

## 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 Hair Stylist

**SECTOR:** BEAUTY & WELLNESS

**SUB-SECTOR:** BEAUTY & SALONS

**OCCUPATION:** HAIRCARE SERVICES

**REFERENCE ID:** BWS/Q0201

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

**Brief Job Description:** An Assistant Hair Stylist shampoos and conditions hair, blow dries hair, provides basic hair cuts as well as assists the hair stylist in providing other advanced hair 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 Hair Stylist must possess good communication skills along with pleasing personality. They must be able to work under pressure and must be polite and patient. A Assistant Hair Stylist must also have good hand eye coordination, attitude towards customer service and attention to detail.

Job Details

<b>Qualifications Pack Code</b>	<b>BWS/Q0201</b>		
<b>Job Role</b>	<b>Assistant Hair Stylist</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Beauty &amp; Wellness</b>	<b>Drafted on</b>	<b>01/03/2015</b>
<b>Sub-sector</b>	<b>Beauty &amp; Salons</b>	<b>Last reviewed on</b>	<b>20/05/2015</b>
<b>Occupation</b>	<b>Hair Care Services</b>	<b>Next review date</b>	<b>20/05/2016</b>
<b>NSQC Clearance on</b>	<b>20/07/2015</b>		
<b>Job Role</b>	<b>Assistant Hair Stylist</b>		
<b>Role Description</b>	An Assistant Hair Stylist shampoos and conditions hair, blow dries hair, provides basic hair cuts as well as assists the hair stylist in providing other advanced hair 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		
<b>NSQF level</b>	3		
<b>Minimum Educational Qualifications</b>	Preferably Class VIII/ ability to read / write and communicate for the job role		
<b>Maximum Educational Qualifications</b>	Not Applicable		
<b>Training</b> (Suggested but not mandatory)	Not Applicable		
<b>Experience</b>	Not Applicable		
<b>Minimum Job Entry Age</b>	18 years		
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. BWS/N9001 (<a href="#">Prepare and maintain work area</a>)</li> <li>2. BWS/N0201 (<a href="#">Perform basic blow drying of hair</a>)</li> <li>3. BWS/N0202 (<a href="#">Shampoo, condition the hair and scalp</a>)</li> <li>4. BWS/N0203 (<a href="#">Perform Basic Hair Cut</a>)</li> <li>5. BWS/N0204 (<a href="#">Assist the hair stylist performing advanced hair 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> <p><b>Optional:</b></p> <p>Not applicable</p>		
<b>Performance Criteria</b>	As described in the relevant OS units		

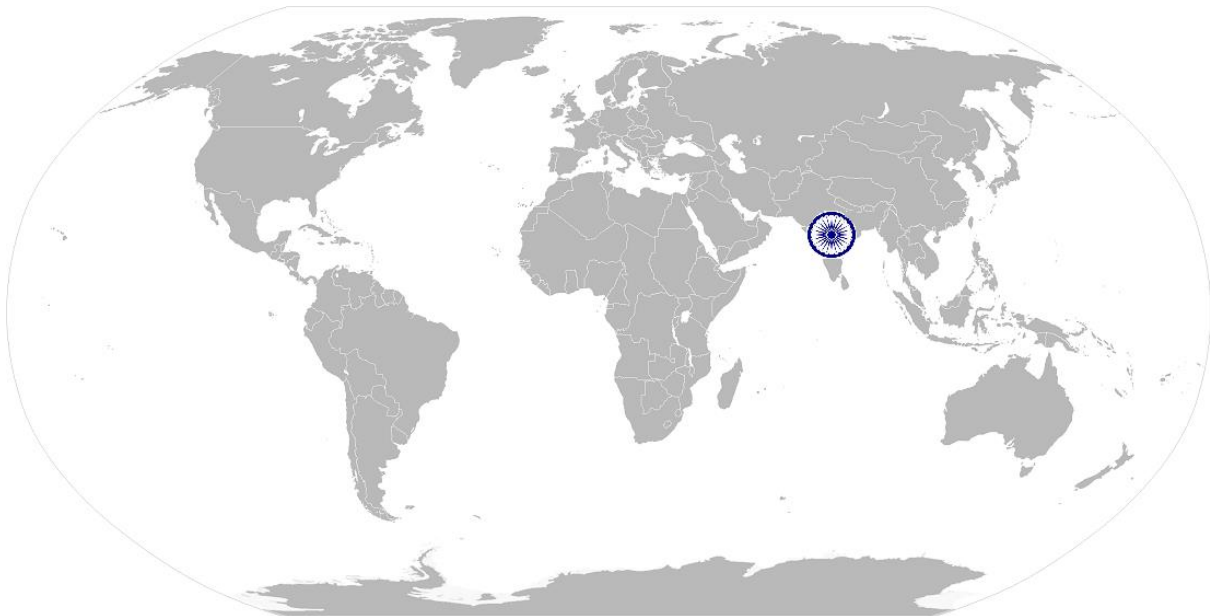
Definitions

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

## BWS/N9001 Prepare and maintain work area

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N9001</b>
<b>Unit Title(Task)</b>	<b>Prepare and maintain work area</b>
<b>Description</b>	Prepare the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Preparing and maintaining the 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 of 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>



## BWS/N9001 Prepare and maintain work area

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

## BWS/N9001 Prepare and maintain work area

	protection
	SB13. 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:
	SB14. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
	SB15. deal with clients lacking the technical background to solve the problem on their own
	SB16. 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:
	SB17. use the existing data to arrive at specific data points
	SB18. 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:
	SB19. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	SB20. participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements



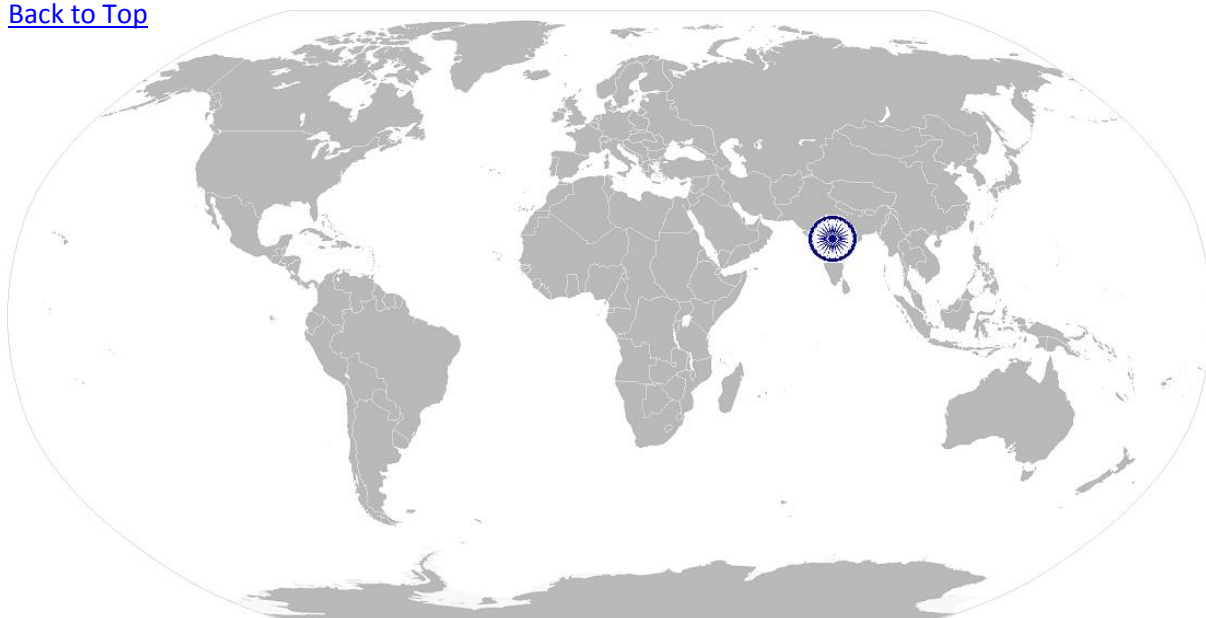


## BWS/N9001 Prepare and maintain work area

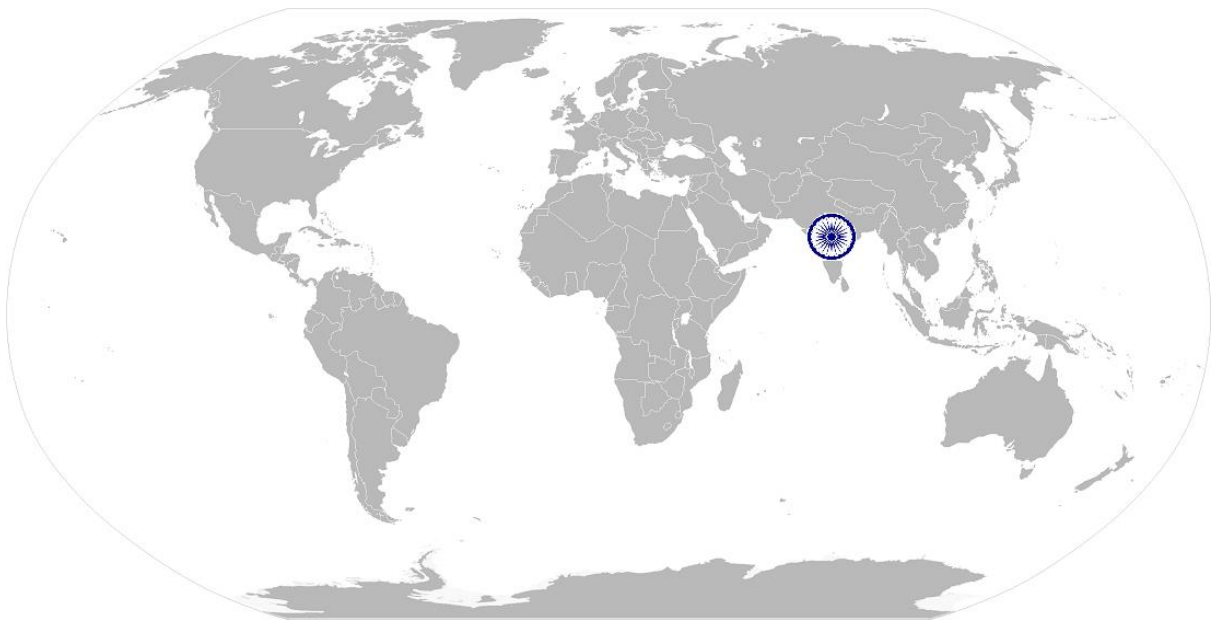
### NOS Version Control

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

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# National Occupational Standard



## Overview

This OS unit is about applying hair dryer to perform blow dry aligned to the standards of operation of the salon.

## BWS/N0201 Perform basic blow drying of hair

<b>Unit Code</b>	<b>BWS/N 0201</b>
<b>Unit Title(Task)</b>	<b>Perform basic blow drying of hair</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for blow drying hair
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>Basic blow drying of hair</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Basic Blow drying procedure</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 salon and based on client needs</p> <p>PC2. carry out the process using the tools and materials as laid down by the salon</p> <p>PC3. confirm blow drying instructions with the client</p> <p>PC4. apply products, if required, following the stylist's instructions</p> <p>PC5. carry out checks to minimise the risk of damage to the hair and client discomfort</p> <p>PC6. check whether client is comfortable during the drying process</p> <p>PC7. use tools and equipments effectively to achieve the required result</p> <p>PC8. check with the client on satisfaction with the finished result</p> <p>PC9. 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 blow drying services</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. instructions given by the client</p> <p>KB2. clients' comfort throughout the drying process</p> <p>KB3. the basic structure of the hair</p> <p>KB4. the effects of the humidity and drying process on the hair</p> <p>KB5. effect of incorrect application of heat on the hair and scalp</p> <p>KB6. range of flat and round brushes available for blow drying and their usage</p> <p>KB7. different types and purposes of blow drying products</p> <p>KB8. methods of handling and controlling hair sections during the drying process</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</p>

### BWS/N0201 Perform basic blow drying of hair

	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, 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

### BWS/N0201 Perform basic blow drying of hair

	health and safety standards
	SB12. sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
	SB13. manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
	SB14. handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB15. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
	SB16. deal with clients lacking the technical background to solve the problem on their own
	SB17. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB18. use the existing data to arrive at specific data points
	SB19. use the existing data points to generate required reports for business
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB20. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	SB21. Participate in self developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements

## BWS/N0201 Perform basic blow drying of hair

### NOS Version Control

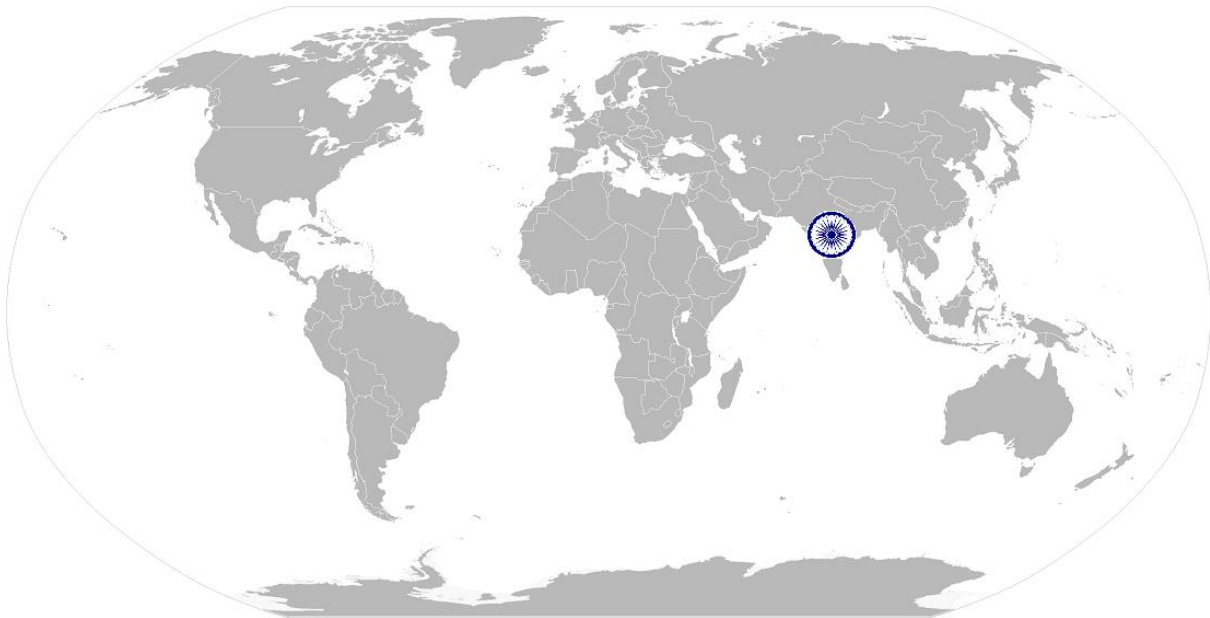
NOS Code	BWS/N0201		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Salons and Beauty Centers	Last reviewed on	20/05/2015
Occupation	Hair Services	Next review date	20/05/2016

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# National Occupational Standard



## Overview

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

## BWS/N0202 Shampoo, condition the hair and scalp

National Occupational Standard

Unit Code	BWS/N0202
Unit Title(Task)	Shampoo, condition the hair and scalp
Description	Shampoo, condition and treat the hair and scalp using a range of products and massage techniques
Scope	This unit/task covers the following: <ol style="list-style-type: none"> <li>1. Prepare self and client</li> <li>2. Shampoo and condition the hair</li> </ol>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Prepare self and client</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. adhere to the health and safety standards laid out by the manufacturer and salon</li> <li>PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing</li> <li>PC3. prepare yourself, the client and work area for shampoo and conditioning services</li> <li>PC4. consult with the client to identify the condition of the hair and scalp and provide the suitable treatment</li> <li>PC5. clarify the client's understanding and expectation prior to commencement of treatment</li> <li>PC6. sanitize the hands prior to treatment commencement</li> <li>PC7. prepare the client and provide suitable protective apparel</li> <li>PC8. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and treatment plan</li> </ul>
<b>Shampoo, condition the hair</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC9. carry out and adapt massage techniques to suit the client needs and to perform the treatment plan</li> <li>PC10. check the water temperature and flow to meet the needs of the client's hair, scalp and comfort, and to leave the hair clean and free of products, dirt, and grease</li> <li>PC11. perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process</li> <li>PC12. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably</li> <li>PC13. disentangle hair without causing damage to hair or scalp</li> <li>PC14. check the client's wellbeing throughout the service and giving the necessary reassurance</li> <li>PC15. perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client</li> <li>PC16. promptly refer problems that cannot be solved to the relevant superior for action</li> <li>PC17. complete the treatment to the satisfaction of the client in a commercially acceptable time</li> <li>PC18. record the treatment accurately and store information securely in line with</li> </ul>

### BWS/N0202 Shampoo, condition the hair and scalp

	<p>the salon's policies</p> <p>PC19. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</p> <p>PC20. minimize the wastage of products and store chemicals and equipment securely post treatment</p> <p>PC21. dispose all waste safely according to the salon's standards of hygiene and safety</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. knowledge of hair and scalp conditions and causes and contra-indications to scalp massage</p> <p>KB2. knowledge of shampooing, conditioning and massage techniques and equipment</p> <p>KB3. knowledge of hair structure and hair shaft</p> <p>KB4. knowledge of the action of shampoo and water to cleanse hair</p> <p>KB5. knowledge of the consequences of using incorrect products</p> <p>KB6. knowledge of the factors that affect scalp massage</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>

**BWS/N0202 Shampoo, condition the hair and scalp**

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

## BWS/N0202 Shampoo, condition the hair and scalp

	<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>
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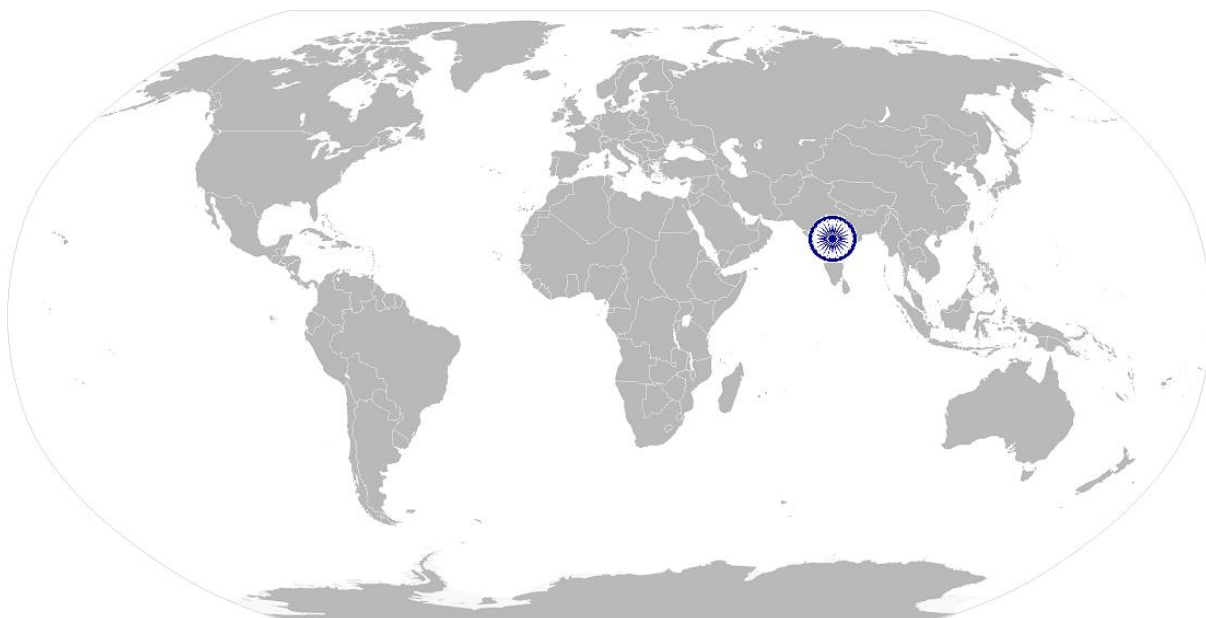


## BWS/N0202 Shampoo, condition the hair and scalp

### NOS Version Control

NOS Code	BWS/N0202		
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	Hair Care Services	Next review date	20/05/2016

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**BWS/N0203 Perform Basic Hair Cut**

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# National Occupational Standard

## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic hair cutting skills for men and women in away that enhances their personal image.

## BWS/N0203 Perform Basic Hair Cut

National Occupational Standard

<b>Unit Code</b>	<b>BWS/N0203</b>
<b>Unit Title(Task)</b>	<b>Provide Basic Hair Cut</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for basic hair cutting skills for men and women in away that enhances their personal image
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>Perform basic hair cuts</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Basic hair cut procedure</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, salon and clients are followed to perform the operation</p> <p>PC2. use tools and products that are safe and fit for the purpose</p> <p>PC3. explore the variety of looks with the client using relevant visual aids</p> <p>PC4. confirm with the client the look agreed before commencing</p> <p>PC5. suitably prepare the client's hair prior to cutting in straight cut, "V" or "U"</p> <p>PC6. establish and follow suitable cutting guidelines</p> <p>PC7. consult with the client during the cutting service to confirm the desired look</p> <p>PC8. perform the basic one length hair cut based on agreed upon look</p> <p>PC9. take suitable remedial action to resolve any problems arising during the cutting service</p> <p>PC10. get confirmation on the finished look from the client</p> <p>PC11. provide advice and recommendations accurately and constructively</p> <p>PC12. provide the client suitable advice on the maintenance of their look</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 blow drying services</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different factors that must be taken into consideration prior to and during cutting</p> <p>KB2. the rationale behind sectioning of hair prior to cutting The types of products available for achieving final look</p> <p>KB3. Sources of creative information and inspiration</p> <p>KB4. Methods to use all the cutting techniques in the range</p> <p>KB5. Understanding of tools that can be used on different types of hair</p> <p>KB6. Methods to crosscheck and balance the cut</p> <p>KB7. The importance of applying the correct degree of tension to the hair when</p>

## BWS/N0203 Perform Basic Hair Cut

	<p>cutting</p> <p>KB8. The importance of keeping the hair damp throughout the wet cutting process the recommended time interval between cuts</p> <p>KB9. Method to use tools and equipment to maintain the look</p> <p>KB10. Products for home use that will benefit the client</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 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>

### BWS/N0203 Perform Basic Hair Cut

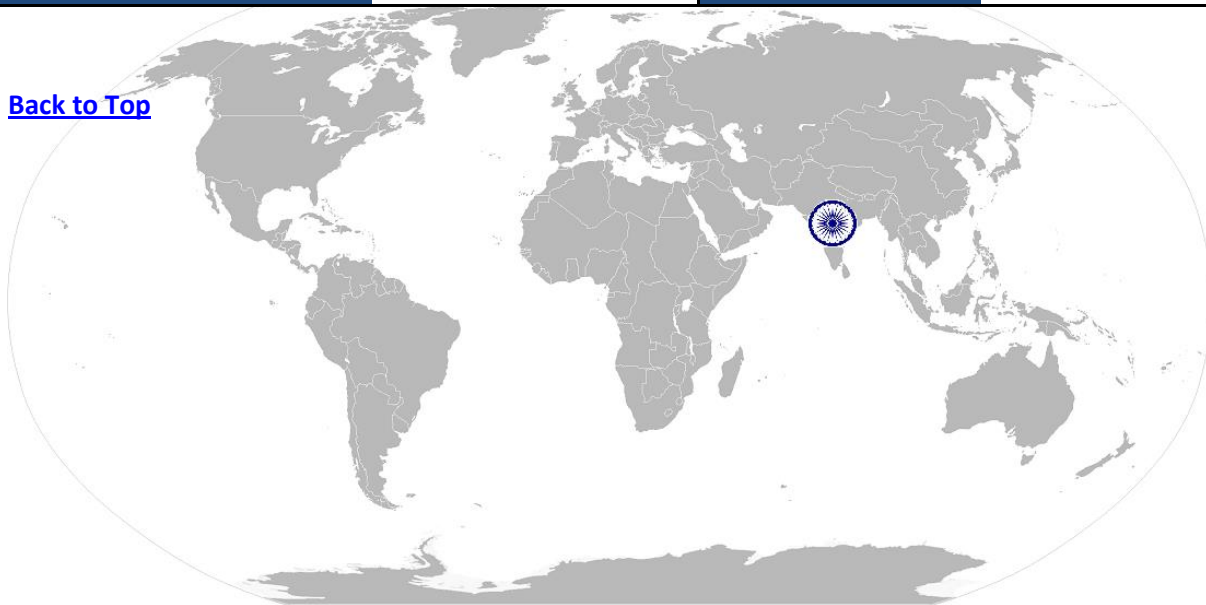
	SB5. maintain accurate records of clients, treatments and product stock levels
	SB6. accept feedback in a positive manner and develop on the shortcomings
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB7. committed to service excellence, courteous, 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>
	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/N0203 Perform Basic Hair Cut

### NOS Version Control

NOS Code	BWS/N0203		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Salons and Beauty Centers	Last reviewed on	20/05/2015
Occupation	Hair Services	Next review date	20/05/2016

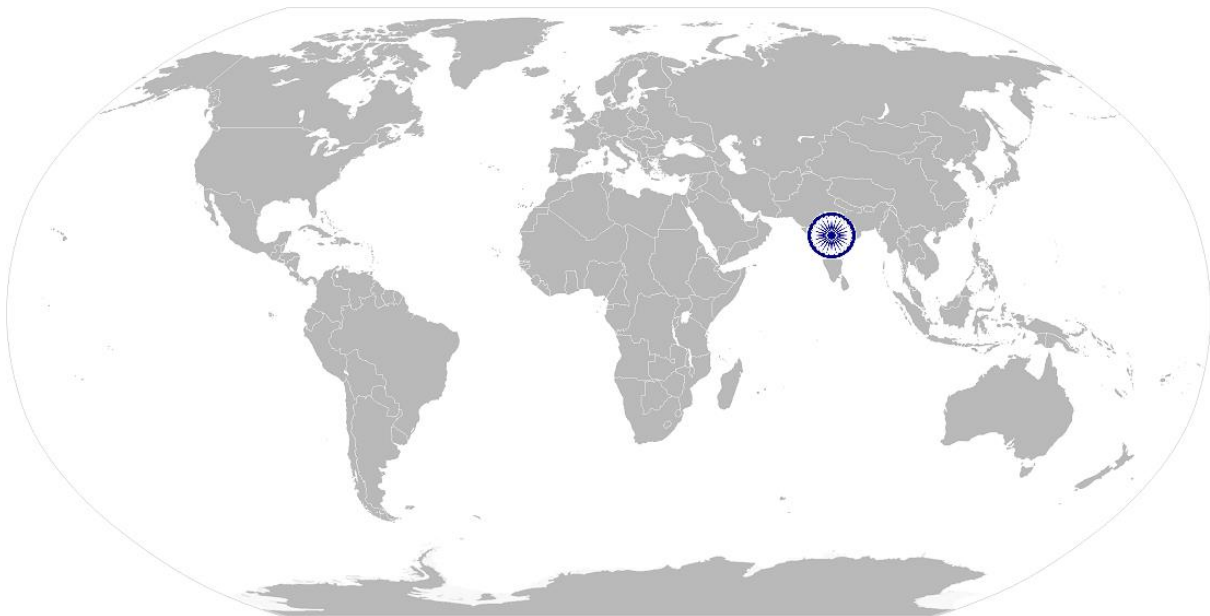
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**BWS/N0204 Assist the hair stylist performing advanced hair services**

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for assisting the hair stylist performing advanced hair services.



**BWS/N0204 Assist the hair stylist performing advanced hair services**

<b>Unit Code</b>	<b>BWS/N0204</b>
<b>Unit Title(Task)</b>	<b>Assist the Hair Stylist performing advanced hair 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 hair stylist in coloring services, Spa and hair treatment services and styling of hair</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assisting the hair Stylist</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. provide the styling tools and products that are safe and fit for the purpose</p> <p>PC3. mix the ingredients in the mentioned proportion and place for ease of use by the stylist</p> <p>PC4. assist the hair stylist performing advanced hair treatments, spa, coloring and styling</p> <p>PC5. assist to resolve any problems occurring during the process using the relevant corrective action</p> <p>PC6. assist cleaning up the post-service 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 colouring services</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the colouring science for selecting and applying colour</p> <p>KB2. the chemical color charts and proportion to mix base colors with activator, bleach etc.</p> <p>KB3. types of tools, materials and equipment used for colouring and lightening hair and process to use them</p> <p>KB4. methods to accurately measure and mix colouring and lighteners products to manufacturers' instructions</p> <p>KB5. the importance of using products economically</p>
<b>Skills (S)</b>	
<b>A. Core Skills/</b>	<b>Writing Skills</b>

**BWS/N0204 Assist the hair stylist performing advanced hair services**

<b>Generic 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>
	<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> <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</p>

**BWS/N0204 Assist the hair stylist performing advanced hair services**

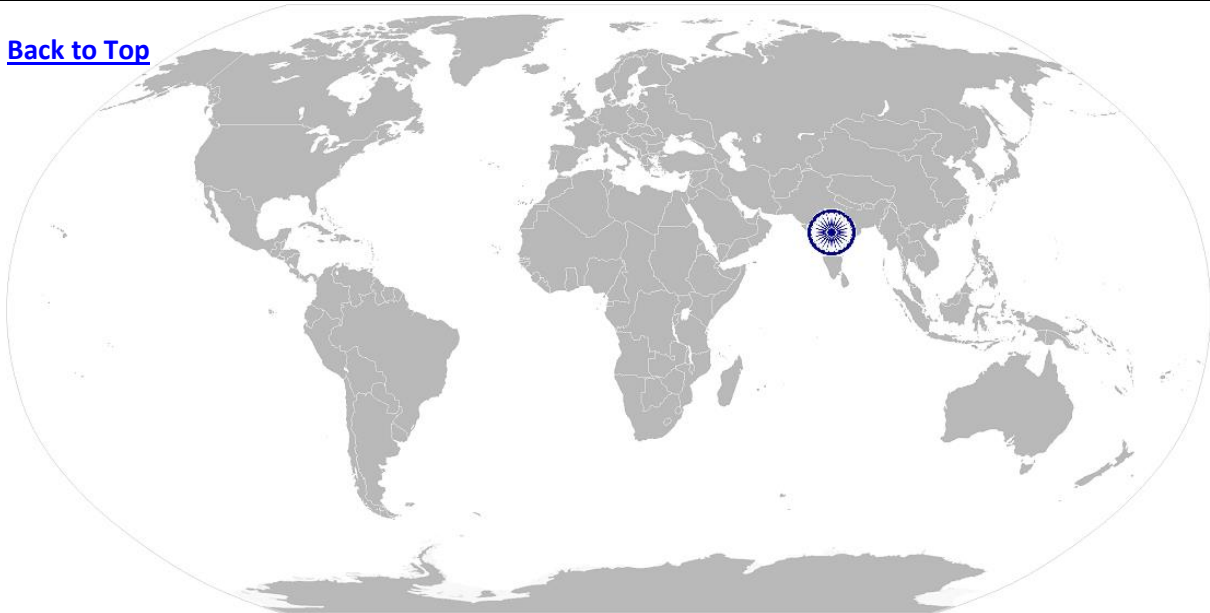
	<p>footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>SB11. maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>SB12. sanitize the hands and clean all working surfaces, use disposable products 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 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>
	<b>Analytical Thinking</b>
	<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>
	<b>Critical Thinking</b>
	<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/N0204 Assist the hair stylist performing advanced hair services**

## NOS Version Control

NOS Code	BWS/N0204		
Credits (NSQF)	TBD	Version number	1.0
Industry	Beauty & Wellness	Drafted on	01/03/2015
Industry Sub-sector	Salon and Beauty Centre	Last reviewed on	20/05/2015
Occupation	Hair Services	Next review date	20/05/2016

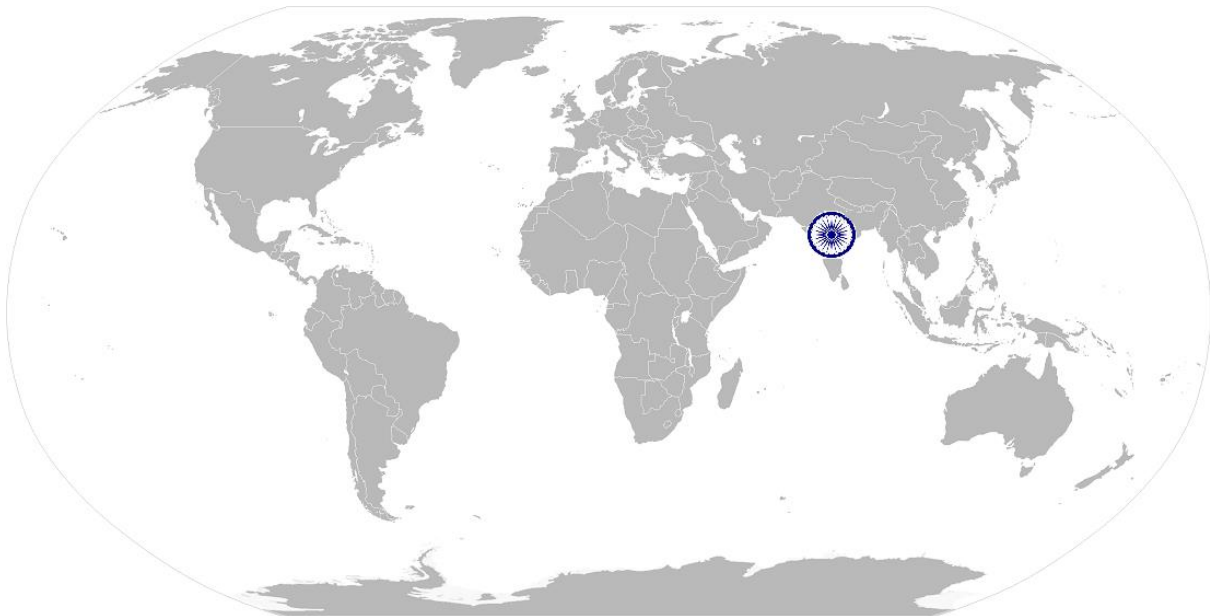
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BWS/N9002 Maintain health and safety at the workplace

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain health and safety at the workplace in order 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 work area</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. keep oneself updated on the knowledge of the first aid kit</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 haircare 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>

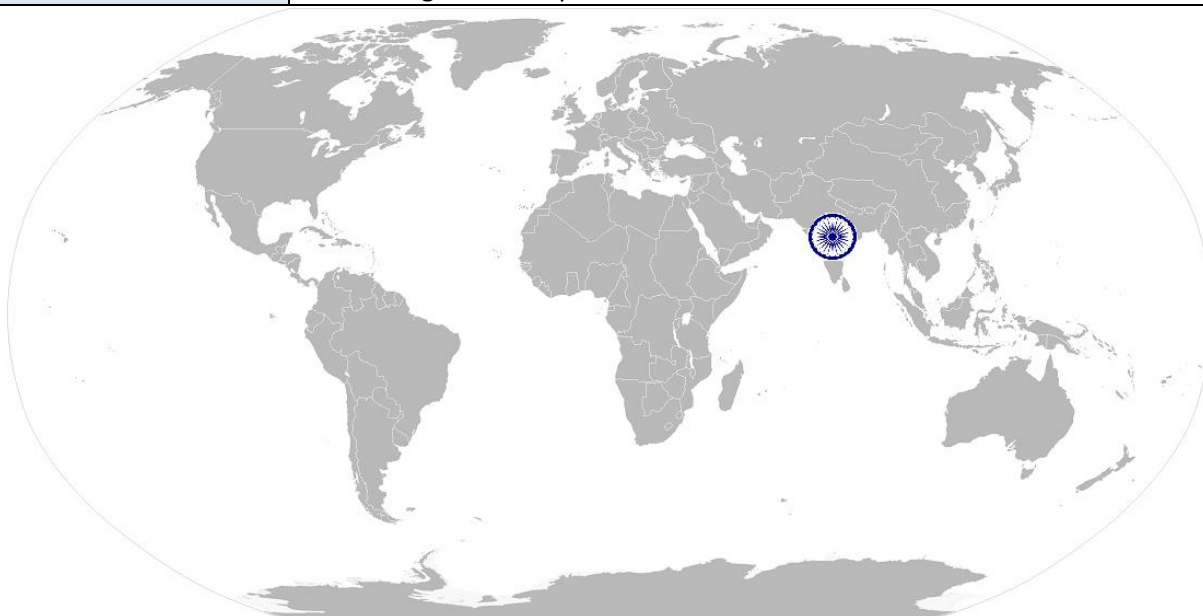


**BWS/N9002 Maintain health and safety at the workplace**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. 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>SA4. question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA5. give clear instructions to customers/ clients</p> <p>SA6. avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required</p> <p>SA7. manner and tone, professional, supportive, respectful, sensitive to client</p> <p>SA8. understand the directives passed down by supervisors</p> <p>SA9. 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 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>

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

	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

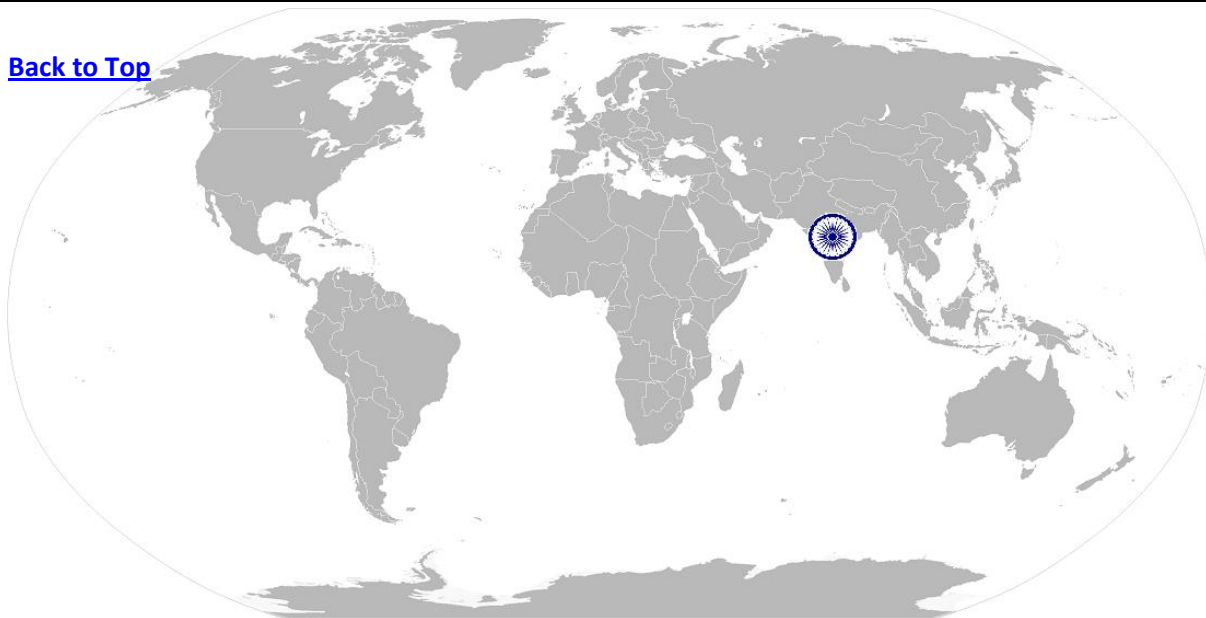


## BWS/N9002 Maintain health and safety at the workplace

### 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	Hair Care Services	Next review date	20/05/2016

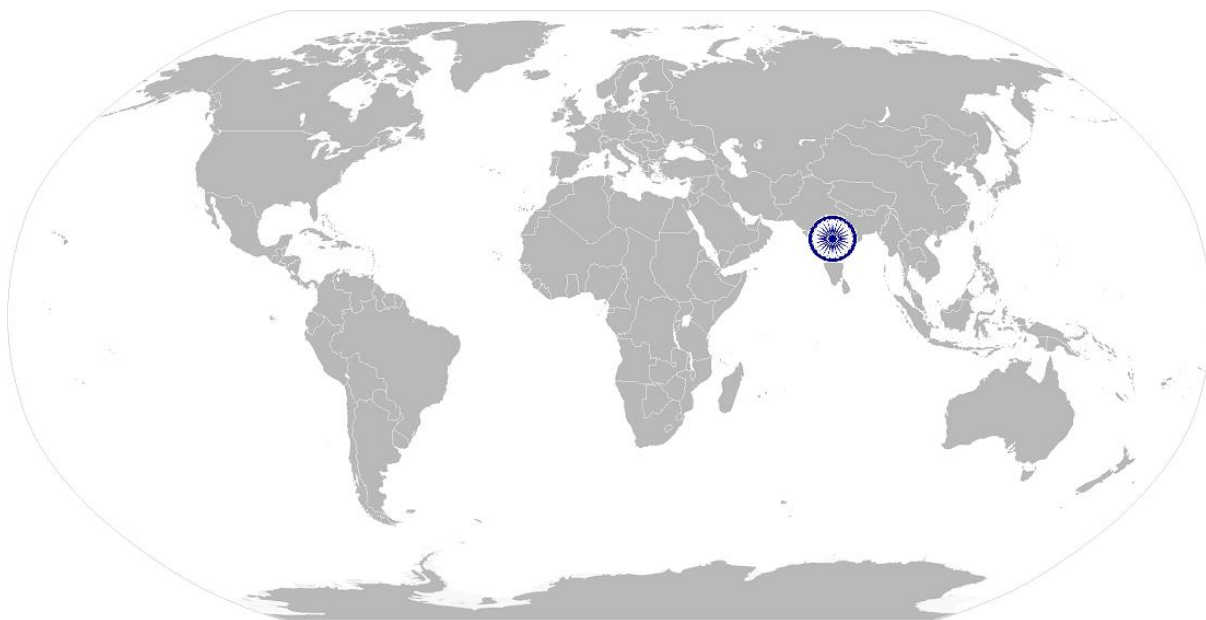
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**BWS/N9003 Create a positive impression at the workplace**

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# National Occupational Standard



## Overview

This 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.

## 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</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

<b>Context</b> (Knowledge 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>
	<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 relationship with the client</p> <p>SA13. understand the directives passed down by supervisors</p> <p>SA14. ability to listen and understand the local language in dealing with clients and</p>



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

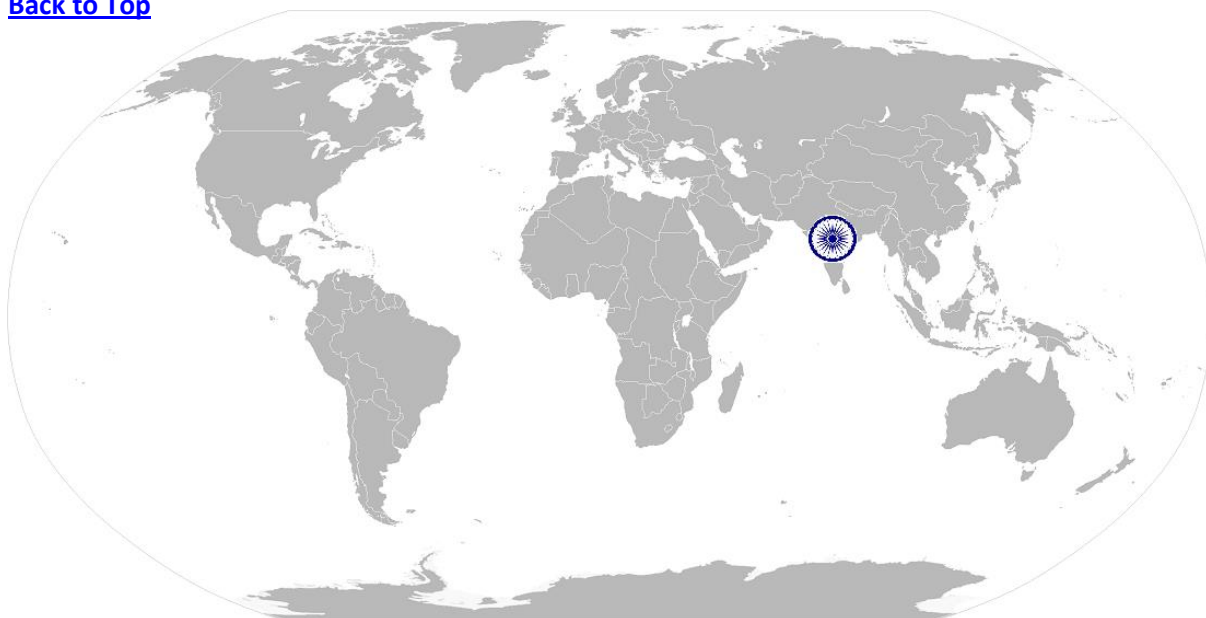
	maintain client confidentiality
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand 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>
	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/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	Salons and Beauty Centers	Last reviewed on	20/05/2015
Occupation	Hair Services	Next review date	20/05/2016

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## Assessment Criteria

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Assistant Hair Stylist

**Qualification Pack** BWS/ Q0201

**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 guidelines		20	4	16

### Assessment Criteria

	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/N0201 (Perform basic blow drying of hair)	PC1. comply with health and safety standards and processes laid out by manufacturer and salon and based on client needs		15	4	11
	PC2. carry out the process using the tools and materials as laid down by the salon		13	2	11
	PC3. confirm blow drying instructions with the client		14	3	11
	PC4. apply products, if required, following the stylist's instructions	<b>100</b>	15	3	12
	PC5. carry out checks to minimise the risk of damage to the hair and client discomfort		15	3	12
	PC6. check whether client is comfortable during the drying process		14	3	11
	PC7. use tools and equipments effectively to achieve the required result		14	3	11
			<b>100</b>	<b>21</b>	<b>79</b>

### Assessment Criteria

3. BWS/N0202 (Shampoo, condition the hair and scalp)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	<b>100</b>	3	1	2
	PC2. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		4	1	3
	PC3. Prepare yourself, the client and work area for shampoo and conditioning services		6	1	5
	PC4. Consult with the client to identify the condition of the hair and scalp and provide the suitable treatment		6	1	5
	PC5. Clarify the client's understanding and expectation prior to commencement of treatment		6	1	5
	PC6. Sanitize the hands prior to treatment commencement		4	1	3
	PC7. Prepare the client and provide suitable protective apparel		4	1	3
	PC8. Select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and treatment plan		6	1	5
	PC9. Carry out and adapt massage techniques to suit the client needs and to perform the treatment plan		7	1	6
	PC10. Check the water temperature and flow to meet the needs of the client's hair, scalp and comfort, and to leave the hair clean and free of		6	1	5

### Assessment Criteria

Assessment Criteria					
	products, dirt, and grease				
	PC11. Perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process		7	1	6
	PC12. Complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably		4	1	3
	PC13. Disentangle hair without causing damage to hair or scalp		4	1	3
	PC14. Check the client’s wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC15. Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client		7	1	6
	PC16. Promptly refer problems that cannot be solved to the relevant superior for action		3	1	2
	PC17. Complete the treatment to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC18. Record the treatment accurately and store information securely in line with the salon’s policies		4	1	3
	PC19. Provide specific after-procedure, homecare advice and		3	1	2



### Assessment Criteria

	recommendations for product use and further treatments to the client				
	PC20. Minimize the wastage of products and store chemicals and equipment securely post treatment		4	1	3
	PC21. Dispose all waste safely according to the salon's standards of hygiene and safety		4	1	3
			<b>100</b>	<b>21</b>	<b>79</b>
4. BWS/N0203 (Provide Basic Hair Cut)	PC1. Ensure the health and safety standards and processes laid out by manufacturer, salon and clients are followed to perform the operation	<b>100</b>	8	3	5
	PC2. Use tools and products that are safe and fit for the purpose		10	5	5
	PC3. Explore the variety of looks with the client using relevant visual aids		6	1	5
	PC4. Confirm with the client the look agreed before commencing		6	1	5
	PC5. Suitably prepare the client's hair prior to cutting in straight cut, "V" or "U"		6	1	5
	PC6. Establish and follow suitable cutting guideline		16	4	12

### Assessment Criteria

	PC7. Consult with the client during the cutting service to confirm the desired look		7	2	5
	PC8. Perform the hair cut based on agreed upon look		18	5	13
	PC9. Take suitable remedial action to resolve any problems arising during the cutting service		6	1	5
	PC10. Get confirmation on the finished look from the client		4	1	3
	PC11. Provide advice and recommendations accurately and constructively		7	2	5
	PC12. Provide the client suitable advice on the maintenance of their look		6	1	5
			<b>100</b>	<b>27</b>	<b>73</b>
5. BWS/N0204 (Assist the Hair Stylist performing advanced hair services)	PC1. Ensure the health and safety standards and processes laid out by manufacturer, salon and clients are followed to perform the operation		15	4	11
	PC2. Provide the styling tools and products that are safe and fit for the purpose		20	4	16

### Assessment Criteria

	PC3. Mix the ingredients in the mentioned proportion and place for ease of use by the stylist		20	4	16
	PC4. Assist the hair stylist performing advanced hair treatments, spa, coloring and styling		19	4	15
	PC5. Assist to resolve any problems occurring during the process using the relevant corrective action		15	3	12
	PC6. Assist cleaning up the post-service waste to main the health and safety standard		11	1	10
			<b>100</b>	<b>20</b>	<b>80</b>
6. 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	<b>100</b>	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

### Assessment Criteria

	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		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 the workplace)	PC1. Maintain good health and personal hygiene	<b>100</b>	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

## Assessment Criteria

	PC5. Wear and carry organisation's uniform and accessories correctly and smartly
	PC6. Take appropriate and approved actions in line with instructions and guidelines
	PC7. Record details related to tasks, as per procedure
	PC8. Participate in workplace activities as a part of the larger team
	PC9. Report to supervisor immediately in case there are any work issues
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines
	PC12. Communicate role related information to stakeholders in a polite manner and resolve queries, if any

6	1	5
6	2	4
5	2	3
5	1	4
3	1	2
7	2	5
7	2	5
7	2	5

### Assessment Criteria

	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
			<b>100</b>	<b>29</b>	<b>71</b>