301-0306
Nail care services	0401-0406
Aesthetic Dermatology services	0501-0504
Training Academy services	0601-0606
Tattoo services	0701-0705
Assessment services	0801-0802
<b>2. REJUVENATION</b>	
Spa Therapy	1001-1006
<b>3. ALTERNATE THERAPY</b>	
Ayurveda Therapy	2001-2006
Naturopathy Therapy	2101-2106
Yoga Therapy	2201-2206
Neurotherapy	2301-2303
Aromatherapy & Reflexology therapy	2401-2407
<b>4. FITNESS &amp; SLIMMING</b>	
Fitness services	3001-3010
Nutrition services	3101-3108
Slimming services	3201-3204
<b>5. PRODUCT &amp; SALES</b>	
Product & Sales	4001-4005

*Qualifications Pack For Gym Assistant*

Sequence	Description	Example
Three letters	Industry name	BWS
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Note:

- The range of occupation numbers have been decided based on the number of existing and future occupations in a segment

## **CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Gym Assistant

**Qualification Pack** BWS/Q3001

**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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
<b>1. BWS/N9001 (Prepare work area)</b>	PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	<b>100</b>	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. familiarize members with the safe workings of machines		12	1	11
	PC5. explain contraindicated exercises/postures with the members		14	4	10
	PC6. evaluate trainers involvement with the members		10	2	8
	PC7. store records, materials and equipment securely in line with the organization's policies		10	2	8
			<b>100</b>	<b>21</b>	<b>79</b>
<b>2. BWS/N3001 (Assist/ Demonstrate exercises to the clients)</b>	PC1. prepare the resistance equipment, free weights and cardiovascular equipment as well as ensure its safe use	<b>100</b>	10	2	8
	PC2. prepare the gym area for performance of various stretching exercises and weight training		10	2	8
	PC3. demonstrate safe and technically correct usage of weights, cardiovascular machines like treadmill, cross trainers, cycles, step machine etc..		10	2	8
	PC4. assist and demonstrate the right form and technique of exercises		15	5	10
	PC5. explain benefits of various parts of work outs like cardiovascular exercises, stretching, resistance exercises etc. to (if required) the clients and promote a healthy lifestyle		15	5	10
	PC6. return the equipment after using to a safe condition		10	2	8



	PC7. invest time in ensuring improvement in performance of the client		10	2	8
	PC8. ensure the overall safety of the clients and gym equipment		10	2	8
	PC9. ensure the cleaning and maintenance of gym equipment		10	2	8
			<b>100</b>	<b>24</b>	<b>76</b>
<b>3. BWS/N9002 (Maintain health and safety at the workplace)</b>	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	<b>100</b>	10	<b>3</b>	<b>7</b>
	PC2. clean and sterilize all tools and equipment before use		10	<b>3</b>	<b>7</b>
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		10	<b>3</b>	<b>7</b>
	PC4. dispose waste materials in accordance to the industry accepted standards		12	<b>2</b>	<b>10</b>
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		15	<b>3</b>	<b>12</b>
	PC6. identify and document potential risks and hazards in the workplace		10	<b>3</b>	<b>7</b>

	PC7. accurately maintain accident reports		10	4	6
	PC8. report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. use tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions		13	3	10
			<b>100</b>	<b>27</b>	<b>73</b>
<b>4. BWS/N9003 (Create a positive impression at the workplace)</b>	PC1. maintain good health and personal hygiene	<b>100</b>	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, behaviour 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		7	2	5

	from different cultural and religious backgrounds, age, disabilities and gender				
	PC11. communicate procedure related information to clients based on the sector’s code of practices and organisation’s procedures/ guidelines		7	2	5
	PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5
	PC13. assist and guide clients to services or products based on their needs		4	1	3
	PC14. report and record instances of aggressive/ unruly behaviour 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
			100	30	70