

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BEAUTY & WELLNESS INDUSTRY

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- Assistant Spa Therapist

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: Rejuvenation

OCCUPATION: Spa Therapy

REFERENCE ID: BWS/Q1001

ALIGNED TO: NCO-2015/NIL

Brief Job Description: An Assistant Spa Therapist needs to be aware of the basics of spa therapy, health and hygiene, safety and needs to be knowledgeable about various products and massage techniques. Assistant spa therapist is expected to assist the senior spa therapist in providing spa services.

Personal Attributes: The job requires an individual well-versed with the spa services to assist the spa therapist provide a range of services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills and be able to follow instructions provided by the supervisor. The individual must possess the basic knowledge of anatomy and physiology for spa therapies and have basic service aptitude, proficiency in communication and keen service orientation.

Job Details

Qualifications Pack Code	BWS/Q1001		
Job Role	Assistant Spa Therapist		
Credits	TBD	Version number	2.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Rejuvenation	Last reviewed on	19/04/2017
Occupation	Spa Therapy	Next review date	19/04/2020
NSQC Clearance on	09/10/2017		

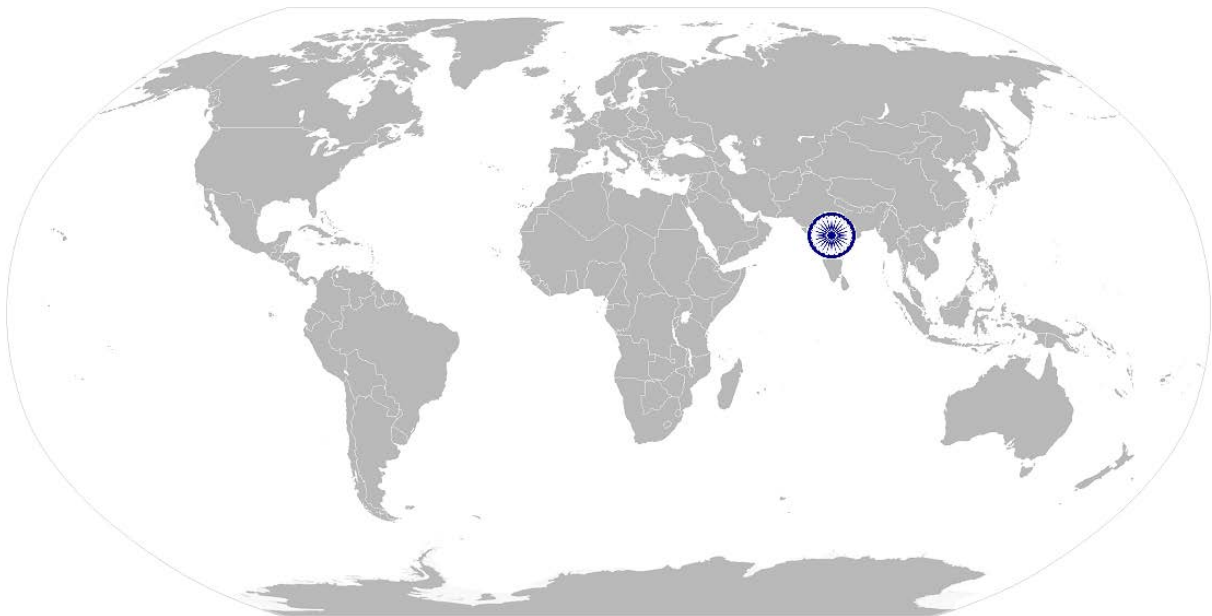
Job Role	Assistant Spa Therapist
Role Description	An Assistant Spa Therapist needs to be aware of the basics of spa therapy, health and hygiene, safety and needs to be knowledgeable about various products and massage techniques. Assistant spa therapist is expected to assist the senior spa therapist in providing spa services.
NSQF level	3
Minimum Educational Qualifications	Class VIII pass
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	<ol style="list-style-type: none"> 1. Certified for performing a range of body massages, scrubs, wraps, facials 2. Basic Spa product knowledge 3. Product preparation for therapies 4. Hygiene and safety
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. BWS/N9001 Prepare and maintain work area 2. BWS/N1001 Carry out simple spa services and assistive tasks for advanced spa services 3. BWS/N9002 Maintain health and safety at the workplace 4. BWS/N9003 Create a positive impression at work area
Performance Criteria	As described in the relevant OS units

Definitions

Keywords/ Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

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

National Occupational Standard



Overview

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

BWS/N9001

Prepare and maintain work area

National Occupational Standard

Unit Code	BWS/N9001
Unit Title (Task)	Prepare and maintain work area
Description	Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of relevant services being provided considering the standards of operation of the salon.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Prepare and maintain work area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare and maintain work area	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment</p> <p>PC2. identify and select suitable equipment and products required for the respective services</p> <p>PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines</p> <p>PC4. place and organize the products in a trolley or area convenient and efficient for service delivery</p> <p>PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions</p> <p>PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions: Time, temperature, etc.</p> <p>PC7. dispose waste materials in adherence to the salon's and industry requirements Waste materials: Cotton, wax, strips, hair, etc.</p> <p>PC8. store records, materials and equipment securely in line with the salon's policies</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / 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. environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.

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Prepare and maintain work area

	<p>KB2. types of products, materials and equipment required for the respective services</p> <p>KB3. process and products to sterilize and disinfect equipment/tools</p> <p>KB4. manufacturer’s instructions related to equipment and product use and cleaning</p> <p>KB5. customer service principles including privacy and protection to modesty of the customers</p> <p>KB6. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB7. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB8. applicable legislation relating to the workplace Legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read policy and procedure documents, guidelines and memos in English to interpret the gist correctly</p> <p>SA2. read common organizational signage in English accurately</p> <p>SA3. read simple emails, instructions, advertisements, brochures, manufacturer’s labels, forms, formats and other common documents accurately</p> <p>SA4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs</p>
	<p>Writing Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately</p> <p>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately</p> <p>SA7. write an accident or incident report accurately in English</p> <p>SA8. fill in various applicable forms and formats at the workplace accurately</p> <p>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</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>SA10. listen and interpret correctly simple instructions in English</p> <p>SA11. listen for and identify the main points of short explanations or presentations in English</p>	

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Prepare and maintain work area

	<p>SA12. listen to and follow short, straightforward explanations and instructions in English</p> <p>SA13. introduce oneself and one's role to customers and visitors, in English and the local language</p> <p>SA14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English</p> <p>SA15. give clear instructions to customers and/or coworkers as required</p> <p>SA16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood</p> <p>SA17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics</p> <p>SA18. exchange information effectively to perform a task</p> <p>SA19. give simple directions, instructions and explanations</p> <p>SA20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose</p> <p>SA21. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks</p> <p>SA22. use simple and compound sentences in conversations</p> <p>SA23. avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required</p> <p>SA24. speak in a manner and tone that is professional, supportive, respectful and sensitive</p> <p>SA25. listen and understand the local language in dealing with clients</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. decide on course of action by recalling organisational policy, procedures and service standards</p> <p>SB2. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette</p> <p>SB3. get information on limits of authority and permitted actions while making decisions on how to act in routine situations</p> <p>SB4. get information on chain of command to be approached for decisions based on</p>
	<p>Plan and Organize</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</p> <p>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority</p> <p>SB8. organize service feedback files/documents</p>	

BWS/N9001

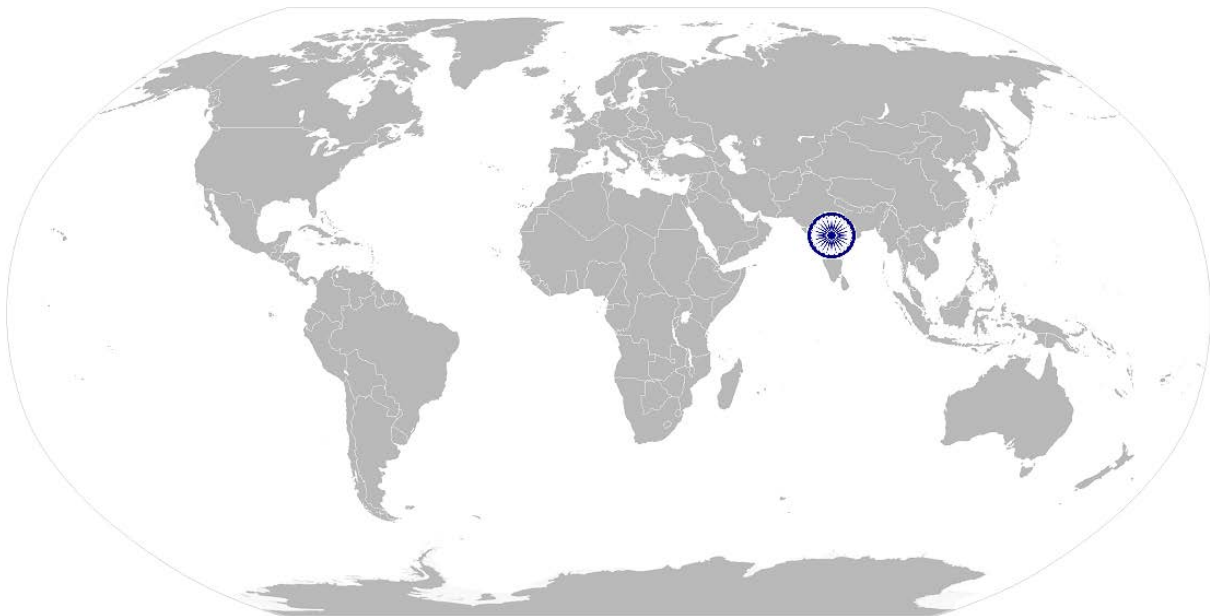
Prepare and maintain work area

	<p>SB9. plan and manage work routine based on salon procedure</p> <p>SB10. maintain the work area, equipment and product stocks to meet client schedules</p> <p>SB11. maintain accurate records of clients, services and product stock levels</p> <p>SB12. plan own development in line with feedback given from supervisor, coworkers and clients</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs</p> <p>SB14. minimize customer discomfort by taking permitted or directed actions in a timely manner</p> <p>SB15. respond promptly to customers in a manner that aims to exceed their expectation</p> <p>SB16. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction</p> <p>SB17. build customer relationships using a customer centric approach</p> <p>SB18. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB19. identify problems that hinder achievement or increase risks</p> <p>SB20. recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems</p> <p>SB21. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority</p> <p>SB22. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage</p> <p>SB23. explain the importance of resolving problem in a timely manner</p> <p>SB24. explain the importance of accurate communications in problem resolution</p> <p>SB25. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB26. seek guidance to define criteria and assign values of importance and urgency</p> <p>SB27. sort information in order of importance</p> <p>SB28. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives</p> <p>SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed</p>

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Prepare and maintain work area

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workersSB31. identify relevant and reliable sources of information for seeking clarity where requiredSB32. explain the concept of assumptions and how they impact decisions, actions and consequencesSB33. identify situations and possible underlying intent where information provided by others may be unreliable



BWS/N9001

Prepare and maintain work area

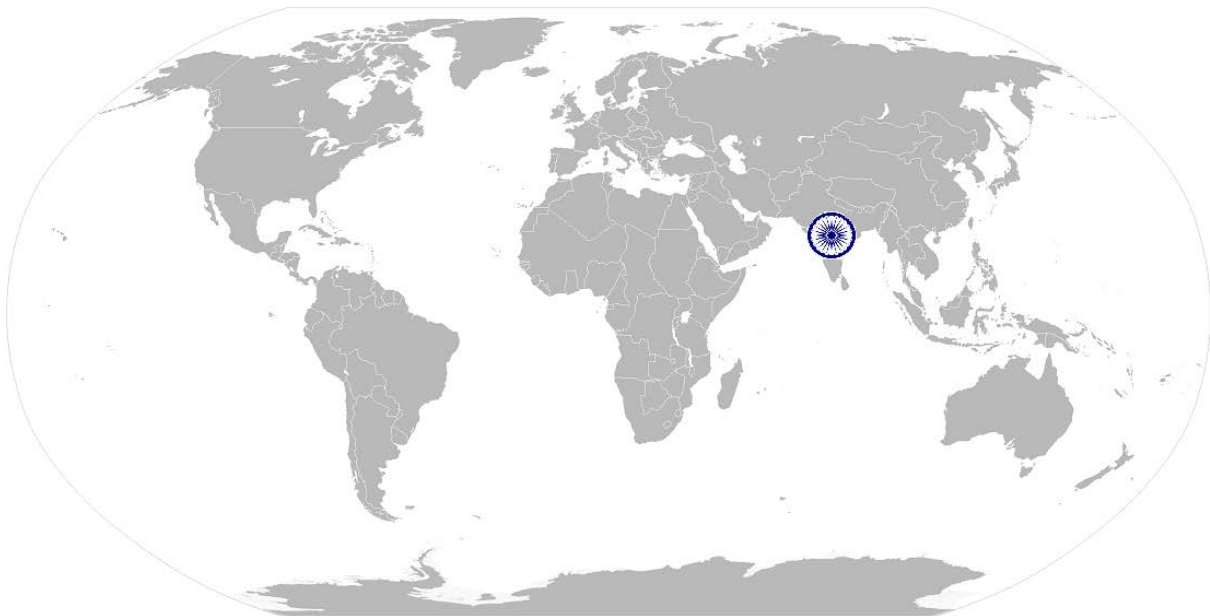
NOS Version Control

NOS Code	BWS/N9001		
Credits	TBD	Version number	2.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	19/04/2017
Occupation	Skincare Services, Spa Services, Haircare Services, Nailcare Services	Next review date	19/04/2020



BWS/N1001 Carry out simple spa services and assistive tasks for advanced spa services

National Occupational Standard




Overview

This OS unit is about carrying out simple spa services and assisting the Spa Therapist conduct the Spa therapies agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services.

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National Occupational Standard

Unit Code	BWS/N1001
Unit Title (Task)	Carry out simple spa services and assistive tasks for advanced spa services
Description	Conduct spa services agreed with the guest in accordance with the approved organization's brand standards of performance and sequences of services. Assist the Spa Therapist in providing advanced spa services to customers.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Carry out preparatory and simple spa services and assistive tasks to conduct advanced Spa services
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out preparatory and simple spa services and assistive tasks for advanced spa services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check and prepare the service area is prepared as per Spa therapist's requirement for service and organisational standards</p> <p>PC2. ensure all equipment is safe for use, clean and prepared as per service requirement Equipment: Steamer, heaters, etc.</p> <p>PC3. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines  Products: Hair and body shampoo, exfoliating products, salts, creams and oils, essences, mud, clay, sand, herbs, petroleum jelly, face moisturizers, etc. Tools: Comb, hair dryers, bowls, spatulas, brushes, etc. Materials: Robe, slippers, disposable briefs, headband, towels, ear plugs, ear buds, etc.</p> <p>PC4. prepare massage oil or cream and other equipment for spa services as per manufacturer's guidelines</p> <p>PC5. prepare the post care product tray</p> <p>PC6. greet the client, and ensure the client is comfortable</p> <p>PC7. identify any contra indications on client, if any that may restrict services, act according to organisational standards to address these, verify with the supervisor where required</p> <p>PC8. provide the client appropriate materials in preparation for service procedures Materials: Robe, slippers, disposable briefs, headband, towels, ear plugs, etc.</p> <p>PC9. guide the client to the service area safely and politely</p> <p>PC10. perform foot ritual including foot cleaning, disinfecting and wiping</p> <p>PC11. position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service</p> <p>PC12. explain accurately the service procedure and provide information about products used (oils and creams) to the customer, prior to service</p> <p>PC13. provide correct products, tools, materials and other items to the spa therapist as required during the service</p>

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	<p>PC14. take precautions and work in a manner to maintain guest privacy and modesty during the service</p> <p>PC15. prepare the service area for exfoliations services</p> <p>PC16. carry out exfoliation services under supervision of the massager (masseur) using various wrap materials Exfoliation services: apply exfoliation product using hands or brushes, wrap for constant heat, keep on for specified timing as per manufacturer's and supervisor instructions, remove with body sponges, steamed towels, etc. Wrap materials: Foil, plastic and fabric</p> <p>PC17. carry out dry brushing</p> <p>PC18. apply mask and body wrap, remove without making the area messy</p> <p>PC19. ensure client is not left unattended at any stage</p> <p>PC20. identify contra-actions and necessary subsequent actions</p> <p>PC21. robe the client and guide for bathing and other services</p> <p>PC22. accurately record the therapy details and store information securely in line with the organization's policies</p> <p>PC23. shut down equipment safely, and as per manufacturer's instructions</p> <p>PC24. ensure work area is left clean, post service</p> <p>PC25. dispose waste materials safely and hygienically as per organisational standards</p> <p>PC26. adhere to the health and safety standards laid out by the manufacturer and organization</p> <p>PC27. record details of the procedure accurately as per organisational policy and approved practice</p> <p>PC28. store information securely in line with the salon's policies</p> <p>PC29. ask questions to check with the client their satisfaction with the finished result</p> <p>PC30. 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</p>
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Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. organization's standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. hygiene, health and safety requirements in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc. KB2. structure of the skin and differences in the structure of the skin for different

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	<p>client groups</p> <p>Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings</p> <p>KB3. functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production</p> <p>KB4. purpose, components and layout of the cardio-vascular-circulatory, lymphatic and nervous system of the human body</p> <p>KB5. basic ailments, contraindications, contra actions, service plans,</p> <p>KB6. basic spa therapy techniques (range of body massages, wraps etc.) Wraps: foil, plastic, fabric Massages: Indian head massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, neuromuscular technique (NMT), Thai massage, etc. Massage techniques: Effleurage, petrissage, tapotement, friction, vibration</p> <p>KB7. range of rejuvenation products, procedure for product selection, different skin types and application of products based on skin types Skin types: oily, dry, normal, combination, sensitive</p> <p>KB8. range of spa services and offerings Spa services: massage, steam, sauna, aromatherapy, reflexology, stone therapy, alternative services, etc.</p> <p>KB9. procedure to apply exfoliation techniques including applying and removing products and wraps</p> <p>KB10. how to carry out a foot ritual</p> <p>KB11. procedure for dry brushing</p> <p>KB12. importance of using products economically</p> <p>KB13. importance of proper storage of products, tools and equipment</p> <p>KB14. contra indication and contra actions for various spa services</p> <p>KB15. actions to be taken for various contra indications and actions</p> <p>KB16. customer service principles including privacy and protection to modesty of the customers</p> <p>KB17. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB18. applicable legislation relating to the workplace Applicable legislation: eg. 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	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read policy and procedure documents, guidelines and memos in English

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	<p>and/or local language to interpret the gist correctly</p> <p>SA2. read common organizational signage in English accurately</p> <p>SA3. read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately</p> <p>SA4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs</p>
	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately</p> <p>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately</p> <p>SA7. write an accident or incident report accurately in English</p> <p>SA8. fill in various applicable forms and formats at the workplace accurately</p> <p>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</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>SA10. listen and interpret correctly simple instructions in English</p> <p>SA11. listen for and identify the main points of short explanations or presentations in English</p> <p>SA12. listen to and follow short, straightforward explanations and instructions in English</p> <p>SA13. introduce oneself and one's role to customers and visitors, in English and the local language</p> <p>SA14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English</p> <p>SA15. give clear instructions to customers and/or coworkers as required</p> <p>SA16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood</p> <p>SA17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics</p> <p>SA18. exchange information effectively to perform a task</p> <p>SA19. give simple directions, instructions and explanations</p> <p>SA20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose</p> <p>SA21. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks</p> <p>SA22. use simple and compound sentences in conversations</p> <p>SA23. avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required</p>

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	<p>SA24. speak in a manner and tone that is professional, supportive, respectful and sensitive</p> <p>SA25. listen and understand the local language in dealing with clients</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on course of action by recalling organisational policy, procedures and service standards</p> <p>SB2. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette</p> <p>SB3. get information on limits of authority and permitted actions while making decisions on how to act in routine situations</p> <p>SB4. get information on chain of command to be approached for decisions based on</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</p> <p>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority</p> <p>SB8. organize service feedback files/documents</p> <p>SB9. plan and manage work routine based on salon procedure</p> <p>SB10. maintain the work area, equipment and product stocks to meet client schedules</p> <p>SB11. maintain accurate records of clients, services and product stock levels</p> <p>SB12. plan own development in line with feedback given from supervisor, coworkers and clients</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs</p> <p>SB14. minimize customer discomfort by taking permitted or directed actions in a timely manner</p> <p>SB15. respond promptly to customers in a manner that aims to exceed their expectation</p> <p>SB16. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction</p> <p>SB17. build customer relationships using a customer centric approach</p> <p>SB18. follow hygiene, safety and personal presentation standards in line with</p>

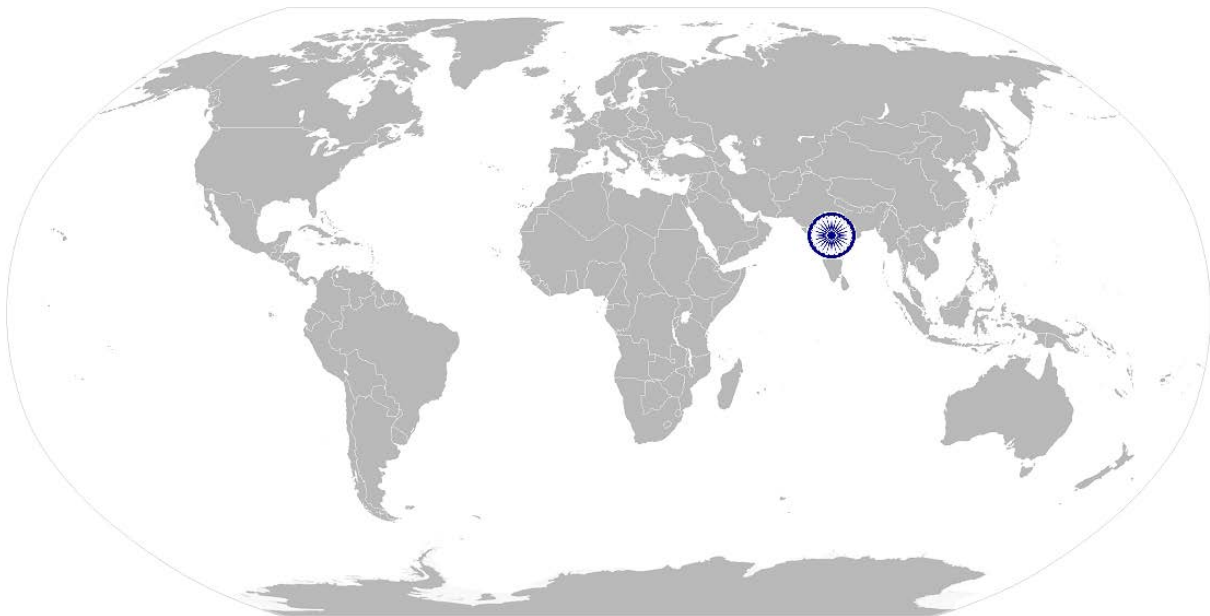
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	customer and organisation expectations
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB19. identify problems that hinder achievement or increase risks SB20. recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems SB21. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority SB22. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage SB23. explain the importance of resolving problem in a timely manner SB24. explain the importance of accurate communications in problem resolution SB25. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB26. seek guidance to define criteria and assign values of importance and urgency SB27. sort information in order of importance SB28. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers SB31. identify relevant and reliable sources of information for seeking clarity where required SB32. explain the concept of assumptions and how they impact decisions, actions and consequences SB33. identify situations and possible underlying intent where information provided by others may be unreliable	

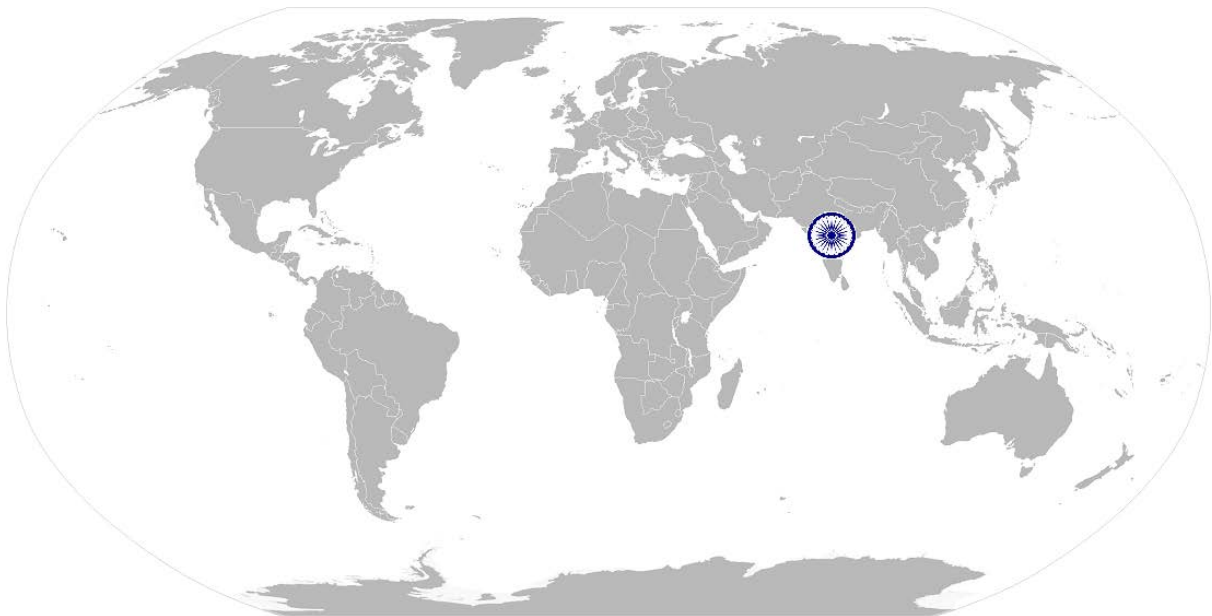
BWS/N1001 Carry out simple spa services and assistive tasks for advanced spa services

NOS Version Control

NOS Code	BWS/N1001		
Credits	TBD	Version number	2.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Rejuvenation	Last reviewed on	19/04/2017
Occupation	Spa Therapy	Next review date	19/04/2020



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 at the workplace

National Occupational Standard

Unit Code	BWS/N9002
Unit Title (Task)	Maintain health and safety at the workplace
Description	Maintain a safe and hygienic environment at the work area.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain the health and safety at the workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain the health and safety at the workplace	<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 company / 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>

BWS/N9002

Maintain health and safety at the workplace

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA2. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA3. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	Writing Skills
	The user/individual on the job needs to know and understand how to: SA4. maintain accurate records of client, treatments, operating and closing checklists, product stock status 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

BWS/N9002

Maintain health and safety at the workplace

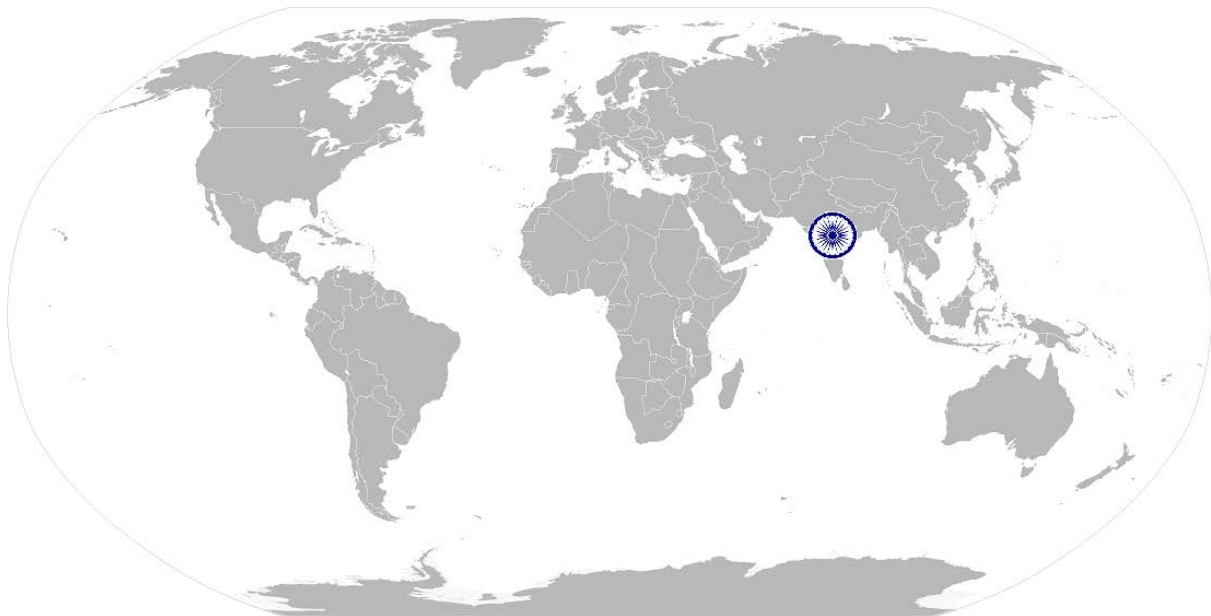
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships 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> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p>
	Critical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and</p>	

BWS/N9002

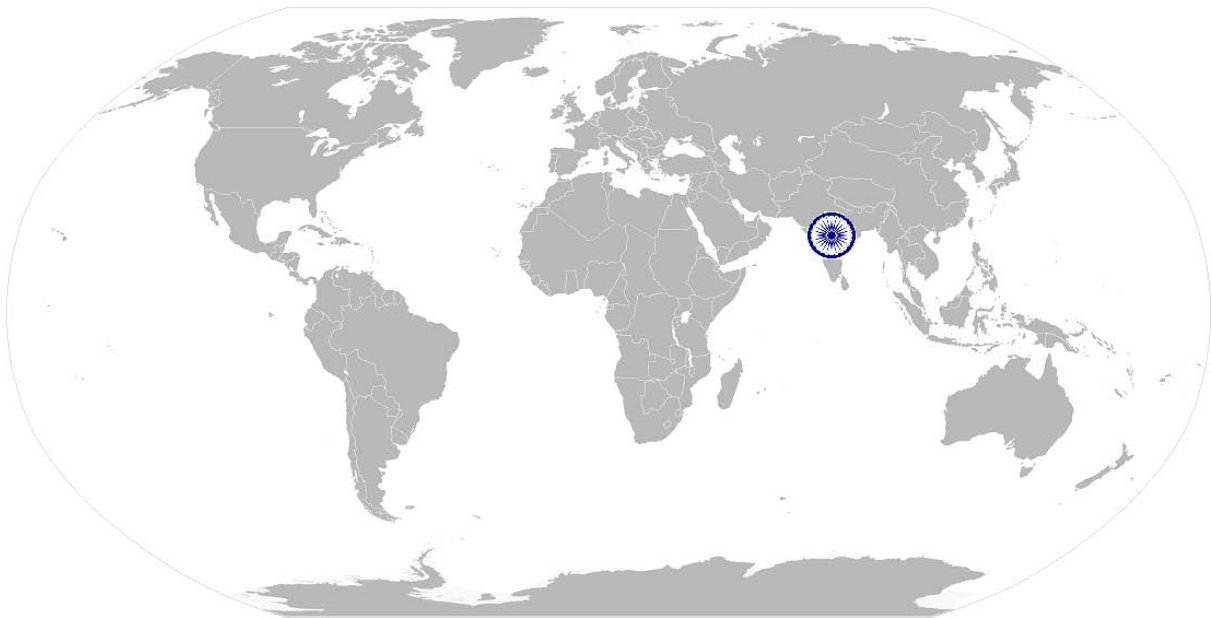
Maintain health and safety at the workplace

NOS Version Control

NOS Code	BWS/N9002		
Credits	TBD	Version number	2.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Rejuvenation	Last reviewed on	19/04/2017
Occupation	Spa Therapy	Next review date	19/04/2020



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 the workplace

National Occupational Standard

Unit Code	BWS/N9003
Unit Title (Task)	Create a positive impression at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Appearance and behavior Task execution as per organization's standards Communication and Information record
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

BWS/N9003 Create a positive impression at the workplace

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. importance of personal health and hygiene KA2. salon's standards of grooming and personal behavior KA3. salon's standards related to courtesy, behavior and efficiency KA4. ill-effects of intoxicants and potential actions at workplace KA5. items of uniform & accessories and correct method of wearing/ carrying them KA6. reporting/ recording formats and protocol for documentation KA7. kinds of work issues that may arise and reporting structure KA8. code of practices and guidelines relating to communication with people KA9. salon's requirements for recording and retaining information
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. ability to speak, read and write in the local vernacular language and English KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender KB3. different formats on which information is to be recorded KB4. importance to maintain security and confidentiality of information KB5. kinds of communication equipment (email, phone etc) available and their effective use KB6. selling/ influencing techniques to provide additional services/products to clients
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA2. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA3. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	<p>Writing Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA4. maintain accurate records of client, treatments, operating and closing checklists, product stock status SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> 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

BWS/N9003

Create a positive impression at the workplace

	<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: 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

BWS/N9003

Create a positive impression at the workplace

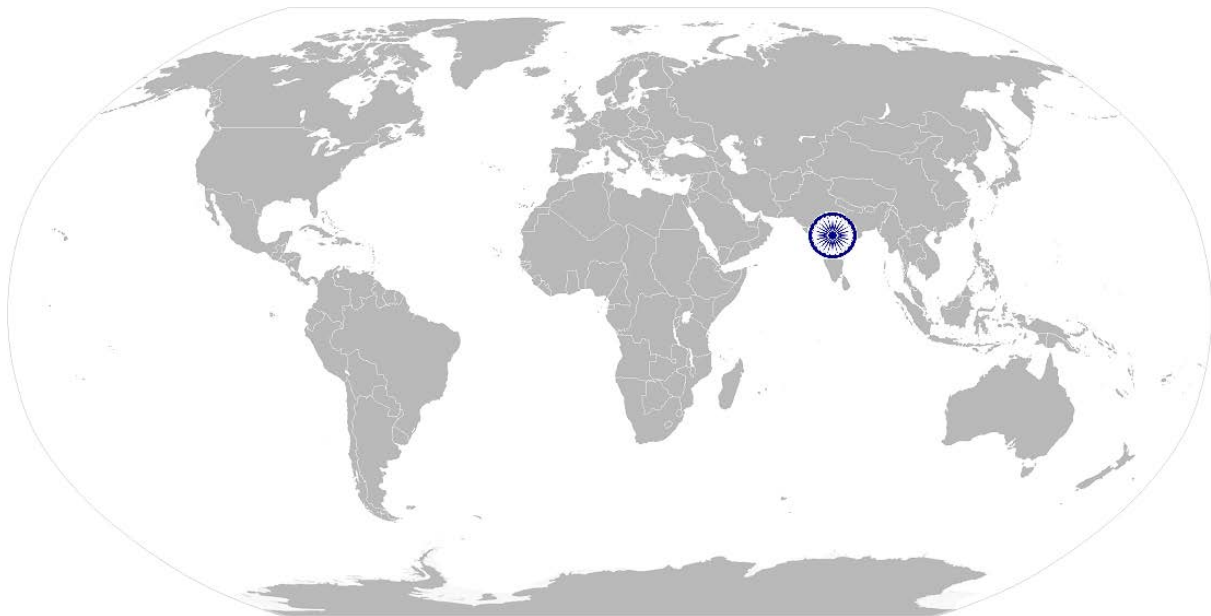
	<p>optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand 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</p>



BWS/N9003 Create a positive impression at the workplace

NOS Version Control

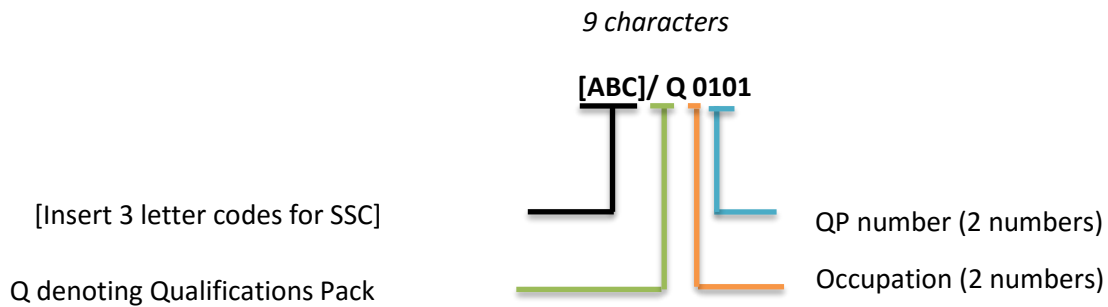
NOS Code	BWS/N9003		
Credits	TBD	Version number	2.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Rejuvenation	Last reviewed on	19/04/2017
Occupation	Spa Therapy	Next review date	19/04/2020



Annexure

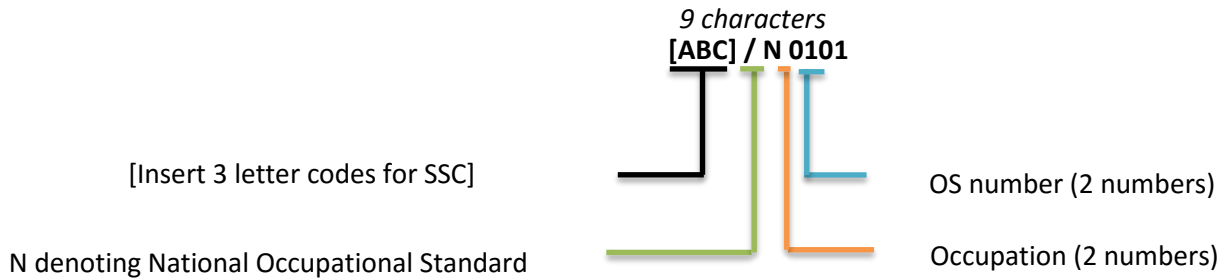
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Rejuvenation	01-13

Sequence	Description	Example
Three letters	Beauty & Wellness	BWS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Assistant Spa Therapist

Qualification Pack: BWS/Q1001

Sector Skill Council: Beauty & Wellness

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
6. To pass the Qualification Pack , every trainee should score a minimum of 50% in aggregate
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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
	Total	100	21	79	
BWS/N1001 Carry out simple spa	PC1.check and prepare the service area is prepared as per Spa therapist’s requirement for service and organisational standards	100	4	1	3

services and assistive tasks for advanced spa services	PC2.ensure all equipment is safe for use, clean and prepared as per service requirement	3	0	3
	PC3.arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines	3	0.5	2.5
	PC4.prepare massage oil or cream and other equipment for spa services as per manufacturer’s guidelines	4	1	3
	PC5.prepare the post care product tray	4	1	3
	PC6.greet the client, and ensure the client is comfortable	3	0.5	2.5
	PC7.identify any contra indications on client, if any that may restrict services, act according to organisational standards to address these, verify with the supervisor where required	3	1	2
	PC8.provide the client appropriate materials in preparation for service procedures	3	1	2
	PC9.guide the client to the service area safely and politely	4	1	3
	PC10.perform foot ritual including foot cleaning, disinfecting and wiping	5	1	4
	PC11.position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service	3	0.5	2.5
	PC12.explain accurately the service procedure and provide information about products used (oils and creams) to the customer, prior to service	5	1.5	3.5
	PC13.provide correct products, tools, materials and other items to the spa therapist as required during the service	3	1	2
	PC14.take precautions and work in a manner to maintain guest privacy and modesty during the service	3	1	2
	PC15.prepare the service area for exfoliations services	3	0.5	2.5
	PC16.carry out exfoliation services under supervision of the massager (masseur) using various wrap materials	4	1	3
	PC17.carry out dry brushing	3	0.5	2.5
	PC18.apply mask and body wrap, remove without making the area messy	3	0.5	2.5
	PC19.ensure client is not left unattended at any stage	3	0.5	2.5
	PC20.identify contra-actions and necessary subsequent actions	3	1	2
	PC21.robe the client and guide for bathing and other services	3	0.5	2.5
	PC22.accurately record the therapy details and store information securely in line with the organization’s policies	3	0.5	2.5
	PC23.shut down equipment safely, and as per manufacturer’s instructions	3	1	2
	PC24.ensure work area is left clean, post service	3	0	3
	PC25.dispose waste materials safely and hygienically as per organisational standards	3	0	3

	PC26.adhere to the health and safety standards laid out by the manufacturer and organization		3	1	2
	PC27.record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC28.store information securely in line with the salon's policies		3	1	2
	PC29.ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC30.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
		Total	100	24	76
BWS/N9002 Maintain health and safety at the workplace	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		10	3	7
	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 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
		Total	100	27	73
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
	PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5

PC11.communicate procedure related information to clients based on the sector’s code of practices and organisation’s procedures/ guidelines	6	1	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	6	2	4
PC14.report and record instances of aggressive/ unruly behavior and seek assistance	5	2	3
PC15.use communication equipment (phone, email etc.) as mandated by your organization	6	3	3
PC16.carry out routine documentation legibly and accurately in the desired format	7	3	4
PC17.file routine reports and feedback	5	2	3
PC18.maintain confidentiality of information, as required in the role	6	2	4
Total	100	30	70