

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR Beauty & Wellness

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

#### Qualifications Pack - Assistant Beauty Therapist

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** BEAUTY& SALONS

**OCCUPATION:** SKINCARE SERVICES

**REFERENCE ID:** BWS/Q0101

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services and also assist the Beauty Therapist in providing advanced services. The person also assists in salon ambience maintenance and also does various other odd jobs in the salon including sell salon retail products after obtaining knowledge on them

**Personal Attributes:** An Assistant Beauty Therapist should be well-versed with the beauty services and therapy operations and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the clients.

Qualifications Pack Code	BWS/Q0101		
Job Role	Assistant Beauty Therapist		
Credits (NSQF)	TBD	Version number	1.0
Sector	Beauty & Wellness	Drafted on	01/03/2015
Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Skin Care Services	Next review date	20/05/2016
NSQC Clearance on	20/07/2015		

Job Role	Assistant Beauty Therapist
Role Description	An Assistant Beauty Therapist needs to be aware of the basics of beauty therapy, health and hygiene, safety and needs to be knowledgeable about various beauty products. Assistant Beauty Therapist is expected to perform basic depilation, manicure, pedicure and basic face care services and also assist the Beauty Therapist in preparing and providing advanced services.
NSQF level Minimum Educational Qualifications Maximum Educational Qualifications	3 Preferably Class VIII / the ability to read/write and communicate effectively for the job role Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	0-12 months experience in manicure and pedicure and basic beauty services
Minimum Job Entry Age	18 years
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. BWS/N9001 (<a href="#">Prepare and maintain work area</a>)</li> <li>2. BWS/N0101 (<a href="#">Provide basic skin care treatment</a>)</li> <li>3. BWS/N0102 (<a href="#">Carry out basic depilation services</a>)</li> <li>4. BWS/N0401 (<a href="#">Provide manicure and pedicure services</a>)</li> <li>5. BWS/N0103 (<a href="#">Assist the Beauty Therapist performing beauty services</a>)</li> <li>6. BWS/N9002 (<a href="#">Maintain health and safety at the workplace</a>)</li> <li>7. BWS/N9003 (<a href="#">Create a positive impression at the workplace</a>)</li> </ol> <b>Optional:</b> Not applicable
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.
QualificationsPack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
QualificationsPack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledgeand Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
CoreSkillsor GenericSkills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms

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

# National Occupational Standard



## Overview

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

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



	<b>Reading Skills</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b> The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> <li>SA6. discuss task lists, schedules, and work-loads with co-workers</li> <li>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>SA8. give clear instructions to customers/ clients</li> <li>SA9. keep customers/ clients informed about progress</li> <li>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</li> <li>SA11. manner and tone, professional, supportive, respectful, sensitive to client</li> <li>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>SA13. understand the directives passed down by supervisors</li> <li>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>
<b>B. Professional Skills</b>	<b>Decision Making</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. make decisions pertaining to the concerned area of work</li> </ul>
	<b>Plan and Organize</b> The user/individual on the job needs to know and understand how to: plan and organize service feedback files/documents <ul style="list-style-type: none"> <li>SB2. plan and organize service feedback files/documents</li> <li>SB3. plan and manage work routine based on salon procedure</li> <li>SB4. understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>SB5. maintain accurate records of clients, treatments and product stock levels</li> <li>SB6. accept feedback in a positive manner and develop on the shortcomings</li> </ul>
	<b>Customer Centricity</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB7. committed to service excellence, courteous, pleasant personality</li> <li>SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>SB9. build customer relationships and use customer centric approach</li> <li>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</li> <li>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</li> <li>SB12. sanitize the hands and clean all working surfaces, use disposable products and</li> </ul>

## BWS/N9001 Prepare and maintain work area

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



### NOS Version Control

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

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide skin care treatment.

## BWS/N0101 Provide basic skin care treatment

<b>Unit Code</b>	<b>BWS/N0101</b>
<b>Unit Title(Task)</b>	<b>Provide basic skin care treatment</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide facial skin care / face clean up treatment.
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>Providing basic skin care services</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Provide basic skin care treatment</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</li> <li>PC2. carry out basic facial care / face cleanup process using the tools and materials and as per process laid down by the organization</li> <li>PC3. check the client's understanding and expectation prior to commencement and clarify doubts, if any</li> <li>PC4. clean the skin free it of all traces of make-up by using suitable deep cleansing techniques</li> <li>PC5. use an exfoliation technique suitable for the client's skin type and skin condition</li> <li>PC6. use a suitable skin warming technique relevant to the client's needs</li> <li>PC7. carry out any necessary extraction, when required</li> <li>PC8. apply mask treatments evenly and neatly, ensuring that the area to be treated is covered</li> <li>PC9. remove masks after the recommended time frame has elapsed</li> <li>PC10. carry out cleaning to ensure skin is left clean, toned and suitably moisturized</li> <li>PC11. provide specific after-process advice to the client</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</li> <li>KA2. safe, effective and hygiene practices to be followed while providing facial services</li> </ul>
	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. the structure of the skin</li> <li>KB2. the function of the skin</li> <li>KB3. characteristics of the skin and skin types of different ethnic client groups</li> <li>KB4. the actions of the facial, neck and shoulder muscles</li> <li>KB5. the bones of the head, neck and shoulder girdle</li> <li>KB6. the position of the head, face, neck, chest and shoulder girdle bones</li> <li>KB7. the position of the face, neck and shoulder muscles</li> <li>KB8. the effect of the natural ageing process on the facial and bleach skin and muscle tone</li> </ul>
	<b>Facial treatments</b>

**BWS/N0101 Provide basic skin care treatment**

	<p>The user/individual on the job needs to know and understand:</p> <p>KB9. methods to adapt facial and bleach techniques for clients</p> <p>KB10. methods to recognize the skin types and skin conditions</p> <p>KB11. effect of environmental and lifestyle factors on the skin</p> <p>KB12. methods to treat the skin types and conditions listed in the range</p> <p>KB13. suitable course of treatment for various skin types and conditions and recommended frequency</p> <p>KB14. range and uses of products available for facial and bleach treatments</p> <p>KB15. different types of specialist skin products and methods to apply</p> <p>KB16. reasons for and benefits of: cleansing the skin, exfoliating the skin, toning the skin, warming the skin, applying massage, applying masks and skin care products</p> <p>KB17. different types and effects of skin warming devices</p> <p>KB18. process of safe manual comedo extraction</p> <p>KB19. different types of masks and their effects on the skin</p> <p>KB20. links between mask treatment timing and skin condition</p> <p>KB21. methods to identify erythema and its causes</p> <p>KB22. possible contra-actions which may occur during the facial and bleach treatment and how to deal with them</p> <p>KB23. importance of a basic home care routine</p> <p>KB24. products for home use that will benefit the client</p> <p>KB25. recommended time intervals for facial and bleach treatment.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
<b>Oral Communication (Listening and Speaking skills)</b>	
<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional</p>	

## BWS/N0101 Provide basic skin care treatment

	<p>relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<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>
	<b>Plan and Organize</b>
	<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>
	<b>Customer Centricity</b>
	<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>
	<b>Problem Solving</b>
	<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/N0101 Provide basic skin care treatment

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



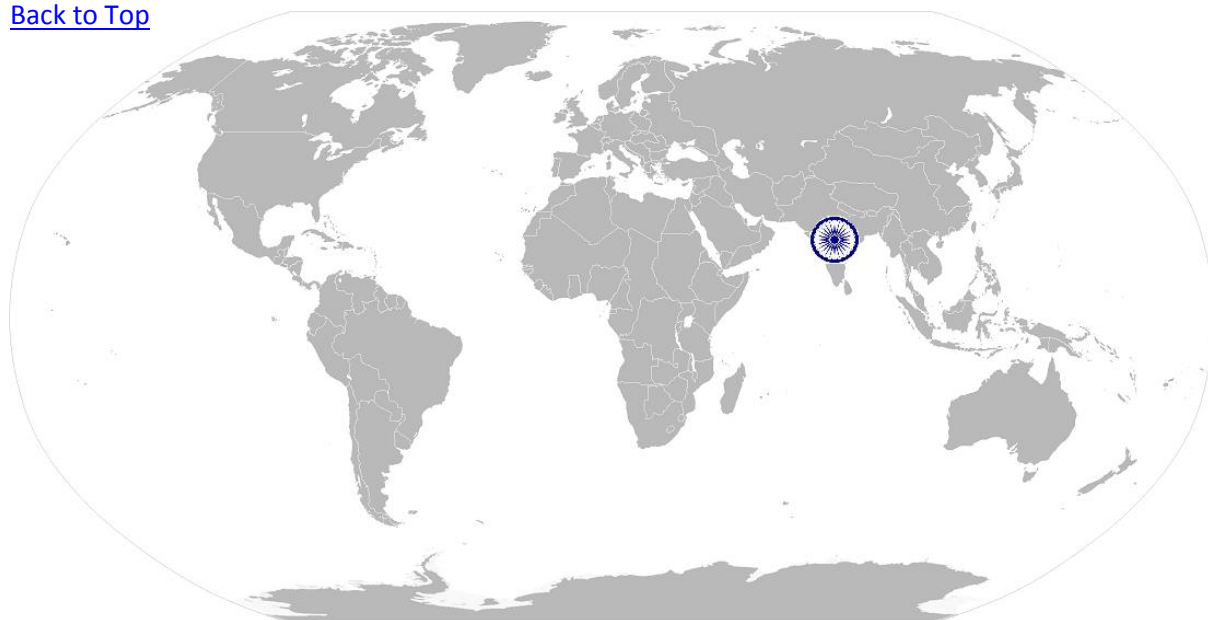


**BWS/N0101 Provide basic skin care treatment**

## NOS Version Control

NOS Code	BWS/N0101		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Skin Care Services	Next review date	20/05/2016

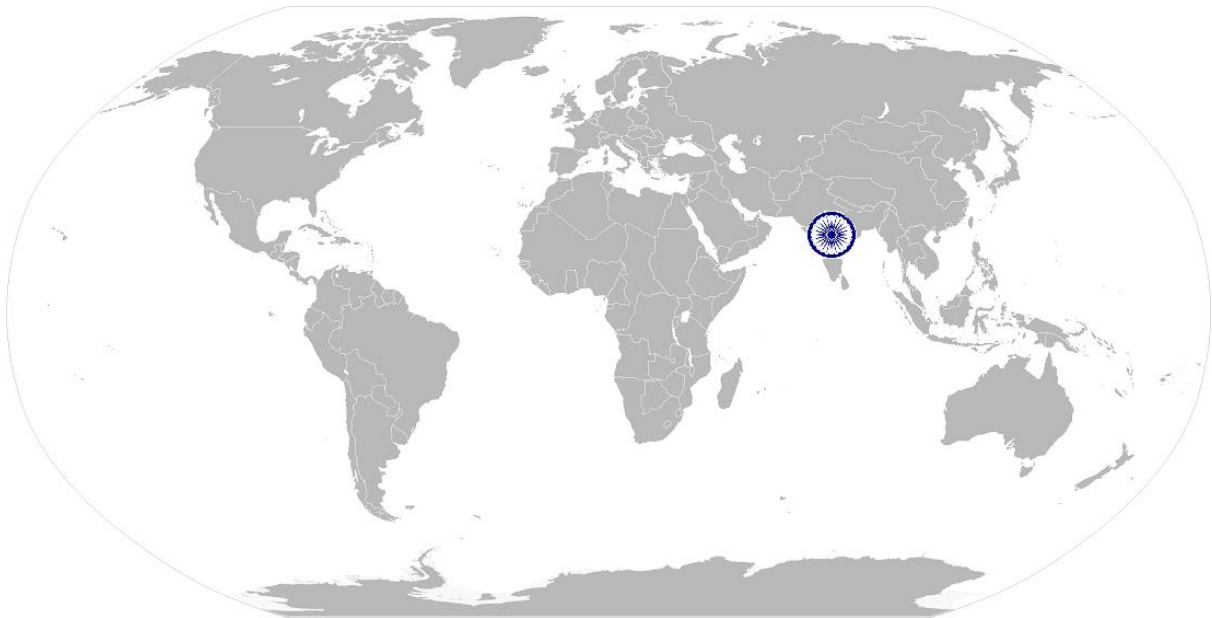
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**BWS/N0102 Carry out basic depilation services**

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to carry out basic depilation services.

## BWS/N0102 Carry out basic depilation services

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N0102</b>
<b>Unit Title(Task)</b>	<b>Carry out basic depilation services</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to carry out waxing and threading services.
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>Performing waxing services</li> <li>Performing threading services</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Waxing services</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. carry out the process using the tools and materials(hot wax, cold wax,stripsetc )and as per process laid down by the organization</p> <p>PC3. check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. prepare the client and provide suitable personal protective equipment</p> <p>PC5. apply the correct pre-wax products prior to waxing based on manufacturers' instructions</p> <p>PC6. conduct a test patch and skin sensitivity test ahead of the waxingtreatment</p> <p>PC7. apply the product and remove correctly based on manufacturer's instructions</p> <p>PC8. maintain the client's modesty and privacy at all times</p> <p>PC9. follow work techniques that minimize discomfort to the client</p> <p>PC10. stop the waxing treatment and providing relevant advice if contraactions occur</p> <p>PC11. clean the treated area and use a suitable soothing product</p> <p>PC12. check with the client on satisfaction with the finished result</p> <p>PC13. provide specific after-care advice to the client</p>
<b>Threading services</b>	<p>PC14. comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC15. carry out the process using the tools and materials (threads, scissorsetc) and as per process laid down by the organization</p> <p>PC16. check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC17. adjust the client's position to meet the needs of the service without causing them discomfort</p> <p>PC18. ensure safe and quick hair removal methods are carried out to minimize discomfort to the client</p> <p>PC19. ensure the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread</p> <p>PC20. provide clear instructions to the client on how and when to support their skin throughout the threading service</p> <p>PC21. create a well balanced, proportioned and defined eyebrow shape to suit the client's requirements, when required</p> <p>PC22. check the client's wellbeing throughout the service and giving the necessary</p>

## BWS/N0102 Carry out basic depilation services

	<p>reassurance</p> <p>PC23. discontinue the service and providing advice and recommendations where contra-actions occur</p> <p>PC24. clean the treated area and use a suitable soothing product</p> <p>PC25. check with the client on satisfaction with the finished result</p> <p>PC26. provide specific after-process advice to the client</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</p> <p>KA2. safe, effective and hygiene practices to be followed while providing services</p>
<b>B. Technical Knowledge</b>	<b>Anatomy and physiology</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the structure of the skin (ie 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) and differences in the structure of the skin for the different client groups</p> <p>KB2. the function of the skin (i.e. sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production)</p> <p>KB3. the structure of the hair and basic principles of hair growth (i.e. anagen, catagen, telogen)</p>
	<b>Equipment and products for waxing</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>KB4. the types of equipment and products used for waxing</p> <p>KB5. the function and purpose of pre-wax products</p> <p>KB6. the ingredients and composition of waxing products including warm wax, sugar paste, strip sugar and hot wax</p> <p>KB7. the types of product suitable for soothing skin irritation</p>
	<b>Waxing treatments</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>KB8. various techniques associated with and working temperatures for the different types of hot wax and warm wax</p> <p>KB9. suitability of specific products based on hair types</p> <p>KB10. method of application and removal of waxing products in relation to the direction of hair growth</p> <p>KB11. precautions which need to be taken during the waxing process</p> <p>KB12. conditions which restrict the treatment</p> <p>KB13. advantages, disadvantages and limitations of facial waxing treatment and suitable alternative facial hair removal treatments</p> <p>KB14. other methods of hair removal (eg sugaring, tweezing, shaving, depilatory creams, electrical depilatory, threading, abrasive mitts, depilation, intensive pulse light, laser) and the effect of these methods on the waxing process</p>
	<b>Aftercare advice for clients</b>

## BWS/N0102 Carry out basic depilation services

	<p>The user/individual on the job needs to know and understand:</p> <p>KB15.activities to avoid after waxing treatments</p> <p>KB16.recommended intervals between waxing treatments</p> <p>KB17.possible contra-actions that may occur after waxing treatments</p>
	<p><b>Threading tools, materials and equipment</b></p>
	<p>The user/individual on the job needs to know and understand:</p> <p>KB18.the types of tools and materials used for threading e.g. scissors, disposable eye brow brush etc.</p> <p>KB19.the importance of using a thread designed for threading</p> <p>KB20.the types of products suitable for pre and post threading services</p> <p>KB21.the importance of having the correct equipment for threading e.g. acouch or chair with suitable back, neck and leg support.</p>
	<p><b>Treatment specific knowledge</b></p>
	<p>The user/individual on the job needs to know and understand:</p> <p>KB22.different types of threading techniques</p> <p>KB23.the advantages and disadvantages of threading</p> <p>KB24.the shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape</p> <p>KB25.method to carry out the threading techniques</p> <p>KB26.importance of performing safe, quick and effective threading techniques</p> <p>KB27.adapting the threading techniques to suit male client requirements e.g. removing external hair on ears and nose</p> <p>KB28.other methods of hair removal (eg tweezing, shaving, depilatory creams, electrical depilatory, abrasive mitts, light based hair reduction, waxing, electrical depilation) and the effect of these methods on the threading service</p> <p>KB29.importance of aftercare requirements for threading services</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client/guest, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p>



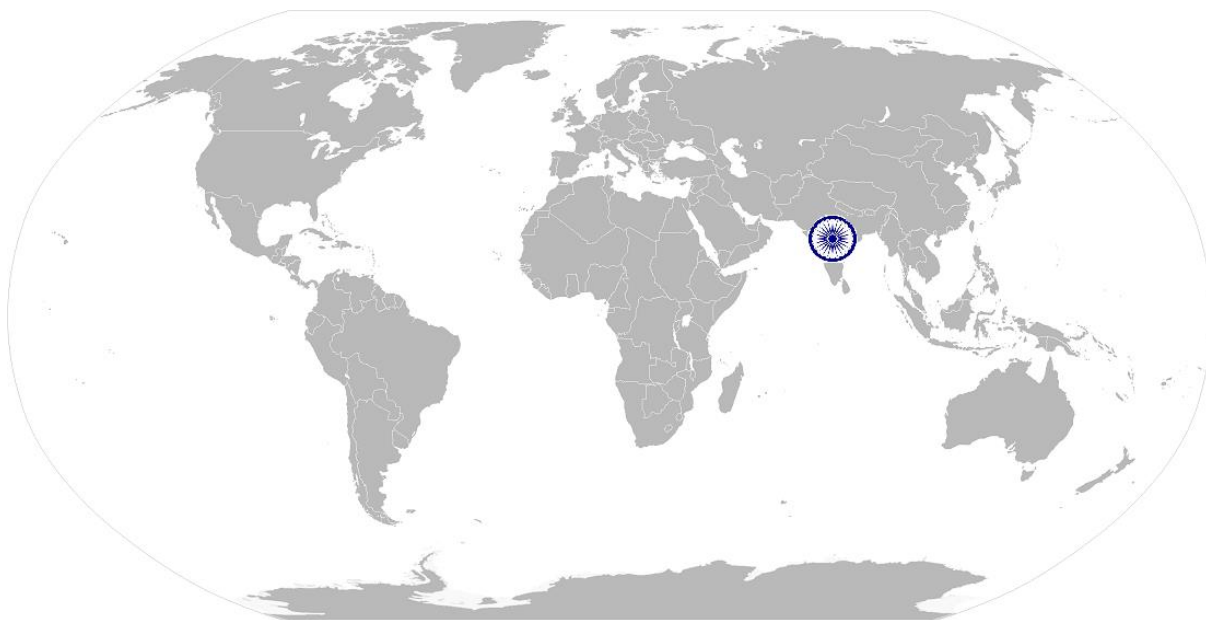
**BWS/N0102 Carry out basic depilation services**

	<p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	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
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB7. committed to service excellence, courteous, pleasant personality
	SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry
	SB9. build customer relationships and use customer centric approach
	SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
	SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
	SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
	SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
	SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
	SB16. deal with clients lacking the technical background to solve the problem on their own
	SB17. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>



### BWS/N0102 Carry out basic depilation services

	The user/individual on the job needs to know and understand how to:
	SB18. use the existing data to arrive at specific data points
	SB19. use the existing data points to generate required reports for business
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	SB21. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements

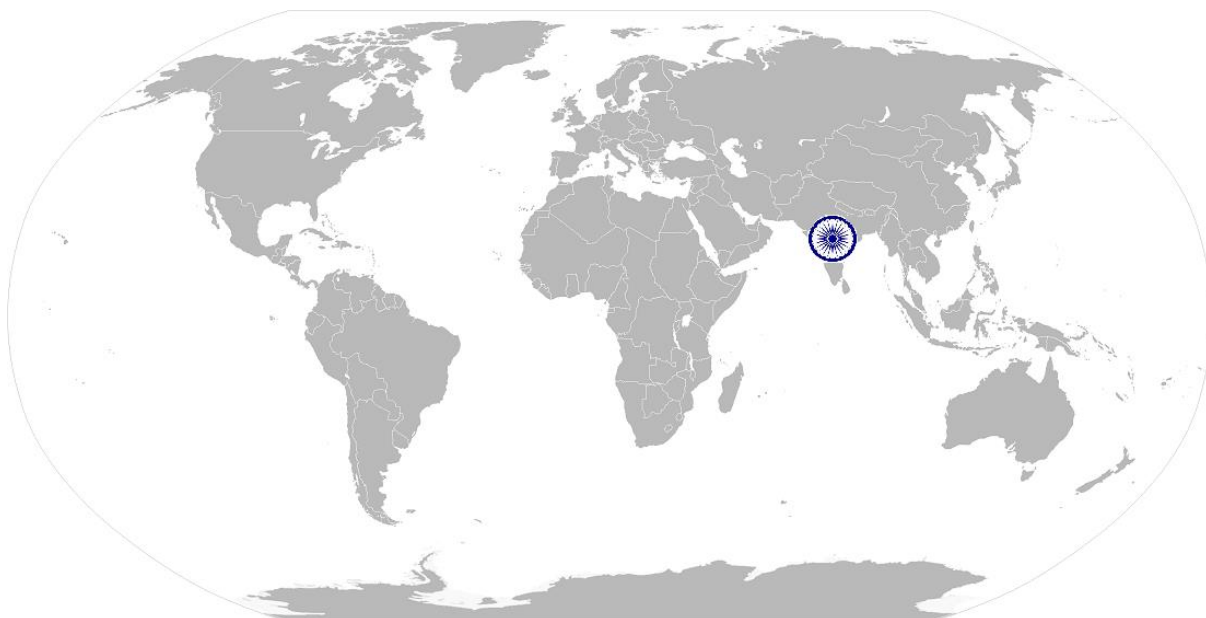


## BWS/N0102 Carry out basic depilation services

### NOS Version Control

NOS Code	BWS/N0102		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Skin Care Services	Next review date	20/05/2016

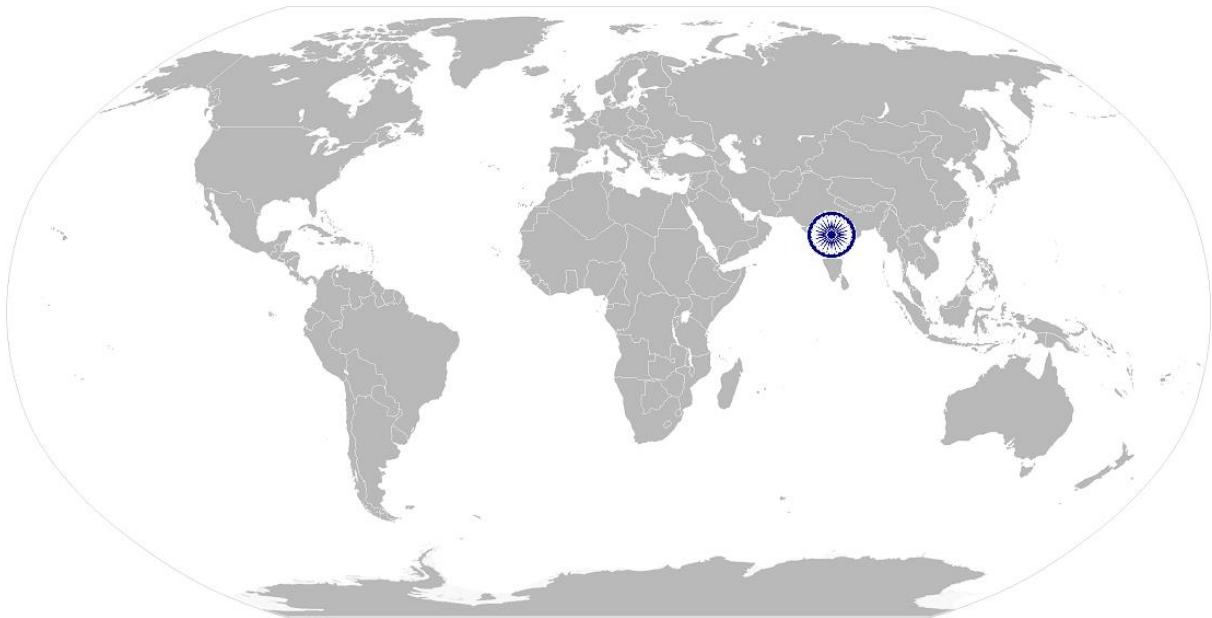
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**BWS/N0401 Perform manicure and pedicure services**

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# 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 Perform manicure and pedicure services

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

### BWS/N0401 Perform manicure and pedicure services

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

### BWS/N0401 Perform manicure and pedicure services

	cream, removal of cuticle)
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status
	SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	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
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB7. committed to service excellence, courteous, pleasant personality
	SB8. manage relationships with customers who may be stressed, frustrated,



### BWS/N0401 Perform manicure and pedicure services

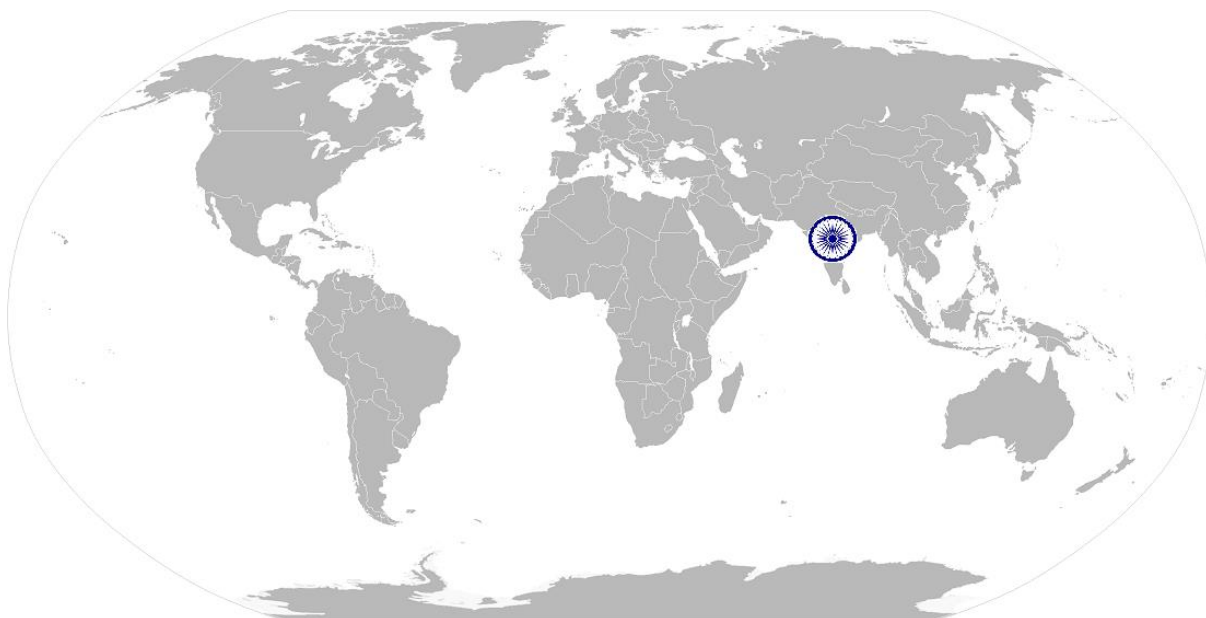
	<p>confused, or angry</p> <p>SB9. build customer relationships and use customer centric approach</p> <p>SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain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

## BWS/N0401 Perform manicure and pedicure services

### NOS Version Control

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

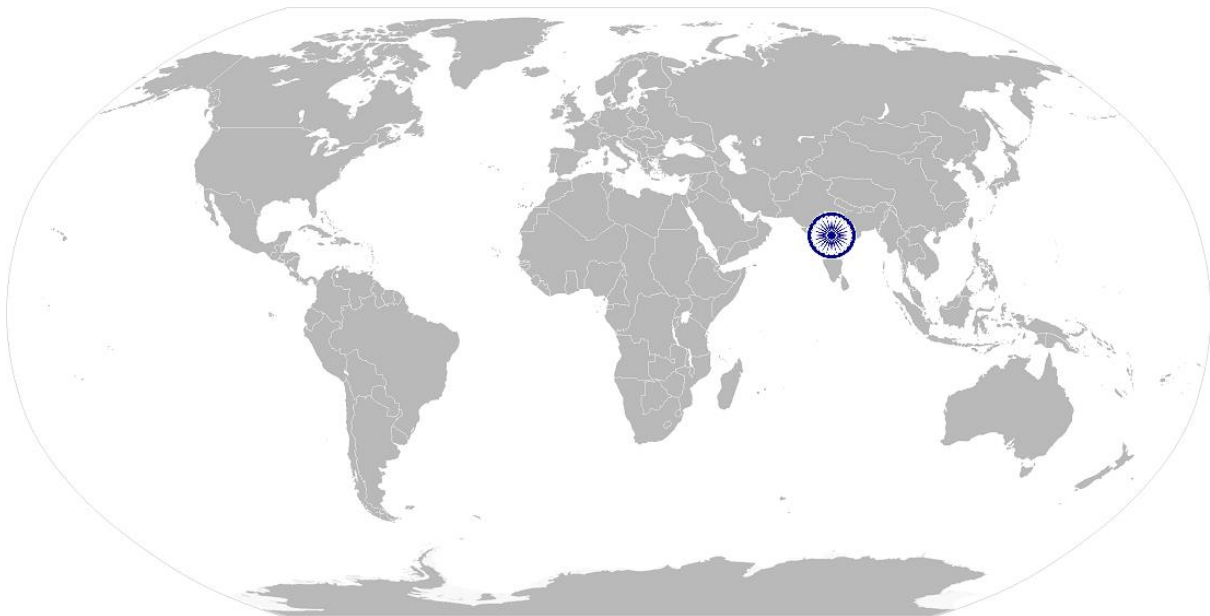
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**BWS/N0103 Assist the Beauty Therapist performing beauty services**

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the Beauty Therapist in providing various services.

**BWS/N0103 Assist the Beauty Therapist performing beauty services**

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N0103</b>
<b>Unit Title(Task)</b>	<b>Assist the Beauty Therapist performing beauty services</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the hair stylist in providing various services.
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>Assisting the Beauty Therapist</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assist the Beauty Therapist performing beauty services</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation</p> <p>PC2. arrange tools and products that are safe and fit for the purpose based on the guidelines</p> <p>PC3. assist the Beauty Therapists and makeup artists with the products and the services under guidance based on the procedure laid out by the employers</p> <p>PC4. assist to resolve any problems occurring during the process using the relevant corrective action</p> <p>PC5. assist cleaning up the post-treatment waste to maintain the health and safety standard</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon</p> <p>KA2. safe, effective and hygiene practices to be followed while providing skin services</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA3. understanding of various products and their selection and application based on skin types</p> <p>KA4. types of tools, materials and equipment used for skin treatments and make up the importance of using products economically</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and</p>

**BWS/N0103 Assist the Beauty Therapist performing beauty services**

	<p>also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p><b>Plan and Organize</b></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><b>Customer Centricity</b></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</p>

## BWS/N0103 Assist the Beauty Therapist performing beauty services

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



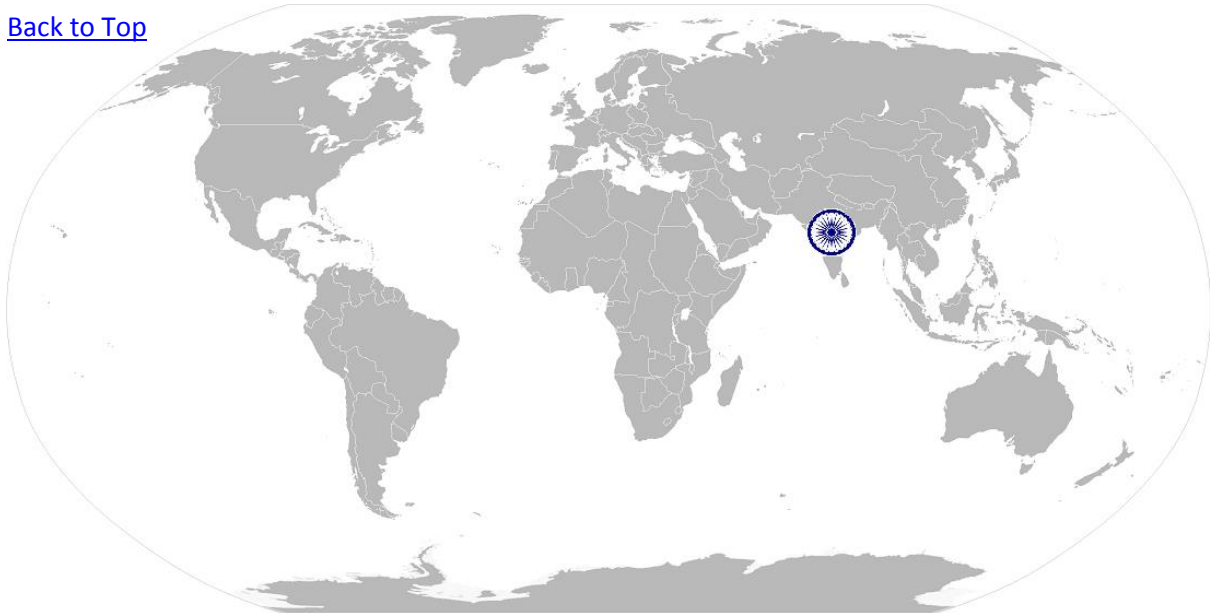


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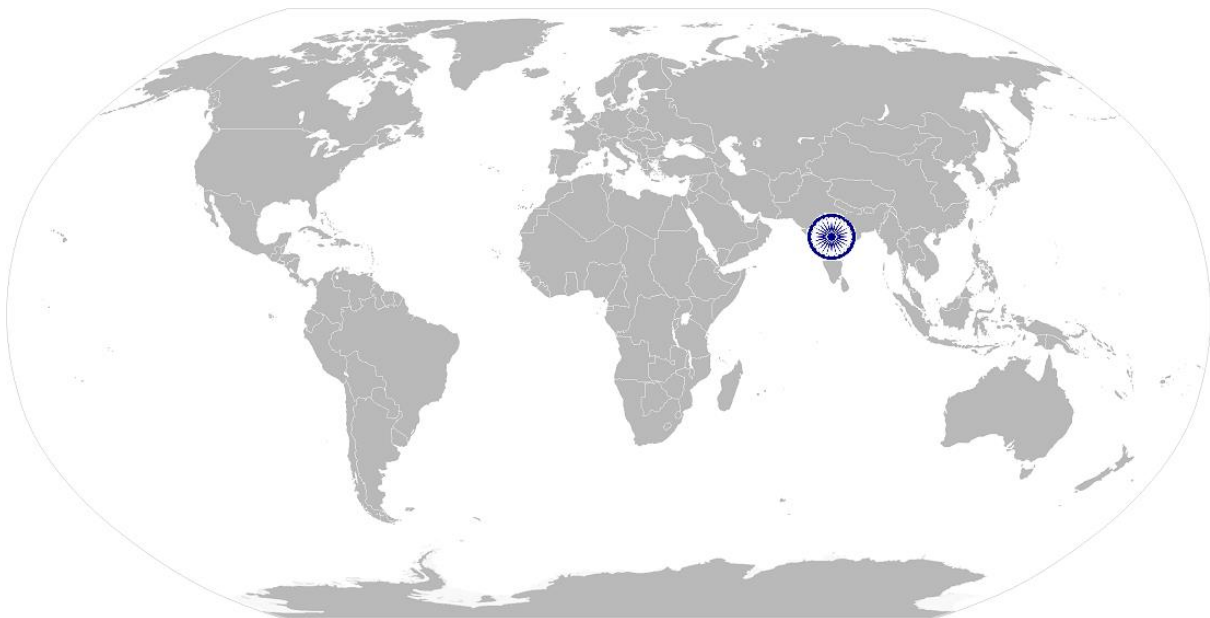
## NOS Version Control

NOS Code	BWS/N0103		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Beauty & Salons	Last reviewed on	20/05/2015
Occupation	Skin Care Services	Next review date	20/05/2016

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# National Occupational Standard



## Overview

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

## BWS/N9002 Maintain health and safety at the workplace

<b>Unit Code</b>	<b>BWS/N9002</b>
<b>Unit Title (Task)</b>	<b>Maintain health and safety of work area</b>
<b>Description</b>	Maintain a safe and hygienic environment at the work area
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Maintaining the health and safety of the work area</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain health and safety of workarea</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements</li> <li>PC2. clean and sterilize all tools and equipment before use</li> <li>PC3. maintain one's posture and position to minimize fatigue and the risk of injury</li> <li>PC4. dispose waste materials in accordance to the industry accepted standards</li> <li>PC5. maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>PC6. identify and document potential risks and hazards in the workplace</li> <li>PC7. accurately maintain accident reports</li> <li>PC8. report health and safety risks/ hazards to concerned personnel</li> <li>PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organization's policies and procedures to address risks and hazards</li> <li>KA2. health and safety requirements in the organization</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. contra-indications related to beauty treatments</li> <li>KB2. process and products to sterilize and disinfect equipment/ tools</li> <li>KB3. manufacturer's instructions related to equipment and product use and cleaning</li> <li>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)</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b> The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> </ul> <b>Reading Skills</b>

## BWS/N9002 Maintain health and safety at the workplace

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA5. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. give clear instructions to customers/ clients</p> <p>SA9. keep customers/ clients informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA11. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA12. speak clearly and precisely in a courteous manner and develop a professional relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and maintain client confidentiality</p>
	<p><b>B. Professional Skills</b></p>
	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p><b>Plan and Organize</b></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><b>Customer Centricity</b></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</p>

## BWS/N9002 Maintain health and safety at the workplace

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

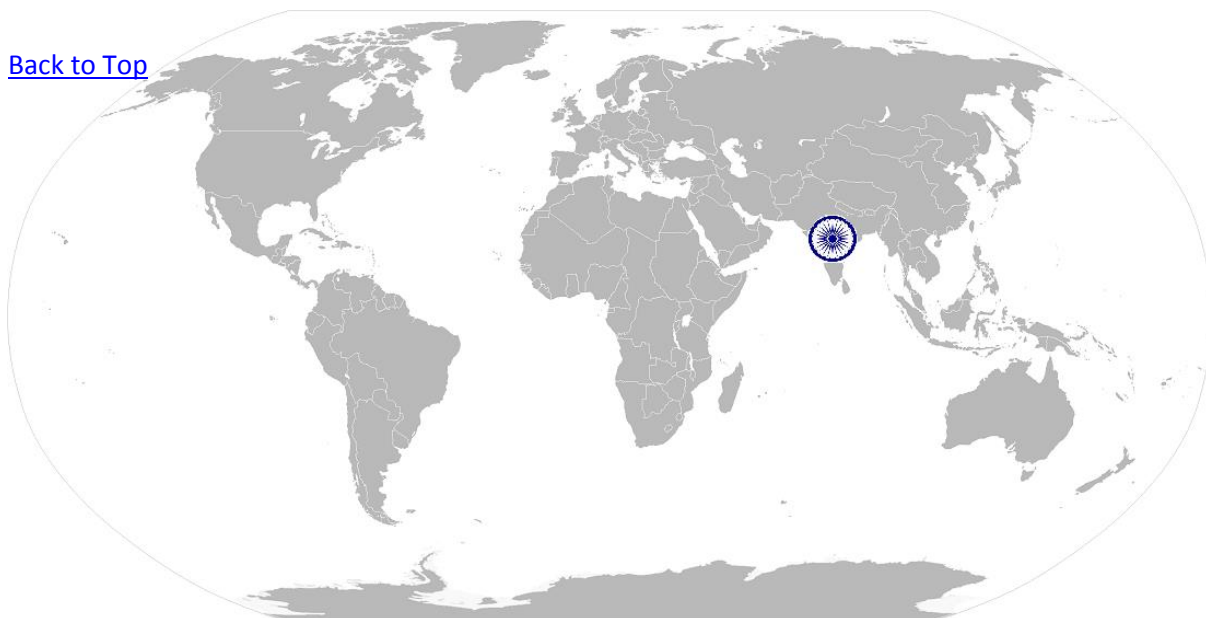


**BWS/N9002 Maintain health and safety at the workplace**

## NOS Version Control

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

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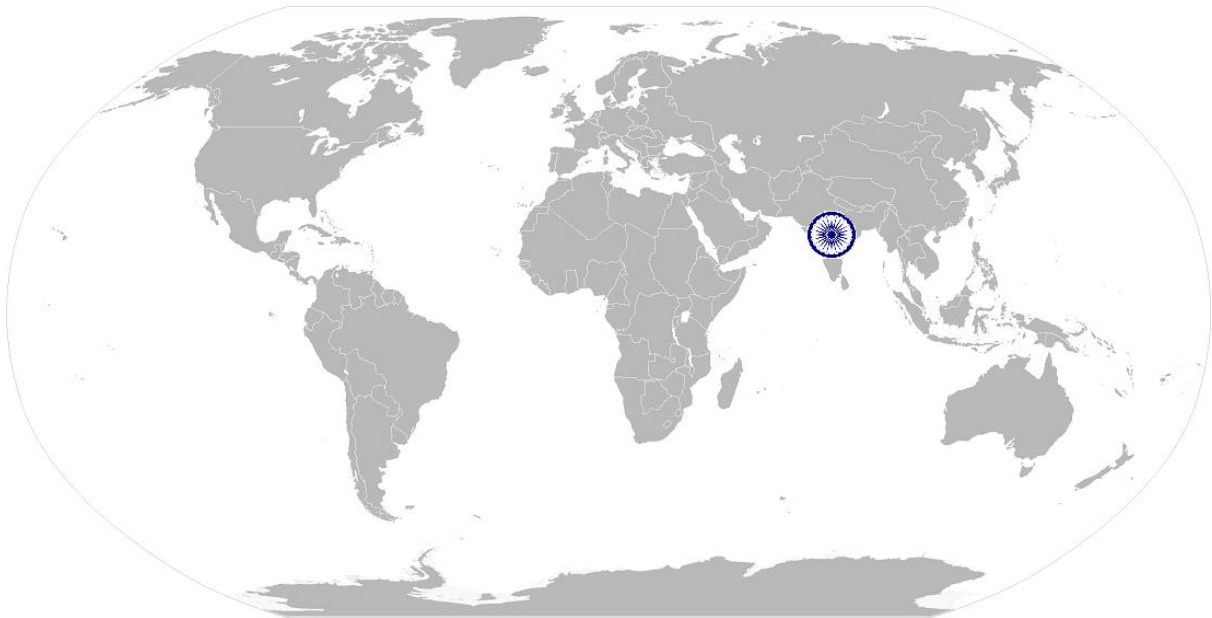




**BWS/N9003 Create a positive impression at the workplace**

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# National Occupational Standard



## Overview

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

## BWS/N9003 Create a positive impression at the workplace

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N9003</b>
<b>Unit Title(Task)</b>	<b>Create a positive impression at the workplace</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintaining good appearance and behavior</li> <li>• Executing tasks as per organization's standards</li> <li>• Communicating and recording information</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Appearance and Behavior</b>	<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>
<b>Task execution as per organization's standards</b>	<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>
<b>Communication and Information record</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context (Knowledge)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. importance of personal health and hygiene</p>

**BWS/N9003 Create a positive impression at the workplace**

of the organization and its processes)	<p>KA2. salon's standards of grooming and personal behavior</p> <p>KA3. salon's standards related to courtesy, behavior and efficiency</p> <p>KA4. ill-effects of intoxicants and potential actions at workplace</p> <p>KA5. items of uniform &amp; accessories and correct method of wearing/ carrying them</p> <p>KA6. reporting/ recording formats and protocol for documentation</p> <p>KA7. kinds of work issues that may arise and reporting structure</p> <p>KA8. code of practices and guidelines relating to communication with people</p> <p>KA9. salon's requirements for recording and retaining information</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. ability to speak, read and write in the local vernacular language and English</p> <p>KB2. appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. different formats on which information is to be recorded</p> <p>KB4. importance to maintain security and confidentiality of information</p> <p>KB5. kinds of communication equipment (email, phone etc) available and their effective use</p> <p>KB6. selling/ influencing techniques to provide additional services/products to clients</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. maintain accurate records of client, treatments, operating and closing checklists, product stock status</p> <p>SA2. reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</p>
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**BWS/N9003 Create a positive impression at the workplace**

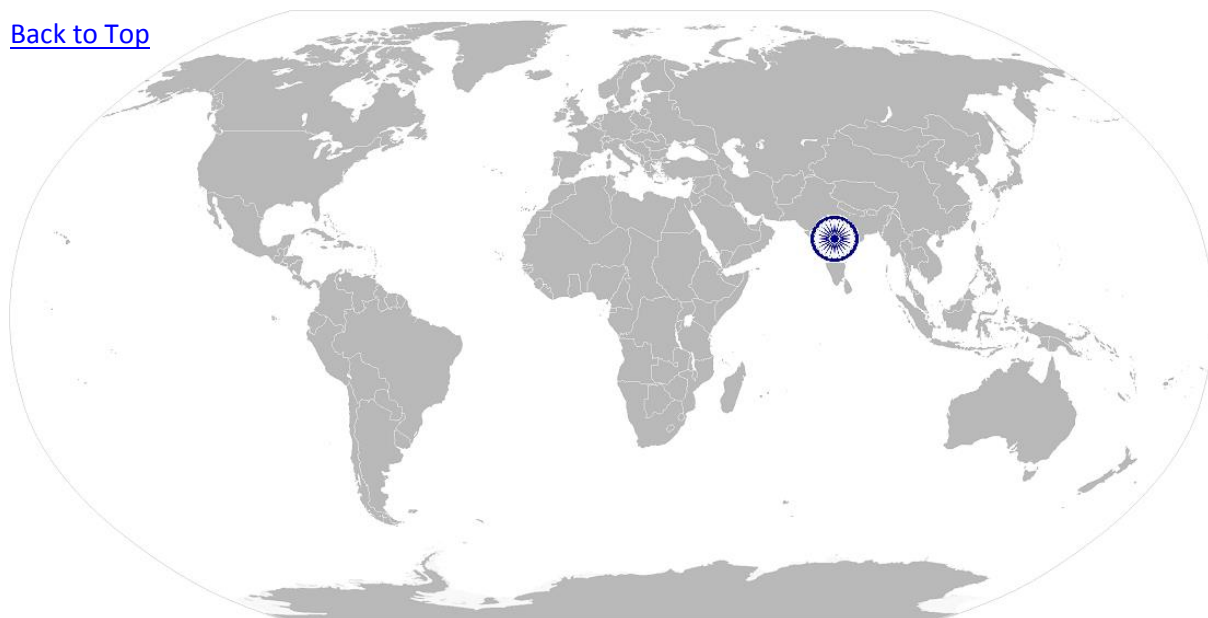
	maintain client confidentiality
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: 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
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. committed to service excellence, courteous, pleasant personality SB8. manage relationships with customers who may be stressed, frustrated, confused, or angry SB9. build customer relationships and use customer centric approach SB10. clean, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s) SB16. deal with clients lacking the technical background to solve the problem on their own SB17. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
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**BWS/N9003 Create a positive impression at the workplace**

## NOS Version Control

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

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## Assessment Criteria

### Assessment Criteria

### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Assistant Beauty Therapist

**Qualification Pack** BWS/Q0101

**Sector Skill Council** Beauty & Wellness

#### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

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



## Assessment Criteria

	guidelines				
	PC4. Place the products in the trolley for the treatment		12	2	10
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	PC7. Store records, materials and equipment securely in line with the salon's policies		10	2	8
			<b>100</b>	<b>22</b>	<b>78</b>
2. BWS/N0101 (Provide basic skin care treatment)	PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		9	3	6
	PC2. Carry out basic facial care / face cleanup process using the tools and materials and as per process laid down by the organization		15	5	10
	PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any		5	1	4
	PC4. Clean the skin free it of all traces of make-up by using suitable deep cleansing techniques		12	4	8
	PC5. Use an exfoliation technique suitable for the client's skin type and skin condition		11	3	8
		<b>100</b>			

### Assessment Criteria

	PC6. Use a suitable skin warming technique relevant to the client's needs		8	2	6
	PC7. Carry out any necessary extraction, when required		6	1	5
	PC8. Apply mask treatments evenly and neatly, ensuring that the area to be treated is covered		10	2	8
	PC9. Remove masks after the recommended time frame has elapsed		6	1	5
	PC10. Carry out cleaning to ensure skin is left clean, toned and suitably moisturized		9	3	6
	PC11. Provide specific after-process advice to the client		9	3	6
			<b>100</b>	<b>28</b>	<b>72</b>
3. BWS/N0102 (Carry out basic depilation services)	PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		4	1	3
	PC2. Carry out the process using the tools and materials(hot wax, cold wax, strips etc )and as per process laid down by the organization	<b>100</b>	9	3	6
	PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any		2	0.5	1.5
	PC4. Prepare the client and provide suitable personal protective equipment		2	0.5	1.5

### Assessment Criteria

	PC5. Apply the correct pre-wax products prior to waxing based on manufacturers' instructions		5	1	4
	PC6. Conduct a test patch and skin sensitivity test ahead of the waxing treatment		5	1	4
	PC7. Apply the product and remove correctly based on manufacturer's instructions		5	1	4
	PC8. Maintain the client's modesty and privacy at all times		2	0.5	1.5
	PC9. Follow work techniques that minimize discomfort to the client		2	0.5	1.5
	PC10. Stop the waxing treatment and providing relevant advice if contraactions occur		5	2	3
	PC11. Clean the treated area and use a suitable soothing product		4	1	3
	PC12. Check with the client on satisfaction with the finished result		2	0.5	1.5
	PC13. Provide specific after-process advice to the client		5	2	3
	PC14. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs		3	1	2
	PC15. Carry out the process using the tools and materials (threads, scissors etc) and as per process laid down by		5	1	4

### Assessment Criteria

the organization					
	PC16. Check the client's understanding and expectation prior to commencement and clarify doubts, if any		2	0.5	1.5
	PC17. Adjust the client’s position to meet the needs of the service without causing them discomfort		2	0.5	1.5
	PC18. Ensuring safe and quick hair removal methods are carried out to minimize discomfort to the client		6	2	4
	PC19. Ensuring the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread		4	1	3
	PC20. Providing clear instructions to the client on how and when to support their skin throughout the threading service		2	0.5	1.5
	PC21. Creating a well balanced, proportioned and defined eyebrow shape to suit the client’s requirements, when required		5	1	4
	PC22. Checking the client’s wellbeing throughout the service and giving the necessary reassurance		2	0.5	1.5
	PC23. Discontinuing the service and providing advice and recommendations where contra-actions		6	2	4

### Assessment Criteria

	occur				
	PC24. Clean the treated area and use a suitable soothing product		4	1	3
	PC25. Check with the client on satisfaction with the finished result		2	0.5	1.5
	PC26. Provide specific after-process advice to the client		5	2	3
			<b>100</b>	<b>28</b>	<b>72</b>
4. BWS/N0401 (Perform manicure and pedicure services)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon		3	0.5	2.5
	PC2. Sanitize the hands prior to procedure commencement		2	0.5	1.5
	PC3. Prepare the client and provide suitable protective apparel		2	0.5	1.5
	PC4. clarify the client's understanding and expectation prior to commencement of procedure		2	0.5	1.5
	PC5. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	0.5	1.5
	PC6. adjust the client's position to meet the needs of the service without causing them discomfort		2	0.5	1.5
	PC7. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		3	0.5	2.5
	PC8. Remove any existing nail polish		2	0.5	1.5
	PC9. Check the desired length and shape with the client		3	0.5	2.5
	PC10. File the nails ensuring the nail's free edge is left smooth and shaped to required length		5	0.5	4.5

100

## Assessment Criteria

	according to the client's needs
	PC11. Remove dirt in the underside of the nails
	PC12. Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
	PC13. Use specialized hand and nail treatments to improve the appearance of the client's skin and nails
	PC14. Use smooth and even massage techniques and pressure to meet the client's needs using appropriate products (Ex. Massage creams, lotions)
	PC15. Leave the hands and lower arms free of any excess massage medium
	PC16. Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris
	PC17. Apply one base coat, polish coats as desired and one top coat for the desired finish
	PC18. Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free polish
	PC19. clean and dry the client's legs
	PC20. remove any existing nail polish
	PC21. check the desired length and shape with the client
	PC22. file the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
	PC23. remove dirt in the underside of the nails
	PC24. use suitable cuticle tools and products safely and

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



## Assessment Criteria

	effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged			
	PC25. remove any excessive hard skin using a foot scrapper	2	0.5	1.5
	PC26. use specialized leg and nail treatments to improve the appearance of the client's skin and nails	3	0.5	2.5
	PC27. use smooth and even massage techniques and pressure to meet the client's needs	4	2	2
	PC28. leave the foot and lower leg free of any excess massage medium	2	0.5	1.5
	PC29. check that the nail plate is dehydrated and the underside is clean and free of debits	2	0.5	1.5
	PC30. apply sufficient base coat, polish coats and top coats for the desired finish	3	0.5	2.5
	PC31. check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel	3	0.5	2.5
	PC32. Check the client's wellbeing throughout the service and giving the necessary reassurance	3	0.5	2.5
	PC33. clean the treated area and use a suitable soothing product	2	0.5	1.5
	PC34. Complete the therapy to the satisfaction of the client in a commercially acceptable time	2	0.5	1.5
	PC35. Record the therapy accurately and store information securely in line with the salon's policies	2	0.5	1.5
	PC36. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	3	1	2
		<b>100</b>	<b>21</b>	<b>79</b>

### Assessment Criteria

5. BWS/N0103 (Assist the Beauty Therapist performing beauty services)	PC1. Ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation	100	19	4	15
	PC2. Arrange tools and products that are safe and fit for the purpose based on the guidelines		25	5	20
	PC3. Assist the Beauty Therapists and makeup artists with the products and the services under guidance based on the procedure laid out by the employers		30	5	25
	PC4. Assist to resolve any problems occurring during the process using the relevant corrective action		14	4	10
	PC5. Assist cleaning up the post-treatment waste to main the health and safety standard		12	2	10
			100	20	80
6. BWS/N9002 (Maintain health and safety of work area)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. Clean and sterilize all tools and equipment before use		13	3	10
	PC3. Maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. Dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. Maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7

### Assessment Criteria

	PC6. Identify and document potential risks and hazards in the workplace		10	3	7
	PC7. Accurately maintain accident reports		10	3	7
	PC8. Report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		13	3	10
			<b>100</b>	<b>25</b>	<b>75</b>
7. BWS/N9003 (Create a positive impression at work area)	PC1. Maintain good health and personal hygiene		8	2	6
	PC2. Comply with organisation's standards of grooming and personal behavior		9	3	6
	PC3. Meet the organisation's standards of courtesy, behavior and efficiency		9	3	6
	PC4. Stay free from intoxicants while on duty		2	1	1
	PC5. Wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. Take appropriate and approved actions in line with instructions and guidelines	<b>100</b>	6	2	4
	PC7. Record details related to tasks, as per procedure		5	2	3
	PC8. Participate in workplace activities as a part of the larger team		5	1	4
	PC9. Report to supervisor immediately in case there are any work issues		3	1	2
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural		7	2	5

## Assessment Criteria

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