

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 - Pedicurist and Manicurist

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: Beauty & Salons

OCCUPATION: Nail Care Services

REFERENCE ID: BWS/Q0402

ALIGNED TO: NCO-2004/5141.40

Brief Job Description:A manicurist and pedicurist cleans, shapes, and polishes customers fingernails and toenails. A Pedicurist and Manicurist needs to be aware of the pedicure and manicure services, health and safety, hygiene and needs to be knowledgeable about various beauty products.

Personal Attributes:A pedicurist and manicurist should be well-versed with the pedicure and manicure services and service aptitude. Proficiency in communication and keen service orientation would help in providing services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be sensitive when dealing with clients. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant and tactful when dealing with clients and have a genuine interest in people.

Qualifications Pack Code	BWS/Q0402		
Job Role	Pedicurist and Manicurist		
Credits (NSQF)	TBD	Version number	1.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016
NSQC Clearance on	20/07/2015		

Job Role	Pedicurist and Manicurist
Role Description	Apply face and body treatments, and provide advice about skin care and cosmetics
NSQF level	3
Minimum Educational Qualifications	Preferably Class V
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	0-12 months experience in pedicure and manicure services
Minimum Job Entry Age	18 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. BWS/N9001 (Prepare and maintain work area) 2. BWS/N0401 (Perform manicure and pedicure services) 3. BWS/N0403 (Provide specialized hand and foot spa treatments) 4. BWS/N9002 (Maintain health and safety of work area) 5. BWS/N9003 (Create a positive impression at work area) Optional: Not Applicable
Performance Criteria	As described in the relevant OS units

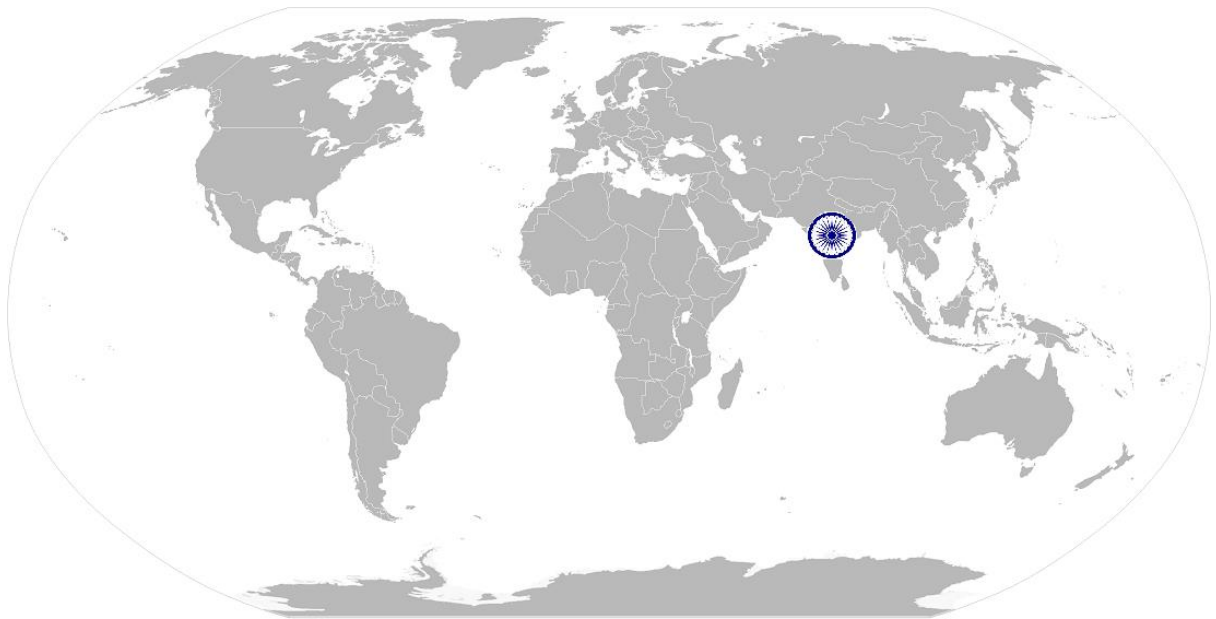
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
QualificationsPack	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.
Knowledgeand 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.
CoreSkillsor GenericSkills	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

BWS/N9001 Prepare and maintain work area

National Occupational Standard



Overview

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

BWS/N9001 Prepare and maintain work area

Unit Code	BWS/N9001
Unit Title(Task)	Prepare and maintain work area
Description	Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Preparing and maintaining the work area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare and maintain work area	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment PC2. select suitable equipment and products required for the treatment PC3. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines PC4. place the products in the trolley for the treatment PC5. sterilize, disinfect and place the tools on the tray PC6. dispose waste materials in adherence to the salon's and industry requirements PC7. store records, materials and equipment securely in line with the salon's policies
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organization's standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. health and safety requirements in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. types of products, materials and equipment required for the treatment KB2. process and products to sterilize and disinfect equipment/ tools KB3. manufacturer's instructions related to equipment and product use and cleaning KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Reading Skills

BWS/N9001 Prepare and maintain work area

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
	<p>B. Professional Skills</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p>SB3. plan and manage work routine based on salon procedure</p> <p>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</p> <p>SB5. maintain accurate records of clients, treatments and product stock levels</p> <p>SB6. accept feedback in a positive manner and develop on the shortcomings</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions,</p>

BWS/N9001 Prepare and maintain work area

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

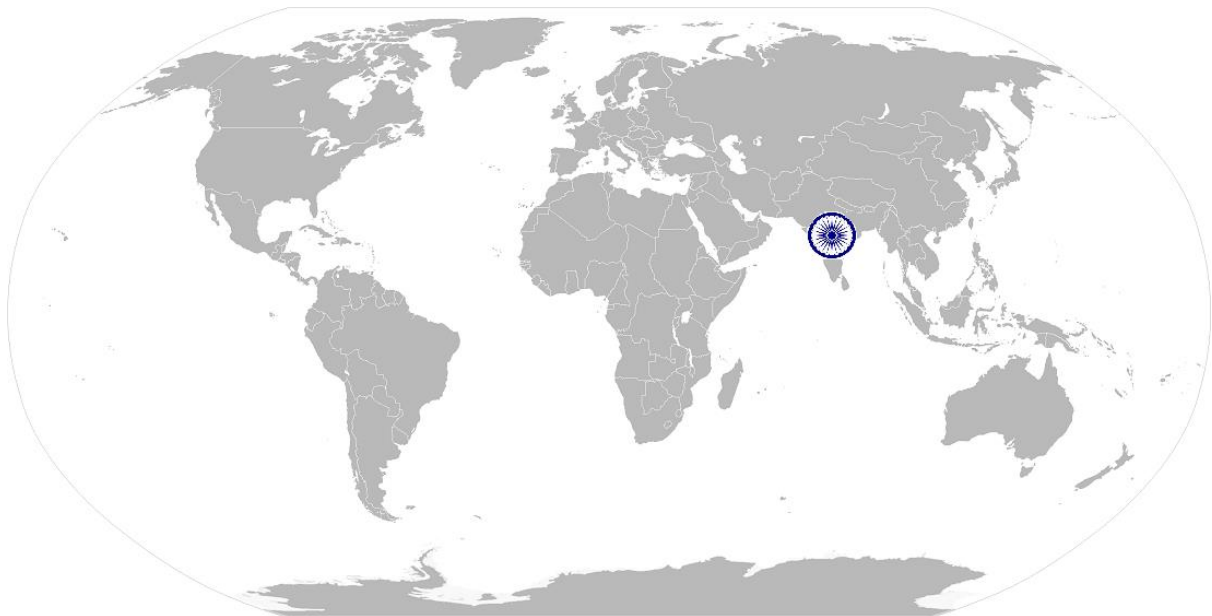


BWS/N9001 Prepare and maintain work area

NOS Version Control

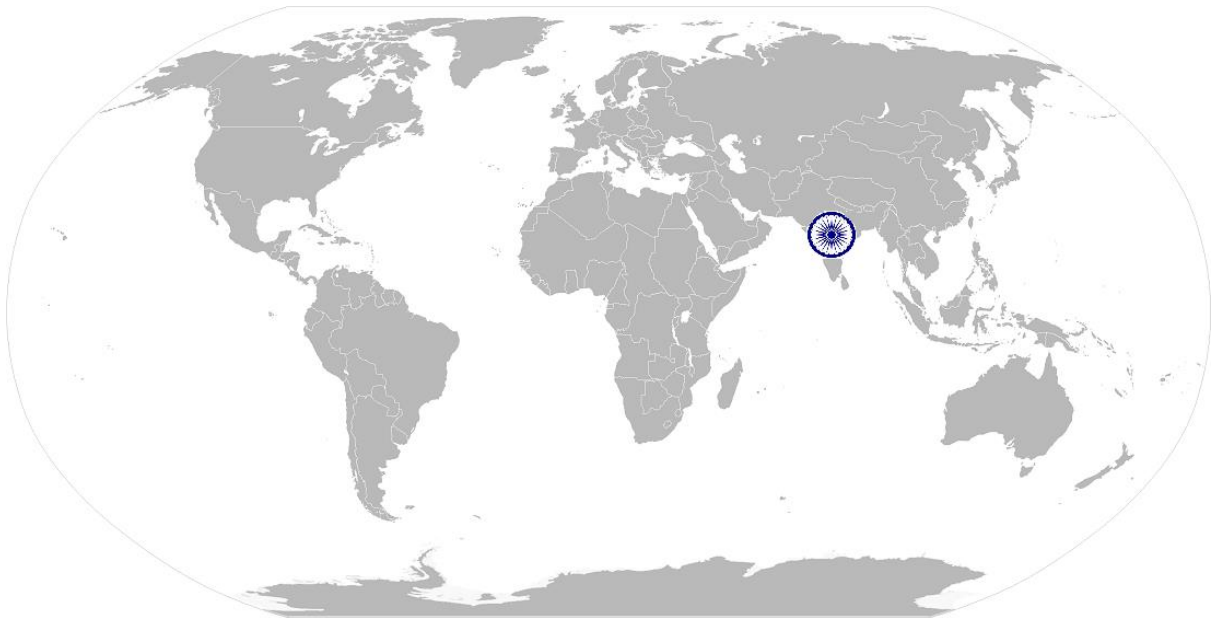
NOS Code	BWS/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016

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BWS/N0401 Perform manicure and pedicure services

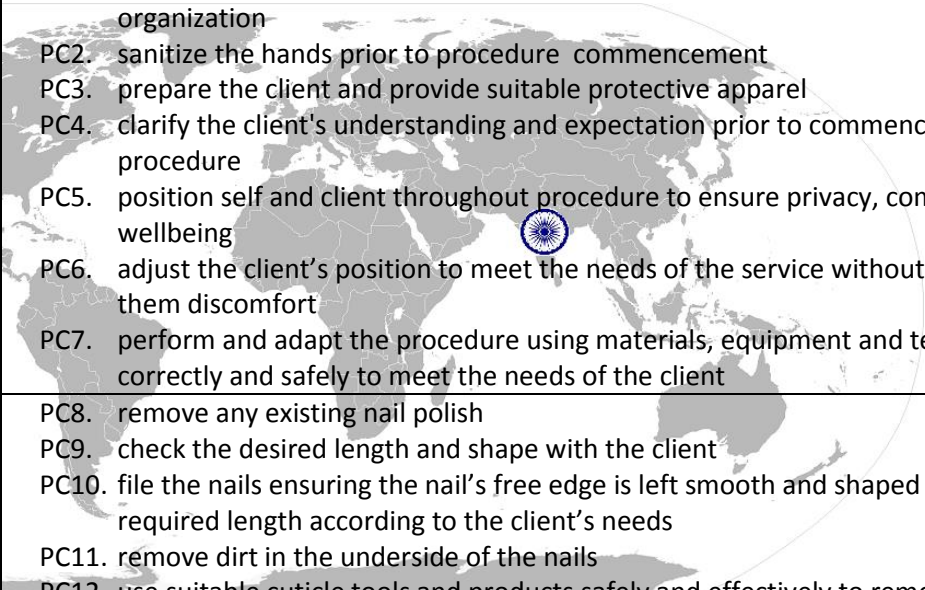
National Occupational Standard



Overview

This OS unit is about cleaning and removing dead skin and callous from hands and feet and improve the appearance of nails.

BWS/N0401 Perform manicure and pedicure services

Unit Code	BWS/N0401
Unit Title(Task)	Perform manicure and pedicure services
Description	Clean and remove dead skin and callous from hands and feet and improve the appearance of nails
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Preparing self and client • Carrying out manicure services • Carrying out manicure services • Post treatment procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare self, client for treatment	 <p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. sanitize the hands prior to procedure commencement</p> <p>PC3. prepare the client and provide suitable protective apparel</p> <p>PC4. clarify the client's understanding and expectation prior to commencement of procedure</p> <p>PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing</p> <p>PC6. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC7. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p>
Perform manicure services	<p>PC8. remove any existing nail polish</p> <p>PC9. check the desired length and shape with the client</p> <p>PC10. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs</p> <p>PC11. remove dirt in the underside of the nails</p> <p>PC12. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged</p> <p>PC13. use specialized hand and nail treatments to improve the appearance of the client's skin and nails</p> <p>PC14. use smooth and even massage techniques and pressure to meet the client's needs</p> <p>PC15. leave the hands and lower arm free of any excess massage medium</p> <p>PC16. check that the nail plate is dehydrated and the underside is clean and free of debris</p> <p>PC17. apply sufficient base coat, polish coats and top coats for the desired finish</p> <p>PC18. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel</p>
Perform pedicure services	<p>PC19. clean and dry the client's legs</p> <p>PC20. remove any existing nail polish</p> <p>PC21. check the desired length and shape with the client.</p> <p>PC22. file the nails ensuring the nail's free edge is left smooth and shaped to</p>

BWS/N0401 Perform manicure and pedicure services

	<p>required length according to the client's needs</p> <p>PC23. remove dirt in the underside of the nails</p> <p>PC24. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged</p> <p>PC25. remove any excessive hard skin using a foot scrapper</p> <p>PC26. use specialized leg and nail treatments to improve the appearance of the client's skin and nails</p> <p>PC27. use smooth and even massage techniques and pressure to meet the client's needs</p> <p>PC28. leave the foot and lower leg free of any excess massage medium</p> <p>PC29. check that the nail plate is dehydrated and the underside is clean and free of debris</p> <p>PC30. apply sufficient base coat, polish coats and top coats for the desired finish</p> <p>PC31. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel</p>
Post treatment procedure	<p>PC32. check the client's wellbeing throughout the service and giving the necessary reassurance</p> <p>PC33. clean the treated area and use a suitable soothing product</p> <p>PC34. complete the therapy to the satisfaction of the guest in a commercially acceptable time</p> <p>PC35. record the therapy accurately and store information securely in line with the organization's policies</p> <p>PC36. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. knowledge of the organization's standards of performance and sequence of services</p> <p>KA2. knowledge of the range of services and products offered by the organization</p> <p>KA3. knowledge of the health and safety requirements in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the structure, function, characteristics of nail and process of nail growth</p> <p>KB2. the structure and function of the skin</p> <p>KB3. bones of Lower leg and Foot</p> <p>KB4. bones of the wrist, hands fingers and forearm</p> <p>KB5. structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</p> <p>KB6. arteries and veins of lower leg, foot, hand and arm</p> <p>KB7. muscles of the lower leg, foot, hand and arms</p> <p>KB8. nail diseases and disorders</p> <p>KB9. nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment</p> <p>KB10. products and tools suitable to carry the procedure (exfoliant, enamel remover, nail enamels, cuticle cream, pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers)</p> <p>KB11. pedicure and manicure techniques (Filing, buffing, application of cuticle</p>

BWS/N0401 Perform manicure and pedicure services

	cream, removal of cuticle)
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to : SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis SA8. give clear instructions to customers/ clients SA9. keep customers/ clients informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required SA11. manner and tone, professional, supportive, respectful, sensitive to client SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client SA13. understand the directives passed down by supervisors SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated,

BWS/N0401 Perform manicure and pedicure services

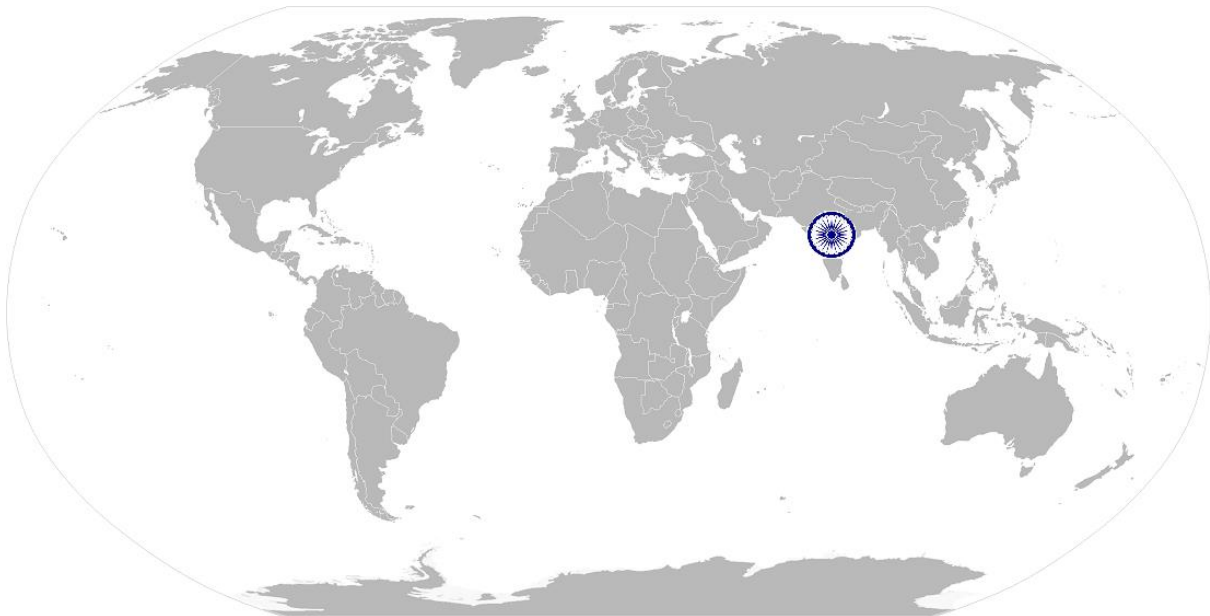
	<p>confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self developmental training activities to enhance one’s knowledge of salon performance standards and applicable health and safety legislative requirements</p>

BWS/N0401 Perform manicure and pedicure services

NOS Version Control

NOS Code	BWS/N0401		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016

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BWS/N0403 Provide specialized hand and foot spa treatments

National Occupational Standard



Overview

This OS unit is about providing specialized hand and foot spa treatments.

BWS/N0403 Provide specialized hand and foot spa treatments

Unit Code	BWS/N0403
Unit Title(Task)	Provide specialized hand and foot spa treatments
Description	Provide specialized hand and foot spa treatments
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Provide specialized hand and foot spa treatments
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Provide specialized hand and foot spa treatments	<p>PC1. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC2. consult with the client to identify factors that may influence the treatment objectives (contra indications)</p> <p>PC3. explain treatment procedure and provide information about oils and creams used during treatment</p> <p>PC4. assist clients in preparing for treatment by providing them with gowns and putting away their clothing</p> <p>PC5. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines</p> <p>PC6. prepare massage oil or cream and other equipment</p> <p>PC7. position self and client throughout treatment to ensure privacy, comfort and wellbeing</p> <p>PC8. perform and adapt the treatment(exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC9. identify contra actions and adapt the treatment to suit the client needs</p> <p>PC10. provide the massage using a range of mediums and techniques to achieve the desired results</p> <p>PC11. complete the treatment to the satisfaction of the client in a commercially acceptable time</p> <p>PC12. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC13. record the treatment accurately and store information securely in line with the salon's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. knowledge of the organization's standards of performance and sequence of services KA2. knowledge of the range of services and products offered by the organization KA3. knowledge of the health and safety requirements in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. the structure, function, characteristics of nail and process of nail growth KB2. the structure and fuction of the skin KB3. bones of Lower leg and Foot KB4. bones of the wrist, hands fingers and forearm

BWS/N0403 Provide specialized hand and foot spa treatments

	<p>KB5. structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</p> <p>KB6. arteries and veins of lower leg, foot, hand and arm</p> <p>KB7. muscles of the lower leg, foot, hand and arms</p> <p>KB8. nail diseases and disorders</p> <p>KB9. nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment</p> <p>KB10. products and tools suitable to carry the procedure (exfoliant, enamel remover, nail enamels, cuticle cream, pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers)</p> <p>KB11. pedicure and manicure techniques (Filing, buffing, application of cuticle cream, removal of cuticle)</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	<p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to :
	<p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. make decisions pertaining to the concerned area of work</p>

BWS/N0403 Provide specialized hand and foot spa treatments

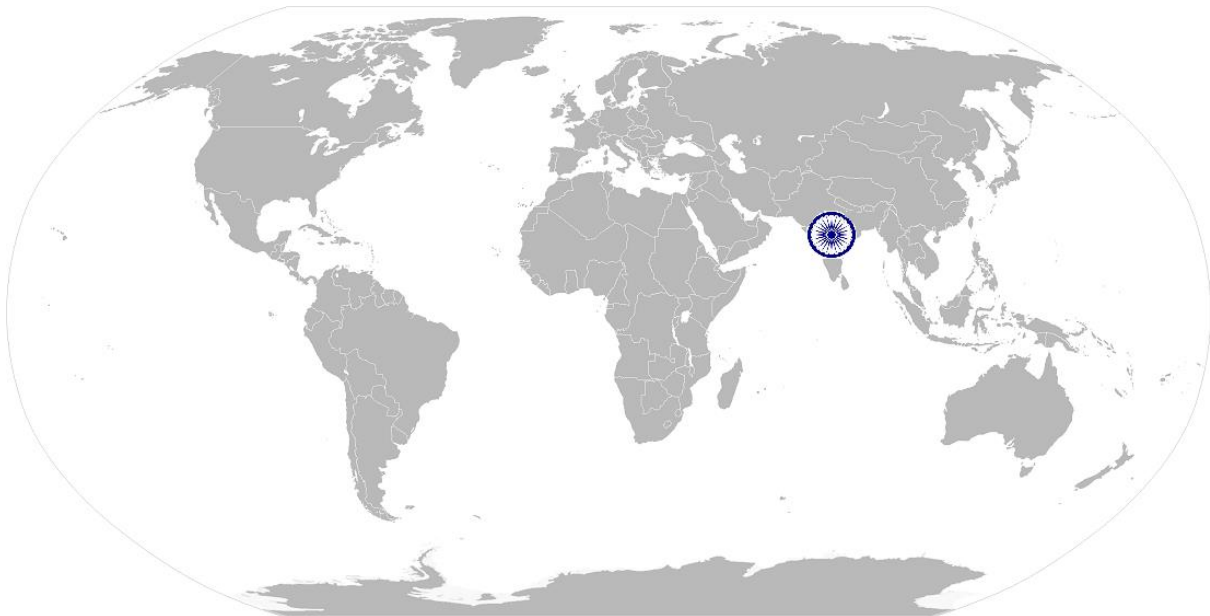
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain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

BWS/N0403 Provide specialized hand and foot spa treatments

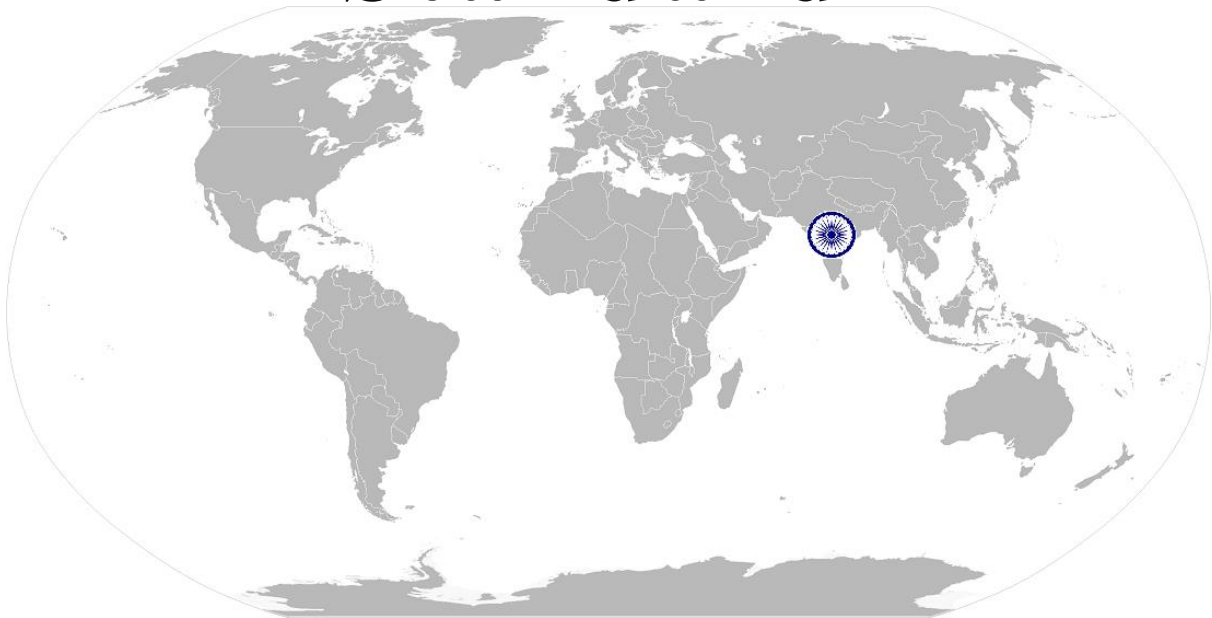
NOS Version Control

NOS Code	BWS/N0403		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016

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National Occupational Standard



Overview

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

BWS/N9002 Maintain health and safety of work area

Unit Code	BWS/N9002
Unit Title (Task)	Maintain health and safety of work area
Description	Maintain a safe and hygienic environment at the work area
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining the health and safety of the work area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain health and safety of workarea	<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 salon's guidelines and manufacturers' instructions</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's policies and procedures to address risks and hazards</p> <p>KA2. health and safety requirements in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. contra-indications related to beauty 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 of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection)</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>

BWS/N9002 Maintain health and safety of work area

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p>SB3. plan and manage work routine based on salon procedure</p> <p>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</p> <p>SB5. maintain accurate records of clients, treatments and product stock levels</p> <p>SB6. accept feedback in a positive manner and develop on the shortcomings</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p>

BWS/N9002 Maintain health and safety of work area

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

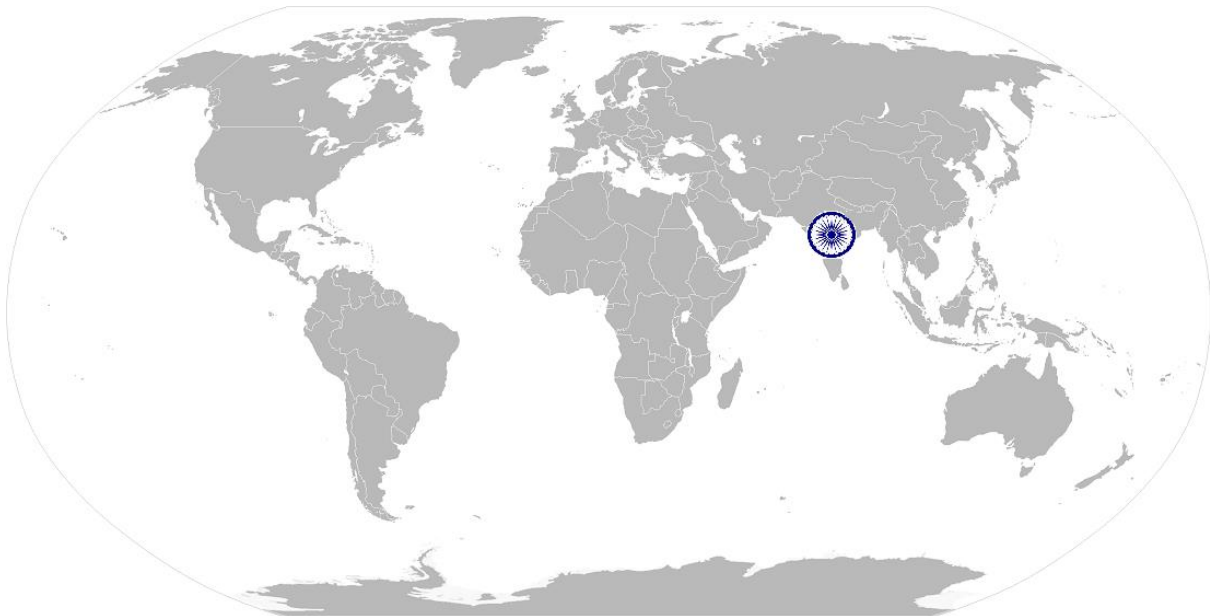


BWS/N9002 Maintain health and safety of work area

NOS Version Control

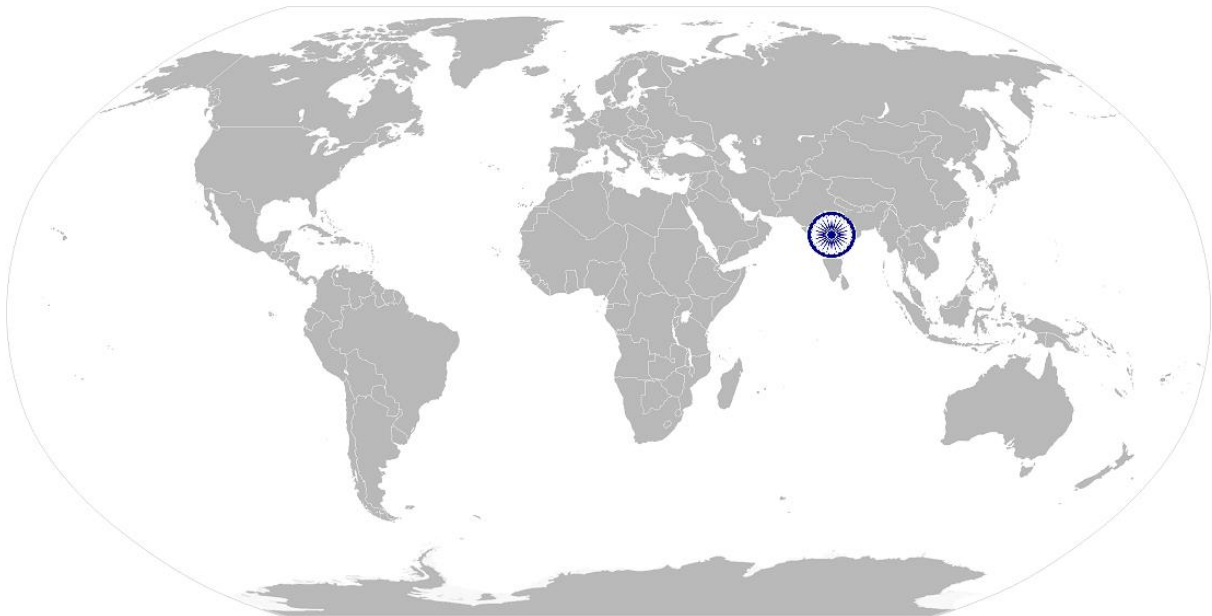
NOS Code	BWS/N9002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016

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BWS/N9003 Create a positive impression at work area

National Occupational Standard



Overview

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

BWS/N9003 Create a positive impression at work area

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

BWS/N9003 Create a positive impression at work area

of the organization and its processes)	<p>KA2. salon's standards of grooming and personal behavior</p> <p>KA3. salon's standards related to courtesy, behavior and efficiency</p> <p>KA4. ill-effects of intoxicants and potential actions at workplace</p> <p>KA5. items of uniform & accessories and correct method of wearing/ carrying them</p> <p>KA6. reporting/ recording formats and protocol for documentation</p> <p>KA7. kinds of work issues that may arise and reporting structure</p> <p>KA8. code of practices and guidelines relating to communication with people</p> <p>KA9. salon's requirements for recording and retaining information</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. ability to speak, read and write in the local vernacular language and English</p> <p>KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. different formats on which information is to be recorded</p> <p>KB4. importance to maintain security and confidentiality of information</p> <p>KB5. kinds of communication equipment (email, phone etc) available and their effective use</p> <p>KB6. selling/ influencing techniques to provide additional services/products to clients</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and</p>

BWS/N9003 Create a positive impression at work area

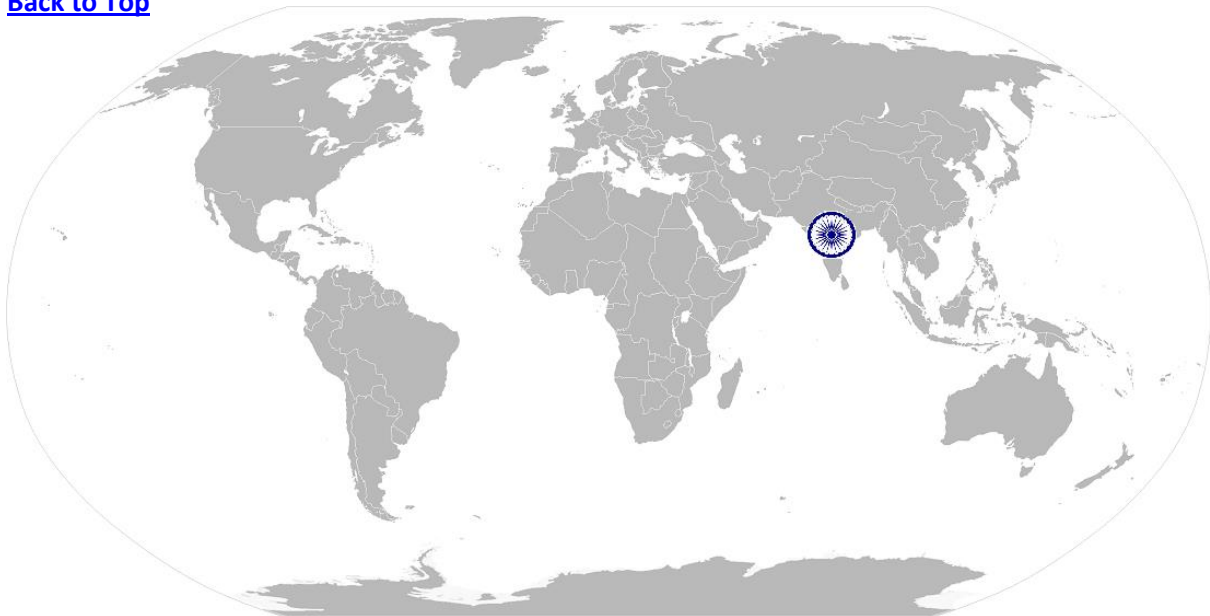
	maintain client confidentiality
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents SB3. plan and manage work routine based on salon procedure SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule SB5. maintain accurate records of clients, treatments and product stock levels SB6. accept feedback in a positive manner and develop on the shortcomings
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s) SB16. deal with clients lacking the technical background to solve the problem on their own SB17. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB18. use the existing data to arrive at specific data points SB19. use the existing data points to generate required reports for business
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements	

BWS/N9003 Create a positive impression at work area

NOS Version Control

NOS Code	BWS/N9003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Nail Care Services	Next review date	20/05/2016

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Assessment Criteria

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Pedicurist & Manicurist

Qualification Pack BWS/Q0402

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 center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
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

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

Assessment Criteria

	guidelines				
	PC4. Place the products in the trolley for the treatment		12	2	10
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
			100	22	78
2. BWS/N0401 (Perform manicure and pedicure services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	100	3	0.5	2.5
	PC2. Sanitize the hands prior to procedure commencement		2	0.5	1.5
	PC3. Prepare the client and provide suitable protective apparel		2	0.5	1.5
	PC4. clarify the client's understanding and expectation prior to commencement of procedure		2	0.5	1.5
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	0.5	1.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		2	0.5	1.5
	PC7. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the		3	0.5	2.5

Assessment Criteria

	client
	PC8. Remove any existing nail polish
	PC9. Check the desired length and shape with the client
	PC10. File the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC11. Remove dirt in the underside of the nails
	PC12. Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC13. Use specialized hand and nail treatments to improve the appearance of the client's skin and nails
	PC14. Use smooth and even massage techniques and pressure to meet the client's needs using appropriate products (Ex. Massage creams, lotions)
	PC15. Leave the hands and lower arms free of any excess massage medium
	PC16. Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris
	PC17. Apply one base coat, polish coats as desired and one top coat for the desired finish
	PC18. Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free polish
	PC19. clean and dry the client's legs

2	0.5	1.5
3	0.5	2.5
5	0.5	4.5
2	0.5	1.5
5	0.5	4.5
5	1	4
4	0.5	3.5
2	0.5	1.5
2	0.5	1.5
3	0.5	2.5
3	0.5	2.5
2	0.5	1.5

Assessment Criteria

	PC20. remove any existing nail polish
	PC21. check the desired length and shape with the client
	PC22. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC23. remove dirt in the underside of the nails
	PC24. use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC25. remove any excessive hard skin using a foot scrapper
	PC26. use specialized leg and nail treatments to improve the appearance of the client's skin and nails
	PC27. use smooth and even massage techniques and pressure to meet the client's needs
	PC28. leave the foot and lower leg free of any excess massage medium
	PC29. check that the nail plate is hydrated and the underside is clean and free of debris
	PC30. apply sufficient base coat, polish coats and top coats for the desired finish
	PC31. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel
	PC32. Check the client's wellbeing throughout the service and giving the necessary

2	0.5	1.5
3	0.5	2.5
4	1	3
2	0.5	1.5
4	0.5	3.5
2	0.5	1.5
3	0.5	2.5
4	2	2
2	0.5	1.5
2	0.5	1.5
3	0.5	2.5
3	0.5	2.5
3	0.5	2.5

Assessment Criteria

	reassurance				
	PC33. clean the treated area and use a suitable soothing product		2	0.5	1.5
	PC34. Complete the therapy to the satisfaction of the client in a commercially acceptable time		2	0.5	1.5
	PC35. Record the therapy accurately and store information securely in line with the salon's policies		2	0.5	1.5
	PC36. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		3	1	2
			100	21	79
3. BWS/N0403 (Provide specialized hand and foot spa treatment)	PC1. Adhere to the health and safety standards laid out by the manufacturer and organization	100	12	3	9
	PC2. Consult with the client to identify factors that may influence the treatment objectives (contra indications)		10	2	8
	PC3. Explain treatment procedure and provide information about oils and creams used during treatment		8	2	6
	PC4. Assist clients in preparing for treatment by providing them with gowns and putting away their clothing		10	2	8
	PC5. Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		6	1	5
	PC6. Prepare massage oil or cream and other equipment		6	1	5
	PC7. Position self and client throughout treatment to ensure privacy,		6	1	5

Assessment Criteria

	comfort and wellbeing				
	PC8. Perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client		6	1	5
	PC9. Identify contra actions and adapt the treatment to suit the client needs		12	3	9
	PC10. Provide the massage using a range of mediums and techniques to achieve the desired results		6	1	5
	PC11. Complete the treatment to the satisfaction of the client in a commercially acceptable time		6	1	5
	PC12. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		6	1	5
	PC13. Record the treatment accurately and store information securely in line with the salon's policies		6	1	5
			100	20	80
4. BWS/N9002 (Maintain health and safety of work area)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. Clean and sterilize all tools and equipment before use		13	3	10
	PC3. Maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. Dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. Maintain first aid kit		10	3	7

Assessment Criteria

	and keep oneself updated on the first aid procedures				
	PC6. Identify and document potential risks and hazards in the workplace		10	3	7
	PC7. Accurately maintain accident reports		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		13	3	10
			100	25	75
5. BWS/N9003 (Create a positive impression at work area)	PC1. Maintain good health and personal hygiene	100	8	2	6
	PC2. Comply with organisation's standards of grooming and personal behavior		9	3	6
	PC3. Meet the organisation's standards of courtesy, behavior and efficiency		9	3	6
	PC4. Stay free from intoxicants while on duty		2	1	1
	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		7	2	5

Assessment Criteria

	language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender			
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	7	2	5
	PC12. Communicate role related information to stakeholders in a polite manner and resolve queries, if any	7	2	5
	PC13. Assist and guide clients to services or products based on their needs	4	1	3
	PC14. Report and record instances of aggressive/ unruly behavior and seek assistance	4	1	3
	PC15. Use communication equipment (phone, email etc) as mandated by your organization	4	1	3
	PC16. Carry out routine documentation legibly and accurately in the desired format	6	2	4
	PC17. File routine reports and feedback	4	1	3
	PC18. Maintain confidentiality of information, as required, in the role	4	1	3
		100	29	71