

# 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- Hair Stylist

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** Beauty & Salons

**OCCUPATION:** Haircare Services

**REFERENCE ID:** BWS/Q0202

**ALIGNED TO:** NCO-2015/5141.15

**Brief Job Description:** A hair stylist is a professionally trained individual who specialises in haircare treatments. A hair stylist performs various duties such as shampooing, trimming, cutting, blow drying, colouring and treatment for hair damage and repair. A hair stylist needs to understand the intricacies of cutting and styling hair, while also knowing how to keep hair healthy.

**Personal Attributes:** This job requires an individual with experience in hair care treatments to provide a range of services efficiently and effectively in a safe and hygienic working environment. The individual must have excellent interpersonal and communication skills. The individual must exhibit a neat personal appearance at all times have good hand-eye coordination. The individual must be pleasant, sensitive and tactful when dealing with clients and have a genuine interest in people.

|                                 |                              |                         |                   |
|---------------------------------|------------------------------|-------------------------|-------------------|
| <b>Qualifications Pack Code</b> | <b>BWS/Q0202</b>             |                         |                   |
| <b>Job Role</b>                 | <b>Hair Stylist</b>          |                         |                   |
| <b>Credits</b>                  | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Sector</b>                   | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Sub-sector</b>               | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>               | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |
| <b>NSQC Clearance on</b>        | <b>09/10/2017</b>            |                         |                   |

|   |  |
|---|--|
| <b>Job Role</b>   | <b>Hair Stylist</b>  |
| <b>Role Description</b>                                 | Perform services such as shampooing, trimming, cutting, blow drying, colouring, styling and treatment of hair.   |
| <b>NSQF level</b>                                       | 4  |
| <b>Minimum Educational Qualifications</b>               | Class VIII   |
| <b>Maximum Educational Qualifications</b>               | NA   |
| <b>Training</b><br>(Suggested but not mandatory)        | <ol style="list-style-type: none"> <li>Level 3 Assistant Hair Stylist<br/>OR</li> <li>Course in blow dry, shampoo and conditioning of hair, cut and style, colour and lighten, perm and neutralize and hair relaxation techniques</li> <li>Course in hair products</li> <li>Course in structure, function, characteristics of hair types</li> </ol>  |
| <b>Minimum Job Entry Age</b>                            | 18 Years   |
| <b>Experience</b>                                       | 24 months as a hairstylist in a salon  |
| <b>Applicable National Occupational Standards (NOS)</b> | <b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">BWS/N9001 Prepare and maintain work area</a></li> <li><a href="#">BWS/N0205 Perform Blow drying of hair</a></li> <li><a href="#">BWS/N0202 Shampoo, condition the hair and scalp</a></li> <li><a href="#">BWS/N0206 Perform Indian Head Massage and Hair Spa Services</a></li> <li><a href="#">BWS/N0207 Cut hair</a></li> <li><a href="#">BWS/N0208 Perform hair styling and dressing</a></li> <li><a href="#">BWS/N0209 Colour and lighten hair</a></li> <li><a href="#">BWS/N0210 Perm and neutralize hair</a></li> <li><a href="#">BWS/N0211 Perform hair relaxing and straightening services</a></li> <li><a href="#">BWS/N9002 Maintain health and safety at the workplace</a></li> <li><a href="#">BWS/N9003 Create a positive impression at the workplace</a></li> </ol> |
| <b>Performance Criteria</b>                             | As described in the relevant OS units  |

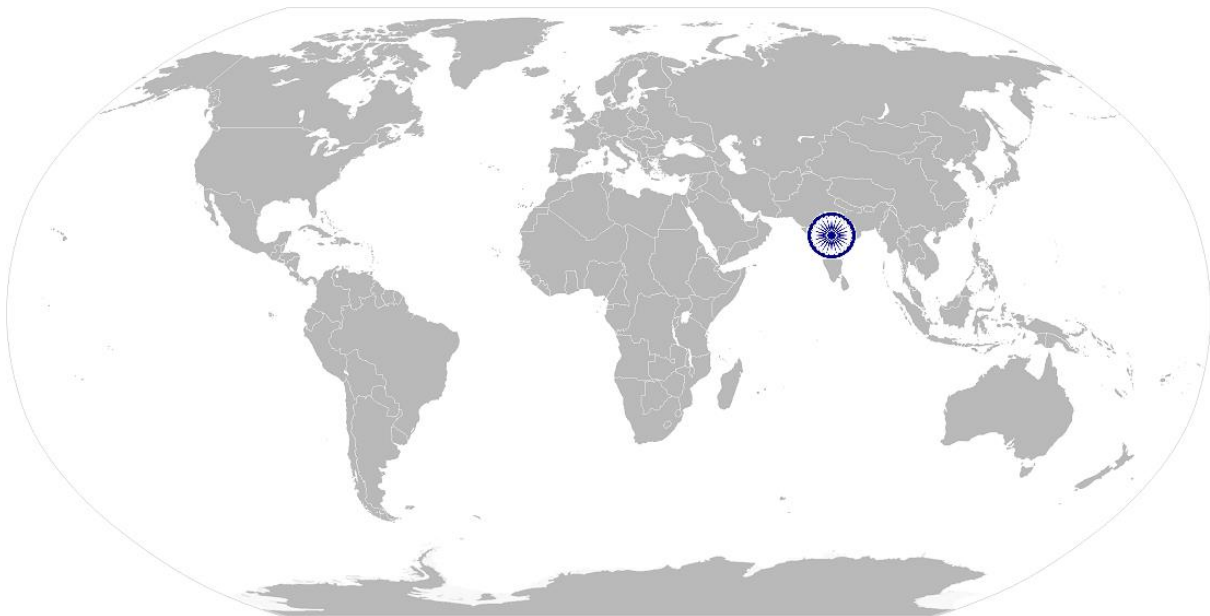
## Definitions

| 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 conducting treatments considering the standards of operation of the salon.

**BWS/N9001**

**Prepare and maintain work area**

**National Occupational Standard**

|   |   |
|---|---|
| <b>Unit Code</b>  | <b>BWS/N9001</b>  |
| <b>Unit Title (Task)</b>  | <b>Prepare and maintain work area</b>   |
| <b>Description</b>  | 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.   |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare and maintain work area</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Prepare and maintain work area</b>   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment</p> <p>PC2. identify and select suitable equipment and products required for the respective services</p> <p>PC3. select suitable equipment and products required for the treatment</p> <p>PC4. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/equipment guidelines</p> <p>PC5. place the products in the trolley for the treatment</p> <p>PC6. sterilize, disinfect and place the tools on the tray</p> <p>PC7. dispose waste materials in adherence to the salon's and industry requirements</p> <p>PC8. store records, materials and equipment securely in line with the salon's policies</p> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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 standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>  |

**BWS/N9001**

**Prepare and maintain work area**

|   |   |
|---|---|
| <b>B. Technical Knowledge</b>             | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of products, materials and equipment required for the treatment</p> <p>KB2. process and products to sterilize and disinfect equipment/tools</p> <p>KB3. manufacturer’s instructions related to equipment and product use and cleaning</p> <p>KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</p>  |
| <b>Skills (S)</b>                         |   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA2. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA3. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>   |
|   | <b>Writing Skills</b>   |
|   | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>  |
|   | <b>Oral Communication (Listening and Speaking skills)</b>   |
|   | <p>The user/individual on the job needs to know and understand how to:</p> <p>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> |

**BWS/N9001**

**Prepare and maintain work area**

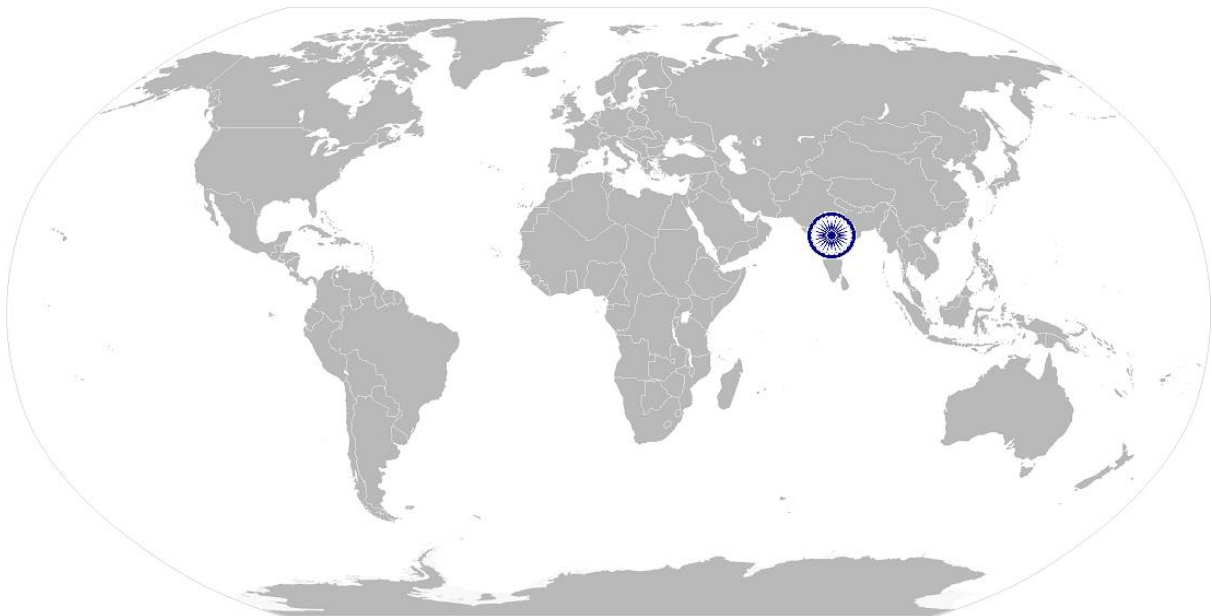
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|-------------------------------|---|
| <b>B. Professional Skills</b> | <b>Decision Making</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SB1. make decisions pertaining to the concerned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



**BWS/N9001**

**Prepare and maintain work area**

|  | <b>Critical Thinking</b>   |
|--|--|
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"><li>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li><li>SB21. participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and</li></ul> |

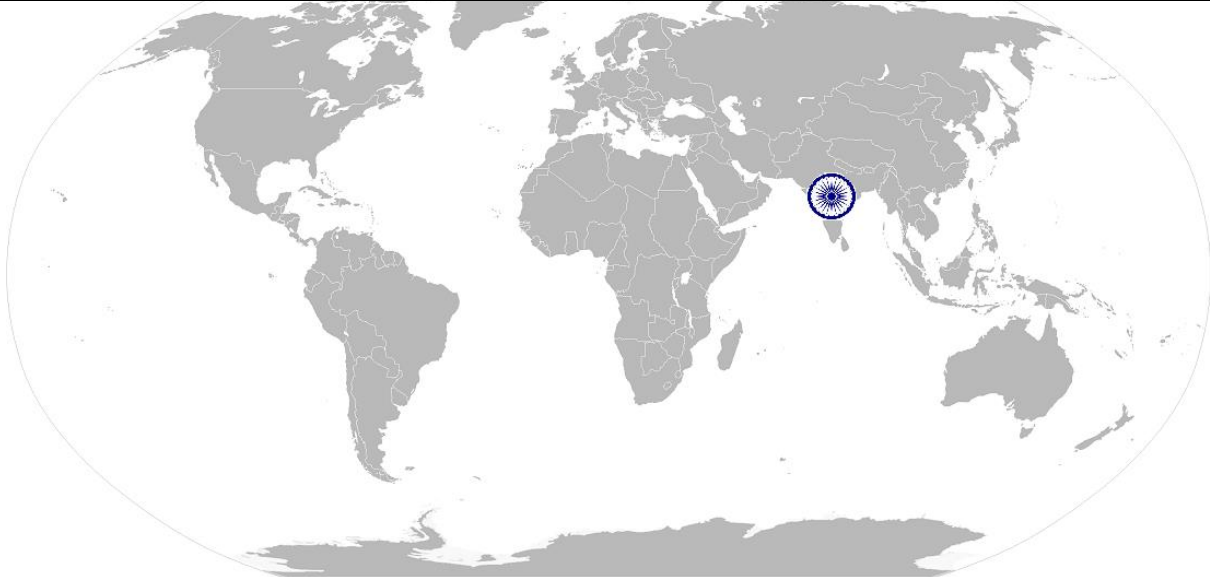


**BWS/N9001**

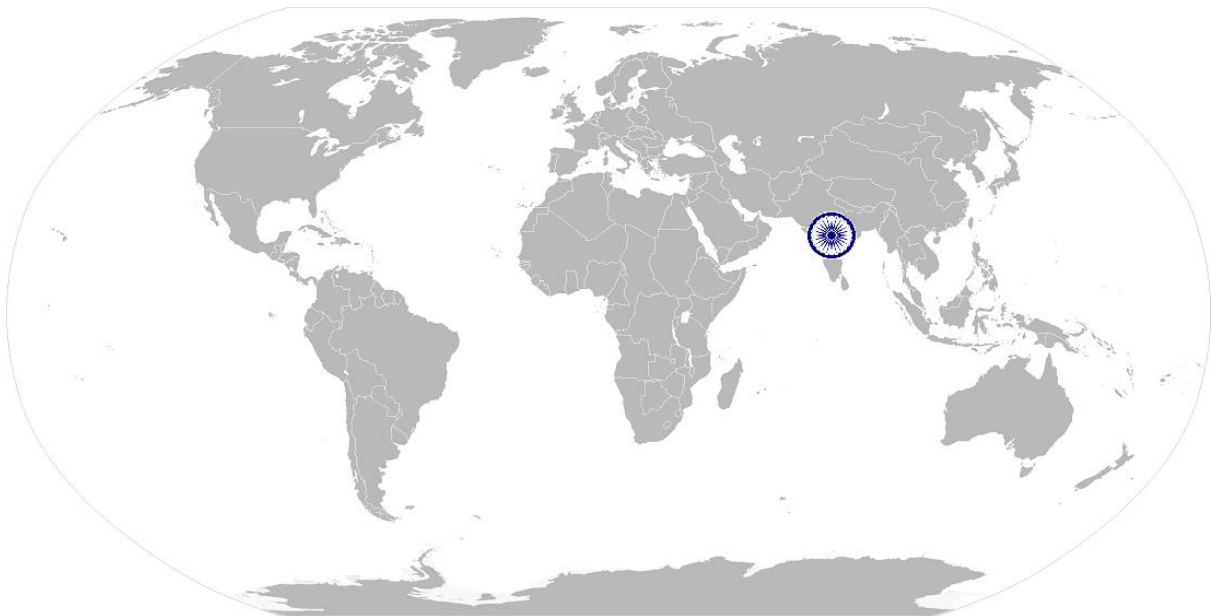
**Prepare and maintain work area**

**NOS Version Control**

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



# National Occupational Standard



## Overview

This OS unit is about using a hair dryer to blow dry hair as per the standards of operation of the salon.

BWS/N0205

Perform Blow drying of hair

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| <b>Unit Code</b>                                 | <b>BWS/N0205</b>  |
| <b>Unit Title (Task)</b>                         | <b>Perform Blow drying of hair</b>  |
| <b>Description</b>                               | Use hair dryer to blow dry hair.  |
| <b>Scope</b>                                     | This unit/task covers the following: <ul style="list-style-type: none"> <li>Use a hair dryer to blow dry hair</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b> |   |
| <b>Element</b>                                   | <b>Performance Criteria</b>   |
| <b>Use a hair dryer to blow dry hair</b>         | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service</p> <p>PC3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors</p> <p>PC4. ensure a guardian/parent is present for minors under age 14</p> <p>PC5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair</p> <p>PC7. perform various blow drying techniques to achieve the desired look<br/>Techniques: Blow-waving (curls), blow-drying, scrunch drying, finger or hand drying, blow combing, blow–stretching or straightening</p> <p>PC8. blow dry hair to achieve volume, straightening and movement</p> <p>PC9. follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look<br/>Principles: direction, duration, movement, sections, settings, ensuring moisturised hair, usage of products, shampooing prior to drying, using towel to dry, leaving little moisture and not drying out completely/non-static, etc.</p> <p>PC10. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</p> <p>PC12. ensure the work area is kept clean and tidy during the service</p> <p>PC13. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC14. use work methods to minimise wastage</p> <p>PC15. record details of the procedure accurately as per organisational policy and approved practice</p> |

**BWS/N0205**

**Perform Blow drying of hair**

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|   | <p>PC16. store information securely in line with the salon's policies</p> <p>PC17. ask questions to check with the client their satisfaction with the finished result</p> <p>PC18. 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> <p>PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client</p>   |
| <p><b>Knowledge and Understanding (K)</b></p>   |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. applicable legislation relating to the workplace<br/>legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, handling, storage, disposal of products, cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection</p> <p>KB2. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB3. importance of clarifying and following instructions from the client</p> <p>KB4. factor impacting clients' comfort throughout the drying process and importance of checking the same regularly with the client</p> <p>KB5. basic anatomical structure of the hair and principles of hair growth</p> <p>KB6. structure of the hair and basic principles of hair growth<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB7. classification of hair<br/>Classification: Straight, wavy, curly, very curly</p> <p>KB8. explain how their hair characteristics may impact on the hairdressing services</p> <p>KB9. blow-drying tools and equipment<br/>Tools: Hand held dryer and attachments, different size and types of brushes, various combs, section clips</p> <p>KB10. blow drying technique and products</p> <p>KB11. foundational principles and recommendations for blow drying to minimize</p> |

**BWS/N0205**

**Perform Blow drying of hair**

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|   | <p>damage, achieve objective and safe operation</p> <p>KB12. correct application of blow drying<br/>Correct application: Direction, duration, distance from scalp, frequency, etc.</p> <p>KB13. importance of direction of air flow when drying for achieving desired look</p> <p>KB14. effect of incorrect application of heat on the hair and scalp<br/>Effects: Split ends, damaged follicles, headache, burning sensation, etc.</p> <p>KB15. method of managing and controlling hair sections during the drying process</p> <p>KB16. importance of cooling hair prior to finishing</p> <p>KB17. blow drying products<br/>Products: Blow styling aids, dressing aids, setting aids, protectors, curl enhancers</p> <p>KB18. effect of the humidity and drying process on the hair</p> <p>KB19. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB20. contact dermatitis, its causes and precautions for prevention</p> <p>KB21. difference between disinfecting and sterilising</p> <p>KB22. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB23. customer service principles including privacy and protection to modesty of the customers</p> <p>KB24. policy and procedure to serve minors and importance of following the same</p> <p>KB25. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB26. importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| <b>Skills (S)</b>                         |   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | <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 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>  |
|   | <b>Writing Skills</b>   |
|   | <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>  |

**BWS/N0205**

**Perform Blow drying of hair**

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|                               | <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><b>Oral Communication (Listening and Speaking skills)</b></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> <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>B. Professional Skills</b> | <p><b>Decision Making</b></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>  |
|                               |  |

**BWS/N0205**

**Perform Blow drying of hair**

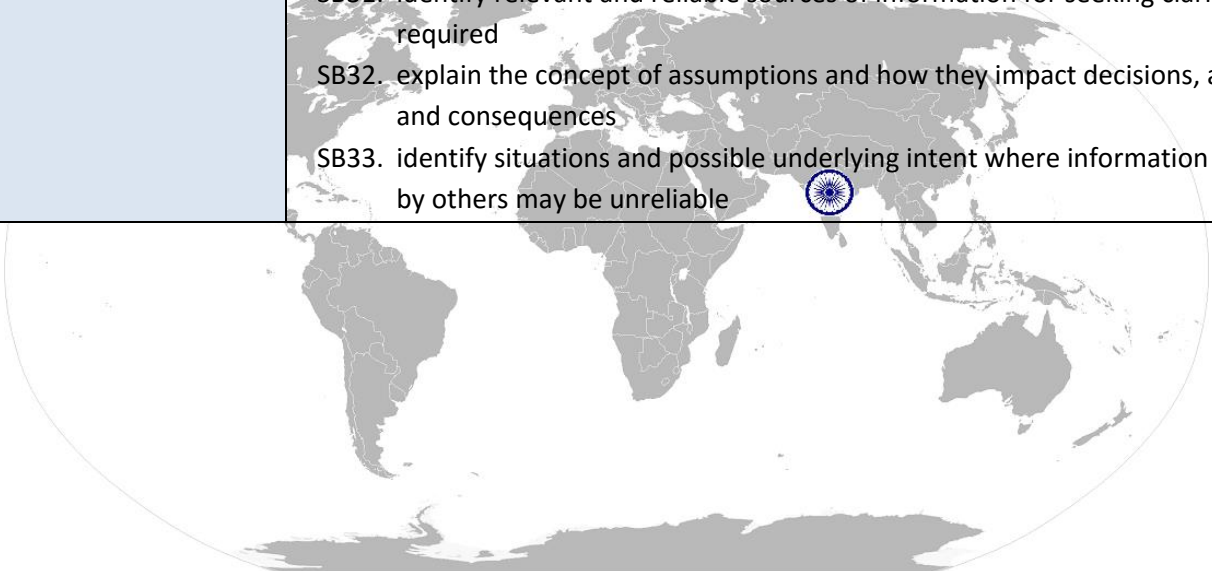
|  |   |
|--|---|
|  | <b>Plan and Organize</b>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own 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>                          |
|  | <b>Customer Centricity</b>  |
|  | <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>   |
|  | <b>Problem Solving</b>  |
|  | <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,</p> |



**BWS/N0205**

**Perform Blow drying of hair**

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|  | highlighting and working to resolve them   |
|  | <b>Analytical Thinking</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB26. seek guidance to define criteria and assign values of importance and urgency<br>SB27. sort information in order of importance<br>SB28. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives<br>SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed                                       |
|  | <b>Critical Thinking</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers<br>SB31. identify relevant and reliable sources of information for seeking clarity where required<br>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences<br>SB33. identify situations and possible underlying intent where information provided by others may be unreliable |

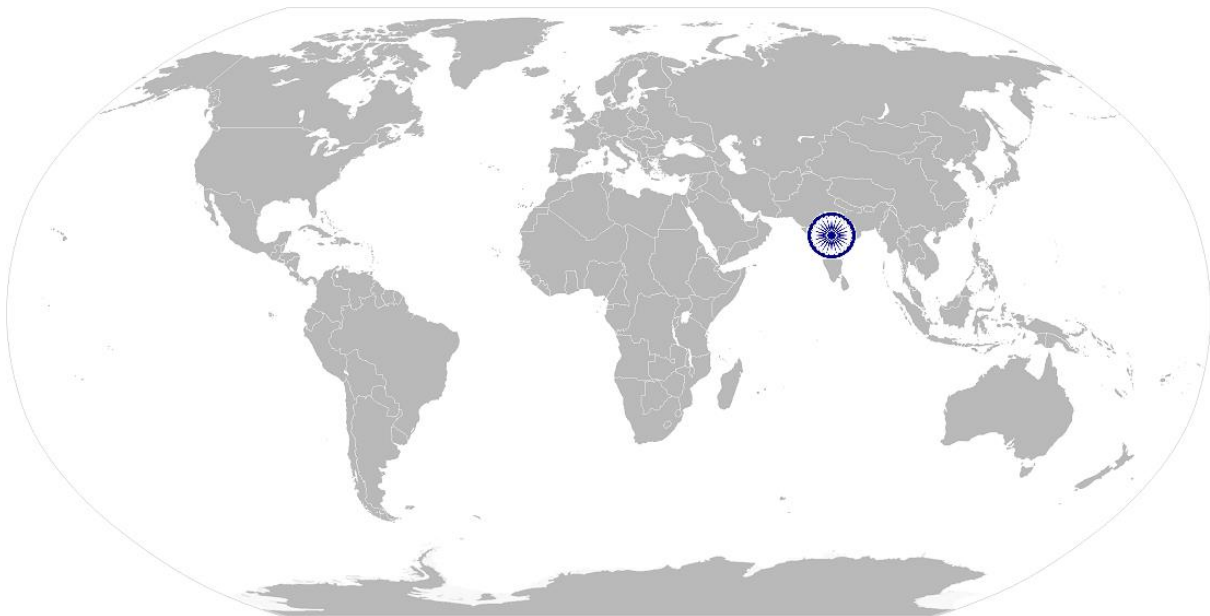


**BWS/N0205**

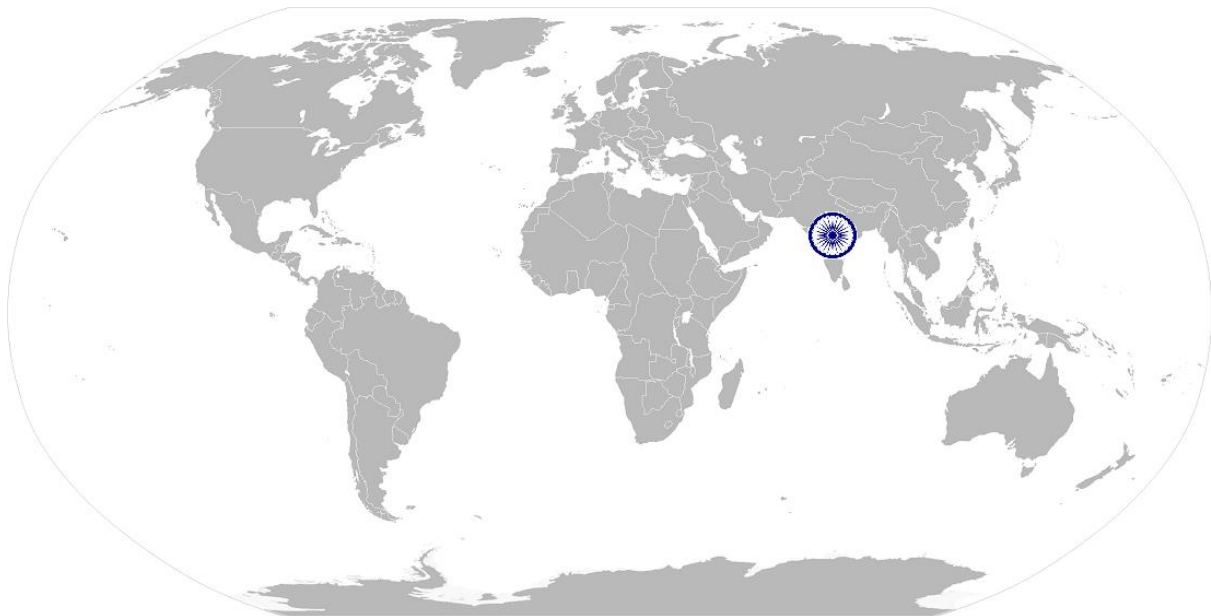
**Perform Blow drying of hair**

**NOS Version Control**

|                            |                   |                         |            |
|----------------------------|-------------------|-------------------------|------------|
| <b>NOS Code</b>            | <b>BWS/N0205</b>  |                         |            |
| <b>Credits</b>             | TBD               | <b>Version number</b>   | 2.0        |
| <b>Industry</b>            | Beauty & Wellness | <b>Drafted on</b>       | 01/03/2015 |
| <b>Industry Sub-sector</b> | Beauty & Salons   | <b>Last reviewed on</b> | 19/04/2017 |
| <b>Occupation</b>          | Haircare Services | <b>Next review date</b> | 19/04/2020 |



# National Occupational Standard



## Overview

This OS unit is about shampooing, conditioning and treating the hair using a range of products and techniques.

BWS/N0202

Shampoo, condition the hair and scalp

|  |   |
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| <b>Unit Code</b>                                 | <b>BWS/N0202</b>  |
| <b>Unit Title (Task)</b>                         | <b>Shampoo, condition the hair and scalp</b>  |
| <b>Description</b>                               | Shampoo, condition and treat the hair and scalp using a range of products and massage techniques.   |
| <b>Scope</b>                                     | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare self and client</li> <li>• Shampoo and condition the hair</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b> |   |
| <b>Element</b>                                   | <b>Performance Criteria</b>   |
| <b>Prepare self and client</b>                   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. position self and client throughout service to ensure privacy, comfort and safety</p> <p>PC3. prepare yourself, the client and work area for shampoo and conditioning services</p> <p>Yourself: Sanitize the hands prior to service commencement, personal protective equipment, remove jewellery, etc.</p> <p>Client: provide suitable protective apparel, remove jewellery, etc.</p> <p>work area: no obstructions, equipment in clean and working condition, tools and equipment in correct position, etc.</p> <p>PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures</p> <p>PC5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service</p> <p>PC6. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet client's needs and service plan</p> |
| <b>Shampoo and condition the hair</b>            | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. carry out the procedure using methods that minimise risk of cross infection</p> <p>PC8. apply shampoo using rotary massage technique</p> <p>PC9. carry out and adapt massage techniques to suit the client needs and to perform the service plan</p> <p>PC10. check the water temperature and flow to meet the needs of the service procedure and client comfort</p> <p>PC11. leave the hair clean and free of products, dirt, and grease after the shampoo</p> <p>PC12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process</p> <p>PC13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service</p>  |

**BWS/N0202**

**Shampoo, condition the hair and scalp**

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|   | <p>PC14. detangle hair without causing damage to hair or scalp using a tooth comb</p> <p>PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC17. promptly refer problems that cannot be solved to the relevant superior for action</p> <p>PC18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs</p> <p>PC19. ensure the work area is kept clean and tidy during the service</p> <p>PC20. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC21. record the service details accurately as per salon policy and procedures</p> <p>PC22. store information securely in line with the salon's policies and procedures</p> <p>PC23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards</p> <p>PC24. ask questions to check with the client their satisfaction with the finished result</p> <p>PC25. 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> <p>PC26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions</p> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. hair and scalp conditions, causes and contra-indications to scalp massage</p> <p>KB3. shampooing, conditioning and massage techniques and equipment</p> <p>KB4. anatomical hair structure and hair shaft<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer),</p>   |

**BWS/N0202**

**Shampoo, condition the hair and scalp**

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|   | <p>outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle</p> <p>KB5. contra-indications and respective necessary action<br/>KB6. action of shampoo and water to cleanse hair<br/>KB7. consequences of using incorrect products on hair and scalp<br/>KB8. contra-actions and respective necessary subsequent actions<br/>KB9. cross infection and its causes and precautions for prevention<br/>KB10. factors that affect scalp massage<br/>KB11. safety considerations for shampooing and conditioning of hair<br/>KB12. various types of shampoo and conditioning products and some common brands<br/>KB13. tools and equipment used to carry out shampoo and conditioning services, their operations, safety precautions, cleaning and maintenance procedures<br/>KB14. importance of using products economically and as per manufacturer's instructions<br/>KB15. importance of proper storage of products, tools and equipment<br/>KB16. customer service principles including privacy and protection to modesty of the customers<br/>KB17. importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| <b>Skills (S)</b>                         |  |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>  |
|   | <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 and/or local language to interpret the gist correctly<br/>SA2. read common organizational signage in English accurately<br/>SA3. read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately<br/>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>  |
|   | <b>Writing Skills</b>  |
|   | <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<br/>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately<br/>SA7. write an accident or incident report accurately in English<br/>SA8. fill in various applicable forms and formats at the workplace accurately<br/>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</p>  |

BWS/N0202

**Shampoo, condition the hair and scalp**

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|                                      | <p><b>Oral Communication (Listening and Speaking skills)</b></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> <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>B. Professional Skills</b></p> | <p><b>Decision Making</b></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><b>Plan and Organize</b></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>   |

**BWS/N0202**

**Shampoo, condition the hair and scalp**

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|  | <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>  |
|  | <b>Customer Centricity</b>   |
|  | <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>  |
|  | <b>Problem Solving</b>   |
|  | <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> |
|  | <b>Analytical Thinking</b>   |



**BWS/N0202**

**Shampoo, condition the hair and scalp**

|  |   |
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|  | <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>                                       |
|  | <p><b>Critical Thinking</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p> |

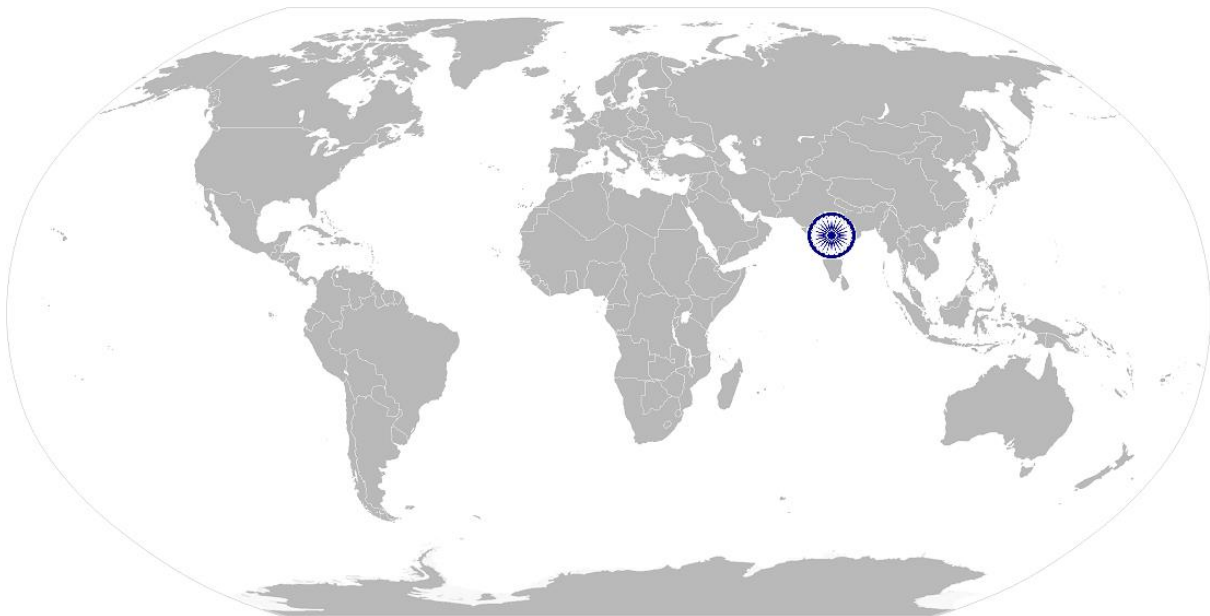


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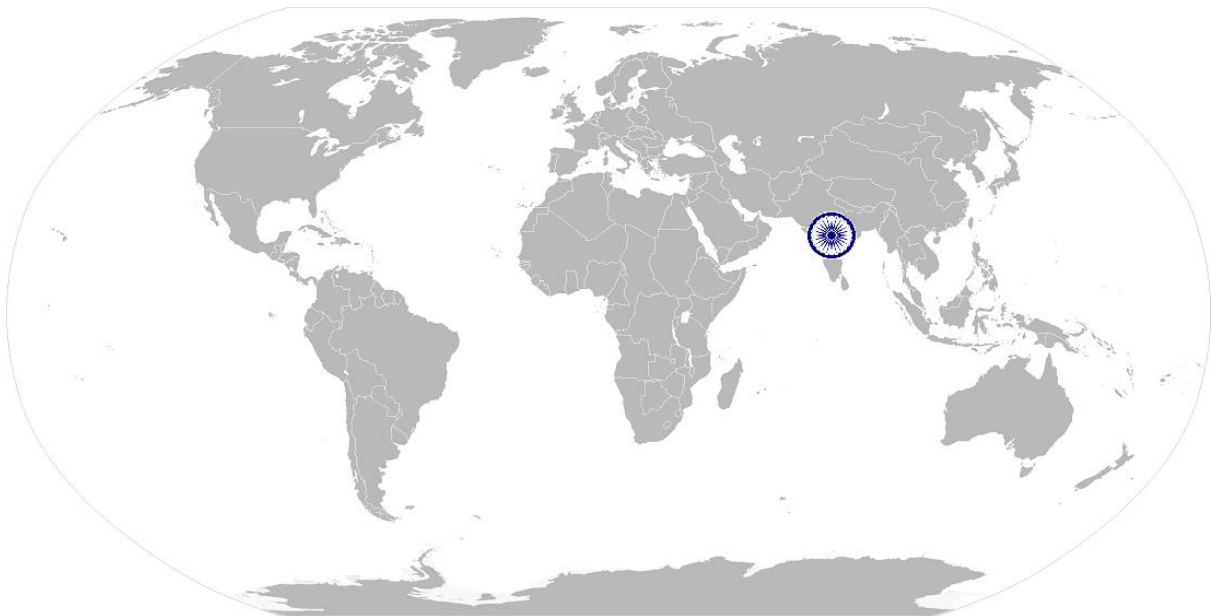
**Shampoo, condition the hair and scalp**

**NOS Version Control**

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|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0202</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# National Occupational Standard



## Overview

This OS unit is about performing hair spa and Indian head massage and using a range of products and massage techniques.

BWS/N0206

Perform Indian Head Massage and Hair Spa Services

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| <b>Unit Code</b>   | <b>BWS/N0206</b>   |
| <b>Unit Title (Task)</b>                                 | <b>Perform scalp massage and hair spa services</b>   |
| <b>Description</b>                                       | Perform hair spa and scalp massage and using a range of products and massage techniques.   |
| <b>Scope</b>   | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare self and client</li> <li>• Perform scalp massage and hair spa services</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>         |  |
| <b>Element</b>   | <b>Performance Criteria</b>  |
| <b>Prepare self and client</b>                           | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. position self and client throughout service to ensure privacy, comfort and safety</p> <p>PC3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required<br/> Yourself: Sanitize the hands prior to service commencement<br/> Client: Provide suitable protective apparel, remove jewellery, etc.<br/> Work area: Organise and arrange products, tools and equipment, sanitize tools and equipment, no trailing wires, no obstructions, etc.</p> <p>PC4. ensure a guardian/parent is present for minors under age 14</p> <p>PC5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors</p> <p>PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service</p> <p>PC7. identify contra-indications if any that restrict the services or products sought by the customer</p> <p>PC8. explain politely to the customer why service is denied or modified in case done so for contra-indications</p> <p>PC9. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and service plan</p> <p>PC10. perform a pre-shampoo or other preliminary procedures in accordance with the required service</p> |
| <b>Perform Indian head massage and hair spa services</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. select a suitable medium and perform hair spa and the scalp massage<br/> Medium: Oil, cream, gel</p> <p>PC12. perform various massage techniques to complete the service as required<br/> Techniques: Effleurage, petrissage, tapotement, rotary, vibration, friction</p> <p>PC13. apply suitable pressure on the marma pressure points as per requirement</p>  |

**BWS/N0206**

**Perform Indian Head Massage and Hair Spa Services**

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|   | <p>taking care of client comfort</p> <p>PC14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type</p> <p>PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC17. promptly refer problems that cannot be solved to the relevant superior for action</p> <p>PC18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards</p> <p>PC19. record details of the service accurately as per organisational policy and procedures</p> <p>PC20. store information securely in line with the salon's policies</p> <p>PC21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client</p> <p>PC22. minimize the wastage of products and store chemicals and equipment securely post service</p> <p>PC23. dispose all waste safely according to the salon's standards of hygiene and safety</p> <p>PC24. address hair concerns by identifying appropriate remedial action<br/>Action: Head mask, spa, serum application, etc.</p> |
| <b>Knowledge and Understanding (K)</b>  |  |
| <b>A. Organizational Context</b><br>(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 standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>   |
| <b>B. Technical Knowledge</b>   | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. hair and scalp conditions, their causes and contra-indications to Indian head massage</p> <p>KB3. hair structure and hair shaft<br/>Structure: Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle</p> <p>KB4. position and principles of marma pressure points</p>   |

**BWS/N0206**

**Perform Indian Head Massage and Hair Spa Services**

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|  | <p>KB5. position and principles of seven primary chakras</p> <p>KB6. hair and scalp conditions, causes and contra-indications to head/scalp massage</p> <p>KB7. policy and procedures for servicing minor (age under 14) customers</p> <p>KB8. massage mediums and scalp/hair service concentrates</p> <p>KB9. hair spa and massage techniques and equipment</p> <p>KB10. massage techniques, equipment, massage mediums</p> <p>KB11. consequences of using incorrect products</p> <p>KB12. contra-indications that may affect service plan and respective necessary actions</p> <p>KB13. contra-actions that may occur during service and necessary relevant actions</p> <p>KB14. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB15. contact dermatitis, its causes and precautions for prevention</p> <p>KB16. difference between disinfecting and sterilising</p> <p>KB17. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB18. customer service principles including privacy and protection to modesty of the customers</p> <p>KB19. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB20. factors that affect head/scalp massage<br/>Factors: Scalp condition, hair condition, hair length, hair density, special conditions</p> |
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**Skills (S)**

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| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>  |
|   | <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 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> |
|   | <b>Writing Skills</b>  |
|   | <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>  |

**BWS/N0206**

**Perform Indian Head Massage and Hair Spa Services**

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|--------------------------------------|--|
|                                      | <p>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</p> <p><b>Oral Communication (Listening and Speaking skills)</b></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> <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>B. Professional Skills</b></p> | <p><b>Decision Making</b></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 organisation 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><b>Plan and Organize</b></p>  |

**BWS/N0206**

**Perform Indian Head Massage and Hair Spa Services**

|  |   |
|--|---|
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</li> <li>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</li> <li>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority</li> <li>SB8. organize service feedback files/documents</li> <li>SB9. plan and manage work routine based on salon procedure</li> <li>SB10. maintain the work area, equipment and product stocks to meet client schedules</li> <li>SB11. maintain accurate records of clients, services and product stock levels</li> <li>SB12. plan own development in line with feedback given from supervisor, coworkers and clients</li> </ul>   |
|  | <p><b>Customer Centricity</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB13. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs</li> <li>SB14. minimize customer discomfort by taking permitted or directed actions in a timely manner</li> <li>SB15. respond promptly to customers in a manner that aims to exceed their expectation</li> <li>SB16. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction</li> <li>SB17. build customer relationships using a customer centric approach</li> <li>SB18. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations</li> </ul>  |
|  | <p><b>Problem Solving</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB19. identify problems that hinder achievement or increase risks</li> <li>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</li> <li>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</li> <li>SB22. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage</li> <li>SB23. explain the importance of resolving problem in a timely manner</li> <li>SB24. explain the importance of accurate communications in problem resolution</li> <li>SB25. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them</li> </ul> |



**BWS/N0206**

**Perform Indian Head Massage and Hair Spa Services**

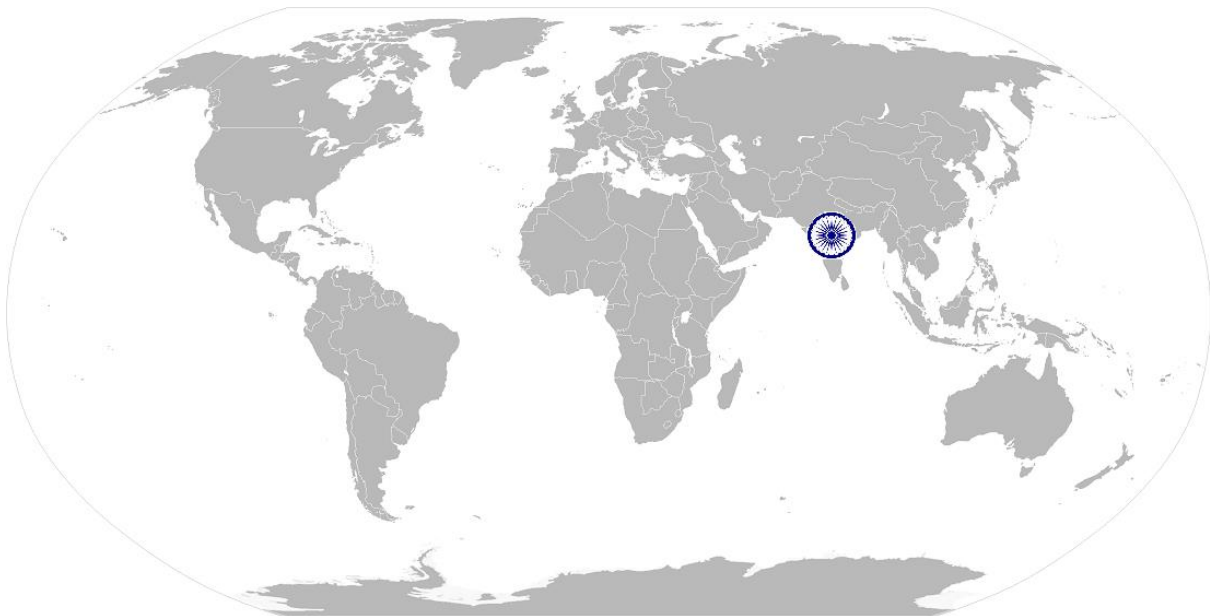
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|--|---|
|  | <b>Analytical Thinking</b>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB26. seek guidance to define criteria and assign values of importance and urgency</p> <p>SB27. sort information in order 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>                                       |
|  | <b>Critical Thinking</b>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p> |



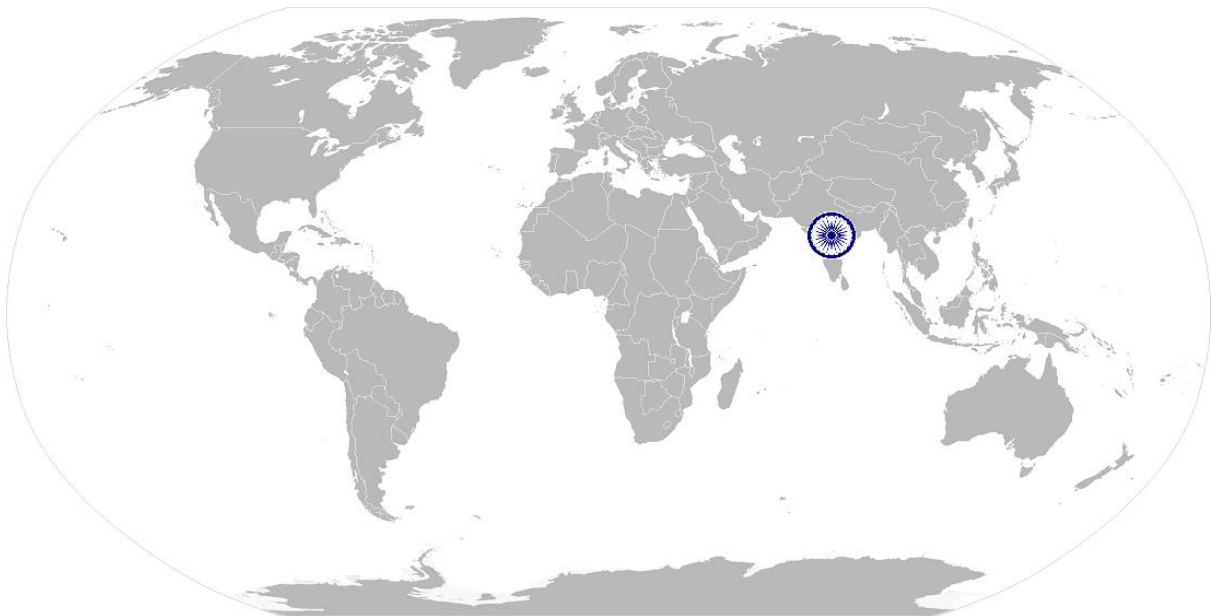
**BWS/N0206          Perform Indian Head Massage and Hair Spa Services**

**NOS Version Control**

|                            |                              |                         |                   |
|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0206</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# National Occupational Standard



## Overview

This OS unit is about creating a variety of looks for men/ women using club cutting, freehand and scissor-over-comb techniques, to define one length hair cuts, uniform layers, and short and long layer haircuts.

BWS/N0207

Cut hair

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| <b>Unit Code</b>                                 | <b>BWS/N0207</b>   |
| <b>Unit Title (Task)</b>                         | <b>Cut hair</b>  |
| <b>Description</b>                               | Perform haircuts by using a range of products, tools and equipment to create a variety of looks.   |
| <b>Scope</b>                                     | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare self and client</li> <li>• Carry out haircuts</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b> |  |
| <b>Element</b>                                   | <b>Performance Criteria</b>  |
| <b>Prepare self and client</b>                   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. position self and client in a manner to ensure privacy, comfort and safety, throughout the service</p> <p>PC3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required<br/> Yourself: Sanitize the hands prior to service commencement<br/> Client: Provide suitable protective apparel, remove jewellery, etc.<br/> Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</p> <p>PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors</p> <p>PC5. ensure a guardian/parent is present for minors under age 14</p> <p>PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service</p> <p>PC7. select styling products, tools and equipment based on the results of client consultation and hair analysis</p> |
| <b>Carry out haircuts</b>                        | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting</p> <p>PC9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results</p> <p>PC10. select the technique or procedure most suitable to the client's hair and to achieve the desired look</p> <p>PC11. follow established guidelines related to the selected procedure to accurately achieve the required look</p> <p>PC12. select the correct cutting tool to achieve the desired look</p> <p>PC13. perform various sectioning techniques to carry out the desired haircut<br/> Techniques: Ear to ear, horseshoe, horizontal sections, diagonal back,</p>  |

**BWS/N0207**

**Cut hair**

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|   | <p>diagonal forward, vertical, pivoting</p> <p>PC14. perform various cutting techniques and texturing technique while carrying out the service<br/>Techniques: Club cutting (precision), notching, slicing, point cutting, scissor over comb, feathering, thinning</p> <p>PC15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly</p> <p>PC16. ensure the work area is kept clean and tidy during the service</p> <p>PC17. use work methods to minimise wastage</p> <p>PC18. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC20. promptly refer problems that cannot be solved to the relevant superior for action</p> <p>PC21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards</p> <p>PC22. record details of the procedure accurately as per organisation policy and procedures</p> <p>PC23. store information securely in line with the salon's policies</p> <p>PC24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client</p> <p>PC25. ask questions to check with the client their satisfaction with the finished result</p> <p>PC26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor</p> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB3. contact dermatitis, its causes and precautions for prevention</p> <p>KB4. difference between disinfecting and sterilising</p>  |

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**Cut hair**

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|  | <p>KB5. policy and procedures for servicing minor (age under 14) customers</p> <p>KB6. classification of hair<br/>Classification: Straight, wavy, curly, very curly</p> <p>KB7. structure of the hair and basic principles of hair growth<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB8. hair and scalp conditions and causes</p> <p>KB9. various cutting tools<br/>Tools: Scissors, razors, thinning scissors, clippers, combs</p> <p>KB10. various sectioning techniques</p> <p>KB11. hair cutting and analysis techniques, equipment and hair styles<br/>Hair Styles: one length, uniform, graduation, increased layers</p> <p>KB12. cutting angles when cutting and its effects</p> <p>KB13. hair distribution when cutting and its effects</p> <p>KB14. range and suitability of styling products, tools and equipment and the effects achieved</p> <p>KB15. range and application of finishing products</p> <p>KB16. physical effects of styling on hair structure</p> <p>KB17. different factors that must be taken into consideration prior to and during cutting<br/>Factors: Face shape, hair type, preferred look, wet cutting/dry cutting, texture, growth pattern, etc.</p> <p>KB18. types of products available for achieving final look<br/>Products: Gel, mousse, spray, oil, creams</p> <p>KB19. sources of creative information and inspiration<br/>Sources: Magazines, models, etc.</p> <p>KB20. considerations for cutting hair when wet</p> <p>KB21. techniques for cutting dry hair</p> <p>KB22. methods to use all the cutting techniques in the range<br/>Range of techniques: Scissors over comb, clipper over comb, club cutting, thinning, razoring, texturizing, etc.</p> <p>KB23. importance of tension when cutting</p> <p>KB24. customer service principles including privacy and protection to modesty of the customers</p> <p>KB25. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB26. contra indications for hair cutting and respective necessary actions</p> <p>KB27. contra-actions and respective subsequent actions</p> <p>KB28. importance if using products economically and storing products correctly to minimize wastage</p> |
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**BWS/N0207**

**Cut hair**

| Skills (S)                                |   |
|---|---|
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | The user/ individual on the job needs to know and understand how to:<br>SA1. read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly<br>SA2. read common organizational signage in English accurately<br>SA3. read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately<br>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   |
|   | <b>Writing Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately<br>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately<br>SA7. write an accident or incident report accurately in English<br>SA8. fill in various applicable forms and formats at the workplace accurately<br>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status  |
|   | <b>Oral Communication (Listening and Speaking skills)</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SA10. listen and interpret correctly simple instructions in English<br>SA11. listen for and identify the main points of short explanations or presentations in English<br>SA12. listen to and follow short, straightforward explanations and instructions in English<br>SA13. introduce oneself and one's role to customers and visitors, in English and the local language<br>SA14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English<br>SA15. give clear instructions to customers and/or coworkers as required<br>SA16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood<br>SA17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics<br>SA18. exchange information effectively to perform a task<br>SA19. give simple directions, instructions and explanations<br>SA20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose |

**BWS/N0207**

**Cut hair**

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|  | <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>B. Professional Skills</b></p>   | <p><b>Decision Making</b></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 organisation 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><b>Plan and Organize</b></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> <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> |
|  | <p><b>Customer Centricity</b></p>  |
| <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</p> |  |



**BWS/N0207**

**Cut hair**

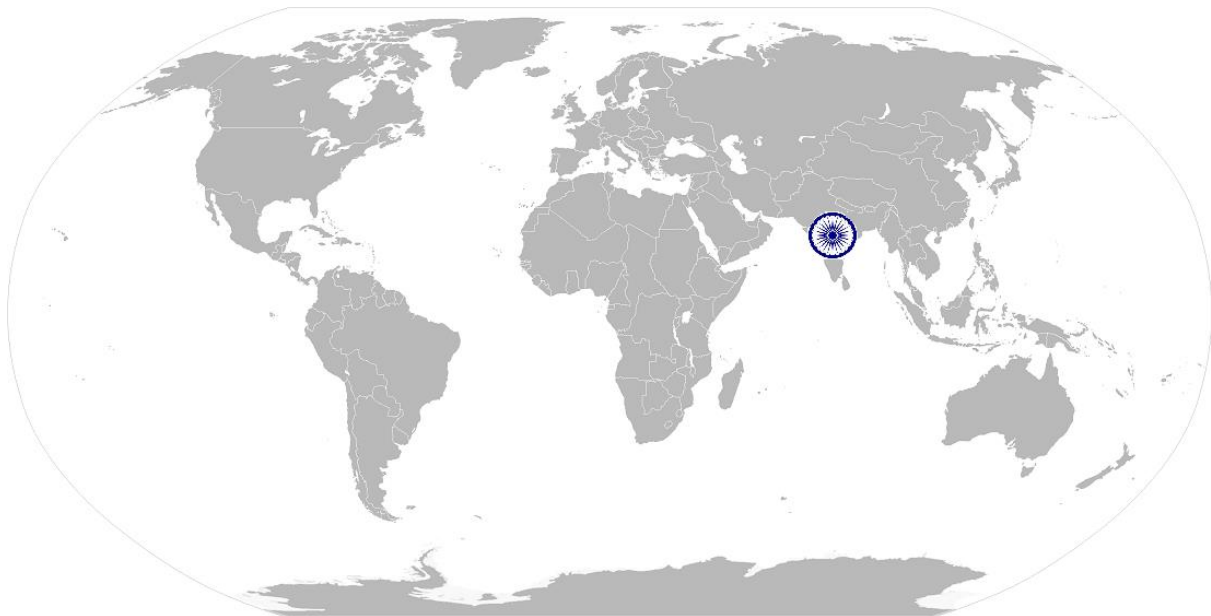
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|  | <p>aimed at customer satisfaction</p> <p>SB17. build customer relationships using a customer centric approach</p> <p>SB18. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations</p>  |
|  | <p><b>Problem Solving</b></p>  |
|  | <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> |
|  | <p><b>Analytical Thinking</b></p>  |
|  | <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>  |
|  | <p><b>Critical Thinking</b></p>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p>  |

**BWS/N0207**

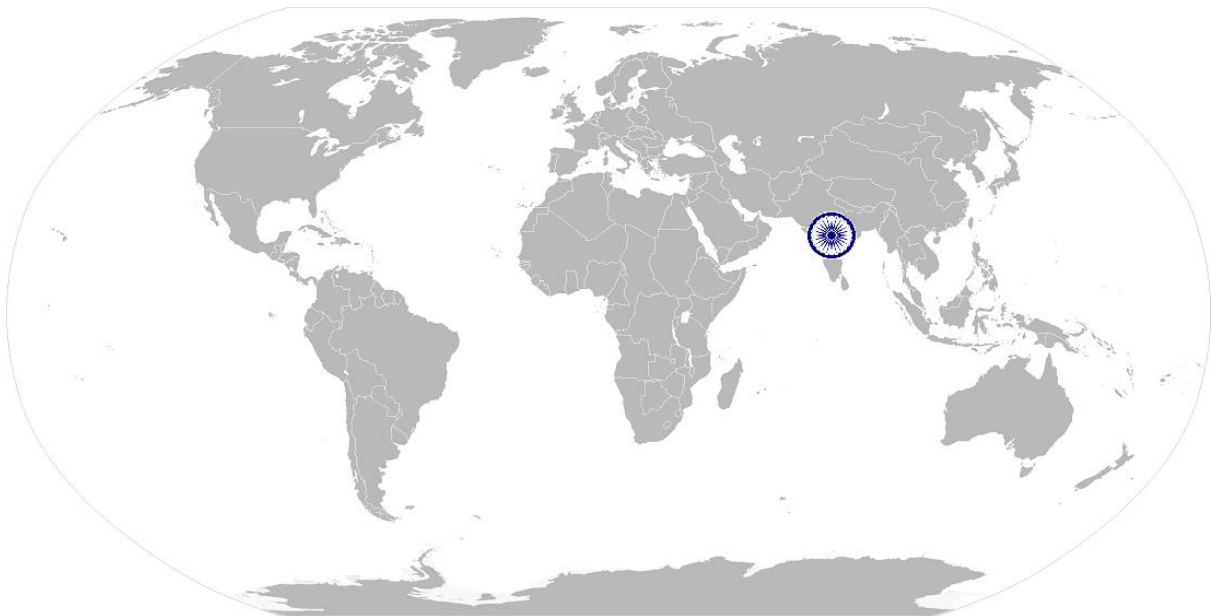
**Cut hair**

**NOS Version Control**

|                            |                              |                         |                   |
|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0207</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# National Occupational Standard



## Overview

This unit about to perform variety of dressing techniques to produce innovative, fashionable and creative looks for your clientele by adapting variety of styling and finishing techniques.

BWS/N0208

**Perform hair styling and dressing**

National Occupational Standard

|  |   |
|--|---|
| <b>Unit Code</b>                                 | <b>BWS/N0208</b>  |
| <b>Unit Title (Task)</b>                         | <b>Perform hair styling and dressing</b>  |
| <b>Description</b>                               | Perform styling and dressing by using a range of products, tools and equipment to create a variety of looks.  |
| <b>Scope</b>                                     | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Perform hair styling and dressing</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b> |   |
| <b>Element</b>                                   | <b>Performance Criteria</b>   |
| <b>Perform hair styling and dressing</b>         | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair, including with parents or guardians for minors<br/> Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations</p> <p>PC2. ensure a guardian/parent is present for minors under age 14</p> <p>PC3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results</p> <p>PC4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look</p> <p>PC5. perform back combing /back brushing technique as required</p> <p>PC6. control and secure hair effectively into place, during dressing</p> <p>PC7. dress the hair to the satisfaction of the client</p> <p>PC8. position self and client to ensure privacy, comfort and safety, throughout the service</p> <p>PC9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client</p> <p>PC10. apply finishing product following manufacturer's instructions to maintain the style</p> <p>PC11. ensure the finished style takes into account the critical influencing factors<br/> Influencing factors: length, density, condition of hair, etc.</p> <p>PC12. ask questions to check with the client their satisfaction with the finished result</p> <p>PC13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage</p> <p>PC14. use work methods to minimise wastage</p> <p>PC15. dispose waste materials as per organisational standards in a safe and hygienic manner</p> |

**BWS/N0208**

**Perform hair styling and dressing**

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|   | <p>PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</p> <p>PC17. record details of the procedure accurately as per organisational policy and procedures</p> <p>PC18. store information securely in line with the salon's policies</p> <p>PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client</p>   |
| <b>Knowledge and Understanding (K)</b>  |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. structure of the hair and basic principles of hair growth<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB3. hair and scalp conditions and causes</p> <p>KB4. classification of hair<br/>Classification: Straight, wavy, curly, very curly</p> <p>KB5. contra indications for hair processes</p> <p>KB6. planning the style according to the occasion</p> <p>KB7. factors that influence services<br/>Factors: Previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, existing curl</p> <p>KB8. various styles of dressing hair<br/>Styles: Plait, twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, finger waves, wet/dry setting, added hair, hot rollers, up-do's, iron curls, hair accessories</p> <p>KB9. range and suitability of styling products, tools and equipment and the resultant effects of using these</p> <p>KB10. heated styling equipment<br/>Factors: straighteners, tongs, etc.</p> <p>KB11. range and application of finishing products</p> |

**BWS/N0208**

**Perform hair styling and dressing**

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|  | <p>KB12. effects that can be achieved by curling on and off base</p> <p>KB13. physical effects of styling on hair structure</p> <p>KB14. current techniques for blow drying, finger drying and finishing hair</p> <p>KB15. importance of adapting temperature of equipment to suit different hair types</p> <p>KB16. importance of cooling hair prior to finishing</p> <p>KB17. customer service principles including privacy and protection to modesty of the customers</p> <p>KB18. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB19. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB20. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB21. importance of following policy and procedures while providing service to minors</p> |
| <b>Skills (S)</b>  |   |
| <p><b>A. Core Skills/<br/>Generic Skills</b></p>   | <p><b>Reading Skills</b></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 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><b>Writing Skills</b></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><b>Oral Communication (Listening and Speaking skills)</b></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> |   |

**BWS/N0208**

**Perform hair styling and dressing**

|                                      |  |
|--------------------------------------|--|
|                                      | <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>B. Professional Skills</b></p> | <p><b>Decision Making</b></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 organisation 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><b>Plan and Organize</b></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/N0208**

**Perform hair styling and dressing**

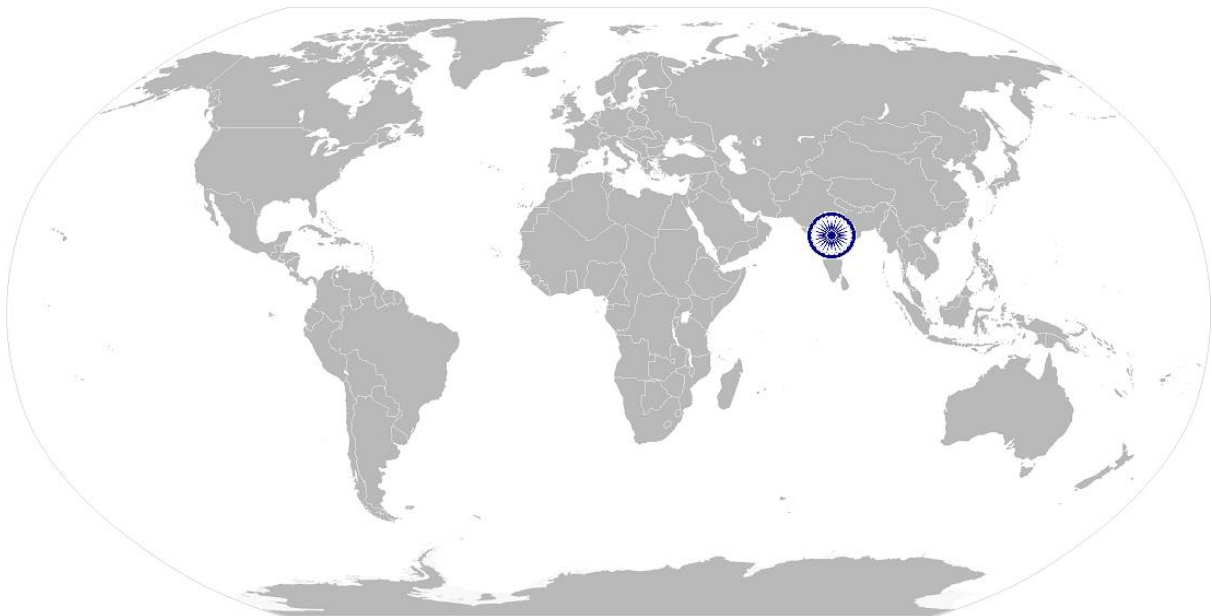
|   |  |
|---|--|
|   | <p>SB9. plan and manage work routine based on salon procedure</p> <p>SB10. maintain the work area, equipment and product stocks to meet client schedules</p> <p>SB11. maintain accurate records of clients, services and product stock levels</p> <p>SB12. plan own development in line with feedback given from supervisor, coworkers and clients</p>   |
|   | <p><b>Customer Centricity</b></p>  |
|   | <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>  |
|   | <p><b>Problem Solving</b></p>  |
|   | <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> |
|   | <p><b>Analytical Thinking</b></p>  |
| <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> |  |



**BWS/N0208**

**Perform hair styling and dressing**

|  | <b>Critical Thinking</b>  |
|--|---|
|  | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"><li>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</li><li>SB31. identify relevant and reliable sources of information for seeking clarity where required</li><li>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</li><li>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</li></ul> |

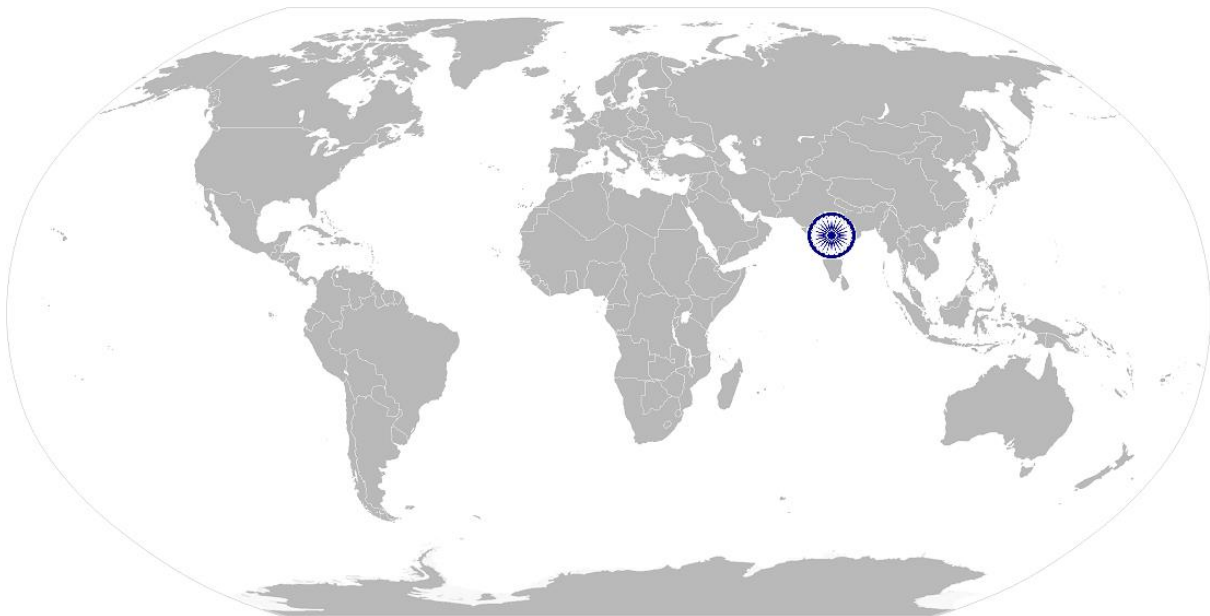


**BWS/N0208**

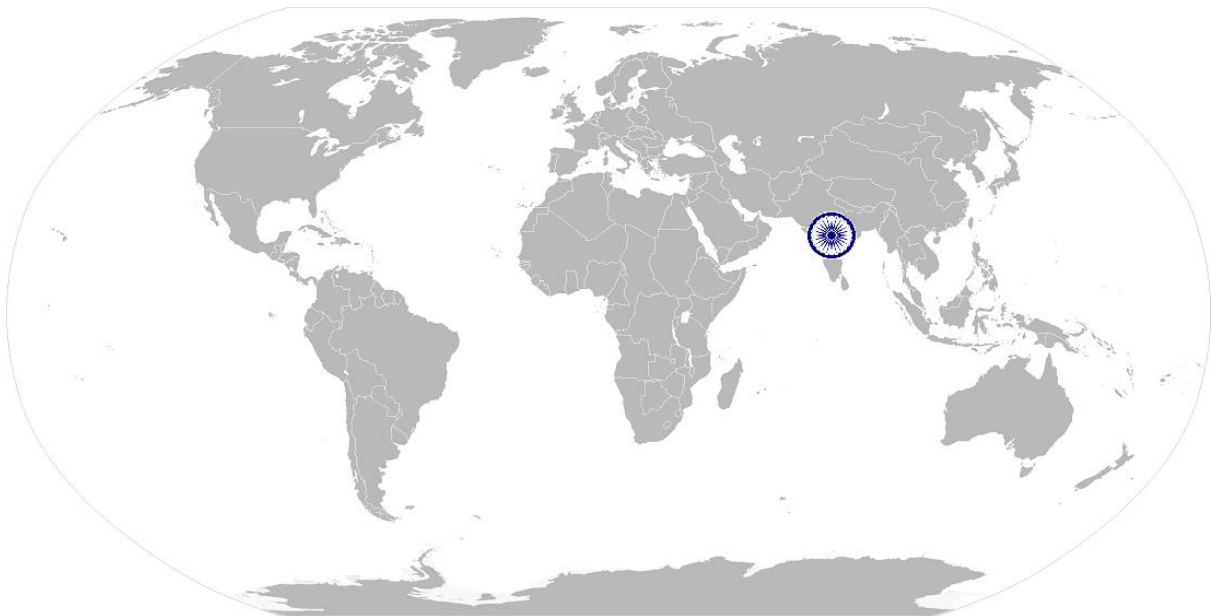
**Perform hair styling and dressing**

**NOS Version Control**

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|----------------------------|-------------------|-------------------------|------------|
| <b>NOS Code</b>            | <b>BWS/N0208</b>  |                         |            |
| <b>Credits</b>             | TBD               | <b>Version number</b>   | 2.0        |
| <b>Industry</b>            | Beauty & Wellness | <b>Drafted on</b>       | 01/03/2015 |
| <b>Industry Sub-sector</b> | Beauty & Salons   | <b>Last reviewed on</b> | 19/04/2017 |
| <b>Occupation</b>          | Haircare Services | <b>Next review date</b> | 19/04/2020 |



# National Occupational Standard



## Overview

This OS unit is about performing a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.

BWS/N0209

Colour and lighten hair

|   |   |
|---|---|
| <b>Unit Code</b>  | <b>BWS/N0209</b>  |
| <b>Unit Title (Task)</b>  | <b>Colour and lighten hair</b>  |
| <b>Description</b>  | Perform a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.   |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>Perform a variety of coloring techniques such as full head, regrowth and highlighting and/or low-lighting</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Perform a variety of coloring techniques such as full head, re growth and highlighting and/or low-lighting</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. consult the client by questioning to identify contra-indications to hair and make-up products</p> <p>PC3. prepare yourself, the client and work area for hair colouring and lightening services where required<br/> Yourself: Sanitize the hands prior to service commencement<br/> Client: Provide suitable protective apparel, remove jewellery, etc.<br/> Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</p> <p>PC4. position self and client to ensure privacy, comfort and safety, throughout the service</p> <p>PC5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely</p> <p>PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service</p> <p>PC7. mix the colours accurately as per manufacturer instructions</p> <p>PC8. apply colours in sections neatly, taking into account various influencing factors<br/> Influencing factors: Skin tone, existing colour, hair condition, test results if any, etc.</p> <p>PC9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action</p> <p>PC10. apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas</p> <p>PC11. monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development</p> <p>PC12. remove the colour products thoroughly from the hair and leave the hair free</p> |

**BWS/N0209**

**Colour and lighten hair**

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|   | <p>of any colouring products</p> <p>PC13. apply a suitable conditioner or post colour procedure to the hair following manufacturer's instructions</p> <p>PC14. work minimising wastage of products</p> <p>PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards</p> <p>PC17. record details of the procedure accurately as per organisation standards</p> <p>PC18. store information securely in line with the salon's policies</p> <p>PC19. provide specific after-procedure, homecare advice and recommendations for product use and further s to the client</p> <p>PC20. ensure the work area is kept clean and tidy during the service</p> <p>PC21. use work methods to minimise wastage</p> <p>PC22. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC23. ask questions to check with the client their satisfaction with the finished result</p> <p>PC24. 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> |
| <p><b>Knowledge and Understanding (K)</b></p>   |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety requirements in the organization</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. hair structure and hair shaft<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB3. hair and scalp conditions and causes</p> <p>KB4. hair examination and principles of colouring</p> <p>KB5. international colour chart</p>   |

**BWS/N0209**

**Colour and lighten hair**

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|   | <p>KB6. permanent, semi-permanent and temporary colors</p> <p>KB7. natural base, undercoats, numbering system</p> <p>KB8. colour application principles and procedures<br/>principles and procedures: global colouring, gray coverage, re-growth, highlighting, lowlighting and colour correction</p> <p>KB9. types of colouring products and their effect on hair structure</p> <p>KB10. colouring techniques, colouring products, bleaching products, conditioners and post-colour procedures</p> <p>KB11. tools and equipment used for colouring</p> <p>KB12. restoring the hair to its natural pH using conditioner</p> <p>KB13. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB14. contact dermatitis, its causes and precautions for prevention</p> <p>KB15. difference between disinfecting and sterilising</p> <p>KB16. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB17. customer service principles including privacy and protection to modesty of the customers</p> <p>KB18. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB19. importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| <b>Skills (S)</b>                         |   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | <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 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>  |
|   | <b>Writing Skills</b>   |
|   | <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>   |

**BWS/N0209**

**Colour and lighten hair**

|                                      |  |
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|                                      | <p><b>Oral Communication (Listening and Speaking skills)</b></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> <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>B. Professional Skills</b></p> | <p><b>Decision Making</b></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 organisation 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><b>Plan and Organize</b></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>   |

**BWS/N0209**

**Colour and lighten hair**

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|  | <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>  |
|  | <p><b>Customer Centricity</b></p>  |
|  | <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>  |
|  | <p><b>Problem Solving</b></p>  |
|  | <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> |
|  | <p><b>Analytical Thinking</b></p>  |
|  | <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>   |



**BWS/N0209**

**Colour and lighten hair**

|  |   |
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|  | <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>  |
|  | <p><b>Critical Thinking</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p> |

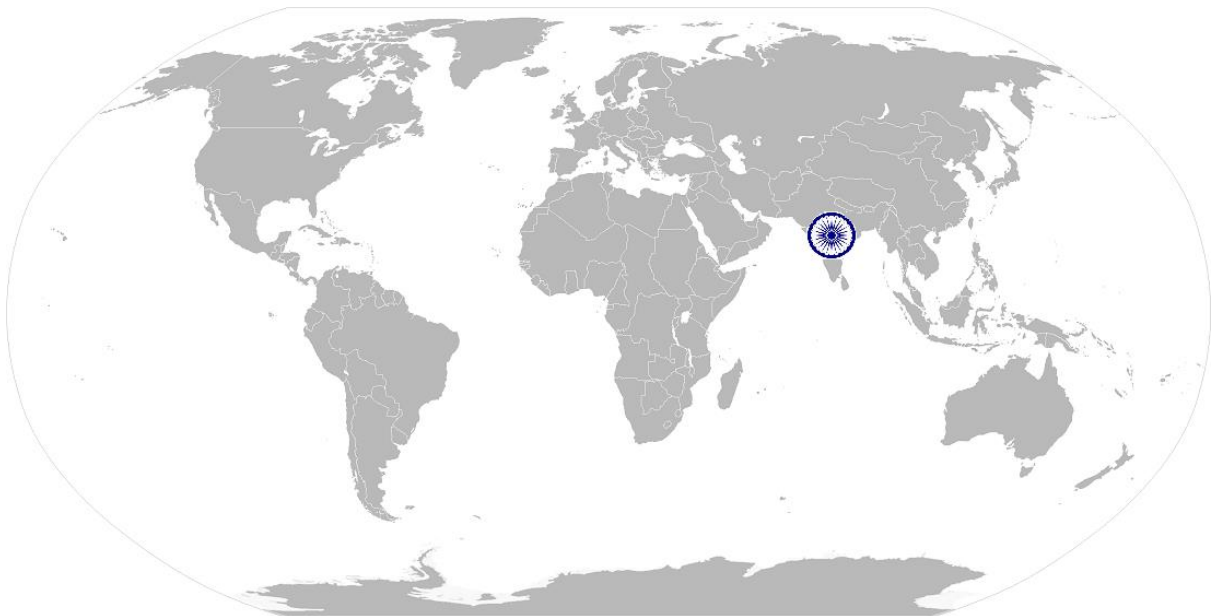


**BWS/N0209**

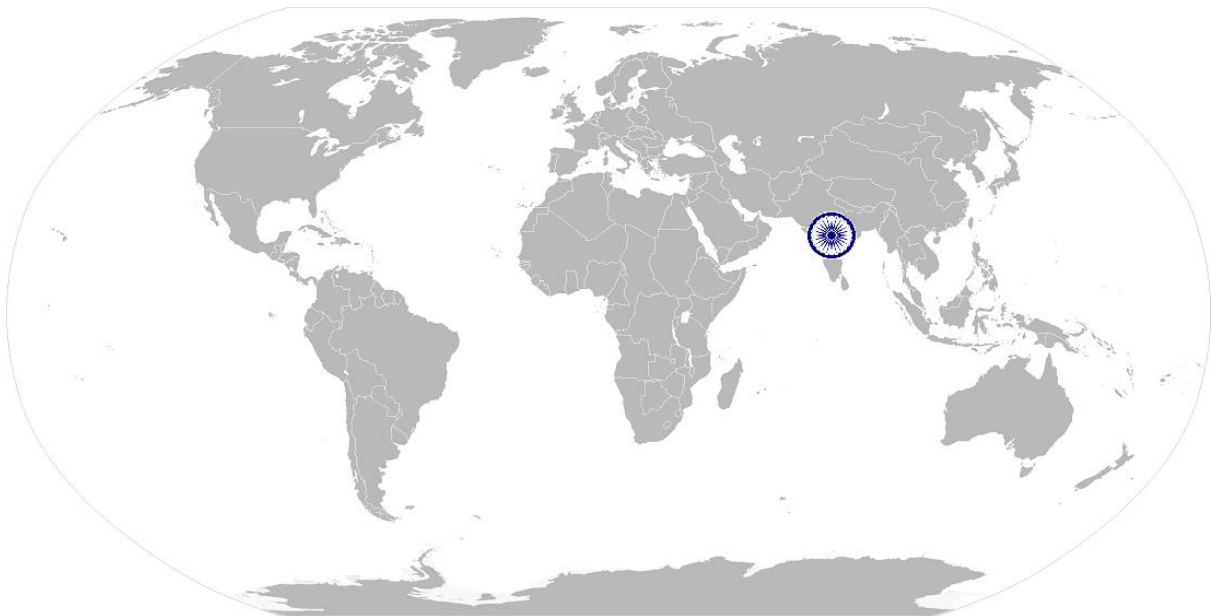
**Colour and lighten hair**

**NOS Version Control**

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|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0209</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# National Occupational Standard



## Overview

This OS unit is about creating a variety of looks using basic perming techniques.

BWS/N0210

Perm and neutralize hair

|   |   |
|---|---|
| <b>Unit Code</b>  | <b>BWS/N0210</b>  |
| <b>Unit Title (Task)</b>  | <b>Perm and neutralize hair</b>   |
| <b>Description</b>  | Create a variety of looks using basic perming techniques.   |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>• Create a variety of looks using basic perming techniques</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>                |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Create a variety of looks using basic perming techniques</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. consult the client by questioning to identify contra-indications to hair and haircare products</p> <p>PC3. prepare yourself, the client and work area for perming and neutralising services where required<br/> Yourself: Sanitize the hands prior to service commencement<br/> Client: Provide suitable protective apparel, remove jewellery, etc.<br/> Work area: Organise and arrange products, tools and equipment, sanitise tools and equipment, no trailing wires, no obstructions, etc.</p> <p>PC4. position self and client to ensure privacy, comfort and safety, throughout the service</p> <p>PC5. use suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors<br/> Consultation techniques: eg. ask questions, catalogue of styles, chart or image referencing, computer aided simulations</p> <p>PC6. ensure a guardian or parent is present while providing service to minors</p> <p>PC7. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results<br/> Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, pH test</p> <p>PC8. select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely</p> <p>PC9. use a perm curler and relevant winding techniques effectively and safely to carry out perming<br/> Winding Techniques: Spiral perm, ladder perm, body wave perm, soft perm</p> <p>PC10. combine and adapt perming and sectioning techniques to achieve desired perm effect<br/> Sectioning techniques: Brick, nine section, directional, piggy back</p> <p>PC11. monitor accurately the development of perming process as required and take</p> |

**BWS/N0210**

**Perm and neutralize hair**

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|   | <p>a development test curl as required</p> <p>PC12. stop the perm development and neutralize the hair when the required degree of the curl is established</p> <p>PC13. leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques</p> <p>PC14. apply a suitable post-perm conditioner or procedure to the hair following manufacturer's instructions</p> <p>PC15. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action</p> <p>PC16. ensure the work area is kept clean and tidy during the service</p> <p>PC17. use work methods to minimise wastage</p> <p>PC18. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC19. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC20. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</p> <p>PC21. record details of the procedure accurately as per organisational policy and procedures</p> <p>PC22. store information securely in line with the salon's policies</p> <p>PC23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client</p> <p>PC24. ask questions to check with the client their satisfaction with the finished result</p> <p>PC25. 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> |
| <b>Knowledge and Understanding (K)</b>  |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>   |

**BWS/N0210**

**Perm and neutralize hair**

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| <p><b>B. Technical Knowledge</b></p>             | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. structure of the hair, shaft and basic principles of hair growth<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB3. hair and scalp conditions and causes</p> <p>KB4. perm lotions, products, tools and equipment, winding techniques used for perming and neutralising</p> <p>KB5. skin test, pre-perm test curl, incompatibility test, development test curl</p> <p>KB6. post-perm conditioners</p> <p>KB7. pH scale and its effects on hair structure<br/>Test: Incompatibility, porosity, elasticity, skin, pre-perm test curl, ph test</p> <p>KB8. types and causes of problems during and after perming procedure (fish hooks, uneven curl, curl too loose or too tight)</p> <p>KB9. effects of perm and neutralising lotion on the hair structure and the effects of temperature on the perming process</p> <p>KB10. contra-indications and respective necessary actions</p> <p>KB11. contra-actions and respective necessary subsequent actions</p> <p>KB12. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB13. contact dermatitis, its causes and precautions for prevention</p> <p>KB14. difference between disinfecting and sterilising</p> <p>KB15. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB16. customer service principles including privacy and protection to modesty of the customers</p> <p>KB17. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB18. importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| <p><b>Skills (S)</b></p>                         |  |
| <p><b>A. Core Skills/<br/>Generic Skills</b></p> | <p><b>Reading Skills</b></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 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</p>   |

**BWS/N0210**

**Perm and neutralize hair**

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|  | <p>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><b>Writing Skills</b></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><b>Oral Communication (Listening and Speaking skills)</b></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> <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> |

**BWS/N0210**

**Perm and neutralize hair**

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| <b>B. Professional Skills</b>  | <b>Decision Making</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB1. decide on course of action by recalling organisational policy, procedures and service standards<br>SB2. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette<br>SB3. get information on limits of authority and permitted actions while making decisions on how to act in routine situations<br>SB4. get information on chain of command to be approached for decisions based on  |
|  | <b>Plan and Organize</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up<br>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use<br>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority<br>SB8. organize service feedback files/documents<br>SB9. plan and manage work routine based on salon procedure<br>SB10. maintain the work area, equipment and product stocks to meet client schedules<br>SB11. maintain accurate records of clients, services and product stock levels<br>SB12. plan own development in line with feedback given from supervisor, coworkers and clients |
|  | <b>Customer Centricity</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB13. prioritise response to customers based on urgency and criticality of need, status of the customer and supervisor inputs<br>SB14. minimize customer discomfort by taking permitted or directed actions in a timely manner<br>SB15. respond promptly to customers in a manner that aims to exceed their expectation<br>SB16. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction<br>SB17. build customer relationships using a customer centric approach<br>SB18. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations  |
| <b>Problem Solving</b>   |   |
| The user/individual on the job needs to know and understand how to:<br>SB19. identify problems that hinder achievement or increase risks<br>SB20. recall organizational policies, procedures, rules and guidelines applicable to |   |



**BWS/N0210**

**Perm and neutralize hair**

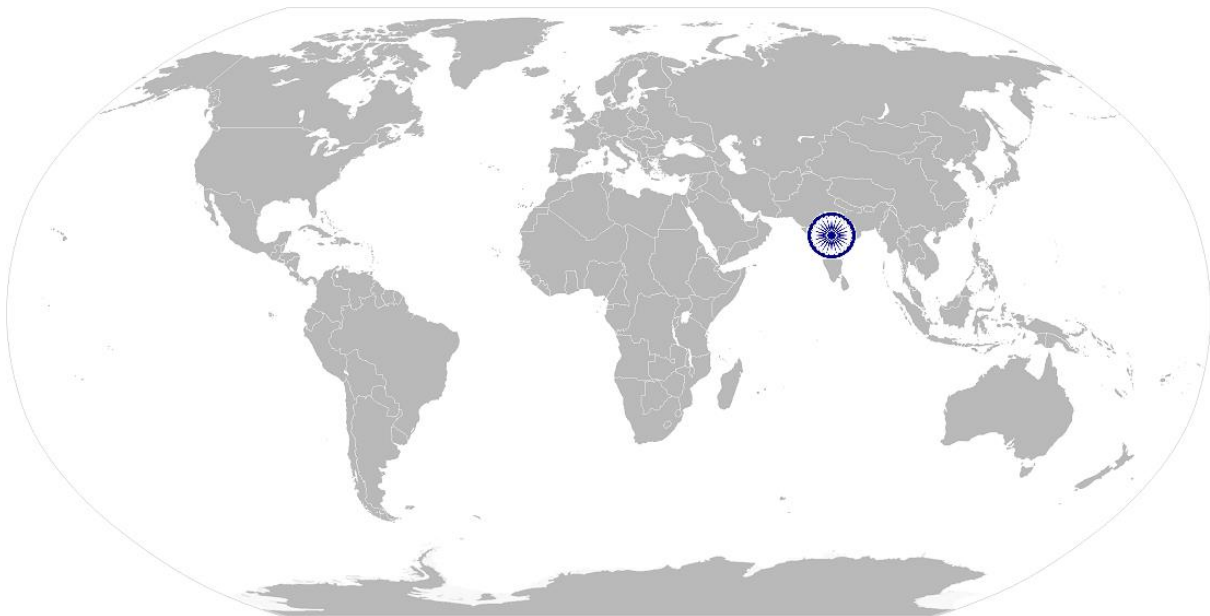
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|  | <p>the situation that may be used to decide course of action when faced with problems</p> <p>SB21. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of 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> |
|  | <p><b>Analytical Thinking</b></p>   |
|  | <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>   |
|  | <p><b>Critical Thinking</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p>   |

**BWS/N0210**

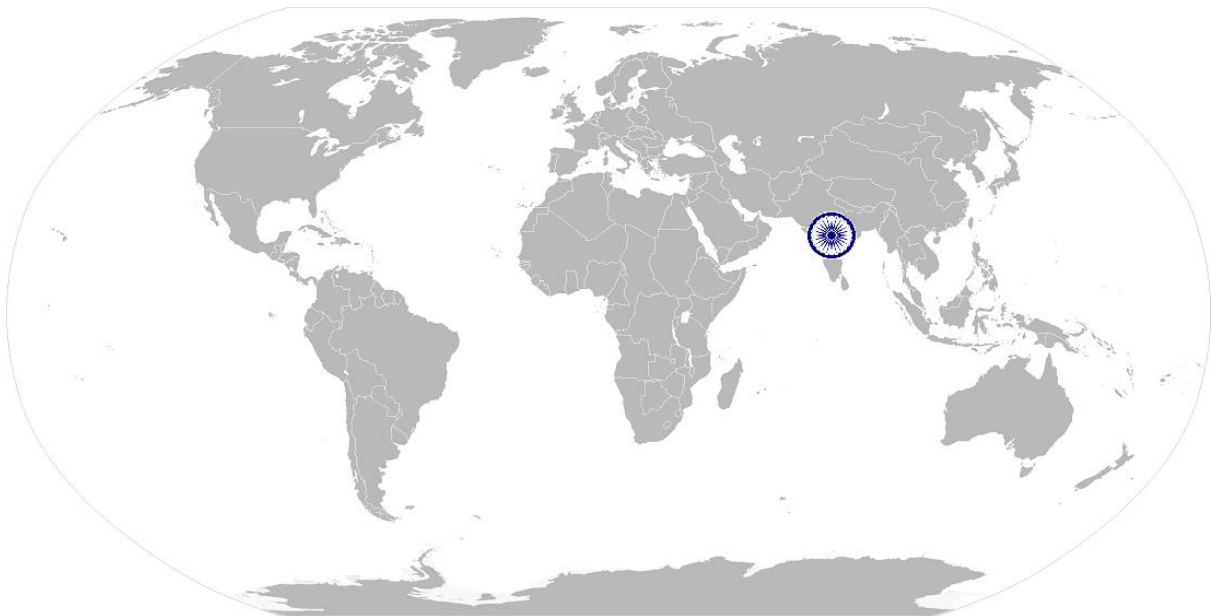
**Perm and neutralize hair**

**NOS Version Control**

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|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0210</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# National Occupational Standard



## Overview

This OS unit is about providing specialised, relaxing services by analysing and identifying influencing factors.

BWS/N0211

Perform hair relaxing and straightening services

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| <b>Unit Code</b>  | <b>BWS/N0211</b>  |
| <b>Unit Title (Task)</b>                                | <b>Perform hair relaxing and straightening services</b>   |
| <b>Description</b>                                      | Provide specialised, relaxing services by analysing and identifying influencing factors.  |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>Perform hair relaxing and straightening services</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>        |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Perform hair relaxing and straightening services</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</p> <p>PC2. prepare yourself, the client and work area for the relaxing and straightening services<br/> Yourself: Sanitize the hands prior to service commencement<br/> Client: Provide suitable protective apparel, remove jewellery, etc.<br/> Work area: Organise and arrange products, tools and equipment, sanitize tools and equipment, no trailing wires, no obstructions, etc.</p> <p>PC3. position self and client to ensure privacy, comfort and safety, throughout the service</p> <p>PC4. ensure a guardian/parent is present for minors under age 14</p> <p>PC5. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results<br/> Test: Elasticity, porosity, incompatibility, strand</p> <p>PC6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely</p> <p>PC7. apply pre relaxing products to protect the scalp and even out the porosity of the hair</p> <p>PC8. carry out relaxing services using relevant application techniques<br/> Techniques: Top, top and bottom, hand</p> <p>PC9. monitor accurately the development of relaxing process</p> <p>PC10. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action</p> <p>PC11. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</p> <p>PC13. ensure the work area is kept clean and tidy during the service</p> |

**BWS/N0211 Perform hair relaxing and straightening services**

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|   | <p>PC14. use work methods to minimise wastage</p> <p>PC15. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC16. record details of the procedure accurately as per organisational policy and approved practice</p> <p>PC17. store information securely in line with the salon's policies</p> <p>PC18. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client</p> <p>PC19. ask questions to check with the client their satisfaction with the finished result</p> <p>PC20. 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>   |
| <b>Knowledge and Understanding (K)</b>  |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's standards of performance and sequence of services</p> <p>KA2. range of services and products offered by the organization</p> <p>KA3. health and safety standards and requirements in the organization</p>   |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. environmental conditions required and expected for carrying out services and importance of maintaining these<br/>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. structure of the hair, shaft and basic principles of hair growth<br/>Structure: Arrector pili muscle, hair follicle, inner root sheath, cuticle layer), outer root sheath, vitreous membrane, connective tissue sheath, root, sebaceous gland<br/>Shaft: Medulla, cortex, cuticle<br/>Hair growth: Anagen, catagen, telogen</p> <p>KB3. relaxing, products, tools and equipment used for relaxing service</p> <p>KB4. hair and scalp conditions and causes</p> <p>KB5. influencing factors to be considered before and during relaxing service</p> <p>KB6. various hair straightening services<br/>Hair straightening services : Smoothing/ Keratin application<br/>Straightening, rebounding and relaxing</p> <p>KB7. contra-indications and respective necessary actions</p> <p>KB8. contra-actions and respective necessary subsequent actions</p> <p>KB9. selecting the correct product according to the hair type to achieve the desired result</p> <p>KB10. pre and post-tests to be conducted for relaxing service<br/>Tests: Elasticity test, porosity test, incompatibility test and hair cutting</p> |

**BWS/N0211 Perform hair relaxing and straightening services**

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|   | <p>test</p> <p>KB11. pH scale on the hair structure</p> <p>KB12. cross infection, cross infestation - their causes and precautions for prevention</p> <p>KB13. contact dermatitis, its causes and precautions for prevention</p> <p>KB14. difference between disinfecting and sterilising</p> <p>KB15. importance if using products economically and storing products correctly to minimize wastage</p> <p>KB16. customer service principles including privacy and protection to modesty of the customers</p> <p>KB17. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB18. importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| <b>Skills (S)</b>                         |   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | <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 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>  |
|   | <b>Writing Skills</b>   |
|   | <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>   |
|   | <b>Oral Communication (Listening and Speaking skills)</b>   |

**BWS/N0211**

**Perform hair relaxing and straightening services**

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|                               | <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> <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>B. Professional Skills</b> | <p><b>Decision Making</b></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 organisation 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><b>Plan and Organize</b></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</p>   |

**BWS/N0211**

**Perform hair relaxing and straightening services**

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|  | <p>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>   |
|  | <b>Customer Centricity</b>   |
|  | <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>  |
|  | <b>Problem Solving</b>   |
|  | <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> |
|  | <b>Analytical Thinking</b>   |



**BWS/N0211**

**Perform hair relaxing and straightening services**

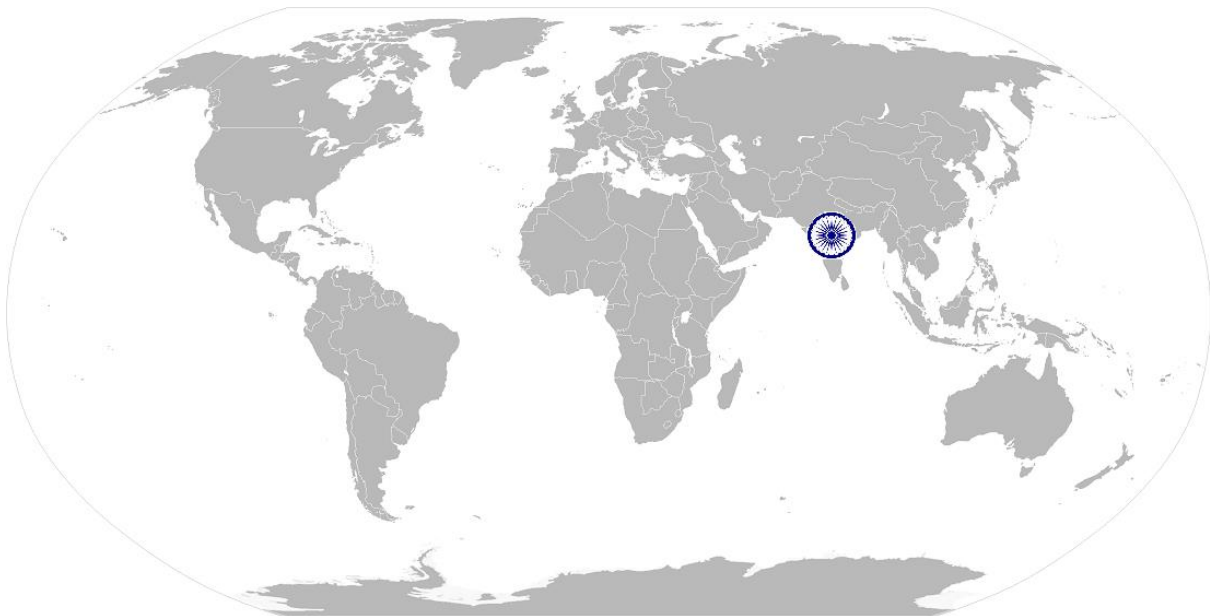
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|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB26. seek guidance to define criteria and assign values of importance and urgency</p> <p>SB27. sort information in order of importance</p> <p>SB28. identify impact 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>                                       |
|  | <p><b>Critical Thinking</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. verify information to clarify doubts through seeking guidance from organization documents, supervisor, managers and co-workers</p> <p>SB31. identify relevant and reliable sources of information for seeking clarity where required</p> <p>SB32. explain the concept of assumptions and how they impact decisions, actions and consequences</p> <p>SB33. identify situations and possible underlying intent where information provided by others may be unreliable</p> |



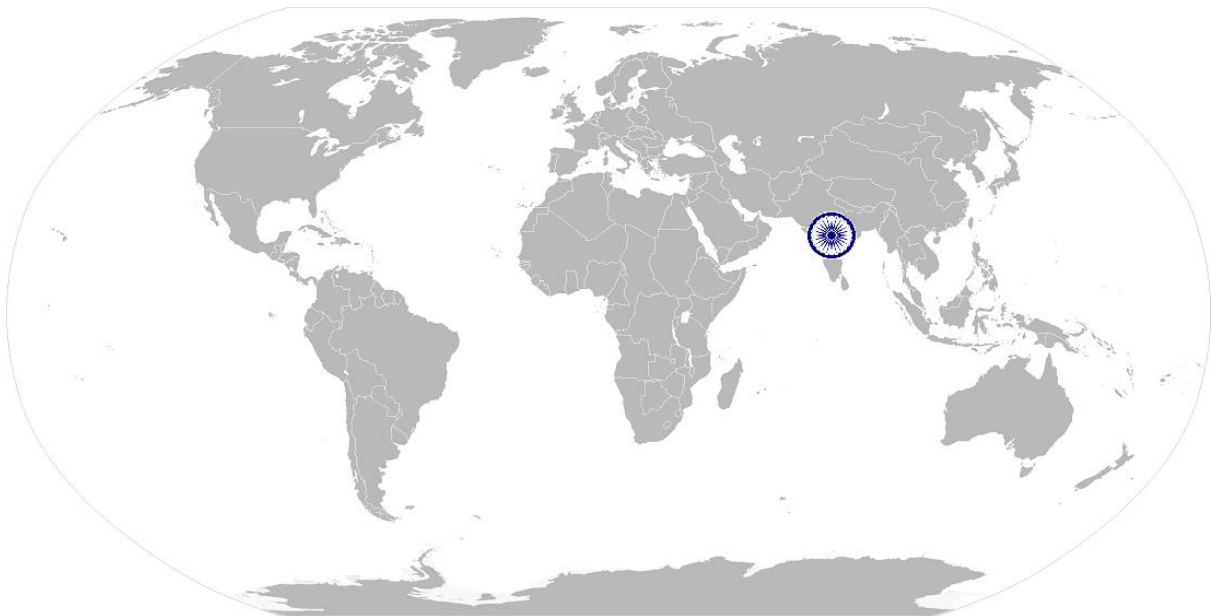
**BWS/N0211      Perform hair relaxing and straightening services**

**NOS Version Control**

|                            |                              |                         |                   |
|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N0211</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# 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

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|---|---|
| <b>Unit Code</b>  | <b>BWS/N9002</b>  |
| <b>Unit Title (Task)</b>  | <b>Maintain health and safety at the workplace</b>  |
| <b>Description</b>  | Maintain a safe and hygienic environment at the work area.  |
| <b>Scope</b>  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain the health and safety at the workplace</li> </ul>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Maintain the health and safety at the workplace</b>  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements</p> <p>PC2. clean and sterilize all tools and equipment before use</p> <p>PC3. maintain one's posture and position to minimize fatigue and the risk of injury</p> <p>PC4. dispose waste materials in accordance to the industry accepted standards</p> <p>PC5. maintain first aid kit and keep oneself updated on the first aid procedures</p> <p>PC6. identify and document potential risks and hazards in the workplace</p> <p>PC7. accurately maintain accident reports</p> <p>PC8. report health and safety risks/ hazards to concerned personnel</p> <p>PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions</p> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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>B. Technical Knowledge</b>   | <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)                                |  |
|---|--|
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>  |
|   | The user/ individual on the job needs to know and understand how to:<br>SA1. read about new products and services with reference to the organization and also from external forums such as websites and blogs<br>SA2. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets<br>SA3. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures   |
|   | <b>Writing Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:<br>SA4. maintain accurate records of client, treatments, operating and closing checklists, product stock status<br>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures  |
| <b>B. Professional Skills</b>             | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | The user/individual on the job needs to know and understand how to:<br>SA6. discuss task lists, schedules, and work loads with co-workers<br>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis<br>SA8. give clear instructions to customers/ clients<br>SA9. keep customers/ clients informed about progress<br>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required<br>SA11. manner and tone, professional, supportive, respectful, sensitive to client<br>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client<br>SA13. understand the directives passed down by supervisors<br>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality |
|   | <b>Decision Making</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB1. make decisions pertaining to the concerned area of work  |
| <b>B. Professional Skills</b>             | <b>Plan and Organize</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB2. plan and organize service feedback files/documents<br>SB3. plan and manage work routine based on salon procedure<br>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule<br>SB5. maintain accurate records of clients, treatments and product stock levels   |

**BWS/N9002**

**Maintain health and safety at the workplace**

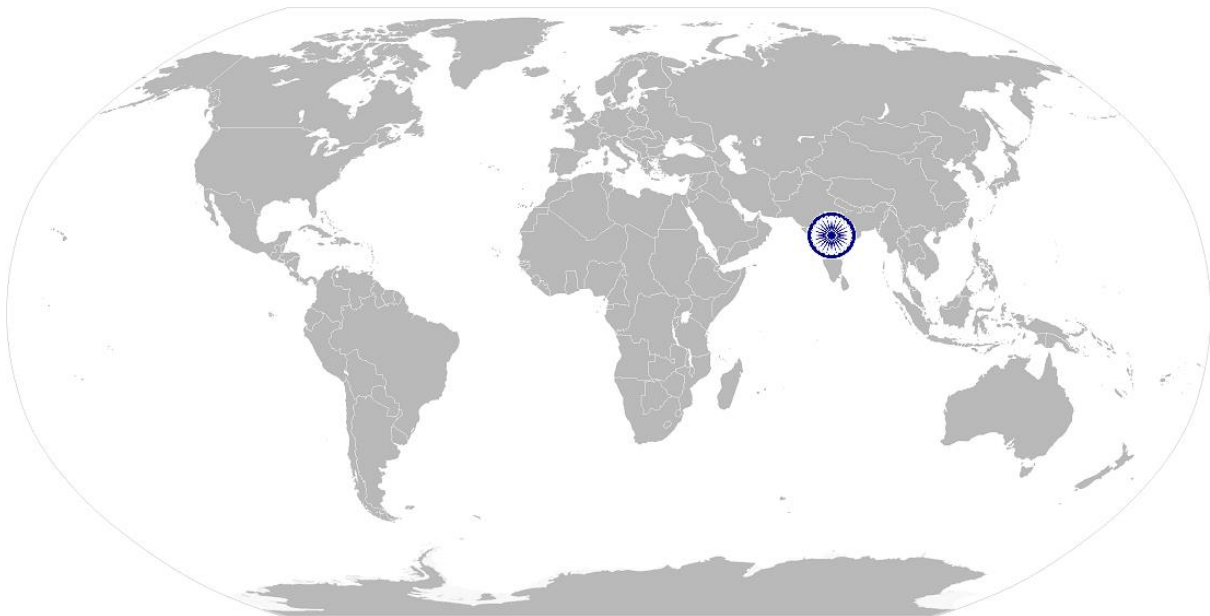
|   |  |
|---|--|
|   | SB6. accept feedback in a positive manner and develop on the shortcomings  |
|   | <b>Customer Centricity</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB7. committed to service excellence, courteous, pleasant personality  |
|   | SB8. 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   |  |
| <b>Problem Solving</b>  |  |
| 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   |  |
| <b>Analytical Thinking</b>  |  |
| 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  |  |
| <b>Critical Thinking</b>  |  |
| 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         |  |

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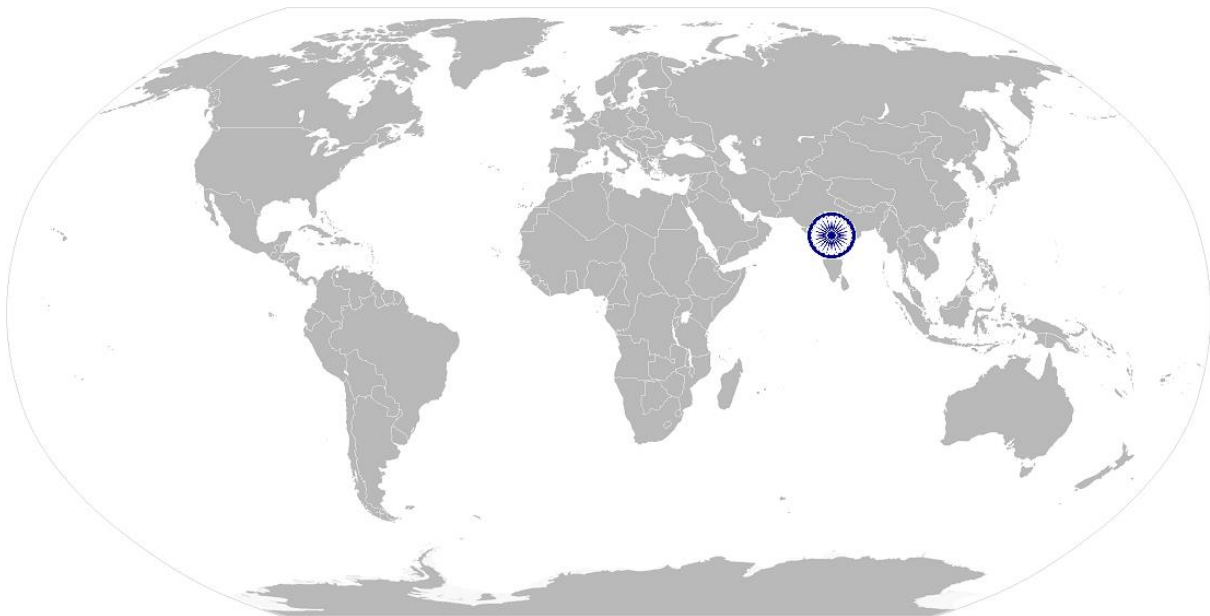
**Maintain health and safety at the workplace**

**NOS Version Control**

|                            |                              |                         |                   |
|----------------------------|------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>BWS/N9002</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



# 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

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

**BWS/N9003**

**Create a positive impression at the workplace**

| Knowledge and Understanding (K)   |   |
|---|---|
| <p><b>A. Organizational Context</b><br/>(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"> <li>KA1. importance of personal health and hygiene</li> <li>KA2. salon's standards of grooming and personal behavior</li> <li>KA3. salon's standards related to courtesy, behavior and efficiency</li> <li>KA4. ill-effects of intoxicants and potential actions at workplace</li> <li>KA5. items of uniform &amp; accessories and correct method of wearing/ carrying them</li> <li>KA6. reporting/ recording formats and protocol for documentation</li> <li>KA7. kinds of work issues that may arise and reporting structure</li> <li>KA8. code of practices and guidelines relating to communication with people</li> <li>KA9. salon's requirements for recording and retaining information</li> </ul> |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. ability to speak, read and write in the local vernacular language and English</li> <li>KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</li> <li>KB3. different formats on which information is to be recorded</li> <li>KB4. importance to maintain security and confidentiality of information</li> <li>KB5. kinds of communication equipment (email, phone etc) available and their effective use</li> <li>KB6. selling/ influencing techniques to provide additional services/products to clients</li> </ul>  |
| Skills (S)  |   |
| <p><b>A. Core Skills/ Generic Skills</b></p>  | <p><b>Reading Skills</b></p>  |
|   | <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>SA2. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>SA3. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>  |
|   | <p><b>Writing Skills</b></p>  |
|   | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA4. maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>   |
|   | <p><b>Oral Communication (Listening and Speaking skills)</b></p>  |
|   | <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA6. discuss task lists, schedules, and work-loads with co-workers</li> <li>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> </ul>   |

**BWS/N9003**

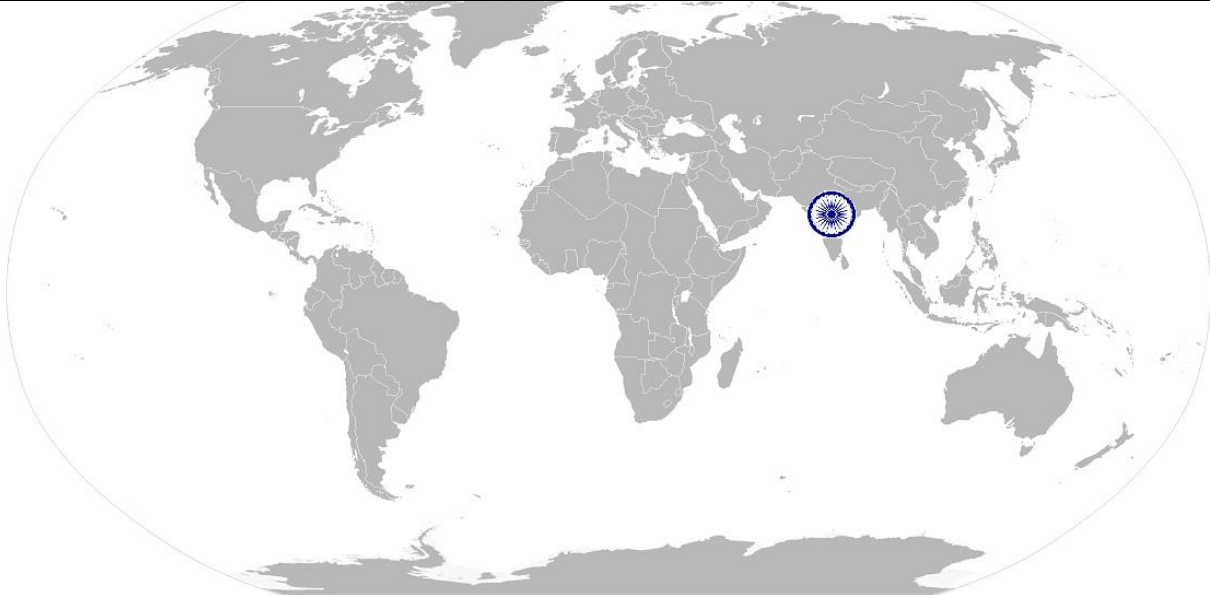
**Create a positive impression at the workplace**

|  |   |
|--|---|
|  | <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>B. Professional Skills</b>  | <b>Decision Making</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB1. make decisions pertaining to the concerned area of work   |
|  | <b>Plan and Organize</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB2. plan and organize service feedback files/documents<br>SB3. plan and manage work routine based on salon procedure<br>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule<br>SB5. maintain accurate records of clients treatments and product stock levels<br>SB6. accept feedback in a positive manner and develop on the shortcomings  |
|  | <b>Customer Centricity</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB7. committed to service excellence, courteous, pleasant personality<br>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry<br>SB9. build customer relationships and use customer centric approach<br>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)<br>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards<br>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools<br>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection<br>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions |
|  | <b>Problem Solving</b>  |
| The user/individual on the job needs to know and understand how to:<br>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><b>Analytical Thinking</b></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><b>Critical Thinking</b></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> |

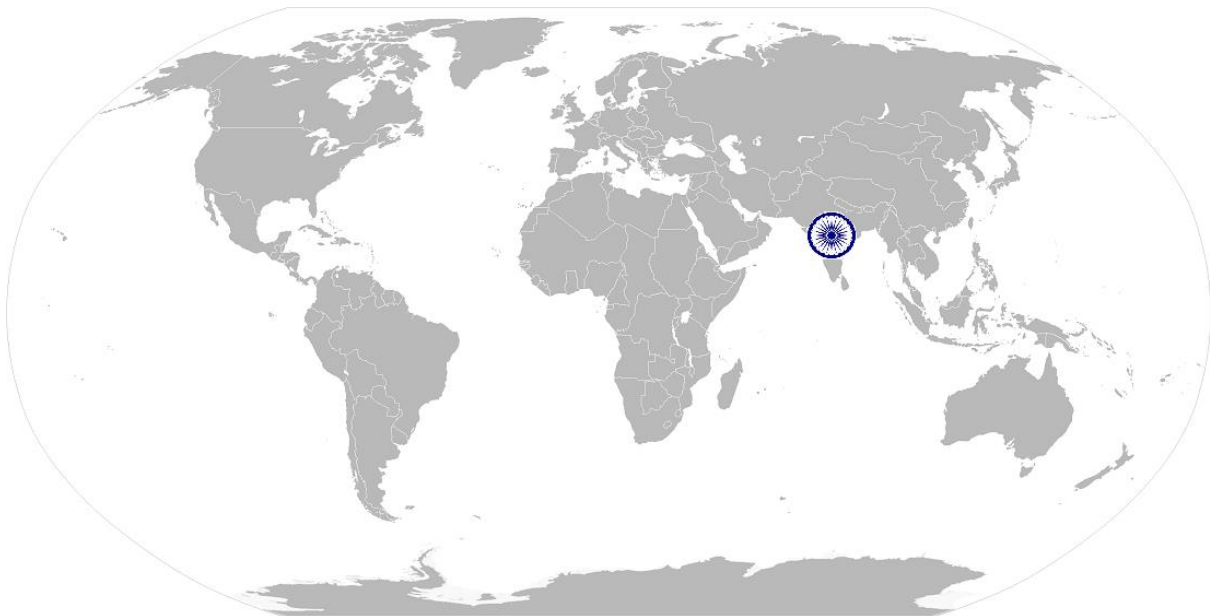


**BWS/N9003**

**Create a positive impression at the workplace**

**NOS Version Control**

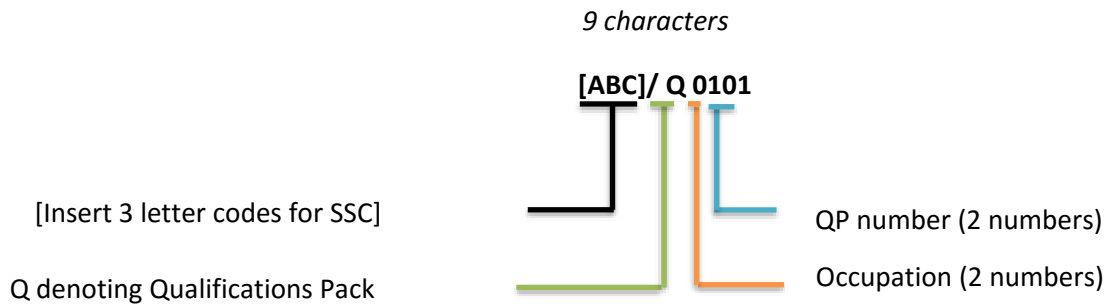
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| <b>NOS Code</b>            | <b>BWS/N9003</b>             |                         |                   |
| <b>Credits</b>             | <b>TBD</b>                   | <b>Version number</b>   | <b>2.0</b>        |
| <b>Industry</b>            | <b>Beauty &amp; Wellness</b> | <b>Drafted on</b>       | <b>01/03/2015</b> |
| <b>Industry Sub-sector</b> | <b>Beauty &amp; Salons</b>   | <b>Last reviewed on</b> | <b>19/04/2017</b> |
| <b>Occupation</b>          | <b>Haircare Services</b>     | <b>Next review date</b> | <b>19/04/2020</b> |



## Annexure

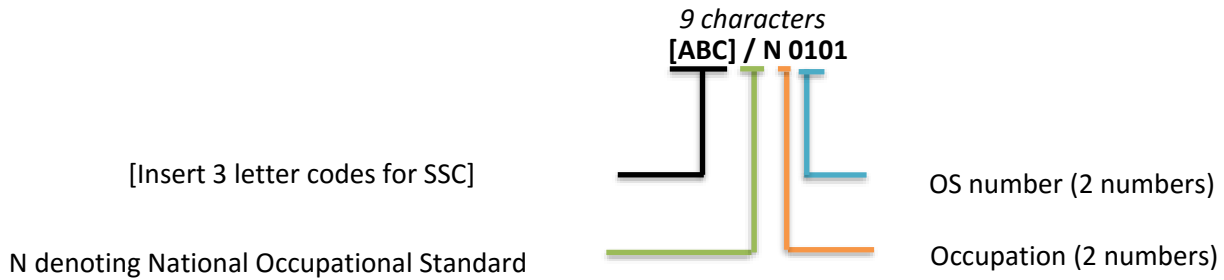
### Nomenclature for QP and NOS

#### 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 |
|-----------------|-----------------------------|
| Beauty & Salons | 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      |

|  |
|--|
| <b>CRITERIA FOR ASSESSMENT OF TRAINEES</b>     |
| <b>Job Role:</b> Hair Stylist                  |
| <b>Qualification Pack:</b> BWS/Q0202           |
| <b>Sector Skill Council:</b> Beauty & Wellness |

|  |
|--|
| <p><b>Guidelines for Assessment:</b></p> <ol style="list-style-type: none"> <li>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</li> <li>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC</li> <li>3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.</li> <li>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)</li> <li>5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria</li> <li>6. To pass the Qualification Pack , every trainee should score a minimum of 70% in aggregate</li> <li>7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.</li> </ol> |
|--|

| Assessable Outcomes                         | Assessment Criteria  | Total Marks | Out of    | Theory    | Practical Skills |
|---|--|-------------|-----------|-----------|------------------|
| BWS/N9001<br>Prepare and maintain work area | PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment | 100         | 12        | 2         | 10               |
|   | PC2. identify and select suitable equipment and products required for the respective services  |             | 16        | 3         | 13               |
|   | PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines         |             | 19        | 4         | 15               |
|   | PC4. place and organize the products in a trolley or area convenient and efficient for service delivery  |             | 10        | 1         | 9                |
|   | PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer’s instructions             |             | 16        | 4         | 12               |
|   | PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions           |             | 13        | 4         | 9                |
|   | PC7. dispose waste materials in adherence to the salon's and industry requirements   |             | 6         | 1         | 5                |
|   | PC8. store records, materials and equipment securely in line with the salon’s policies   |             | 8         | 2         | 6                |
|   | <b>Total</b>   | <b>100</b>  | <b>21</b> | <b>79</b> |                  |
| BBWS/N0205<br>Perform Blow                  | PC1.adhere to the health and safety standards laid out by the manufacturer and salon   | 100         | 4         | 1         | 3                |



|                |  |              |            |           |
|----------------|--|--------------|------------|-----------|
| drying of hair | PC2.position self and client correctly to ensure privacy, comfort and wellbeing throughout the service   | 5            | 1          | 4         |
|                | PC3.ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors | 5            | 2          | 3         |
|                | PC4.ensure a guardian/parent is present for minors under age 14  | 4            | 0.5        | 3.5       |
|                | PC5.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client   | 8            | 3          | 5         |
|                | PC6.apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair   | 6            | 1          | 5         |
|                | PC7.perform various blow drying techniques to achieve the desired look   | 8            | 2          | 6         |
|                | PC8.blow dry hair to achieve volume, straightening and movement  | 6            | 2          | 4         |
|                | PC9.follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look   | 6            | 1          | 5         |
|                | PC10.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required                           | 6            | 1.5        | 4.5       |
|                | PC11.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards  | 6            | 2          | 4         |
|                | PC12.ensure the work area is kept clean and tidy during the service  | 4            | 0          | 4         |
|                | PC13.dispose waste materials as per organisational standards in a safe and hygienic manner   | 4            | 0.5        | 3.5       |
|                | PC14.use work methods to minimise wastage  | 5            | 1.5        | 3.5       |
|                | PC15.record details of the procedure accurately as per organisational policy and approved practice   | 4            | 2          | 2         |
|                | PC16.store information securely in line with the salon's policies  | 4            | 1          | 3         |
|                | PC17.ask questions to check with the client their satisfaction with the finished result  | 5            | 1.5        | 3.5       |
|                | PC18.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor                    | 5            | 1.5        | 3.5       |
|                | PC19.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client  | 5            | 2          | 3         |
|                |  | <b>Total</b> | <b>100</b> | <b>27</b> |

|   |  |     |   |     |     |
|---|--|-----|---|-----|-----|
| BWS/N0202<br>Shampoo and<br>condition the<br>hair and scalp | PC1.adhere to the health and safety standards laid out by the manufacturer and salon   | 100 | 3 | 1   | 2   |
|   | PC2.position self and client throughout service to ensure privacy, comfort and safety  |     | 4 | 1   | 3   |
|   | PC3.prepare yourself, the client and work area for shampoo and conditioning services   |     | 4 | 1   | 3   |
|   | PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures                                 |     | 4 | 1.5 | 2.5 |
|   | PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service  |     | 4 | 1.5 | 2.5 |
|   | PC6.select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet client's needs and service plan                                    |     | 4 | 1   | 3   |
|   | PC7.carry out the procedure using methods that minimise risk of cross infection  |     | 6 | 1.5 | 4.5 |
|   | PC8.apply shampoo using rotary massage technique   |     | 3 | 1   | 2   |
|   | PC9.carry out and adapt massage techniques to suit the client needs and to perform the service plan  |     | 5 | 1   | 4   |
|   | PC10.check the water temperature and flow to meet the needs of the service procedure and client comfort  |     | 4 | 1   | 3   |
|   | PC11.leave the hair clean and free of products, dirt, and grease after the shampoo   |     | 3 | 0.5 | 2.5 |
|   | PC12.perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process   |     | 5 | 1   | 4   |
|   | PC13.complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service      |     | 4 | 1   | 3   |
|   | PC14.detangle hair without causing damage to hair or scalp using a tooth comb  |     | 5 | 1   | 4   |
|   | PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required |     | 4 | 0.5 | 3.5 |
|   | PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client  |     | 5 | 1   | 4   |
|   | PC17.promptly refer problems that cannot be solved to the relevant superior for action   |     | 3 | 1.5 | 1.5 |
|   | PC18.complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs                     |     | 4 | 1   | 3   |
|   | PC19.ensure the work area is kept clean and tidy during the service  |     | 3 | 0   | 3   |
|   | PC20.dispose waste materials as per organisational standards in a safe and hygienic manner   |     | 3 | 0.5 | 2.5 |

|   |   |              |            |           |           |
|---|---|--------------|------------|-----------|-----------|
|   | PC21.record the service details accurately as per salon policy and procedures   |              | 3          | 1.5       | 1.5       |
|   | PC22.store information securely in line with the salon's policies and procedures  |              | 3          | 1.5       | 1.5       |
|   | PC23.provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards             |              | 3          | 1         | 2         |
|   | PC24.ask questions to check with the client their satisfaction with the finished result   |              | 4          | 1.5       | 2.5       |
|   | PC25.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor |              | 4          | 1         | 3         |
|   | PC26.minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions  |              | 3          | 1         | 2         |
|   |   | <b>Total</b> | <b>100</b> | <b>27</b> | <b>73</b> |
| BWS/N0206<br>Perform Indian<br>Head Massage<br>and Hair Spa<br>Services | PC1.adhere to the health and safety standards laid out by the manufacturer and salon  | 100          | 3          | 1         | 2         |
|   | PC2.position self and client throughout service to ensure privacy, comfort and safety   |              | 3          | 1         | 2         |
|   | PC3.prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required  |              | 4          | 1         | 3         |
|   | PC4.ensure a guardian/parent is present for minors under age 14   |              | 3          | 0.5       | 2.5       |
|   | PC5.ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians/parents for minors                  |              | 5          | 2         | 3         |
|   | PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service   |              | 5          | 2         | 3         |
|   | PC7.identify contra-indications if any that restrict the services or products sought by the customer  |              | 4          | 1         | 3         |
|   | PC8.explain politely to the customer why service is denied or modified in case done so for contra-indications   |              | 5          | 1         | 4         |
|   | PC9.select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and service plan                                       |              | 5          | 1         | 4         |
|   | PC10.perform a pre-shampoo or other preliminary procedures in accordance with the required service  |              | 5          | 1         | 4         |
|   | PC11.select a suitable medium and perform hair spa and the scalp massage  |              | 5          | 1         | 4         |
|   | PC12.perform various massage techniques to complete the service as required   |              | 5          | 1         | 4         |
|   | PC13.apply suitable pressure on the marma pressure points as per requirement taking care of client comfort  |              | 5          | 1.5       | 3.5       |

|                    |  |              |            |           |           |
|--------------------|--|--------------|------------|-----------|-----------|
|                    | PC14.perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type  |              | 5          | 1.5       | 3.5       |
|                    | PC15.check the client’s comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required |              | 5          | 1         | 4         |
|                    | PC16.perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client   |              | 4          | 1         | 3         |
|                    | PC17.promptly refer problems that cannot be solved to the relevant superior for action   |              | 5          | 2         | 3         |
|                    | PC18.complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards  |              | 4          | 1         | 3         |
|                    | PC19.record details of the service accurately as per organisational policy and procedures  |              | 4          | 2         | 2         |
|                    | PC20.store information securely in line with the salon’s policies  |              | 3          | 1         | 2         |
|                    | PC21.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client  |              | 4          | 1.5       | 2.5       |
|                    | PC22.minimize the wastage of products and store chemicals and equipment securely post service  |              | 3          | 0         | 3         |
|                    | PC23.dispose all waste safely according to the salon’s standards of hygiene and safety   |              | 2          | 0         | 2         |
|                    | PC24.address hair concerns by identifying appropriate remedial action  |              | 4          | 1         | 3         |
|                    |  | <b>Total</b> | <b>100</b> | <b>27</b> | <b>73</b> |
| BWS/N0207 Cut hair | PC1.adhere to the health and safety standards laid out by the manufacturer and salon   | 100          | 3          | 1         | 2         |
|                    | PC2.position self and client in a manner to ensure privacy, comfort and safety, throughout the service   |              | 3          | 1         | 2         |
|                    | PC3.prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required   |              | 3          | 1         | 2         |
|                    | PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors         |              | 4          | 1         | 3         |
|                    | PC5.ensure a guardian/parent is present for minors under age 14  |              | 2          | 0         | 2         |
|                    | PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service  |              | 4          | 1         | 3         |
|                    | PC7.select styling products, tools and equipment based on the results of client consultation and hair analysis   |              | 4          | 1         | 3         |
|                    | PC8.ask questions or use charts, catalogues to consult the client to identify the desired look before cutting  |              | 5          | 2         | 3         |

|                                    |   |              |            |           |           |
|------------------------------------|---|--------------|------------|-----------|-----------|
|                                    | PC9.identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results   |              | 4          | 1         | 3         |
|                                    | PC10.select the technique or procedure most suitable to the client's hair and to achieve the desired look   |              | 5          | 1.5       | 3.5       |
|                                    | PC11.follow established guidelines related to the selected procedure to accurately achieve the required look  |              | 5          | 2         | 3         |
|                                    | PC12.select the correct cutting tool to achieve the desired look  |              | 4          | 0.5       | 3.5       |
|                                    | PC13.perform various sectioning techniques to carry out the desired haircut   |              | 5          | 1         | 4         |
|                                    | PC14.perform various cutting techniques and texturising technique while carrying out the service  |              | 5          | 1.5       | 3.5       |
|                                    | PC15.achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly  |              | 4          | 1         | 3         |
|                                    | PC16.ensure the work area is kept clean and tidy during the service   |              | 2          | 0         | 2         |
|                                    | PC17.use work methods to minimise wastage   |              | 4          | 1         | 3         |
|                                    | PC18.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required        |              | 3          | 1         | 2         |
|                                    | PC19perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client  |              | 5          | 1         | 4         |
|                                    | PC20.promptly refer problems that cannot be solved to the relevant superior for action  |              | 4          | 1         | 3         |
|                                    | PC21.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards   |              | 5          | 1.5       | 3.5       |
|                                    | PC22.record details of the procedure accurately as per organisation policy and procedures   |              | 2          | 1         | 1         |
|                                    | PC23.store information securely in line with the salon's policies   |              | 3          | 1         | 2         |
|                                    | PC24provide specific after-procedure, homecare advice and recommendations for product use and further services to the client  |              | 4          | 1         | 3         |
|                                    | PC25.ask questions to check with the client their satisfaction with the finished result   |              | 4          | 1         | 3         |
|                                    | PC26.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor |              | 4          | 1         | 3         |
|                                    |   | <b>Total</b> | <b>100</b> | <b>27</b> | <b>73</b> |
| BWS/N0208 perform hair styling and | PC1.use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair, including with parents or guardians for minors                                | 100          | 7          | 3         | 4         |

|   |   |     |              |            |           |
|---|---|-----|--------------|------------|-----------|
| dressing                                | PC2.ensure a guardian/parent is present for minors under age 14   |     | 4            | 0.5        | 3.5       |
|   | PC3.identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results   |     | 5            | 1.5        | 3.5       |
|   | PC4.select the most suitable drying, setting, styling and finishing techniques to achieve the desired look  |     | 5            | 1          | 4         |
|   | PC5.perform back combing /back brushing technique as required   |     | 7            | 2          | 5         |
|   | PC6.control and secure hair effectively into place, during dressing   |     | 6            | 1.5        | 4.5       |
|   | PC7.dress the hair to the satisfaction of the client  |     | 5            | 1          | 4         |
|   | PC8.position self and client to ensure privacy, comfort and safety, throughout the service  |     | 5            | 1.5        | 3.5       |
|   | PC9.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client  |     | 6            | 2          | 4         |
|   | PC10.apply finishing product following manufacturer’s instructions to maintain the style  |     | 6            | 2          | 4         |
|   | PC11.ensure the finished style takes into account the critical influencing factors  |     | 4            | 0          | 4         |
|   | PC12.ask questions to check with the client their satisfaction with the finished result   |     | 5            | 1          | 4         |
|   | PC13.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage |     | 5            | 1          | 4         |
|   | PC14.use work methods to minimise wastage   |     | 5            | 1.5        | 3.5       |
|   | PC15.dispose waste materials as per organisational standards in a safe and hygienic manner  |     | 4            | 0.5        | 3.5       |
|   | PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards   |     | 7            | 2          | 5         |
|   | PC17.record details of the procedure accurately as per organisational policy and procedures   |     | 5            | 2          | 3         |
|   | PC18.store information securely in line with the salon’s policies   |     | 4            | 2          | 2         |
|   | PC19.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client   |     | 5            | 1          | 4         |
|   |   |     | <b>Total</b> | <b>100</b> | <b>27</b> |
| BWS/N0209<br>Colour and<br>lighten hair | PC1.adhere to the health and safety standards laid out by the manufacturer and salon  | 100 | 4            | 1          | 3         |
|   | PC2.consult the client by questioning to identify contra-indications to hair and make-up products   |     | 5            | 1.5        | 3.5       |
|   | PC3.prepare yourself, the client and work area for hair colouring and lightening services where required  |     | 5            | 1          | 4         |

|  |   |     |     |
|--|---|-----|-----|
| PC4.position self and client to ensure privacy, comfort and safety, throughout the service   | 5 | 1.5 | 3.5 |
| PC5.select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely                    | 5 | 1.5 | 3.5 |
| PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service  | 4 | 1   | 3   |
| PC7.mix the colours accurately as per manufacturer instructions  | 5 | 1   | 4   |
| PC8.apply colours in sections neatly, taking into account various influencing factors  | 5 | 1   | 4   |
| PC9.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action   | 5 | 1   | 4   |
| PC10.apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas   | 5 | 1   | 4   |
| PC11.monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development  | 5 | 2   | 3   |
| PC12.remove the colour products thoroughly from the hair and leave the hair free of any colouring products   | 5 | 1   | 4   |
| PC13.apply a suitable conditioner or post colour procedure to the hair following manufacturer's instructions   | 5 | 1.5 | 3.5 |
| PC14.work minimising wastage of products   | 2 | 0   | 2   |
| PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 5 | 2   | 3   |
| PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards  | 5 | 2   | 3   |
| PC17.record details of the procedure accurately as per organisation standards  | 3 | 1   | 2   |
| PC18.store information securely in line with the salon's policies  | 4 | 1   | 3   |
| PC19.provide specific after-procedure, homecare advice and recommendations for product use and further s to the client   | 5 | 1   | 4   |
| PC20.ensure the work area is kept clean and tidy during the service  | 3 | 0.5 | 2.5 |
| PC21.use work methods to minimise wastage  | 2 | 0.5 | 1.5 |
| PC22.dispose waste materials as per organisational standards in a safe and hygienic manner   | 3 | 1   | 2   |
| PC23.ask questions to check with the client their satisfaction with the finished result  | 2 | 1   | 1   |

|                                       |   |              |            |           |           |
|---------------------------------------|---|--------------|------------|-----------|-----------|
|                                       | PC24.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor |              | 3          | 1         | 2         |
|                                       |   | <b>Total</b> | <b>100</b> | <b>27</b> | <b>73</b> |
| BWS/NO210<br>Perm and neutralize hair | PC1.adhere to the health and safety standards laid out by the manufacturer and salon  | 100          | 4          | 1         | 3         |
|                                       | PC2.consult the client by questioning to identify contra-indications to hair and haircare products  |              | 5          | 1         | 4         |
|                                       | PC3.prepare yourself, the client and work area for perming and neutralising services where required   |              | 4          | 1         | 3         |
|                                       | PC4.position self and client to ensure privacy, comfort and safety, throughout the service  |              | 6          | 2         | 4         |
|                                       | PC5.use suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors                        |              | 6          | 2         | 4         |
|                                       | PC6.ensure a guardian or parent is present while providing service to minors  |              | 4          | 1         | 3         |
|                                       | PC7.identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results   |              | 5          | 2         | 3         |
|                                       | PC8.select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely                               |              | 4          | 1         | 3         |
|                                       | PC9.use a perm curler and relevant winding techniques effectively and safely to carry out perming   |              | 5          | 2         | 3         |
|                                       | PC10.combine and adapt perming and sectioning techniques to achieve desired perm effect   |              | 5          | 1         | 4         |
|                                       | PC11.monitor accurately the development of perming process as required and take a development test curl as required   |              | 5          | 2         | 3         |
|                                       | PC12.stop the perm development and neutralize the hair when the required degree of the curl is established  |              | 4          | 1         | 3         |
|                                       | PC13.leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques   |              | 4          | 1         | 3         |
|                                       | PC14.apply a suitable post-perm conditioner or procedure to the hair following manufacturer's instructions  |              | 4          | 1         | 3         |
|                                       | PC15.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action   |              | 3          | 1         | 2         |
|                                       | PC16.ensure the work area is kept clean and tidy during the service   |              | 2          | 0         | 2         |
|                                       | PC17.use work methods to minimise wastage   |              | 3          | 1         | 2         |
|                                       | PC18.dispose waste materials as per organisational standards in a safe and hygienic manner  |              | 4          | 1         | 3         |



|   |   |              |            |           |           |
|---|---|--------------|------------|-----------|-----------|
|   | PC19.check the client’s comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required        |              | 4          | 1         | 3         |
|   | PC20.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards   |              | 5          | 1         | 4         |
|   | PC21.record details of the procedure accurately as per organisational policy and procedures   |              | 3          | 1         | 2         |
|   | PC22.store information securely in line with the salon’s policies   |              | 3          | 1         | 2         |
|   | PC23.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client   |              | 4          | 1         | 3         |
|   | PC24.ask questions to check with the client their satisfaction with the finished result   |              | 2          | 0         | 2         |
|   | PC25.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 |              | 2          | 1         | 1         |
|   |   | <b>Total</b> | <b>100</b> | <b>28</b> | <b>72</b> |
| BWS/N0211<br>Perform hair relaxing and straightening services | PC1.adhere to the health and safety standards laid out by the manufacturer and salon  | 100          | 4          | 1         | 3         |
|   | PC2.prepare yourself, the client and work area for the relaxing and straightening services  |              | 5          | 1         | 4         |
|   | PC3.position self and client to ensure privacy, comfort and safety, throughout the service  |              | 5          | 1         | 4         |
|   | PC4.ensure a guardian/parent is present for minors under age 14   |              | 3          | 0         | 3         |
|   | PC5.identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results   |              | 6          | 2         | 4         |
|   | PC6.select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely                           |              | 5          | 1         | 4         |
|   | PC7.apply pre relaxing products to protect the scalp and even out the porosity of the hair  |              | 6          | 1.5       | 4.5       |
|   | PC8.carry out relaxing services using relevant application techniques   |              | 6          | 2         | 4         |
|   | PC9.monitor accurately the development of relaxing process  |              | 7          | 2         | 5         |
|   | PC10.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action   |              | 6          | 2         | 4         |
|   | PC11.check the client’s comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required        |              | 5          | 1         | 4         |

|  |   |              |            |           |           |
|--|---|--------------|------------|-----------|-----------|
|  | PC12.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards   |              | 8          | 2         | 6         |
|  | PC13.ensure the work area is kept clean and tidy during the service   |              | 3          | 0         | 3         |
|  | PC14.use work methods to minimise wastage   |              | 4          | 0.5       | 3.5       |
|  | PC15.dispose waste materials as per organisational standards in a safe and hygienic manner  |              | 3          | 0.5       | 2.5       |
|  | PC16.record details of the procedure accurately as per organisational policy and approved practice  |              | 5          | 2         | 3         |
|  | PC17.store information securely in line with the salon's policies   |              | 4          | 1         | 3         |
|  | PC18.provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client  |              | 5          | 2         | 3         |
|  | PC19.ask questions to check with the client their satisfaction with the finished result   |              | 5          | 2         | 3         |
|  | PC20.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor |              | 5          | 1.5       | 3.5       |
|  |   | <b>Total</b> | <b>100</b> | <b>26</b> | <b>74</b> |
| BWS/N9002<br>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         |
|  |   | <b>Total</b> | <b>100</b> | <b>27</b> | <b>73</b> |
| BWS/N9003<br>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         |
| <b>Total</b>  | <b>100</b> | <b>30</b> | <b>70</b> |