

# Model Curriculum

## Beauty Therapist

**SECTOR: BEAUTY AND WELLNESS**

**SUB-SECTOR: BEAUTY & SALONS**

**OCCUPATION: SKIN CARE SERVICES**

**REFERENCE ID: BWS/Q0102 VERSION 1.0 NSQF**

**LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/Qualification Pack: **'Beauty Therapist'** OP No. **BWS/Qo102, Level 4**

Date of Issuance: 30<sup>th</sup> December 2015

Valid up to: 29<sup>th</sup> December 2016

\* Valid up to the next review date of the Qualification Pack



Chairperson  
(Beauty & Wellness Sector Skill Council)

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# Beauty Therapist

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>Beauty Therapist</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	Beauty Therapist BWS/Q0102		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	30-12-2015
<b>Pre-requisites to Training</b>	Minimum qualification – Class X pass/the ability to read/write and communicate effectively on the job role		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Prepare and maintain work area</b>-preparing the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon.</li> <li>• <b>Perform skin care services</b>- Improving facial skin condition using exfoliation, skin warming, come done extraction, facial massage, mask treatments and moisturizing.</li> <li>• <b>Perform depilation services</b> consulting, preparing, planning and performing the treatment of various waxing techniques to remove hair in the areas of face, legs, underarm, and bikini line and provide after care advise.</li> <li>• <b>Perform manicure and pedicure services</b> carry out manicure and pedicure services to improve the appearance of the nails and skin,</li> <li>• <b>Perform makeup services provide</b> make-up for a variety of occasions, including day, evening and special occasions.</li> <li>• <b>Operate and apply electrical/electronic equipment for facial beauty services safely and effectively</b> operate &amp; carry out facial beauty services using different techniques like ultrasonic, hi frequency.</li> <li>• <b>Perform salon reception duties</b> effectively handle the front desk duties &amp; handle customers professionally</li> <li>• <b>Maintain health and safety of work area</b> maintains a safe and hygienic environment at the work area to reduce potential risks to self and others.</li> <li>• <b>Create a positive impression at work area</b> personal grooming and behavior to execute tasks as per the salon’s standards and create a positive impression at the workplace.</li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Beauty Therapist” Qualification Pack issued by “Beauty and Wellness Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction</b>  <b>Theory Duration</b> (hh:mm) 03:00 <b>Practical Duration</b> (hh:mm) 0:00  <b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 9003	<ul style="list-style-type: none"> <li>Identify the career opportunities and working methods within the hair and beauty sector</li> <li>Identify and list the hairdressing services and beauty</li> </ul>	
2	<b>Perform Skin Care Services</b>  <b>Theory Duration</b> (hh:mm) 10:00 <b>Practical Duration</b> (hh:mm) 00:00  <b>Corresponding NOS Code</b> BWS/N 0104 BWS/N 0401 BWS/N 0108: BWS/N 0112 BWS/N 0106	<ul style="list-style-type: none"> <li>Understand the structure of the skin</li> <li>Describe the function of the skin</li> <li>Identify the characteristics of the skin and skin types of different ethnic client groups</li> <li>Explain the position and action of the facial, neck and shoulder muscles</li> <li>Identify the bones of the head, Face, neck and shoulder girdle and their position</li> <li>Explain the effect of the natural ageing process on the skin and muscle tone</li> <li>Explain the Circulatory System, functions of blood, arteries, veins, blood composition and circulation and lymphatic system.</li> <li>Identify the allergies, contraindications, contra actions,( Erythema)</li> <li>Explain the structure, function, , hair growth cycle and types of hair</li> <li>Explain the structure, function, characteristics of nail and process of nail growth</li> <li>Identify bones of Lower leg and Foot</li> <li>Identify bones of the wrist, hands fingers and forearm</li> <li>Explain structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</li> <li>Explain arteries and veins of lower leg, foot, hand and arm</li> <li>Identify muscles of the lower leg, foot, hand and arms</li> <li>Identify nail diseases and disorders</li> <li>Identify nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment</li> </ul>	Anatomy and physiology charts

3	<p><b>Perform Depilation services</b></p> <p>☐ <b>Waxing services</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm)</p>	<ul style="list-style-type: none"> <li>Understand knowledge of anatomy and physiology that relates to waxing treatment</li> <li>Understand the equipment, materials, products, techniques and treatment for waxing</li> <li>Understand how to consult, Plan and prepare for waxing</li> <li>Understand the technique of removing unwanted hair</li> <li>Understand safe and effective methods of working when providing waxing treatments</li> <li>Understand contra-indications that affect or restrict waxing treatments</li> </ul> <p>Be able to provide aftercare advice for clients</p> <p>Understand the Effects, benefits and precautions for female intimate waxing</p>	<p>Therapy bed</p> <p>Beauty Trolley</p> <p>Wax heater</p> <p>Wax strips</p> <p>Wax knife</p> <p>Spatula</p> <p>Bowls</p> <p>Dust bin</p> <p>Basket, bed/recliner chair, bowl, cotton, mirror, tissues, towel,</p>
	<p>30:00</p> <p><b>Corresponding NOS Code</b> B WS/N 0106</p> <p>☐ <b>Threading services</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 30:00</p> <p><b>Corresponding NOS Code</b> BWS/N 0106</p>	<ul style="list-style-type: none"> <li>Be able to prepare the client, self and work area for female intimate waxing treatments</li> <li>Understand the technique of providing female intimate waxing treatments</li> <li>Understand and have Knowledge of anatomy and physiology</li> <li>Select threading tools, materials and equipment</li> <li>Understand the contra-indications and contra-actions for threading</li> <li>Be able to consult, plan and prepare the clients for threading services</li> <li>Understand the technique to remove unwanted hair</li> <li>Be able to provide safe and effective methods of working when providing threading services</li> <li>Be able to provide aftercare advice for clients</li> </ul>	<p>Trolley.</p>

4	<p><b>Manicure and pedicure services</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> BWS/N 0401 BWS/N 9001</p>	<ul style="list-style-type: none"> <li>Understand the anatomy and physiology related to manicure and pedicure services</li> <li>Understand the Manicure and Pedicure tools, equipment, products and techniques.</li> <li>Be able to use safe and effective methods of working while providing manicure services</li> <li>Be able to consult, conduct treatment planning and prepare client for the service</li> <li>Understand organizational and legal requirements</li> <li>Identify contra-indications and contra-actions that affect or restrict manicure and pedicure services</li> <li>Provide aftercare advice for clients.</li> </ul>	<p>Manicure Chair Manicure stool Sterilizer Bowls Manicure brush Nail Cutter Cuticle Pusher Cuticle Nipper Orange stick Nail Filer Pack brush Dust bin Pedicure – Pedicure Chair Pedicure Stool Sterilizer Bowls Foot Scraper Emery Board Pumice Stone Nail Cutter Cuticle Pusher Cuticle Nipper Orange stick Nail filer Toe separator Pedicure Brush Pack brush Dust Bin</p>
5	<p><b>Make up services</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> WS/N 0108: BWS/N 9001</p>	<ul style="list-style-type: none"> <li>Understand Skin analysis and interpretation</li> <li>Demonstrate Make up for different occasions- day, evening and special occasions.</li> <li>Identify requirements for make-up treatments</li> <li>Be able to select products, tools and equipment to suit client treatment needs, skin types and conditions</li> <li>Explain effects and benefits of different products and techniques used in bridal make-up</li> <li>Use consultation techniques to identify treatment objectives</li> <li>Prepare client, self and work area for make-up application</li> <li>Demonstrate application of make-up for a range of occasions</li> <li>Provide aftercare advise to the client</li> <li>Record the results of the treatment</li> </ul>	<p>Make up Chair Trolley Mirrors Lighting Foundations, concealer, powder, blusher eyeshadow mascara, eye pencil, liquid liner, lip liner, lipstick, lip gloss, corrective makeup/colored concealer, brushes, applicators</p>

6	<p><b>Operate and apply electrical/electronic equipment for facial beauty services safely and effectively</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> BWS/N 0104 BWS/N 9001 BWS/N</p>	<ul style="list-style-type: none"> <li>Understand the anatomy and physiology related to facial skin care treatments</li> <li>Understand the techniques to improve and maintain skin condition</li> <li>Understand facial skin care techniques, products and treatment planning</li> <li>Identify contra-indications that affect or restrict facial skin care treatments</li> <li>Understand safe and effective methods of working when improving and maintaining facial skin condition Be able to consult, plan and prepare clients for facials treatment</li> <li>Understand the organizational and legal requirements</li> <li>Provide aftercare advice for clients</li> </ul>	<p>Therapy bed Beauty Stool/chair Trolley Bowls Sterilizer Como done remover Face steamer Pack Brush Dust Bin Foot Spa Galvanic Hi Frequency Digital Manicure Trolleys with bowls Paraffin Wax Heater Therapy Stools Ultrasonic Video Dermascope Wax Heater</p>
7	<p><b>Perform salon reception duties</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> BWS/N9003 BWS/N</p>	<p>To know &amp; understand -</p> <ul style="list-style-type: none"> <li>types of products and services offered by the salon and their costs</li> <li>time taken for various services and procedures offered by the salon</li> <li>importance of customer satisfaction for business and professional success</li> <li>information required for booking an appointment and the purpose of each item of information</li> <li>features and operational procedures of computerized booking systems</li> <li>importance of managing customers during waiting periods and possible ways to do that</li> <li>customer service principles including privacy and protection to modesty of the customers</li> <li>data protection, its importance, application and relevant practices</li> </ul>	

8	<b>Health and Safety</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> BWS/N9002	<ul style="list-style-type: none"> <li>Identify contra-indications related to beauty treatments</li> <li>Understand process and products to sterilize and disinfect equipment/ tools</li> <li>Follow manufacturer's instructions related to equipment and product use and cleaning</li> <li>Understand handling, usage and storage of products, tools and equipment safely</li> <li>Understand knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)</li> </ul>	First aid kit Fire extinguishers Sterilizers Hot cabinets Waste disposal bins
9	<b>Client care and communication in beauty industry</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> B WS/N 9005 BWS/N 9003	<ul style="list-style-type: none"> <li>Apply effective Communication strategies when dealing with clients</li> <li>Be able to adapt and adopt different methods of communication to suit different situations and client needs</li> <li>Use effective consultation techniques to identify treatment objectives</li> <li>Be able to manage client expectations</li> <li>Explain and communicate clearly recommendations to the client</li> <li>Maintain client confidentiality</li> <li>Understand retail sales techniques to meet client requirements</li> <li>Practice Personal grooming standards</li> <li>Be able to communicate and behave in a professional environment</li> <li>Be able to Plan and organize service feedback files/documents</li> </ul>	
		<ul style="list-style-type: none"> <li>Be able to plan and manage work routine based on salon procedure</li> <li>Be able to do client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>Maintain accurate records of clients, treatments and stocks of products</li> <li>Receive feedback in a positive manner and develop on the shortcomings.</li> </ul>	

	<b>Total Duration</b>  <b>Theory Duration</b> <b>50:00</b>  <b>Practical Duration</b> <b>300:00</b>	<b>Unique Equipment Required:</b> Anatomy and physiology charts, First aid kit, Fire extinguishers, Sterilizers, Hot cabinets, Waste disposal bins, Therapy bed, Beauty Stool/chair, Trolley, Bowls , Como done remover, Face steamer Pack Brush, Dust Bin, Manicure Chair, Manicure stool, Manicure brush, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange stick, Nail Filer, Pack brush, Pedicure Chair, Pedicure Stool, Foot Scraper, Emery Board, Pumice Stone, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange stick, Nail filer, Toe separator, Pedicure Brush, Pack brush, Make up Chair, Mirrors, Lighting, Foundations, concealer, powder, blusher eye shadow mascara, eye pencil, liquid liner, lip liner, lipstick, lip-gloss, corrective make-up/colored concealer ,brushes, applicators, Headband, large towel/Client couch, bin with liner, cotton wool, mirror, magnifying lamp, tissues, machines (EMS, lymphatic drainage unit, high-frequency, galvanic, micro current) and all relevant leads, electrodes )
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Grand Total Course Duration: **350 Hours, 0 Minutes**

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

## Trainer Prerequisites for Job role: “Beauty Therapist” mapped to Qualification Pack: “BWS/Q0102”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	Graduate and One year Certificate/Diploma in Beauty culture/ Beauty & skin / Hair & skin/ Cosmetology/ from a State Govt./ Govt. of India Institution/ an institution established and registered as a society/ Pvt. Institution, has been in existence for minimum of 5 years and imparting 1 year Certificate/ Diploma in Beauty Culture/Hair Dressing/ Hair & Skin/Cosmetology.
4a	<b>Domain Certification</b>	Cosmetology / Beauty & Wellness certificate or Diploma in beauty & wellness
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score is 80%
5	<b>Experience</b>	Minimum 3 years of work experience with 2 years in beauty sector & 1 year of teaching experience preferably.

## Annexure : Assessment Criteria

Assessment Criteria for Beauty Therapist	
Job Role	Beauty Therapist
Qualification Pack	BWS/Q0102Version 1.0
Sector Skill Council	Beauty and Wellness
Sr. No.	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 an aggregate of 70% in the QP

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
		<b>Total</b>	<b>100</b>	<b>21</b>	<b>79</b>
BWS/N0104 Perform skin care services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC2.position self and client correctly to ensure privacy, comfort and wellbeing throughout the service		6	1	5
	PC3.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client		8	2	6
	PC4.carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon		7	2	5
	PC5.ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement and clarify doubts, if any		6	2	4
			6	1	5
	PC6.clean the skin and remove all traces of make-up by using superficial and deep cleansing techniques		7	2	5
	PC7.use an exfoliation technique suitable for the client's skin type and skin condition		6	1.5	4.5

			7	2	5
	PC8.use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition		6	1	5
	PC9.provide facial massage using a medium and techniques suitable for the client's skin type and condition				
	PC10.apply masks evenly and neatly, covering the area to be treated completely		5	1	4
	PC11.remove masks as per the recommended time frame mentioned in manufacturer's instructions or organisational standards				
	PC12.carry out cleaning of the skin post-procedure to ensure skin is left clean, toned and suitably moisturized		7	2	5
	PC13.complete the therapy to the satisfaction of the client in a commercially acceptable time		5	1	4
	PC14.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		5	1	4
	PC15.record details of the therapy accurately as per organisation policy and procedures		5	2.5	2.5
	PC16.store information securely in line with the salon's policies		5	2	3
	PC17.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>74</b>
BWS/N0105 Perform depilation services	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	2	0.5	1.5
	PC2.sanitize the hands effectively prior to service commencement using a hand sanitiser		1	0	1
	PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		3	1	2
	PC4.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		2	0.5	1.5

	PC5.select and prepare products, tools and equipment that are suitable to meet to the client's needs and requirements of the service plan		2	0.5	1.5
	PC6.position self and client in a manner to ensure privacy, comfort and wellbeing, throughout the service		2	0.5	1.5
	PC7.perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client		4	1	3
	PC8.maintain the client's modesty and privacy at all times, following work techniques and precautions that minimize discomfort to the client		2	0.5	1.5
	PC9.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		2	0.5	1.5
	PC10.estimate the approximate time it will take to complete the procedure and inform the customer of the same, setting right expectations		4	1	3
	PC11.complete the therapy to the satisfaction of the client in a commercially acceptable time, as per organisational standards		4	1	3
	PC12.conduct a test patch and skin sensitivity test ahead of the waxing procedure to establish contra actions if any		4	1	3
	PC13.carry out the waxing process correctly, using suited tools and products or materials as per standards of services laid down by the salon		4	1	3
	PC14.apply the procedure and condition specific pre-wax products prior to waxing based on manufacturers' instructions		3	1	2
	PC15.apply and remove the wax according to the direction of hair growth and manufacturer's instructions		3	0.5	2.5
	PC16.consult, plan and prepare for female intimate and sensitive areas' waxing services by talking to the customer, and following organisational standards		4	1	3
			2	0.5	1.5

	PC17.select the tools and products used for sensitive and intimate area waxing as per organisational standards, client preferences and procedure requirements		3	1	2
	PC18.prepare the sensitive and intimate area to be treated, remove undergarments, and trim overlong hair for the procedure		3	0.5	2.5
	PC19.perform application and removal of waxing as per the hair growth pattern of the application area		2	0.5	1.5
	PC20.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		3	0.5	2.5
	PC21.position the client correctly for ease and effectiveness of the service and client comfort		4	1	3
	PC22.apply correct techniques for application of wax to the pubic area				

	PC23.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the waxing service		2	0.5	1.5
	PC24.give aftercare advice to the client as per their needs and organisational standards		2	0.5	1.5
	PC25.carry out the process using the tools and materials and as per process laid down by the salon		3	0.5	2.5
	PC26.ensure the threading is carried out at a comfortable distance from the client maintaining the correct tension of the thread		2	0.5	1.5
	PC27.instruct the client clearly on how and when to hold, stretch or extend their skin surface to support the therapist, during the threading service		2	0.5	1.5
	PC28.ensure the work area is kept clean and tidy during the service		2	0	2
	PC29.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		3	0.5	2.5
	PC30.discontinue service, and do not provide advice and recommendations where contra-actions occur		3	1	2

	PC31.clean the treated area and use a suitable soothing product for post procedure relief as per organisational standards		2	0.5	1.5
	PC32.record the therapy details accurately as required by the organisation policies and procedures in a timely manner		2	1	1
	PC33.store information securely in line with the salon's policies		2	1	1
	PC34.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		3	1	2
	PC35.ask questions to check with the client their satisfaction with the finished result		2	0.5	1.5
	PC36.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		3	1	2
	PC37.minimize the wastage of products by using products economically and following correct storage procedures as per manufacturer's instructions		3	0.5	2.5
	PC38.store chemicals and equipment securely post service		2	0.5	1.5
	PC39.dispose all waste safety according to the salon's standards of hygiene and safety		2	0.5	1.5
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
BWS/N0401 Provide manicure and pedicure services	PC1.adhere to the health and safety standards laid out by the manufacturer and organization	100	3	0.5	2.5
	PC2.sanitize the hands prior to procedure commencement as per organisational approved process		3	0.5	2.5
	PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment		5	1	4
	PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any		3	0.5	2.5
	PC5.position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure		4	0.5	3.5
			4	0.5	3.5

	PC6.adjust the client's position to meet the needs of the service without causing them discomfort	5	1	4
	PC7.perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client	4	1	3
	PC8.remove any existing nail polish using approved products and procedures before proceeding further	4	1	3
	PC9.enquire to establish the desired length and shape of nails (hands or toes) with the client	5	1	4
	PC10.file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference	3	0.5	2.5
	PC11.remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free	5	0.5	4.5
	PC12.use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged	5	1	4
	PC13.use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails	4	0.5	3.5
	PC14.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	3	0.5	2.5
	PC15.remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client	3	0.5	2.5
	PC16.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	3	0.5	2.5
	PC17.check that the nail plate is dehydrated and the underside is clean and free of debris	4	0.5	3.5
	PC18.apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish	3	0.5	2.5
	PC19.check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel	4	1	3

			3	0.5	2.5
	PC20.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				
	PC21.clean the treated area and use a suitable soothing				
	product				
	PC22.complete the therapy to the satisfaction of the guest in a commercially acceptable time		5	1	4
	PC23.record the therapy accurately and store information securely in line with the organization's policies		4	2	2
	PC24.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC25.ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC26.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
BWS/N0106 Perform makeup services	PC2.ask relevant and effective questions to the client to identify contra-indications to skin and make-up products, if any		3	1	2
	PC3.sanitize the hands prior to service commencement as per salon standards		3	0	3
	PC4.prepare the client for make-up and provide suitable protective apparel		4	0.5	3.5
	PC5.position self and client throughout procedure to ensure privacy, comfort and wellbeing		5	1	4
	PC6.define a suitable service plan to meet the client's needs		6	2	4
	PC7.select and prepare suitable skin care and make up products to meet the client's needs and work plan		5	1	4
			5	1.5	3.5

	PC8.clarify the client's understanding and expectation prior to commencement of procedure		5	1	4
	PC9.clean, tone and moisturize the skin to suit the client's skin type and needs in the correct sequence, applying correct techniques, using organisation approved tools and processes		5	1	4
	PC10.conceal skin imperfections and blemishes, using the suitable colour corrective products, where required applying correct techniques and procedures		6	1.5	4.5
	PC11.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 organisation standards		6	1	5
	PC12.adapt the make-up procedure using materials, equipment and techniques correctly and safely to meet the needs of the client, where required		4	0.5	3.5
	PC13.adjust the client's position to meet the needs of the service without causing them discomfort				
	PC14.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		4	1	3
	PC15.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		6	2	4
	PC16.ensure the work area is kept clean and tidy during the service		3	0	3
	PC17.dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC18.record details of the procedure accurately as per organisational policy and approved practice		5	2.5	2.5
	PC19.store information securely in line with the salon's policies		5	2	3
	PC20.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	1	4

	PC21. ask questions to check with the client their satisfaction with the finished result		4	1	3
	PC22. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	1	4
		<b>Total</b>	<b>100</b>	<b>24</b>	<b>76</b>
BWS/N Operate and apply electrical/electronic equipment for facial beauty services safely and effectively	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	2	0.5	1.5
	PC2. identify various electrical/electronic machine equipment for beauty services correctly		2	0.5	1.5
	PC3. select the correct machine and accessories as per the service plan		2	0.5	1.5
	PC4. check the machine for damage, faults and risks before operating, if detected take necessary action as per organisation approved procedures and ensure safety		3	1	2
	PC5. ensure all component and parts of the machine are available, clean and ready for use		2	0	2
	PC6. attach and assemble the accessories/parts following manufacturer's instructions		2	0.5	1.5
	PC7. ensure there are no bare or trailing wires		2	0	2
	PC8. ensure the machine is calibrated and approved for usage		2	0	2
	PC9. ensure the environment is safe and suitable for equipment operation		2	0	2
	PC10. sterilise, sanitise and disinfect tools and machine parts as per requirements and organisation standard using various methods		3	1	2
	PC11. assemble and organise products and accessories related to the respective service and keep ready for use		3	0.5	2.5
	PC12. prepare yourself, the client and work area for shampoo and conditioning services		3	0.5	1.5
	PC13. identify contra-indications and respective necessary actions		3	0.5	1.5
			3	0.5	2.5

	PC14.position self and equipment in relation to client and each other, safely and in a manner to operate the equipment effectively	3	1	2
	PC15.define a suitable service procedure plan to meet the client's needs	2	0	2
	PC16.ensure the service plan is as per skin type, skin condition and client needs	2	0	2
	PC17.ensure the service plan	3	1	2
	PC18.select and prepare suitable skin care products to meet the client's needs in line with the client service plan	2	0	2
	PC19.ensure the dials are at zero and mains are off	2	0.5	1.5
	PC20.switch on the mains and operate the equipment at low intensity to test the equipment	2	0.5	1.5
	PC21.switch off the machine if any malfunction is noticed and report to concerned personnel	3	1	2
	PC22.clarify the client's understanding and expectation prior to commencement of procedure	4	1	3
	PC23.explain the sensation, temperature and other sensory experiences the client is likely to experience in order to prepare them for it	3	0.5	2.5
	PC24.adjust the client's position to meet the needs of the service without causing them discomfort	3	0.5	2.5
	PC25.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	3	1	2
	PC26.operate the equipment as per manufacturer's instructions in line with service procedure requirements	4	1	3
	PC27.apply products as per service plan and in line with procedural guidelines of the manufacturer and organisation standards	2	0	2
	PC28.ensure correct techniques are used for movement	2	0.5	1.5
	PC29.ensure the right parameters as per manufacturer's instructions, organisation and safety standards are maintained and followed during application	3	0.5	2.5
		2	0.5	1.5

	PC30.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		2	0	2
	PC31.identify contra-actions and necessary subsequent action		3	0.5	2.5
	PC32.ensure the work area is kept clean and tidy during the service		3	0.5	2.5
	PC33.provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client				
	PC34.clean and dismantle the machine as per organisation standards after service				

	PC35.ensure electrodes are cleaned, handled and stored as per manufacturer's instructions		2	0.5	1.5
	PC36.store equipment as per manufacturer's instruction and keep ready for next service		2	0.5	1.5
	PC37.record details of the procedure accurately as per organisational policy and approved practice		2	1	1
	PC38.store information securely in line with the salon's policies		2	1	1
	PC39.ask questions to check with the client their satisfaction with the finished result		2	0.5	1.5
	PC40.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		3	1	2

		<b>Total</b>	<b>100</b>	<b>21</b>	<b>77</b>
BWS/N Perform salon reception duties	PC1.book appointments in person and over telephone accurately and promptly	100	3	1.5	1.5
	PC2.maintain and interpret the appointment register accurately		3	1	2
	PC3.estimate timings for various services offered by the salon with reasonable precision		3	1	2
			2	1	1

	PC4.record details in a register or electronically in an accurate and efficient manner	3	0.5	2.5
	PC5.ask relevant questions to customers to obtain required information to book an appointment	3	1	2
	PC6.politely decline appointments where time slots unavailable and offer alternate arrangements in keeping with client needs and preferences	3	0.5	2.5
	PC7.speak to clients in a professional and pleasant tone and speech	3	0.5	2.5
	PC8.maintain confidentiality of client information	2	0.5	2.5
	PC9.do not disclose client information to unauthorised personnel	3	1	2
	PC10.accommodate special requests as per feasibility and in consultation with service personnel	3	1.5	1.5
	PC11.respond to emails as per organisational and professional protocols	2	0.5	1.5
	PC12.offer clients to wait in the lounge area/waiting area, offer water and means of passing time as per organisational policy and procedures	2	0.5	1.5
	PC13.inform waiting customers of time left to service periodically	2	0.5	1.5
	PC14.manage wait times to ensure customer satisfaction	3	1	2
	PC15.inform customers promptly and apologise earnestly to customers if there is an anticipated delay in servicing a client as per appointment schedule, offer alternative where required	3	1	2
	PC16.inform clients of organisational facilities, services, prices, and layout as required			
	PC17.inform customers of emergency procedures if required			
	PC18.maintain the reception in a neat and tidy manner	3	0.5	2.5
	PC19.maintain displays, magazines and promotional materials etc. to give a neat and orderly look	3	1	2
	PC20.ensure cleaning processes are followed for all areas of the reception	2	0	2
	PC21.maintain records neatly in a secure location, where it is also easy to retrieve when required	2	1	1
		2	0.5	1.5

			2	0.5	1.5
	PC22.follow correct filing and storing procedures for efficient storage				
	PC23.switch off all electronic equipment at the end of the day		3	1.5	1.5
	PC24.maintain opening and closing balances and adequate change in the cash box/register				
	PC25.process cash payments correctly by receiving and tendering accurate amounts		3	1	2
	PC26.calculate due amounts accurately for billing		3	1	2
	PC27.produce invoices accurately using manual and computerised billing systems		3	1	2
	PC28.process credit card payments on manual swipe machines, electronic swipe machine, etc. of cards with and without pin authorisations		2	0.5	1.5
	PC29.reconcile payments with billing done at the end of the shift		3	0.5	2.5
	PC30.operate and escalate problems with credit card machines efficiently and in a timely manner		3	1	2
	PC31.maintain confidentiality and security of passwords and other access devices/permits		3	1	2
	PC32.inform customers of schemes, discounts and other offers accurately for purposes of upselling and providing customers legitimate benefits		3	1	2
	PC33.accurately calculate applicable discounts and apply these to invoices		3	1.5	1.5
	PC34.calculate applicable taxes correctly and apply them to invoices		3	2	1
	PC35.explain taxes to customers and components of the charged invoice to the customer		3	1.5	1.5
	PC36.handover money and receipts to authorised personnel at the end of the shift		3	1	2
	PC37.escalate any disputes that cannot be resolved to the supervisor				
		<b>Total</b>	<b>100</b>	<b>33</b>	<b>68</b>
BWS/N9002	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10

Maintain health and safety at the workplace			10	3	7
	PC2. clean and sterilize all tools and equipment before use		9	2	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		12	2	10
	PC4. dispose waste materials in accordance to the industry accepted standards				
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>
BWS/N9003 Create a positive impression at the workplace	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5
	PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
	PC6.take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
	PC7.record details related to tasks, as per procedure		5	3	2
	PC8.participate in workplace activities as a part of the larger team		7	2	5
	PC9.report to supervisor immediately in case there are any work issues		5	1	4
			6	1.5	4.5

	PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1	5
	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		6	2	4
	PC13.assist and guide clients to services or products based on their needs		5	2	3
	PC14.report and record instances of aggressive/ unruly behavior and seek assistance		6	3	3
	PC15.use communication equipment (phone, email etc.) as mandated by your organization		7	3	4
	PC16.carry out routine documentation legibly and accurately in the desired format		5	2	3
	PC17.file routine reports and feedback		6	2	4
	PC18.maintain confidentiality of information, as required in the role				
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>

## Beauty and Wellness Sector Skill Council

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