

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



Contents

| | |
|--|----|
| 1. Introduction and Contacts..... | 1 |
| 2. Qualifications Pack..... | 2 |
| 3. Glossary of Key Terms..... | 3 |
| 4. OS Units..... | 5 |
| 5. Annexure: Nomenclature for QP & OS..... | 53 |
| 6. Assessment Criteria..... | 55 |

Introduction

Qualifications Pack- Assistant Nail Technician

SECTOR: BEAUTY & WELLNESS

SUB-SECTOR: Beauty & Salons

OCCUPATION: Nailcare Services

REFERENCE ID: BWS/Q0401

ALIGNED TO: NCO-2015/NIL

Brief Job Description: An Assistant Nail Technician performs various duties such as manicure and pedicure and assists the nail technician in providing advanced nail care services like nail art, nail tips, nail enhancement. The Assistant Nail Technician needs to be knowledgeable on health safety and hygiene, beauty products, and a range of basic nail care services.

Personal Attributes: This job requires an individual with experience in manicure and pedicure to provide a range of nail care services efficiently and effectively in a safe and hygienic working environment. The individual must exhibit a pleasant personality, excellent interpersonal and communication skills.

Job Details

| | | | |
|---------------------------------|----------------------------------|-------------------------|-------------------|
| Qualifications Pack Code | BWS/Q0401 | | |
| Job Role | Assistant Nail Technician | | |
| Credits | TBD | Version number | 2.0 |
| Sector | Beauty & Wellness | Drafted on | 01/03/2015 |
| Sub-sector | Beauty & Salons | Last reviewed on | 19/04/2017 |
| Occupation | Nailcare Services | Next review date | 19/04/2020 |
| NSQC Clearance on | 09/10/2017 | | |

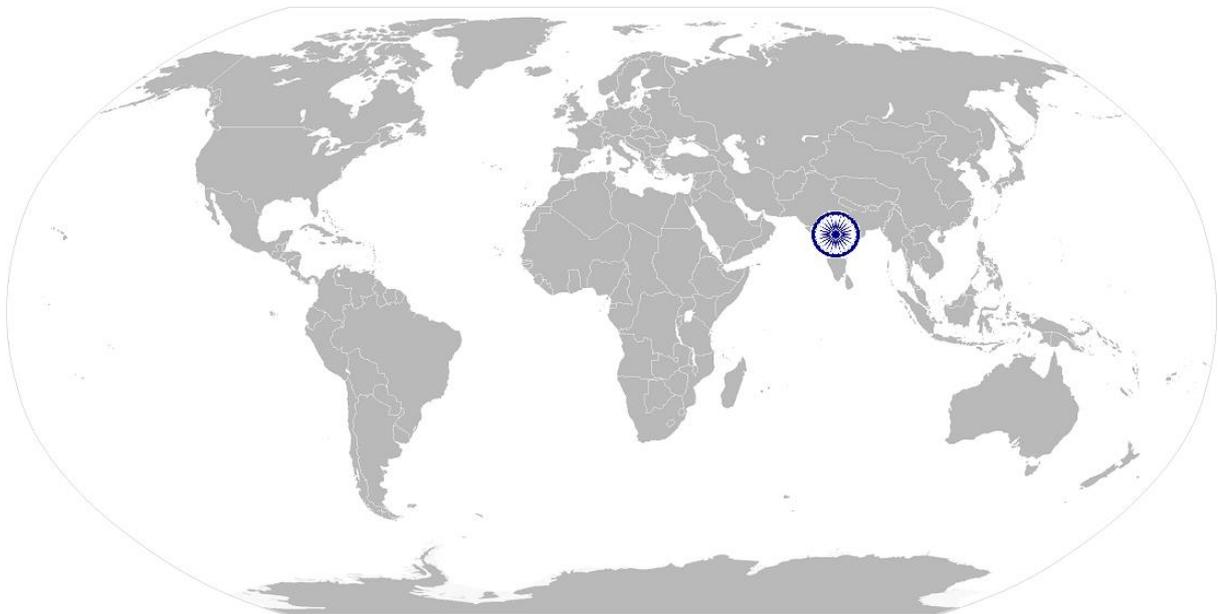
| | |
|---|--|
| Job Role | Assistant Nail Technician |
| Role Description | An Assistant Nail Technician performs various duties such as manicure and pedicure and assists the nail technician to provide advanced nail care services like nail art, nail tips, nail enhancement. |
| NSQF level | 3 |
| Minimum Educational Qualifications | Preferably Class VIII |
| Maximum Educational Qualifications | NA |
| Training (Suggested but not mandatory) | NA |
| Minimum Job Entry Age | 18 Years |
| Experience | No minimum experience required, through some experience (upto 12 months) in manicure and pedicure is desirable |
| Applicable National Occupational Standards (NOS) | Compulsory: <ol style="list-style-type: none"> BWS/N9001 Prepare and maintain work area BWS/N0401 Perform manicure and pedicure service BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails BWS/N0406 Perform refill BWS/N0416 Provide simple and basic nail art services BWS/N9002 Maintain health and safety at the workplace BWS/N9003 Create a positive impression at the workplace |
| Performance Criteria | As described in the relevant OS units |

Definitions

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

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

National Occupational Standard



Overview

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

BWS/N9001

Prepare and maintain work area

National Occupational Standard

| | |
|---|---|
| Unit Code | BWS/N9001 |
| Unit Title (Task) | Prepare and maintain work area |
| Description | Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of relevant services being provided considering the standards of operation of the salon. |
| Scope | This unit/task covers the following: <ul style="list-style-type: none"> • Prepare and maintain work area |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Prepare and maintain work area | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment</p> <p>PC2. identify and select suitable equipment and products required for the respective services</p> <p>PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines</p> <p>PC4. place and organize the products in a trolley or area convenient and efficient for service delivery</p> <p>PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer’s instructions</p> <p>PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions: Time, temperature, etc.</p> <p>PC7. dispose waste materials in adherence to the salon's and industry requirements Waste materials: Cotton, wax, strips, hair, etc.</p> <p>PC8. store records, materials and equipment securely in line with the salon’s policies</p> |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organization’s standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. health and safety requirements in the organization |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc. |

BWS/N9001

Prepare and maintain work area

| | |
|--|--|
| | <p>KB2. types of products, materials and equipment required for the respective services</p> <p>KB3. process and products to sterilize and disinfect equipment/tools</p> <p>KB4. manufacturer’s instructions related to equipment and product use and cleaning</p> <p>KB5. customer service principles including privacy and protection to modesty of the customers</p> <p>KB6. risks to customer privacy and modesty and actions (precautions) taken to maintain the same in the salon</p> <p>KB7. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB8. applicable legislation relating to the workplace Legislation for the workplace: eg. health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</p> |
|--|--|

Skills (S)

| | |
|--|---|
| <p>A. Core Skills/ Generic Skills</p> | <p>Reading Skills</p> |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read policy and procedure documents, guidelines and memos in English to interpret the gist correctly</p> <p>SA2. read common organizational signage in English accurately</p> <p>SA3. read simple emails, instructions, advertisements, brochures, manufacturer’s labels, forms, formats and other common documents accurately</p> <p>SA4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs</p> |
| | <p>Writing Skills</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately</p> <p>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately</p> <p>SA7. write an accident or incident report accurately in English</p> <p>SA8. fill in various applicable forms and formats at the workplace accurately</p> <p>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</p> |
| | <p>Oral Communication (Listening and Speaking skills)</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. listen and interpret correctly simple instructions in English</p> <p>SA11. listen for and identify the main points of short explanations or presentations</p> |

BWS/N9001

Prepare and maintain work area

| | |
|--------------------------------------|--|
| | <p>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. Professional Skills</p> | <p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on course of action by recalling organisational policy, procedures and service standards</p> <p>SB2. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette</p> <p>SB3. get information on limits of authority and permitted actions while making decisions on how to act in routine situations</p> <p>SB4. get information on chain of command to be approached for decisions based on</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</p> <p>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority</p> |

BWS/N9001

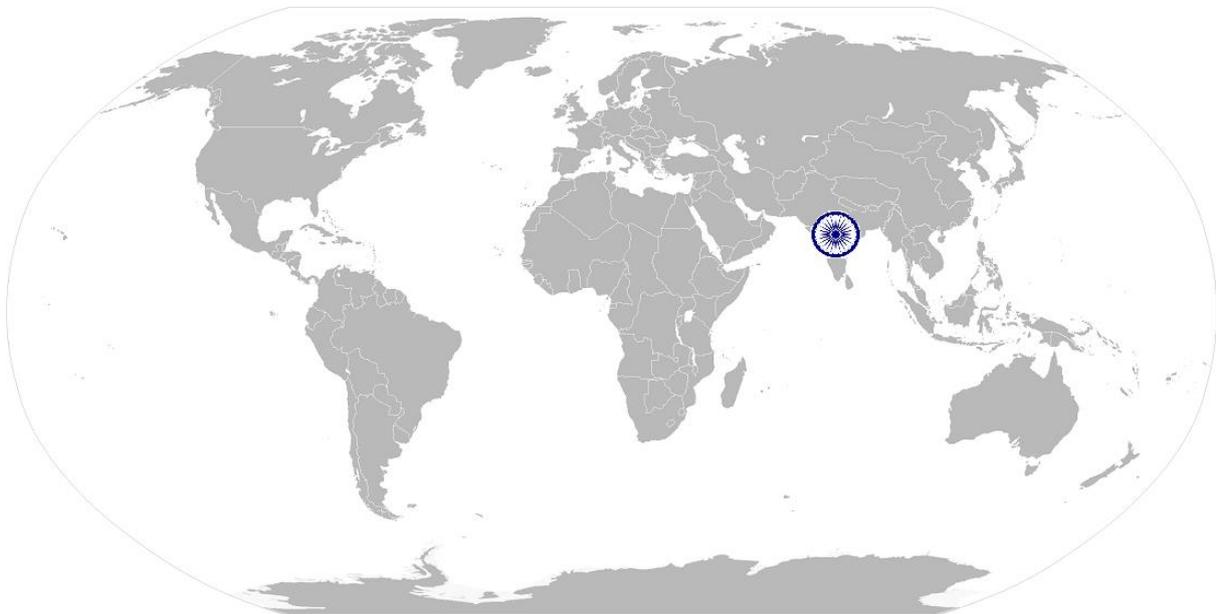
Prepare and maintain work area

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

BWS/N9001

Prepare and maintain work area

| | |
|--|---|
| | SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed |
| | Critical Thinking |
| | <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> |

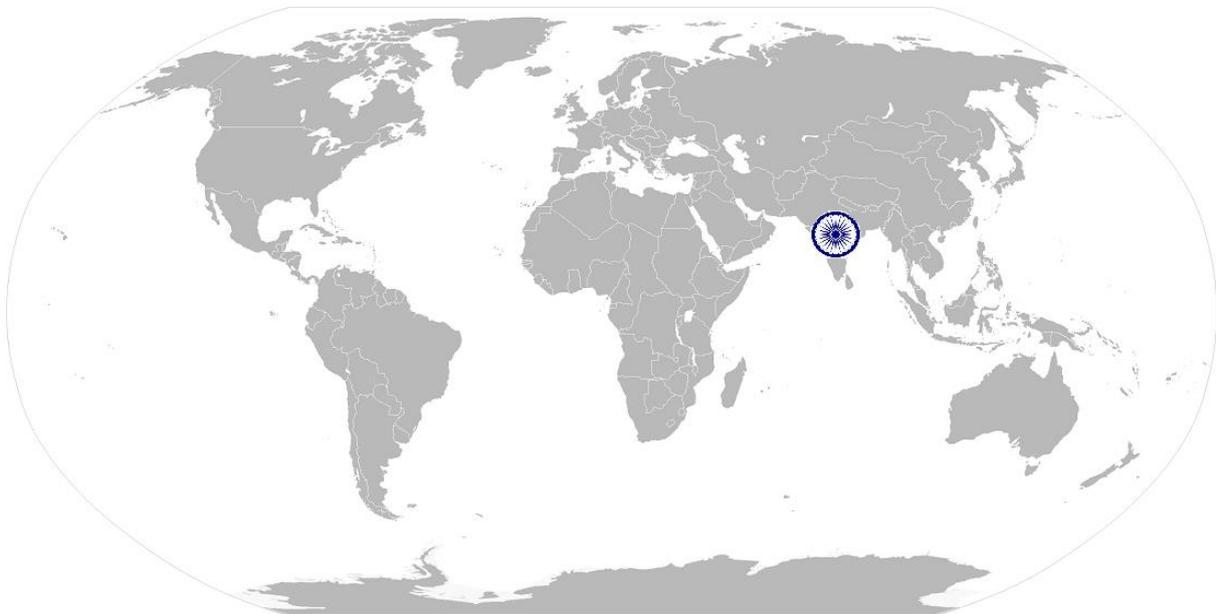


BWS/N9001

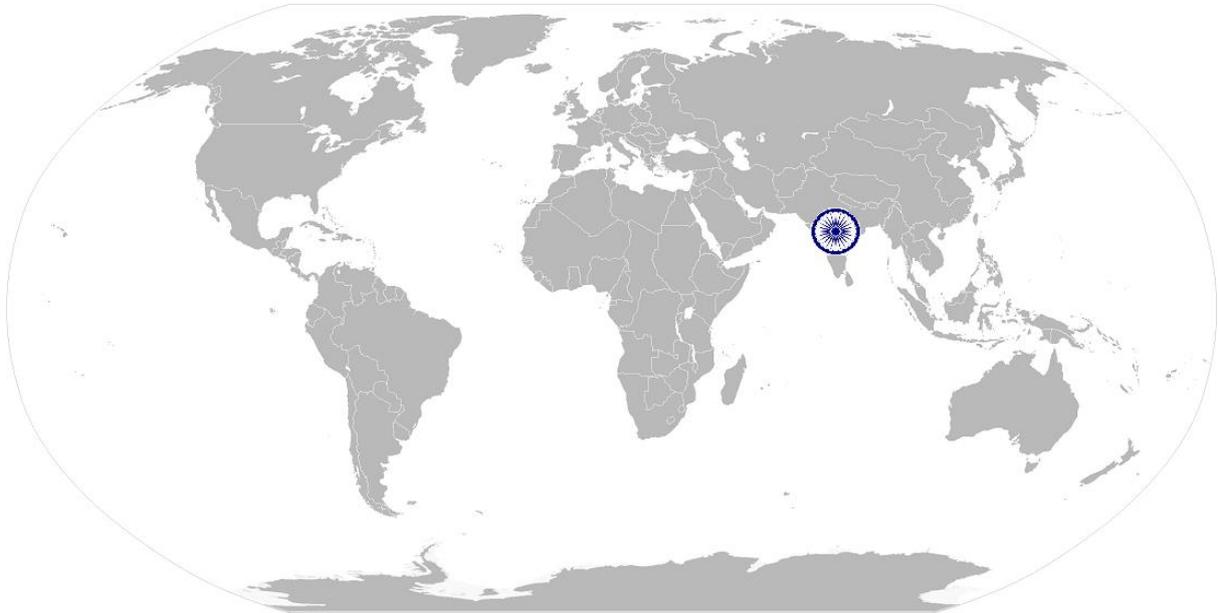
Prepare and maintain work area

NOS Version Control

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



National Occupational Standard



Overview

This OS unit is about carrying out manicure and pedicure services to improve the appearance of the nails and skin, in accordance to the organization's standards of performance and sequences of services.

BWS/N0401

Provide manicure and pedicure services

| | |
|--|---|
| Unit Code | BWS/N0401 |
| Unit Title (Task) | Provide manicure and pedicure services |
| Description | Clean and remove dead skin and callous from hands and feet and improve the appearance of nails. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing self and client • Carrying out manicure and pedicure services • Post service procedures |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Preparing self and client | <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 organization</p> <p>PC2. sanitize the hands prior to procedure commencement as per organisational approved process</p> <p>PC3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</p> <p>PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any</p> <p>PC5. position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure</p> <p>PC6. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC7. perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client</p> |
| Carrying out manicure and pedicure services | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. remove any existing nail polish using approved products and procedures before proceeding further</p> <p>PC9. enquire to establish the desired length and shape of nails (hands or toes) with the client</p> <p>PC10. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference</p> <p>PC11. remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free</p> <p>PC12. use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged</p> <p>PC13. use specialized procedures (hand and leg, finger and toe nails) to improve the</p> |

BWS/N0401

Provide manicure and pedicure services

| | |
|---|--|
| | <p>appearance of the client's skin and nails Procedures: File, buff and shape, cuticle pushing, clipping, massage, polish, etc.</p> <p>PC14. use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs</p> <p>PC15. remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client</p> <p>PC16. leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials</p> <p>PC17. check that the nail plate is dehydrated and the underside is clean and free of debris</p> <p>PC18. apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish</p> <p>PC19. check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel</p> |
| <p>Post Service procedures</p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required</p> <p>PC21. clean the treated area and use a suitable soothing product</p> <p>PC22. complete the therapy to the satisfaction of the guest in a commercially acceptable time</p> <p>PC23. record the therapy accurately and store information securely in line with the organization'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> |
| <p>Knowledge and Understanding (K)</p> | |
| <p>A. Organizational Context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <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. Technical Knowledge</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</p> |

BWS/N0401

Provide manicure and pedicure services

| | |
|---|---|
| | <p>Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. anatomical structure, function, characteristics of nail and the process of nail growth Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions – protection</p> <p>KB3. anatomical structure and function of the skin Structure: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production</p> <p>KB4. names and position of bones of lower leg and foot</p> <p>KB5. names and position of bones of the wrist, hands fingers and forearm</p> <p>KB6. structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</p> <p>KB7. position of arteries and veins of lower leg, foot, hand and arm</p> <p>KB8. location of muscles of the lower leg, foot, hand and arms</p> <p>KB9. nail diseases and disorders</p> <p>KB10. nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing service</p> <p>KB11. respective necessary action relevant to contra-indications</p> <p>KB12. products and tools suitable to carry the procedure Products: Exfoliant, enamel remover, nail enamels, cuticle cream Tools: pedicure clipper, foot scrapper, nail brush, nail file, cuticle nippers, cuticle knife, emery boards, nail scissors, nail clippers</p> <p>KB13. pedicure and manicure techniques Techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing</p> <p>KB14. contra-actions and respective necessary actions</p> <p>KB15. customer service principles including privacy and protection to modesty of the customers</p> <p>importance of keeping accurate records of services, clients and product usage (inventory)</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Reading Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read policy and procedure documents, guidelines and memos in English to interpret the gist correctly</p> <p>SA2. read common organizational signage in English accurately</p> <p>SA3. read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately</p> |

BWS/N0401

Provide manicure and pedicure services

| | |
|--|---|
| | <p>SA4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and/or blogs</p> |
| | <p>Writing Skills</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately</p> <p>SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately</p> <p>SA7. write an accident or incident report accurately in English</p> <p>SA8. fill in various applicable forms and formats at the workplace accurately</p> <p>SA9. maintain accurate records of client, services, operating and closing checklists, product stock status</p> |
| | <p>Oral Communication (Listening and Speaking skills)</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. listen and interpret correctly simple instructions in English</p> <p>SA11. listen for and identify the main points of short explanations or presentations in English</p> <p>SA12. listen to and follow short, straightforward explanations and instructions in English</p> <p>SA13. introduce oneself and one's role to customers and visitors, in English and the local language</p> <p>SA14. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English</p> <p>SA15. give clear instructions to customers and/or coworkers as required</p> <p>SA16. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood</p> <p>SA17. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics</p> <p>SA18. exchange information effectively to perform a task</p> <p>SA19. give simple directions, instructions and explanations</p> <p>SA20. ask and answer simple questions such as to establish customer needs, or who a visitor is seeking to meet and for what purpose</p> <p>SA21. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks</p> <p>SA22. use simple and compound sentences in conversations</p> <p>SA23. avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required</p> <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/N0401

Provide manicure and pedicure services

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

BWS/N0401

Provide manicure and pedicure services

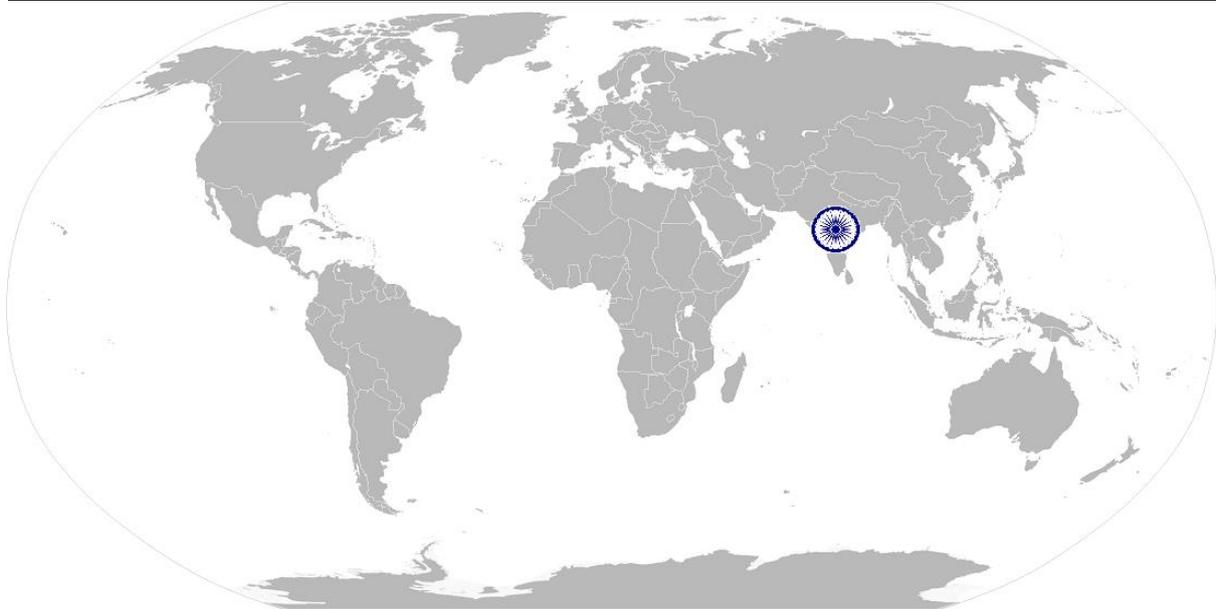
| | |
|--|---|
| | <p>the situation that may be used to decide course of action when faced with problems</p> <p>SB21. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, 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>Analytical Thinking</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>Critical Thinking</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/N0401

Provide manicure and pedicure services

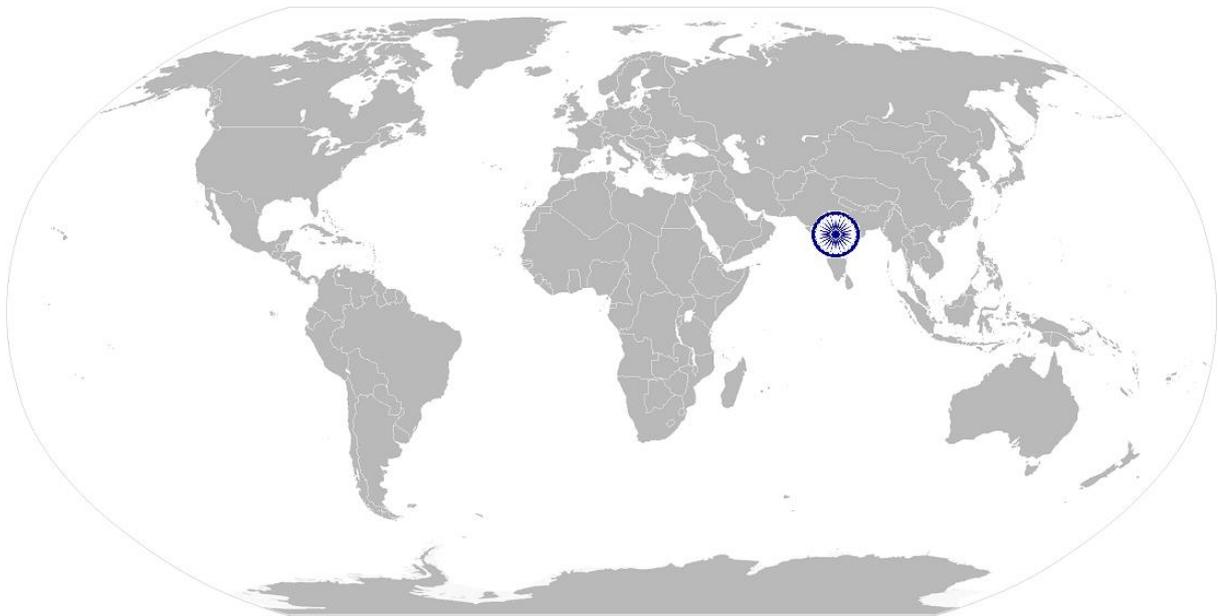
NOS Version Control

| | | | |
|----------------------------|------------------------------|-------------------------|-------------------|
| NOS Code | BWS/N0401 | | |
| Credits | TBD | Version number | 2.0 |
| Industry | Beauty & Wellness | Drafted on | 01/03/2015 |
| Industry Sub-sector | Beauty & Salons | Last reviewed on | 19/04/2017 |
| Occupation | Nailcare Services | Next review date | 19/04/2020 |



BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

National Occupational Standard



Overview

This OS unit is about performing foundational nail enhancement services using UV gel nails in accordance to the organization's standards of performance.

BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

National Occupational Standard

| | |
|--|---|
| Unit Code | BWS/N0415 |
| Unit Title (Task) | Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails |
| Description | This OS unit is about performing foundational nail enhancement services using UV gel nails and (liquid and powder) acrylic nails in accordance to the organization's standards of performance. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare self and client • Apply UV nail enhancements • Apply acrylic (powder and liquid) nail enhancements • Post treatment procedures |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Prepare self and client | <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 organization</p> <p>PC2. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing</p> <p>PC3. sanitize the hands prior to treatment commencement using a hand sanitiser</p> <p>PC4. prepare the client for the treatment and provide suitable protective apparel</p> <p>PC5. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any</p> <p>PC6. clean the nails to ensure they are free from bacteria</p> <p>PC7. use a soak, hand wash, sanitizer, dis-incrustation wipes, anti-septic solutions</p> <p>PC8. set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting client's needs</p> <p>PC9. prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician</p> <p>PC10. promptly refer problems that cannot be solved to the relevant person/ nail technician for action</p> <p>PC11. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required</p> <p>PC12. identify the condition of the nails and any corrective work to suit the client's natural nail shape and condition</p> <p>PC13. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail</p> |

BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|---|---|
| <p>Apply UV nail enhancements</p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. identify and select the correct products and tools for the UV nail enhancement job Products: clear gel, gel polish, base and builder gels, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, brush</p> <p>PC15. use primers to remove oils safely, protecting the skin</p> <p>PC16. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue</p> <p>PC17. shorten the nail tips to the desired length and blend the tips</p> <p>PC18. apply UV gel layers in the correct sequence</p> <p>PC19. perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail</p> <p>PC20. apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application</p> <p>PC21. repeat the builder gel application if necessary to achieve desired thickness of the gel</p> <p>PC22. perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness</p> <p>PC23. monitor UV curing timing to ensure adherence to product manufacturer's instructions</p> <p>PC24. use a coat of clear polish or paint them with coloured nail polish as required</p> <p>PC25. apply the polish to the entire nail to create a smooth, even surface</p> <p>PC26. repair UV gel enhancements to restore desired look with guidance from the supervisor</p> |
| <p>Apply acrylic (powder and liquid) nail enhancements</p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC27. identify and select the correct products and tools for the acrylic nail enhancement job Products: monomer (ethyl methacrylate), acrylic powder, dehydrator, primer, nail tips, nail glue, nail art etc. Tools: tip clippers, pushers, 180-240 grit filer, Dappen dish and brush</p> <p>PC28. follow in accordance with manufacturer's instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements</p> <p>PC29. use primers to remove oils safely, protecting the skin</p> <p>PC30. use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue</p> <p>PC31. pour the liquid and powder in different bowls in a well ventilated area</p> <p>PC32. apply the liquid and powder to the brush in the correct order, ratio and consistency</p> <p>PC33. apply the acrylic evenly to the nail without touching the cuticle</p> |

BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|---|---|
| | <p>PC34. ensure the acrylic is dried before moving on to the next step</p> <p>PC35. use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine</p> <p>PC36. use a coat of clear polish or paint them with coloured nail polish as required</p> |
| <p>Post treatment procedures</p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC37. identify and resolve any problems with the nail enhancements seeking help from supervisor as required</p> <p>PC38. perform nail repair technique to restore the nail enhancement following guidance of the supervisor</p> <p>PC39. finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service</p> <p>PC40. use work methods to minimise wastage</p> <p>PC41. complete the service to the satisfaction of the client in a commercially acceptable time</p> <p>PC42. check the natural nail plate and surrounding skin is undamaged and free from product</p> <p>PC43. refer problems that cannot be solved to the relevant person or supervisor promptly</p> <p>PC44. clean up the work area post-service to maintain the health and safety standard</p> <p>PC45. provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client</p> <p>PC46. dispose waste materials as per organisational standards in a safe and hygienic manner</p> <p>PC47. record details of the procedure accurately as per organisational policy and approved practice</p> <p>PC48. store information securely in line with the salon's policies</p> <p>PC49. ask questions to check with the client their satisfaction with the finished result</p> <p>PC50. 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>Knowledge and Understanding (K)</p> | |
| <p>A. Organizational Context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <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/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|--------------------------------------|--|
| <p>B. Technical Knowledge</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 Conditions: Air, light, space, temperature, sound, cleanliness, etc.</p> <p>KB2. anatomical structure and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions – protection</p> <p>KB3. characteristics of nail and the process of nail growth</p> <p>KB4. nail diseases and disorders</p> <p>KB5. nail analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment</p> <p>KB6. products and tools suitable to carry the procedure of UV gel nail enhancement Products: enamel remover, gel, tips Tools: gel brushes, clipper, nail brush, nail file, cuticle nippers, emery boards, nail clippers Equipment: UV lamp</p> <p>KB7. products and tools suitable to carry the procedure of acrylic (liquid and powder) nail enhancement Products: Monomer (ethyl methacrylate), acrylic nail tips, nail glue, acetone based oil free nail polish remover Tools: Acrylic clippers, acrylic files, 180-240 grit, acrylic liquid and powder, acrylic bowl and brush</p> <p>KB8. basic anatomy, physiology and pathology for nail treatments</p> <p>KB9. basic contraindications, contra actions, relevant subsequent plans Contra actions: Lifting, breaking and splitting of extension, discoloration of product, breaking and splitting of natural nail, bacterial, fungal infection, discoloration of natural nail</p> <p>KB10. nails feature and conditions relevant to gel enhancements and impact on the same Features and conditions: cuticle conditions, nail shape, nail length</p> <p>KB11. manicure and pedicure services</p> <p>KB12. nail shaping and filing techniques Shaping techniques: Filing, buffing, application of cuticle cream, removal of cuticle, cuticle pushing, polishing Filing techniques: emery board, glass, buffing block, electrical files, beveling, etc.</p> <p>KB13. customer service principles including privacy and protection to modesty of the customers</p> <p>KB14. importance of keeping accurate records of treatments, clients and product usage (inventory)</p> |
|--------------------------------------|--|

BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|---|---|
| | KB15. importance if using products economically and storing products correctly to minimize wastage |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Reading Skills |
| | The user/ individual on the job needs to know and understand how to: SA1. read policy and procedure documents, guidelines and memos in English to interpret the gist correctly SA2. read common organizational signage in English accurately SA3. read simple emails, instructions, advertisements, brochures, manufacturer’s labels, forms, formats and other common documents accurately 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 blogs |
| | Writing Skills |
| | The user/individual on the job needs to know and understand how to: SA5. write appointments, names, addresses, simple emails, messages, and applications in English accurately SA6. construct a CV or fill a job application form accurately representing skills, knowledge and past experiences in English accurately SA7. write an accident or incident report accurately in English SA8. fill in various applicable forms and formats at the workplace accurately SA9. maintain accurate records of client, treatments, operating and closing checklists, product stock status |
| | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know and understand how to: SA10. listen and interpret correctly simple instructions in English SA11. listen for and identify the main points of short explanations or presentations in English SA12. listen to and follow short, straightforward explanations and instructions in English SA13. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English SA14. give clear instructions to customers and/or coworkers as required SA15. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood SA16. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics SA17. exchange information effectively to perform a task SA18. give simple directions, instructions and explanations |

BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|--|--|
| | <p>SA19. 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>SA20. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks</p> <p>SA21. use simple and compound sentences in conversations</p> <p>SA22. avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required</p> <p>SA23. speak in a manner and tone that is professional, supportive, respectful and sensitive</p> <p>SA24. listen and understand the local language in dealing with clients</p> |
| <p>B. Professional Skills</p> | <p>Decision Making</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on course of action by recalling organisational policy, procedures and service standards</p> <p>SB2. make simple decisions with respect to appropriateness of own behaviour recalling principles and practices of professional and social etiquette</p> <p>SB3. get information on limits of authority and permitted actions while making decisions on how to act in routine situations</p> <p>SB4. get information on chain of command to be approached for decisions based on</p> |
| | <p>Plan and Organize</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</p> <p>SB7. organize tasks based on instructions from supervisor or manager in order to complete them on time in order of stated priority</p> <p>SB8. organize service feedback files/documents</p> <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, treatments and product stock levels</p> <p>SB12. plan own development in line with feedback given from supervisor, coworkers and clients</p> |
| | <p>Customer Centricity</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> | |

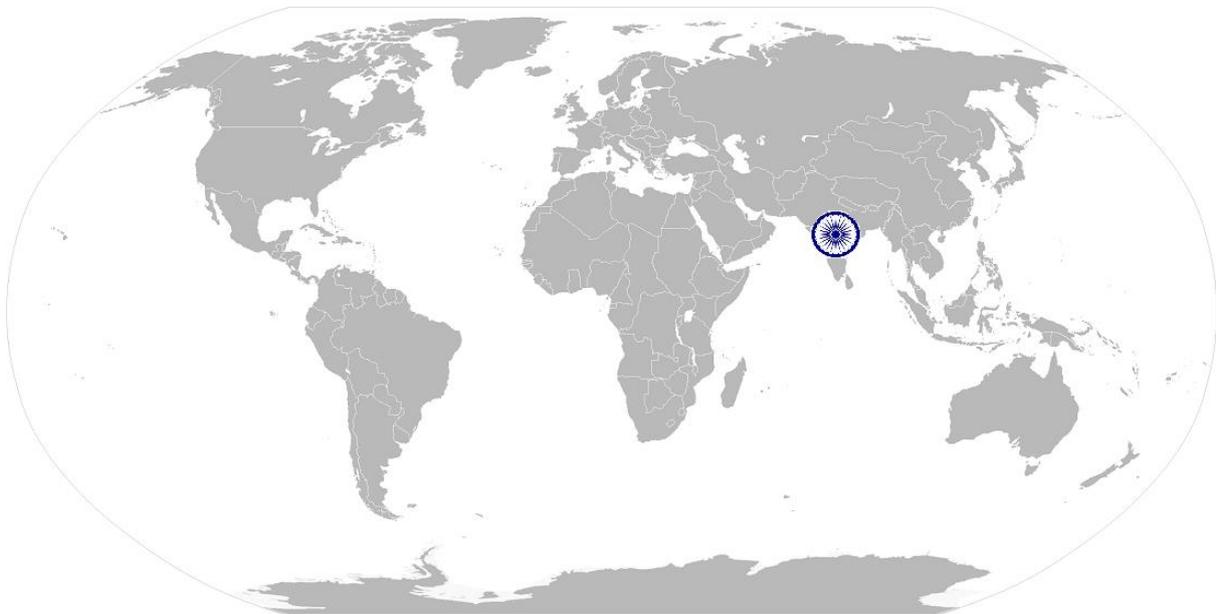
BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

| | |
|--|--|
| | <p>SB15. respond promptly to customers in a manner that aims to exceed their expectation</p> <p>SB16. adhere to principles of service excellence as defined by the organization aimed at customer satisfaction</p> <p>SB17. build customer relationships using a customer centric approach</p> <p>SB18. follow hygiene, safety and personal presentation standards in line with customer and organisation expectations</p> |
| | Problem Solving |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB19. identify problems that hinder achievement or increase risks</p> <p>SB20. recall organizational policies, procedures, rules and guidelines applicable to the situation that may be used to decide course of action when faced with problems</p> <p>SB21. act in line with organizational policies, procedures, supervisor/manager instructions, rules and guidelines to contribute towards resolution of the problem in a timely and safe manner, within limits of authority</p> <p>SB22. escalate the problem in a timely manner to the supervisor/manager for effective resolution minimizing damage</p> <p>SB23. explain the importance of resolving problem in a timely manner</p> <p>SB24. explain the importance of accurate communications in problem resolution</p> <p>SB25. explain the negative effects of hiding problems instead of identifying, highlighting and working to resolve them</p> |
| | Analytical Thinking |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB26. seek guidance to define criteria and assign values of importance and urgency</p> <p>SB27. sort information in order of importance</p> <p>SB28. identify impact of own actions in terms of health, safety, security, customer satisfaction, influence of coworkers, achievement of task objectives</p> <p>SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed</p> |
| | Critical Thinking |
| | <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> |

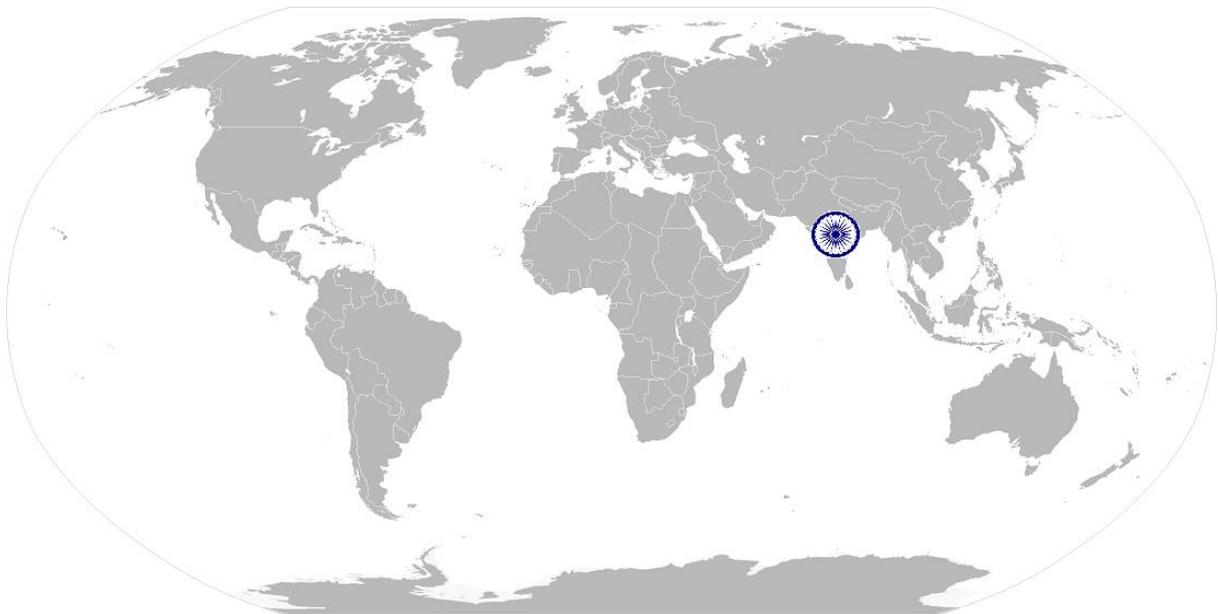
BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails

NOS Version Control

| | | | |
|----------------------------|------------------------------|-------------------------|-------------------|
| NOS Code | BWS/N0415 | | |
| Credits | TBD | Version number | 2.0 |
| Industry | Beauty & Wellness | Drafted on | 01/03/2015 |
| Industry Sub-sector | Beauty & Salons | Last reviewed on | 19/04/2017 |
| Occupation | Nailcare Services | Next review date | 19/04/2020 |



National Occupational Standard



Overview

This OS unit is about performing refilling in accordance to the organization's standards of performance and sequences of services.

BWS/N0406

Perform refill

| | |
|--|--|
| Unit Code | BWS/N0406 |
| Unit Title (Task) | Provide refill |
| Description | Perform refilling in accordance to the organization's standards of performance and sequences of services |
| Scope | This unit/task covers the following: <ul style="list-style-type: none"> Perform refill |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Perform refill | <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 organization</p> <p>PC2. position self and client throughout treatment to ensure comfort and wellbeing</p> <p>PC3. sanitize the hands prior to treatment commencement</p> <p>PC4. prepare the client and provide suitable protective apparel</p> <p>PC5. set-up products, tools, equipment and techniques to suit client's service needs, nail and skin conditions</p> <p>PC6. carry out client consultation technique to identify the treatment plan and client needs</p> <p>PC7. ensure the client and you have understood the treatment objective and plan</p> <p>PC8. perform cleaning of nails to ensure they are free from bacteria.</p> <p>PC9. buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines</p> <p>PC10. perform correct filing technique to achieve desired length and shape</p> <p>PC11. dehydrate the natural nail appropriately depending on acrylic/ gel service</p> <p>PC12. perform the correct application to refinish the nail with acrylic/ gel system</p> <p>PC13. perform buffing techniques correctly and seal to create a high shine finish</p> <p>PC14. monitor UV/ LED curing time as per product manufacturer's instructions</p> <p>PC15. remove surface residue at the right stage, if required</p> <p>PC16. apply polish, if requested by client</p> <p>PC17. finish the nail enhancements to the client's satisfaction and meet the agreed service plan</p> |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's 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/N0406

Perform refill

| | |
|--|---|
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. the structure, function, characteristics of nail types and nail growth</p> <p>KB2. products, tools and equipment suitable to carry the procedure of refill</p> <p>KB3. basic anatomy, physiology and pathology for nail treatments</p> <p>KB4. basic contraindications, contra actions, treatment plans</p> <p>KB5. nails and analysis e.g. Cuticle conditions, Nail shape, Nail length</p> <p>KB6. contractions/ contra indications e.g. Lifting, Breaking and splitting of extension, Discoloration of product, Bacterial, Breaking and splitting of natural nail, Fungal infection, Discoloration of natural nail</p> <p>KB7. applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection.</p> <p>KB8. aftercare advise and products</p> |
| <p>Skills (S)</p> | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to customers</p> <p>SA11. keep customers informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p> |

BWS/N0406

Perform refill

| | |
|--|---|
| B. Professional Skills | Decision Making |
| | The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work |
| | Plan and Organize |
| | The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business |
| | Critical Thinking |
| The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action | |

BWS/N0406

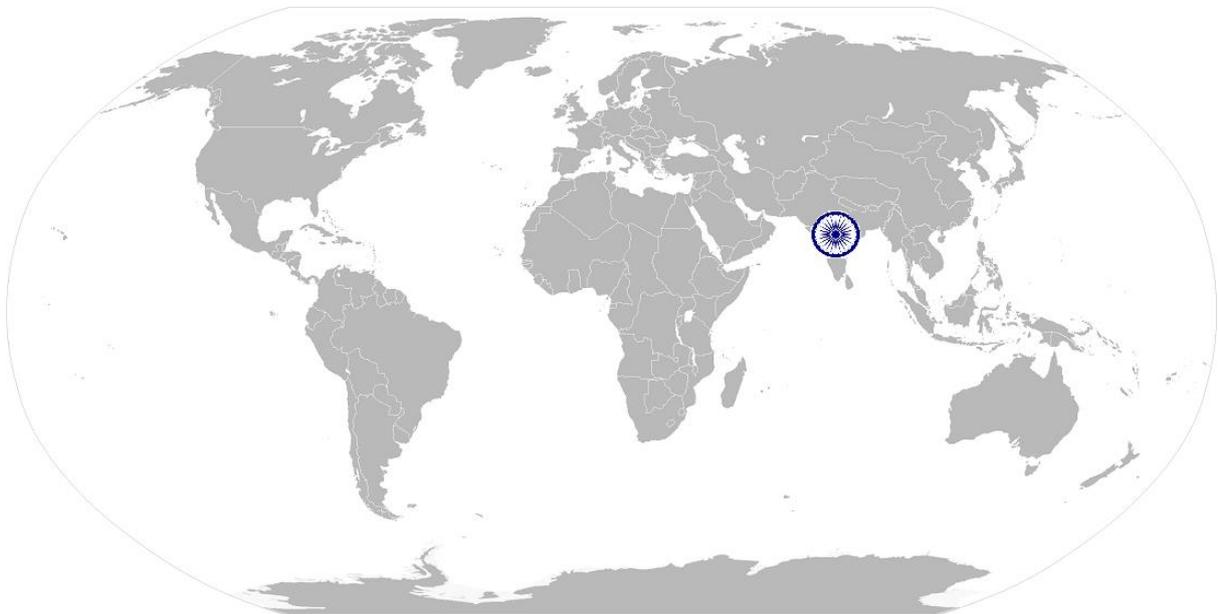
Perform refill

NOS Version Control

| | | | |
|----------------------------|------------------------------|-------------------------|-------------------|
| NOS Code | BWS/N0406 | | |
| Credits | TBD | Version number | 2.0 |
| Industry | Beauty & Wellness | Drafted on | 01/03/2015 |
| Industry Sub-sector | Beauty & Salons | Last reviewed on | 19/04/2017 |
| Occupation | Nailcare Services | Next review date | 19/04/2020 |



National Occupational Standard



Overview

This OS unit is about performing simple and individual nail art services using simple techniques in accordance to the organization's standards of performance.

BWS/N0416

Provide simple and basic nail art services

National Occupational Standard

| | |
|--|--|
| Unit Code | BWS/N0416 |
| Unit Title (Task) | Provide simple and basic nail art services |
| Description | This OS unit is about performing simple and nail art services using 2D designs image and simple transfer techniques in accordance to the organization's standards of performance. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Preparing self and client Prepare nail and applying art techniques Complete nail art services Post- procedure tasks |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Preparing self and client | <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 organization</p> <p>PC2. sanitize the hands prior to procedure commencement as per organisational approved process</p> <p>PC3. prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment</p> <p>PC4. ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any</p> <p>PC5. position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing</p> <p>PC6. identify contra indications that restrict service and act accordingly as per organisational standards</p> <p>PC7. set-up products, tools, equipment for relevant techniques to suit client's service needs, nail and skin conditions</p> <p>Tools: brushes, stick on transfer, nail files</p> <p>Products: base coat, nail art paint, glitter, enamel remover, dehydrator, cotton, adhesive</p> |
| Prepare nail and applying art techniques | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods</p> <p>PC9. prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician</p> <p>PC10. apply various techniques of nail art</p> |

BWS/N0416

Provide simple and basic nail art services

| | |
|---|--|
| | Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle |
| Complete nail art services | To be competent, the user/individual on the job must be able to: PC11. identify contra actions if any during the service and stop service and refer to the supervisor PC12. complete the service to the satisfaction of the client in a commercially acceptable time PC13. check the natural nail plate and surrounding skin is undamaged and free from product PC14. identify and resolve any problems with the nail art with guidance from the supervisor |
| Post procedure tasks | To be competent, the user/individual on the job must be able to: PC15. refer problems that cannot be solved to the relevant person or supervisor promptly PC16. clean up and dispose the waste in the work area post-service to maintain the health and safety standard PC17. update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures PC18. dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively PC19. provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | The user/individual on the job needs to know and understand: KA1. organization’s standards of performance and sequence of services KA2. range of services and products offered by the organization KA3. health and safety requirements in the organization |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: KB1. environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc. KB2. anatomical structure and function of nails Structure: Nail root-matrix, mantle, plate, wall, grooves, bed, lunula, free edge, hyponychium, cuticle Functions – protection KB3. characteristics of nail and the process of nail growth KB4. anatomical structure and function of the skin and skin types KB5. nail diseases and disorders |

BWS/N0416

Provide simple and basic nail art services

| | |
|--|---|
| | <p>KB6. nail and skin analysis by visual/manual examination to identify nail conditions and contra indications restricting or preventing services</p> <p>KB7. products and tools suitable to carry the nail art procedure Tools: brushes, stick on transfer, nail files, cotton, Products: nail art paint, glitter, enamel remover, adhesive</p> <p>KB8. basic anatomy, physiology and pathology for nail services</p> <p>KB9. basic techniques of nail art and their respective application procedures Techniques: base coat, nail art paint, coloured polish, glitter, marbling, painting and alternative tip shapes, water nail art, design painted freehand, with stencil or needle</p> <p>KB10. basic contraindications, contra actions, service plans</p> <p>KB11. nails feature and conditions relevant to nail art and impact on the same Features and conditions: cuticle conditions, nail shape, nail length</p> <p>KB12. customer service principles including privacy and protection to modesty of the customers</p> <p>KB13. importance of keeping accurate records of services, clients and product usage (inventory)</p> <p>KB14. importance if using products economically and storing products correctly to minimize wastage</p> |
|--|---|

Skills (S)

| | |
|---|---|
| A. Core Skills/ Generic Skills | Reading Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read policy and procedure documents, guidelines and memos in English to interpret the gist correctly</p> <p>SA2. read common organizational signage in English accurately</p> <p>SA3. read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately</p> <p>SA4. read and interpret correctly information about new products and services with reference to the organization and also from external forums such as websites and blogs</p> |
| | Writing Skills |
| | <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> |
| | Oral Communication (Listening and Speaking skills) |

BWS/N0416

Provide simple and basic nail art services

| | |
|---|--|
| | <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. express clearly statements of fact and give short explanations, accounts and descriptions to customers, seniors and co-workers in English</p> <p>SA14. give clear instructions to customers and/or coworkers as required</p> <p>SA15. pronounce the sounds of English or use sign language sufficiently clearly to be generally understood</p> <p>SA16. speak or communicate with reasonable ease in structured situations and short conversations on familiar topics</p> <p>SA17. exchange information effectively to perform a task</p> <p>SA18. give simple directions, instructions and explanations</p> <p>SA19. 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>SA20. display an adequate range of vocabulary to communicate on familiar topics and perform simple tasks</p> <p>SA21. use simple and compound sentences in conversations</p> <p>SA22. avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required</p> <p>SA23. speak in a manner and tone that is professional, supportive, respectful and sensitive</p> <p>SA24. listen and understand the local language in dealing with clients</p> |
| <p>B. Professional Skills</p> | <p>Decision Making</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on course of action by recalling 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>Plan and Organize</p> |
| <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify, plan and schedule tasks related to own work, to achieve standards of personal presentations expected in a professional set-up</p> <p>SB6. keep one's own documents and possessions in order at the workplace to ensure cleanliness, security and efficiency of use</p> <p>SB7. organize tasks based on instructions from supervisor or manager in order to</p> | |

BWS/N0416

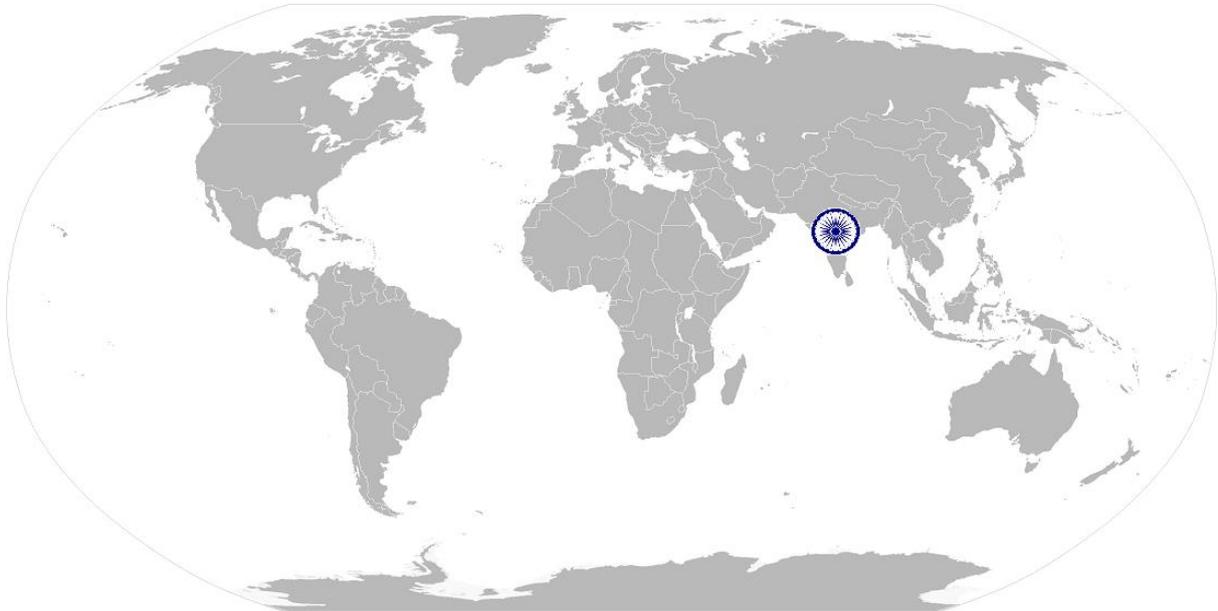
Provide simple and basic nail art services

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

BWS/N0416

Provide simple and basic nail art services

| | |
|--|---|
| | SB29. differentiate between routine and non-routine issues and escalate issues of a non-routine nature and as needed |
| | Critical Thinking |
| | <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> |

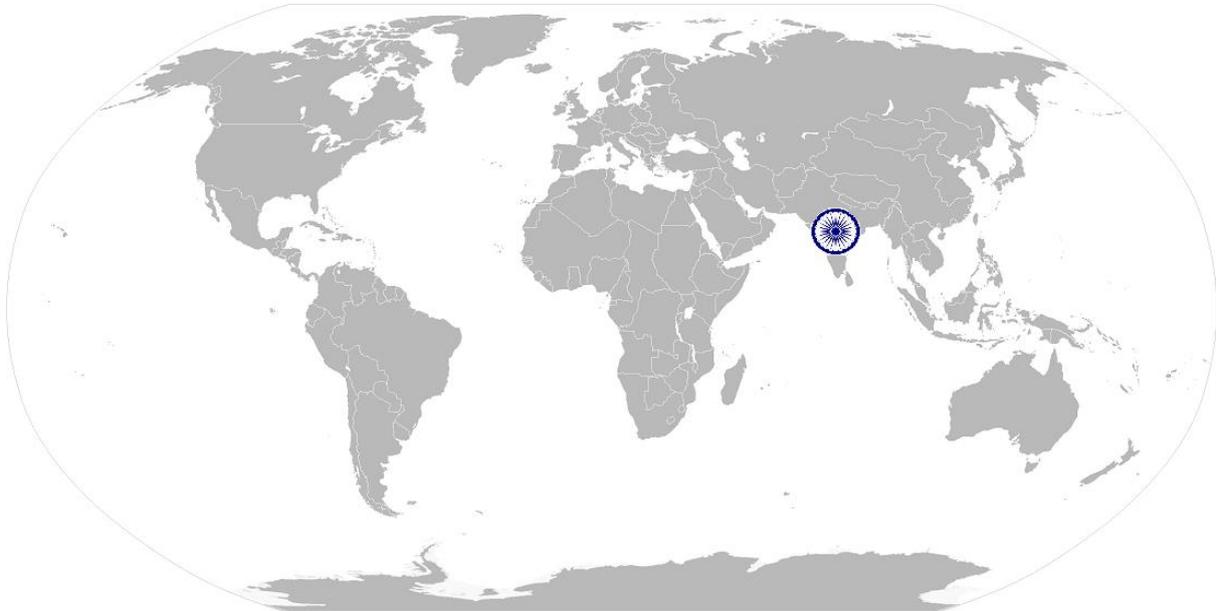


BWS/N0416

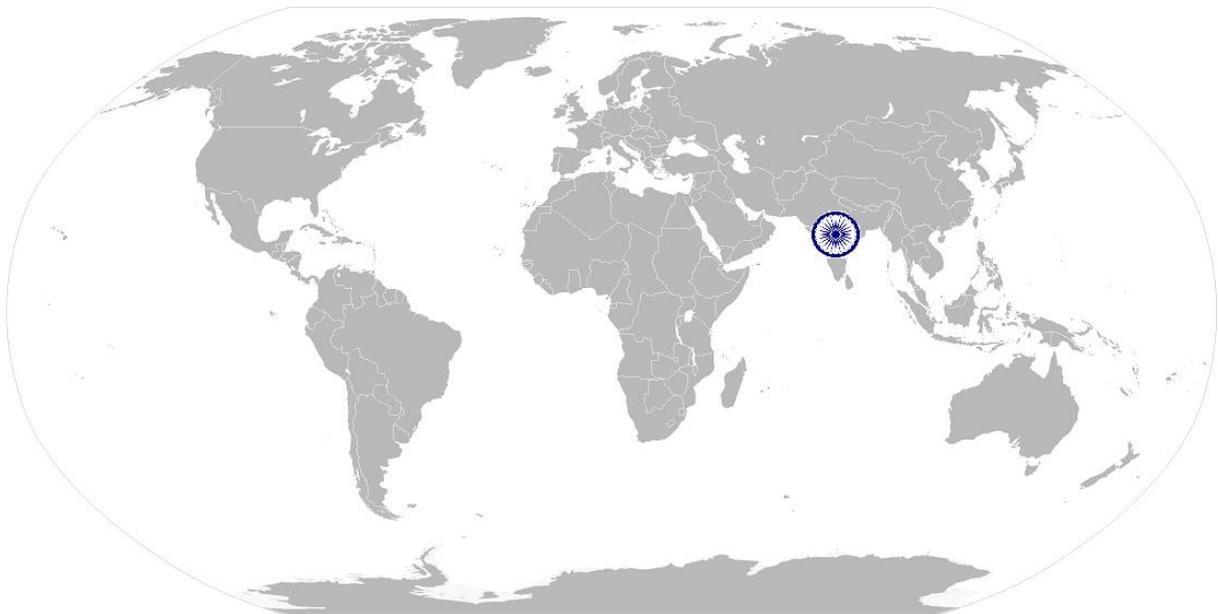
Provide simple and basic nail art services

NOS Version Control

| | | | |
|----------------------------|------------------------------|-------------------------|-------------------|
| NOS Code | BWS/N0416 | | |
| Credits | TBD | Version number | 2.0 |
| Industry | Beauty & Wellness | Drafted on | 01/03/2015 |
| Industry Sub-sector | Beauty & Salons | Last reviewed on | 19/04/2017 |
| Occupation | Nailcare Services | Next review date | 19/04/2020 |



National Occupational Standard



Overview

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

BWS/N9002

Maintain health and safety at the workplace

National Occupational Standard

| | |
|---|---|
| Unit Code | BWS/N9002 |
| Unit Title (Task) | Maintain health and safety at the workplace |
| Description | Maintain a safe and hygienic environment at the work area. |
| Scope | This unit/task covers the following: <ul style="list-style-type: none"> Maintain the health and safety at the workplace |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Maintain the health and safety at the workplace | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements PC2. clean and sterilize all tools and equipment before use PC3. maintain one's posture and position to minimize fatigue and the risk of injury PC4. dispose waste materials in accordance to the industry accepted standards PC5. maintain first aid kit and keep oneself updated on the first aid procedures PC6. identify and document potential risks and hazards in the workplace PC7. accurately maintain accident reports PC8. report health and safety risks/ hazards to concerned personnel PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organization's policies and procedures to address risks and hazards KA2. health and safety requirements in the organization |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. contra-indications related to beauty treatments KB2. process and products to sterilize and disinfect equipment/ tools KB3. manufacturer's instructions related to equipment and product use and cleaning KB4. knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection) |

BWS/N9002

Maintain health and safety at the workplace

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

BWS/N9002

Maintain health and safety at the workplace

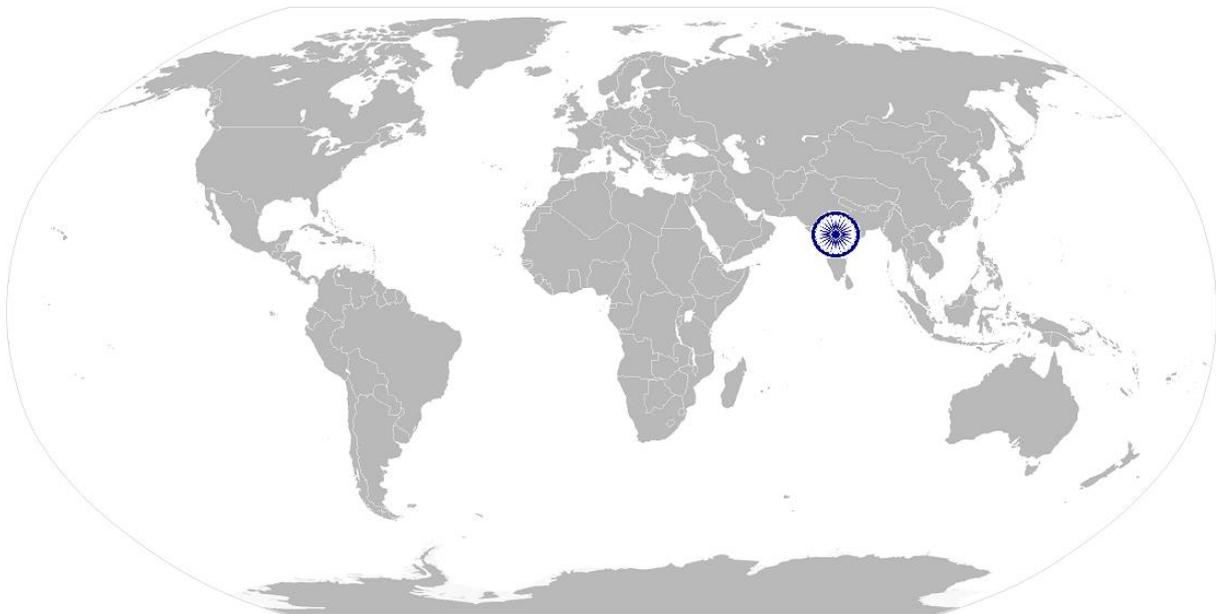
| | |
|--|--|
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: |
| | SB7. committed to service excellence, courteous, pleasant personality |
| | SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry |
| | SB9. build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

BWS/N9002

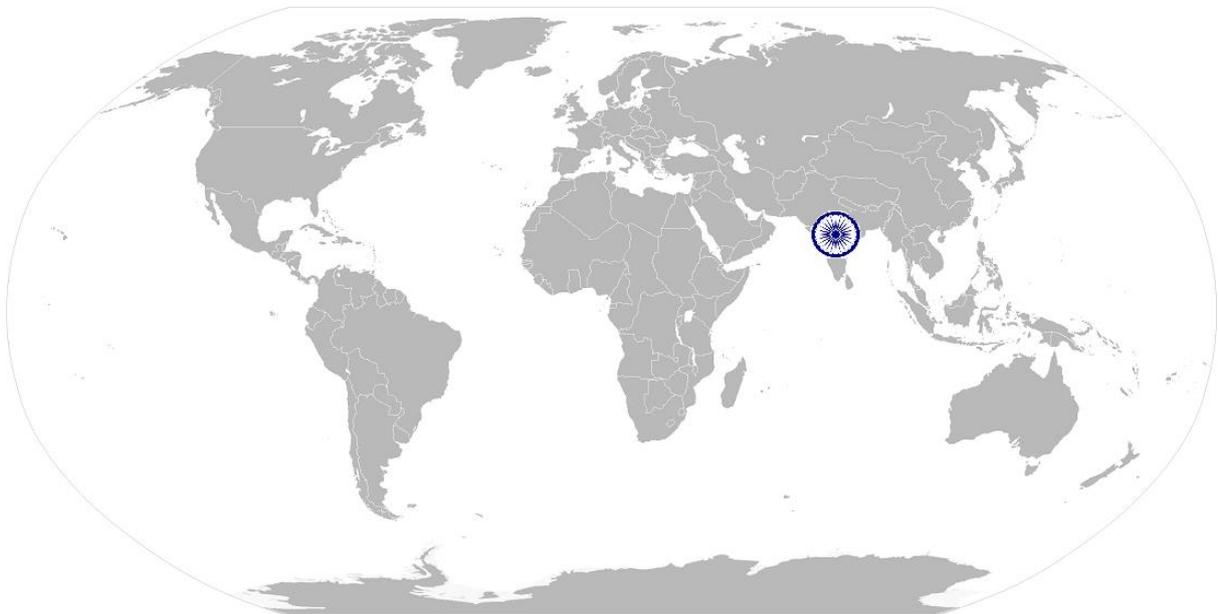
Maintain health and safety at the workplace

NOS Version Control

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



National Occupational Standard



Overview

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

BWS/N9003

Create a positive impression at the workplace

National Occupational Standard

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

BWS/N9003 Create a positive impression at the workplace

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

BWS/N9003

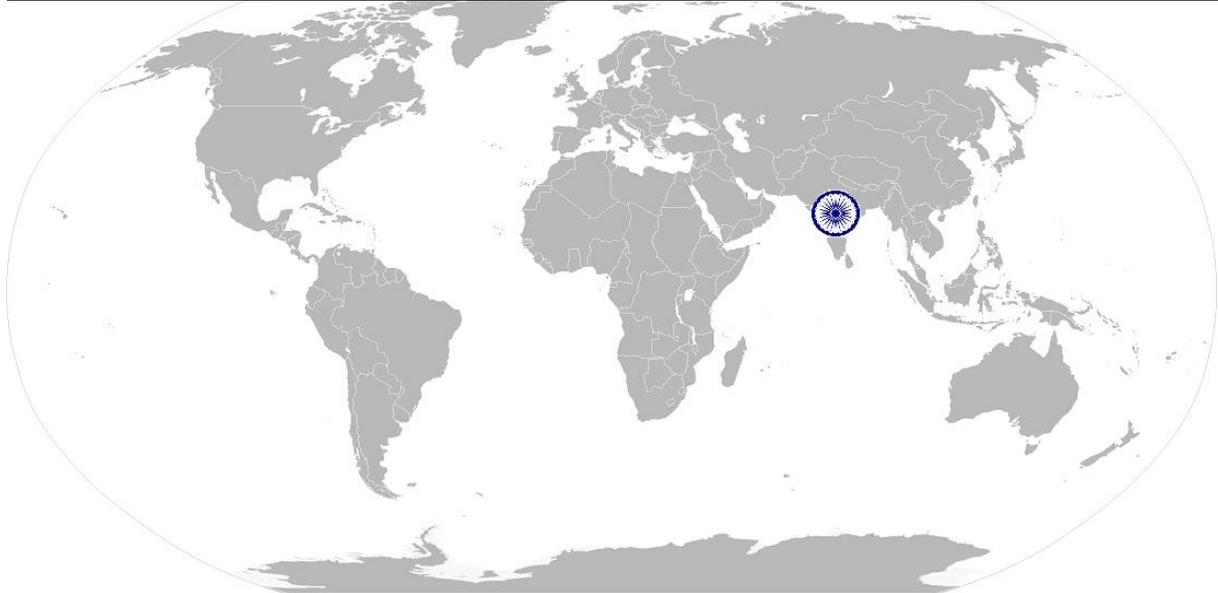
Create a positive impression at the workplace

| | |
|---|--|
| | <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p> |
| <p>B. Professional Skills</p> | <p>Decision Making</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> |
| | <p>Plan and Organize</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p>SB3. plan and manage work routine based on salon procedure</p> <p>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</p> <p>SB5. maintain accurate records of clients' treatments and product stock levels</p> <p>SB6. accept feedback in a positive manner and develop on the shortcomings</p> |
| | <p>Customer Centricity</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. committed to service excellence, courteous, pleasant personality</p> <p>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p> <p>SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</p> |
| | <p>Problem Solving</p> |
| <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. think through the problem, evaluate the possible solution(s) and suggest an</p> | |

BWS/N9003

Create a positive impression at the workplace

| | |
|--|--|
| | <p>optimum/best possible solution(s)</p> <p>SB16. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB17. identify immediate or temporary solutions to resolve delays</p> |
| | <p>Analytical Thinking</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. use the existing data to arrive at specific data points</p> <p>SB19. use the existing data points to generate required reports for business</p> |
| | <p>Critical Thinking</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB21. participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and</p> |



BWS/N9003 Create a positive impression at the workplace

NOS Version Control

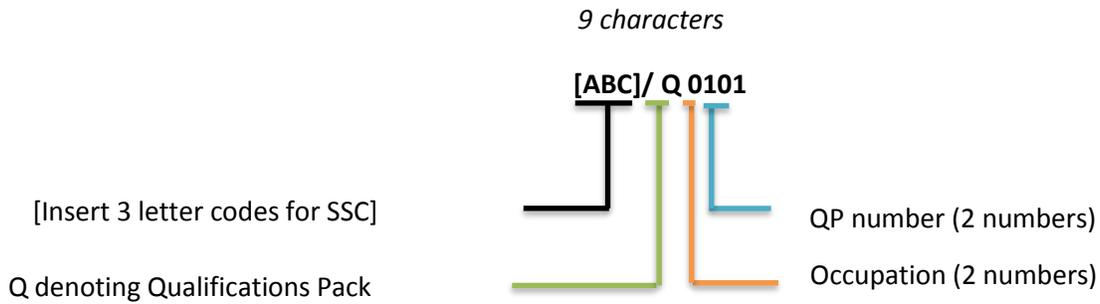
| | | | |
|----------------------------|------------------------------|-------------------------|-------------------|
| NOS Code | BWS/N9003 | | |
| Credits | TBD | Version number | 2.0 |
| Industry | Beauty & Wellness | Drafted on | 01/03/2015 |
| Industry Sub-sector | Beauty & Salons | Last reviewed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



Annexure

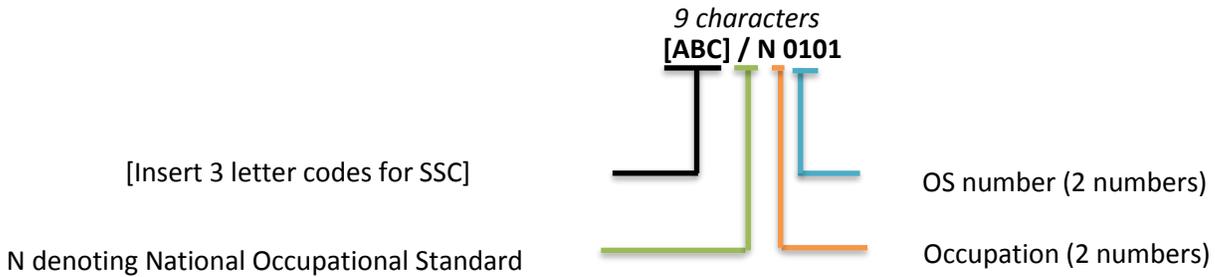
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

| Sub-sector | Range of Occupation numbers |
|-----------------|-----------------------------|
| 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 |

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Assistant Nail Technician

Qualification Pack: BWS/Q0401

Sector Skill Council: Beauty & Wellness

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

| Assessable Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Practical Skills |
|---|--|-------------|------------|-----------|------------------|
| BWS/N9001 Prepare and maintain work area | PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment | 100 | 12 | 2 | 10 |
| | PC2. identify and select suitable equipment and products required for the respective services | | 16 | 3 | 13 |
| | PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines | | 19 | 4 | 15 |
| | PC4. place and organize the products in a trolley or area convenient and efficient for service delivery | | 10 | 1 | 9 |
| | PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer’s instructions | | 16 | 4 | 12 |
| | PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions | | 13 | 4 | 9 |
| | PC7. dispose waste materials in adherence to the salon's and industry requirements | | 6 | 1 | 5 |
| | PC8. store records, materials and equipment securely in line with the salon’s policies | | 8 | 2 | 6 |
| | Total | | 100 | 21 | 79 |
| BWS/N0401 Provide manicure and pedicure | PC1.adhere to the health and safety standards laid out by the manufacturer and organization | 100 | 3 | 0.5 | 2.5 |
| | PC2.sanitize the hands prior to procedure commencement as per organisational approved process | | 3 | 0.5 | 2.5 |

| | | | | |
|----------|---|---|-----|-----|
| services | PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment | 5 | 1 | 4 |
| | PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any | 3 | 0.5 | 2.5 |
| | PC5.position self and client in a way to ensure privacy, comfort and wellbeing, throughout the procedure | 4 | 0.5 | 3.5 |
| | PC6.adjust the client's position to meet the needs of the service without causing them discomfort | 4 | 0.5 | 3.5 |
| | PC7.perform and adapt the manicure and pedicure procedures using materials, equipment and techniques correctly and safely to meet the needs of the client | 5 | 1 | 4 |
| | PC8.remove any existing nail polish using approved products and procedures before proceeding further | 4 | 1 | 3 |
| | PC9.enquire to establish the desired length and shape of nails (hands or toes) with the client | 4 | 1 | 3 |
| | PC10.file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's preference | 5 | 1 | 4 |
| | PC11.remove dirt in the underside of the nails using nail pick, clippers, nail brush, soaking and washing to be dirt free | 3 | 0.5 | 2.5 |
| | PC12.use suitable cuticle tools and products, safely and effectively, to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged | 5 | 0.5 | 4.5 |
| | PC13.use specialized procedures (hand and leg, finger and toe nails) to improve the appearance of the client's skin and nails | 5 | 1 | 4 |
| | PC14.use smooth and even massage techniques for hands and lower arms, lower legs and feet and apply appropriate pressure to meet the client's needs | 4 | 0.5 | 3.5 |
| | PC15.remove any excessive hard skin using a foot scrapper during the manicure service without discomfort to the client | 3 | 0.5 | 2.5 |
| | PC16.leave the hands and lower arm, foot and lower leg free of any excess massage medium at the end of the pedicure or manicure process respectively, by clearing these using a towel or other suitable materials | 3 | 0.5 | 2.5 |
| | PC17.check that the nail plate is dehydrated and the underside is clean and free of debris | 3 | 0.5 | 2.5 |
| | PC18.apply sufficient base coat, polish coats and top coats as required to achieve the desired nail finish | 4 | 0.5 | 3.5 |
| | PC19.check that the final nail finish is smooth, even textured and uniformly coloured, with the cuticle and nail wall free of enamel | 3 | 0.5 | 2.5 |
| | PC20.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required | 4 | 1 | 3 |

| | | | | | |
|---|---|--------------|------------|-----------|-----------|
| | PC21.clean the treated area and use a suitable soothing product | | 3 | 0.5 | 2.5 |
| | PC22.complete the therapy to the satisfaction of the guest in a commercially acceptable time | | 5 | 1 | 4 |
| | PC23.record the therapy accurately and store information securely in line with the organization’s policies | | 4 | 2 | 2 |
| | PC24.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client | | 4 | 1 | 3 |
| | PC25.ask questions to check with the client their satisfaction with the finished result | | 3 | 1 | 2 |
| | PC26.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor | | 4 | 1 | 3 |
| | | Total | 100 | 20 | 80 |
| BWS/N0415 Provide nail enhancement services using UV gel nails and (liquid and powder) acrylic nails | PC1.adhere to the health and safety standards laid out by the manufacturer and organization | 100 | 2 | 0.5 | 1.5 |
| | PC2.position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing | | 2 | 0.5 | 1.5 |
| | PC3.sanitize the hands prior to treatment commencement using a hand sanitiser | | 1 | 0 | 1 |
| | PC4.prepare the client for the treatment and provide suitable protective apparel | | 2 | 0.5 | 1.5 |
| | PC5.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any | | 2 | 0.5 | 1.5 |
| | PC6.clean the nails to ensure they are free from bacteria | | 1.5 | 0.5 | 1 |
| | PC7.use a soak, hand wash, sanitizer, dis-incrustation wipes, anti-septic solutions | | 1.5 | 0.5 | 1 |
| | PC8.set-up products, tools, equipment and techniques to efficiently and safely deliver services suiting client’s needs | | 2 | 0.5 | 1.5 |
| | PC9.prepare products for application, by mixing the ingredients in the correct proportions as per manufacturer instructions and organisation standards and place for ease of use by the nail technician | | 3 | 1 | 2 |
| | PC10.promptly refer problems that cannot be solved to the relevant person/ nail technician for action | | 2.5 | 0.5 | 2 |
| | PC11.remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required | | 2 | 0.5 | 1.5 |
| | PC12.identify the condition of the nails and any corrective work to suit the client’s natural nail shape and condition | | 1.5 | 0.5 | 1 |
| | PC13.prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail | | 3 | 1 | 2 |
| | PC14. identify and select the correct products and tools for the UV nail enhancement job | | 1.5 | 0.5 | 1 |
| | PC15.use primers to remove oils safely, protecting the skin | | 1.5 | 0.5 | 1 |

| | | | |
|--|-----|-----|-----|
| PC16.use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue | 1.5 | 0.5 | 1 |
| PC17.shorten the nail tips to the desired length and blend the tips | 2.5 | 0.5 | 2 |
| PC18.apply UV gel layers in the correct sequence | 2.5 | 0.5 | 2 |
| PC19.perform the correct application of UV gel and filing technique to leave the nail balanced with the required shape and length with guidance from the supervisor, applying the tip to the natural nail accurately and in line with natural nail | 4 | 1 | 3 |
| PC20.apply the base and builder gel evenly to the nail without touching the cuticle, curing under UV/LED lamp after each application | 2.5 | 0.5 | 2 |
| PC21.repeat the builder gel application if necessary to achieve desired thickness of the gel | 3 | 0.5 | 2.5 |
| PC22.perform buffing techniques correctly on UV gel enhanced nail and seal to create a high shine finish, achieving the desired shape and thickness | 4 | 1 | 3 |
| PC23.monitor UV curing timing to ensure adherence to product manufacturer’s instructions | 2 | 0.5 | 1.5 |
| PC24.use a coat of clear polish or paint them with coloured nail polish as required | 1.5 | 0.5 | 1 |
| PC25.apply the polish to the entire nail to create a smooth, even surface | 2 | 0.5 | 1.5 |
| PC26.repair UV gel enhancements to restore desired look with guidance from the supervisor | 3 | 1 | 2 |
| PC27. identify and select the correct products and tools for the acrylic nail enhancement job | 1.5 | 0.5 | 1 |
| PC28.follow in accordance with manufacturer’s instructions to adapt and combine liquid and powder colours for application of acrylic nail enhancements | 2 | 0.5 | 1.5 |
| PC29.use primers to remove oils safely, protecting the skin | 1 | 0.5 | 0.5 |
| PC30.use glue correctly to attach the acrylic nail tips to the natural nail accurately protecting the skin from the glue | 1.5 | 0.5 | 1 |
| PC31.pour the liquid and powder in different bowls in a well ventilated area | 1.5 | 0.5 | 1 |
| PC32.apply the liquid and powder to the brush in the correct order, ratio and consistency | 1.5 | 0.5 | 1 |
| PC33.apply the acrylic evenly to the nail without touching the cuticle | 1.5 | 0.5 | 1 |
| PC34.ensure the acrylic is dried before moving on to the next step | 1 | 0 | 1 |
| PC35.use a buffer to buff the surface of the nails, with an increasing grit file to achieve the desired shine | 2 | 0.5 | 1.5 |
| PC36.use a coat of clear polish or paint them with coloured nail polish as required | 2 | 0.5 | 1.5 |
| PC37.identify and resolve any problems with the nail enhancements seeking help from supervisor as required | 3 | 0.5 | 2.5 |
| PC38.perform nail repair technique to restore the nail enhancement following guidance of the supervisor | 3 | 1 | 2 |

| | | | | | |
|-----------------------------|---|--------------|------------|-----------|-----------|
| | PC39.finish the nails evenly with a clear defined line ensure the work area is kept clean and tidy during the service | | 2 | 0.5 | 1.5 |
| | PC40.use work methods to minimise wastage | | 2 | 0.5 | 1.5 |
| | PC41.complete the service to the satisfaction of the client in a commercially acceptable time | | 2.5 | 0.5 | 2 |
| | PC42.check the natural nail plate and surrounding skin is undamaged and free from product | | 1.5 | 0.5 | 1 |
| | PC43.refer problems that cannot be solved to the relevant person or supervisor promptly | | 2 | 1 | 1 |
| | PC44.clean up the work area post-service to maintain the health and safety standard | | 1 | 0 | 1 |
| | PC45.provide after care advise for specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client | | 2 | 0.5 | 1.5 |
| | PC46.dispose waste materials as per organisational standards in a safe and hygienic manner | | 1 | 0 | 1 |
| | PC47.record details of the procedure accurately as per organisational policy and approved practice | | 2 | 1 | 1 |
| | PC48.store information securely in line with the salon’s policies | | 1 | 0.5 | 0.5 |
| | PC49.ask questions to check with the client their satisfaction with the finished result | | 2 | 0.5 | 1.5 |
| | PC50.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 | 0.5 | 1.5 |
| | | Total | 100 | 27 | 73 |
| BWS/N0406 Perform refill | PC1.adhere to the health and safety standards laid out by the manufacturer and organization | 100 | 5 | 1 | 4 |
| | PC2.position self and client throughout treatment to ensure comfort and wellbeing | | 4 | 1 | 3 |
| | PC3.sanitize the hands prior to treatment commencement | | 4 | 1 | 3 |
| | PC4.prepare the client and provide suitable protective apparel | | 5 | 1 | 4 |
| | PC5.set-up products, tools, equipment and techniques to suit client’s service needs, nail and skin conditions | | 6 | 1 | 5 |
| | PC6.carry out client consultation technique to identify the treatment plan and client needs. | | 7 | 2 | 5 |
| | PC7.ensure the client and you have understood the treatment objective and plan. | | 3 | 0 | 3 |
| | PC8.perform cleaning of nails to ensure they are free from bacteria. | | 7 | 1 | 6 |
| | PC9.buff and remove the existing product using electric files/ buffer/ traditional filing methods as per refill guidelines | | 6 | 1 | 5 |
| | PC10.perform correct filing technique to achieve desired length and shape | | 7 | 2 | 5 |
| | PC11.dehydrate the natural nail appropriately depending on acrylic/ gel service | | 8 | 2 | 6 |

| | | | | | |
|---|--|--------------|------------|-----------|-----------|
| | PC12.perform the correct application to refinish the nail with acrylic/ gel system | | 9 | 2 | 7 |
| | PC13.perform buffing techniques correctly and seal to create a high shine finish | | 8 | 2 | 6 |
| | PC14.monitor UV/ LED curing time as per product manufacturer’s instructions | | 6 | 2 | 4 |
| | PC15. remove surface residue at the right stage, if required | | 4 | 1 | 3 |
| | PC16.apply polish, if requested by client | | 5 | 1 | 4 |
| | PC17.finish the nail enhancements to the client’s satisfaction and meet the agreed service plan | | 6 | 2 | 4 |
| | | Total | 100 | 23 | 77 |
| BWS/N0416 Provide simple and basic nail art services | PC1.adhere to the health and safety standards laid out by the manufacturer and organization | 100 | 5 | 1 | 4 |
| | PC2.sanitize the hands prior to procedure commencement as per organisational approved process | | 4 | 0.5 | 3.5 |
| | PC3.prepare the client suitably for the respective service procedure and provide relevant required personal protective equipment | | 6 | 1 | 5 |
| | PC4.ask relevant and effective questions to check and establish the client's understanding, requirements and expectation prior to commencement and clarify doubts, if any | | 5 | 2 | 3 |
| | PC5.position self and client throughout the procedure in a way to ensure privacy, comfort and wellbeing | | 4 | 1 | 3 |
| | PC6.identify contra indications that restrict service and act accordingly as per organisational standards | | 4 | 1 | 3 |
| | PC7.set-up products, tools, equipment for relevant techniques to suit client’s service needs, nail and skin conditions | | 6 | 2 | 4 |
| | PC8.remove any existing nail polish or nail enhancement to restore the nails to a natural condition, if required, using removers, soaking and/or filing methods | | 5 | 1 | 4 |
| | PC9.prepare the nail plate by removing debris, filing the free edge remove shine and dehydrate the natural nail as required by the service under instructions from the nail technician | | 8 | 3 | 5 |
| | PC10.apply various techniques of nail art | | 6 | 2 | 4 |
| | PC11.identify contra actions if any during the service and stop service and refer to the supervisor | | 5 | 1 | 4 |
| | PC12.complete the service to the satisfaction of the client in a commercially acceptable time | | 6 | 2 | 4 |
| | PC13.check the natural nail plate and surrounding skin is undamaged and free from product | | 5 | 1 | 4 |
| | PC14.identify and resolve any problems with the nail art with guidance from the supervisor | | 5 | 1 | 4 |
| | PC15.refer problems that cannot be solved to the relevant person or supervisor promptly | | 6 | 2 | 4 |
| | PC16.clean up and dispose the waste in the work area post-service to maintain the health and safety standard | | 4 | 0.5 | 3.5 |

| | | | | | |
|--|---|--------------|------------|-----------|-----------|
| | PC17.update relevant client and inventory records accurately, neatly and timely as per organisational policy and procedures | | 5 | 2 | 3 |
| | PC18.dispose waste as per organisational standards, ensuring hygiene, safety and environmental considerations are addressed positively | | 5 | 1 | 4 |
| | PC19.provide after care advise. provide specific after-procedure, homecare advice and recommendations for protecting and maintaining the nail enhancement to the client | | 6 | 2 | 4 |
| | | Total | 100 | 27 | 73 |
| BWS/N9002 Maintain health and safety at the workplace | PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements | 100 | 13 | 3 | 10 |
| | PC2. clean and sterilize all tools and equipment before use | | 10 | 3 | 7 |
| | PC3. maintain one's posture and position to minimize fatigue and the risk of injury | | 9 | 2 | 7 |
| | PC4. dispose waste materials in accordance to the industry accepted standards | | 12 | 2 | 10 |
| | PC5. maintain first aid kit and keep oneself updated on the first aid procedures | | 10 | 3 | 7 |
| | PC6. identify and document potential risks and hazards in the workplace | | 10 | 3 | 7 |
| | PC7. accurately maintain accident reports | | 13 | 5 | 8 |
| | PC8. report health and safety risks/ hazards to concerned personnel | | 12 | 3 | 9 |
| | PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions | | 11 | 3 | 8 |
| | | Total | 100 | 27 | 73 |
| BWS/N9003 Create a positive impression at the workplace | PC1.maintain good health and personal hygiene | 100 | 5 | 1 | 4 |
| | PC2.comply with organisation's standards of grooming and personal behavior | | 5 | 1 | 4 |
| | PC3.meet the organisation's standards of courtesy, behavior and efficiency | | 5 | 1 | 4 |
| | PC4.stay free from intoxicants while on duty | | 4 | 0.5 | 3.5 |
| | PC5.wear and carry organisation's uniform and accessories correctly and smartly | | 5 | 0.5 | 4.5 |
| | PC6.take appropriate and approved actions in line with instructions and guidelines | | 5 | 1.5 | 3.5 |
| | PC7.record details related to tasks, as per procedure | | 5 | 3 | 2 |
| | PC8.participate in workplace activities as a part of the larger team | | 7 | 2 | 5 |
| | PC9.report to supervisor immediately in case there are any work issues | | 5 | 1 | 4 |
| | PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender | | 6 | 1.5 | 4.5 |

| | | | | |
|---|--------------|------------|-----------|-----------|
| PC11.communicate procedure related information to clients based on the sector’s code of practices and organisation’s procedures/ guidelines | | 6 | 1 | 5 |
| PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any | | 7 | 2 | 5 |
| PC13.assist and guide clients to services or products based on their needs | | 6 | 2 | 4 |
| PC14.report and record instances of aggressive/ unruly behavior and seek assistance | | 5 | 2 | 3 |
| PC15.use communication equipment (phone, email etc.) as mandated by your organization | | 6 | 3 | 3 |
| PC16.carry out routine documentation legibly and accurately in the desired format | | 7 | 3 | 4 |
| PC17.file routine reports and feedback | | 5 | 2 | 3 |
| PC18.maintain confidentiality of information, as required in the role | | 6 | 2 | 4 |
| | Total | 100 | 30 | 70 |