

Model Curriculum

Hair Stylist

SECTOR: BEAUTY AND WELLNESS
SUB-SECTOR: BEAUTY AND SALONS
OCCUPATION: SKIN CARE SERVICE
REFERENCE ID: BWS/Q0202VERSION 1.0
NSQF LEVEL: 3



  

Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL
STANDARDS**

is hereby issued by the

BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Hair Stylist'** QP No. BWS/Q0202 **Level 4**

Date of Issuance: 30th December 2015

Valid up to: 29th December 2016

* Valid up to the next review date of the Qualification Pack


Chairperson
(Beauty & Wellness Sector Skills Council)

TABLE OF CONTENTS

1. Curriculum	01
2. Trainer Prerequisites	07
3. Annexure: Assessment Criteria	08

Hair Stylist

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Hairstylist**”, in the “**Beauty and Wellness**” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Hair Stylist		
Qualification Pack Name & Reference ID. ID	Hair Stylist BWS/Q0202		
Version No.	1.0	Version Update Date	15-12-2015
Pre-requisites to Training	Minimum qualification – Class VIII/ the ability to read/ write and communicate effectively on the job role		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area -preparing 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. • Perform Blow drying of hair apply hair dryer to perform blow dry aligned to the standards of operation of the salon. • Perform Shampoo, condition the hair and scalp perform shampooing, conditioning and treating the hair using a range of products and techniques. • Perform Scalp Massage and Hair Spa Services perform hair spa and scalp massage and using a range of products and massage techniques. • Cut hair create a variety of looks for men/ women using club cutting, freehand and scissor-over-comb techniques, to define one length hair cuts, uniform layers, and short and long layers haircuts. • Perform hair styling and dressing perform variety of dressing techniques to produce innovative, fashionable and creative looks for your clientele by adapting variety of styling and finishing techniques. • Color and lighten hair Perform a suitable hair coloring service using temporary and semi- permanent colors, changing hair color using coloring, lightening products and coloring techniques to achieve the desired look. • Perm and neutralize hair create a variety of looks using basic perming techniques. • Perform hair relaxing and straightening services provide specialized, relaxing services by analyzing and identifying influencing factors. • Maintain health and safety of work area maintain a safe and hygienic environment at the work area to reduce potential risks to self and others. • Create a positive impression at work area personal grooming and behavior to execute tasks as per the salon’s standards and create a positive impression at the workplace. 		

This course encompasses 11 out of 11 National Occupational Standards (NOS) of “**Hair Stylist**” Qualification Pack issued by “Beauty and Wellness Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N 9001 BWS/N 9003</p>	<ul style="list-style-type: none"> Identify and list the career opportunities and working methods within the hair and beauty sector Identify hairdressing services and beauty treatments 	
2	<p>Shampoo and conditioning</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N 9001 BWS/N 0202</p>	<ul style="list-style-type: none"> Be able to prepare to shampoo and condition the hair and scalp Identify the condition of the hair and scalp using suitable consultation techniques Select and use products, tools and equipment suitable for the client’s hair and scalp condition Be able to shampoo and condition the hair and scalp Use and adapt massage techniques to meet the needs of the client Provide suitable aftercare advice 	Shampoo station
3	<p>Hair science</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code BWS/N0101 BWS/N0102</p>	<ul style="list-style-type: none"> Understand structure of hair structure and hair shaft Understand the structure of the skin and scalp Identify hair and scalp conditions and causes and contra-indications to hair services and understand the following : <ul style="list-style-type: none"> Contagious: Non-contagious: Defects of the hair: Knowledge of hair composition Knowledge of hair types Knowledge hair cycle 	Anatomy and physiology charts
4	<p>Drying hair</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 25:00</p>	<ul style="list-style-type: none"> Understand procedures and effect of blow-drying finishing services Understand the factors that influence blow-dry and finishing services Understand the science of blow-dry and finishing hair Understand the tools, equipment, products and techniques used to blow-dry and finish hair Be able to blow-dry and finish hair 	<ul style="list-style-type: none"> hand held dryer and attachments different size and types of brushes various combs

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code BWS/N 9001 BWS/N 0205		
5	Scalp massage and hair spa services Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 16:00 Corresponding NOS Code BWS/N 9001 BWS/N 0206	<ul style="list-style-type: none"> • Be able to prepare for scalp massage services • Have knowledge of basic science for shampooing, conditioning and treating the hair and scalp • Select and use products, tools and equipment suitable for the client's hair and scalp condition • Be able to carry out scalp massage services • Adapt massage techniques to take account of influencing factors • Provide suitable aftercare advice 	Trolley, Apron Client gown wide tooth comb, clips, bowl and brush, plastic cap, scalp steamer,
6	Cutting hair Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 03:00 Corresponding NOS Code BWS/N 9001 BWS/N 0207	<ul style="list-style-type: none"> • Understand the factors that influence haircutting services • Understand the tools, products, equipment and techniques for haircutting services • Be able to prepare for haircutting services • Be able to provide haircutting services adapting various cutting techniques. 	Cutting comb, section clips, water spray, scissors (thinning and precision), razor mirror cutting chair trolley
7	Creative hair styling and dressing Theory Duration (hh:mm) 23:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code BWS/N0101 BWS/N0102	<ul style="list-style-type: none"> • Be able to prepare for styling services • Prepare self, client and work area for styling services • Perform suitable consultation techniques to identify required service • Evaluate the potential of the hair to achieve the desired style by identifying the influencing factors Provide clear recommendations to the client • Select and use products, tools and equipment to achieve the desired effect • Adapt styling techniques to achieve the desired effects • Personalize dressing techniques to take account of influencing factors • Be able to provide styling services • Create a finished style that is to the satisfaction of the client • Provide suitable aftercare advice 	Round brushes (various diameters) – Flat brushes – paddle, Bristle brushes Vent Dressing comb – back- comb Hair Straighteners Curling tongs – various sizes Hand dryer Diffuser Hot rollers Rollers with pins Bendy rollers Velcro rollers Pin curl clips Crimpers Hot brush
8	Colour hair	<ul style="list-style-type: none"> • Prepare self, the client and work area for coloring services • Use suitable consultation techniques to identify service objectives 	Cutting comb . pin tail comb wide tooth comb brush,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code BWS/N 9001 BWS/N 0209</p>	<ul style="list-style-type: none"> Evaluate the potential of the hair to achieve the desired look by identifying influencing factors Be able to prepare for colouring services Be able to provide colouring services Provide clear recommendations to the client based on factors 	sectioning clips, plastic bowl, plastic brushes, climazone, hood dryer, measuring jugs/scales, wraps, foil, spatulas, hi/lo-lighting cap plastic cap cutting chair trolley mirror
9	<p>Perm and neutralize hair</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code BWS/N 9001 BWS/N 0210</p>	<ul style="list-style-type: none"> Understand procedures of creative perming and neutralizing services Understand the factors that influence the perming and neutralizing service Understand the science of the perming and neutralizing service Understand the tools, equipment, products and techniques used for perming and neutralizing services Be able to creatively perm hair Provide after care advice. 	Perm curlers (various sizes) , tail comb, wide tooth comb, sectioning clips, end papers, cotton wool, drip tray, plastic bowl/ neutralizing sponge, towels, tissue paper, disposable gloves, apron and cape, tension rods, climazone.
10	<p>Perform hair relaxing and straightening services</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code BWS/N 9001 BWS/N 0211</p>	<ul style="list-style-type: none"> Understand the requirements for hair relaxing services Understand the techniques and procedures for hair relaxing services Understand and demonstrate the principles of relaxing hair Be able to prepare for hair relaxing services Be able to provide hair relaxing services 	Tail combs Wide tooth combs Colour brushes Bowls Apron gloves Client protective gown Towels Non-permeable cape Trolley Cutting chair Mirror Hair straightener
11	<p>Health and Safety</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 10:00</p>	<ul style="list-style-type: none"> Identify contra-indications related to hair treatments Understand process and products to sterilize and disinfect equipment/ tools Understand manufacturer's instructions related to equipment and product use and cleaning Understand knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of 	First aid kit Fire extinguishers Sterilizers Hot cabinets Waste disposal bins

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Corresponding NOS Code BWS/N 9001 BWS/N 9002</p>	<p>substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</p> <ul style="list-style-type: none"> • Handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions • Sport clean professional uniform, neat combed hair, closed-in footwear, personal • Maintain hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) • Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards • Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools • Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection 	
12	<p>Client care and communication in beauty industry</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code BWS/N 9003</p>	<ul style="list-style-type: none"> • Be able to communicate and behave in a professional manner when dealing with clients • Be able to manage client expectations • Behave in a professional manner within the workplace • Be able to Use effective communication techniques when dealing with clients • Be able to Adapt methods of communication to suit different situations and client needs • Be able to Use effective consultation techniques to identify treatment objectives • Provide clear recommendations to the client • Maintain client confidentiality • Use retail sales techniques to meet client requirements and maintain client confidentiality • Plan and organize service feedback files/documents • Plan and manage work routine based on salon procedure • Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule • Maintain accurate records of clients, treatments and product stock levels • Accept feedback in a positive manner and develop on the short comings 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Total Duration:</p> <p>Theory Duration 97 hrs</p> <p>Practical Duration 216 hrs</p>	<p>Unique Equipment Required:</p> <p>Shampoo station</p> <p>Anatomy and Physiology Charts</p> <ul style="list-style-type: none"> • hand held dryer and attachments • different size and types of brushes <p>various combs, Trolley, Client gown</p> <p>wide tooth comb, clips, bowl and brush,</p> <p>plastic cap, scalp steamer, Cutting comb, section clips,</p> <p>waterspray, scissors (thinning and precision), razor</p> <p>mirror, cutting chair, climazone,</p> <p>Round brushes (various diameters) –</p> <p>Flat brushes – paddle, Bristle brushes Vent</p> <p>Dressing comb – back-comb, Curling tongs – various sizes</p> <p>Hand dryer, Diffuser, Hot rollers, Rollers with pins</p> <p>Bendy rollers, Velcro rollers, Pin curl clips, Crimpers</p> <p>Hot brush, hood dryer, measuring, jugs/scales,</p> <p>wraps, foil, spatulas, hi/lo-lighting cap, cutting chair</p> <p>Perm curlers (various sizes), tail comb, end papers,</p> <p>cotton wool, drip tray, plastic bowl/neutralizing sponge,</p> <p>towels, tissue paper, disposable gloves, apron and cape,</p> <p>tension rods, climazone. Colour brushes gloves</p> <p>Non-permeable cape Hair straightener, First aid kit</p> <p>Fire extinguishers, Sterilizers, Hot cabinets, Waste disposal bins.</p>	

Grand Total Course Duration: 313 Hours 0 Minutes

(This syllabus/ curriculum has been approved by Beauty and Wellness Sector Skill Council)

Trainer Prerequisites for Job role: “Hair Stylist” mapped to Qualification Pack: “BWS/Q0202” Version 1.0

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service , mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q0202 Version 1.0
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Graduate with Advanced Diploma in hair styling
4a	Domain Certification	Certified for Job Role: “Hair Stylist” mapped to QP: “BWS/Q0202 Version 1.0 Minimum accepted score is 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score is 70%
5	Experience	2 years+ experience as a hairstylist / senior hairstylist . Work experience in beauty & wellness segment (at least 2 years). Good knowledge of sector related services/processes with prior experience in training/teaching

Annexure: Assessment Criteria

Assessment Criteria for Hair Stylist	
Job Role	Hair Stylist
Qualification Pack	BWS/Q0202 Version 1.0
Sector Skill Council	Beauty and Wellness

Sr. No.	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 centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5	To pass the Qualification Pack, every trainee should score an aggregate of 70% in the QP

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Assessment criteria (PC)	Total Marks	Out Of	Theory	Skills Practical
1. BWS/N9001 (PREPARE AND MAINTAIN WORK AREA)	PC2. Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygienic and safe environment	100	15	3	12
	Select suitable equipment and products required for the treatment		19	5	14
	Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/equipment guidelines		20	4	16
	Place the products in the trolley for the treatment		12	1	11
	Sterilise, disinfect and place the tools on the tray		14	4	10
	Dispose waste materials in adherence to the salon's and industry requirements		10	2	8
	Store records, materials and equipment securely in line with the salon's policies		10	2	8
			NOS Total	100	21
2.	PC2. Adhere to the health and safety standards laid out by the manufacturer and salon	100	15	4	11
	Position self and client throughout treatment to ensure comfort and wellbeing		10	2	8
	Clarify the client's understanding and expectation prior to commencement of the blow dry procedure		11	3	8
	Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		15	3	12
	Apply styling products, if required and maintain a regular check to minimise the risk of damage to the hair		15	3	12
	PC6. Perform various blow drying technique to achieve the desired look <ul style="list-style-type: none"> • Blow-waving • Blow-drying • Scrunch drying • Finger or hand drying • Blow combing Blow-stretching or straightening		10	3	7
	Complete the procedure to the satisfaction of the client in a commercially acceptable time		12	3	9

	Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		12	3	9
		NOS Total	100	24	76
3. BWS/N0202 (SHAMPOO, CONDITION THE HAIR)	PC2. Adhere to the health and safety standards laid out by the manufacturer and salon	100	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 products, dirt, and grease		6	1	5
	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 recommendations for product use and further treatments to the client		3	1	2
	PC20. Minimize the wastage of products and store chemicals and equipment securely post treatment		4	1	3
	PC21. Dispose all waste safety according to the salon's standards of hygiene and safety		4	1	3
		NOS Total	100	21	79
4. BWS/N0206 (PERFORM SCALP MESSAGES AND HAIR SPA SERVICES)	PC19. Adhere to the health and safety standards laid out by the manufacturer and salon	100	5	2	3
	PC20. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		5	1	4
	PC21. Prepare yourself, the client and work area for shampoo and conditioning services		8	2	6
	PC22. Consult with the client to identify the condition of the hair and scalp and provide the suitable treatment		8	2	6
	PC23. Clarify the client's understanding and expectation prior to commencement of treatment		8	2	6
	PC24. Sanitize the hands prior to treatment commencement		5	1	4
	PC25. Prepare the client and provide suitable protective apparel		5	1	4
	PC26. 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	2	4
	PC27. Perform a pre-shampoo or treatment in accordance with the required service		5	2	3
	PC28. Select a suitable medium and perform hair spa and the scalp massage		5	2	3

	PC29. Perform a post conditioning or treatment in accordance with the required service knowledge of the range and specifications of competitor products skin, hair structure, and type		5	2	3
	PC30. Check the client's wellbeing throughout the service and giving the necessary reassurance		5	2	3
	PC31. Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client		5	2	3
	PC32. Promptly refer problems that cannot be solved to the relevant superior for action		5	1	4
	PC33. Complete the treatment to the satisfaction of the client in a commercially acceptable time		5	2	3
	PC34. Record the treatment accurately and store information securely in line with the salon's policies		5	2	3
	PC35. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client Minimize the wastage of products and store chemicals and equipment securely post treatment		5	2	3
	PC36. Dispose all waste safety according to the salon's standards of hygiene and safety		5	2	3
		NOS Total	100	32	68
5. BWS/N0207 (CUT HAIR)	PC11. Adhere to the health and safety standards laid out by the manufacturer and salon	100	5	2	3
	PC12. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		4	1	3
	PC13. Prepare yourself, the client and work area for shampoo and conditioning services		4	1	3
	PC14. Clarify the client's understanding and expectation prior to commencement of treatment		4	1	3
	PC15. Sanitise the hands prior to treatment commencement		4	1	3
	PC16. Prepare the client and provide suitable protective apparel		4	1	3
	PC17. Select styling products, tools and equipment based on the results of client consultation and hair analysis		6	2	4

	PC18. Consult the client to identify the desired look before cutting		6	2	4
	PC19. Identify the condition of the hair to achieve the required results by analysing the influencing factors		4	1	3
	PC20. Select the most suitable technique to the client's hair and to achieve the desired look		4	1	3
	PC14. Establish and follow the guidelines to accurately achieve the desired look		4	1	3
	PC15. Select the correct cutting tool to achieve the desired look		5	2	3
	PC16. Understand and perform various sectioning techniques to carry out the desired haircut		4	1	3
	PC17. Perform various cutting techniques and texturing technique <ul style="list-style-type: none"> • Club cutting • Notching • Slicing • Point cutting • Scissor over comb • Feathering • Thinning 		4	1	3
	PC18. Cross check the hair cut to ensure even balance and weight distribution		5	2	3
	PC19. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC20. Position self and client throughout procedure to ensure comfort and wellbeing		4	1	3
	PC21. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		5	2	3
	PC22. Promptly refer problems that cannot be solved to the relevant superior for action		5	2	3
	PC23. Complete the procedure to the satisfaction of the client in a commercially acceptable time		5	2	3
	PC24. Record the procedure accurately and store information securely in line with the salon's policies		5	2	3
	PC25. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		5	2	3
			100	32	68

	PC18. Perform suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair	100	6	1	5
	PC19. Identify the condition of the hair to achieve the required results by analysing the influencing factors		7	2	5
	PC20. Select the most suitable drying, setting techniques, styling techniques and finishing technique to achieve the desired look		6	1	5
	PC21. Perform the required back combing /back brushing technique		6	1	5
	PC22. Control and secure hair effectively into place during dressing		6	1	5
	PC23. Dress the hair to the satisfaction of the client		7	2	5
	PC24. Position self and client throughout procedure to ensure comfort and wellbeing		6	1	5
	PC25. Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		7	2	5
	PC26. Apply finishing product to maintain the style and follow manufacturer's instructions		7	2	5
	PC27. Ensure the finished style taking into account the critical influencing factors		7	2	5
	PC28. Evaluate the result of the treatment with the client		7	2	5
	PC29. Promptly refer problems that cannot be solved to the relevant superior for action		7	3	4
	PC30. Complete the procedure to the satisfaction of the client in a commercially acceptable time		7	2	5
	PC31. Record the procedure accurately and store information securely in line with the salon's policies		7	3	4
	PC32. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		7	2	5
		NOS Total	100	27	73
7. BWS/N0209 (COLOUR AND LIGHTEN HAIR)	PC20. Adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC21. Consult the client by questioning to identify contra-indications to skin and make-up products		6	2	4

PC22.	Sanitise the hands prior to treatment commencement		2	1	1
PC23.	Prepare the client and provide suitable protective apparel		2	1	1
PC24.	Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	1	1
PC25.	Select products, tools and equipment based on the results of client consultation , hair analysis and any tests conducted (e.g. skin sensitivity test, hair strand test)		5	1	4
PC26.	Clarify the client's understanding and expectation prior to commencement of procedure		8	2	6
PC27.	Mix accurately and apply the colour taking into account the influencing factors using neat sections		12	3	9
PC28.	Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		8	2	6
PC29.	Apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		12	2	10
PC30.	Monitor accurately the development of colour as required and follow the manufacturer's instructions		8	2	6
PC31.	Remove the colour products thoroughly from the hair and leave the hair free of any colouring products		10	2	8
PC32.	Apply a suitable conditioner or post colour treatment to the hair following manufacturer's instructions		6	1	5
PC33.	Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
PC34.	Complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
PC35.	Record the procedure accurately and store information securely in line with the salon's policies		4	1	3
PC36.	Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client Minimise the wastage of products and store chemicals and equipment securely post treatment		4	1	3

		NOS Total	100	25	75
8. BWS/N0210 (PERM AND NEUTRALIZE HAIR)	PC19. Adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC20. Consult the client by questioning to identify contra-indications to haircare products		3	1	2
	PC21. Sanitise the hands prior to treatment commencement		2	1	1
	PC22. Prepare the client and provide suitable protective apparel		2	1	1
	PC23. Position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	1	1
	PC24. Perform suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service		9	2	7
	PC25. Identify the condition of the hair to achieve the required results by analysing the influencing factors		9	2	7
	PC26. Select products , tools and equipment based on the results of client consultation , hair analysis and tests conducted		9	1	8
	PC27. Combine and adapt perming and sectioning techniques in an innovative way to achieve desired perm effect		9	1	8
	PC28. Monitor accurately the development of perming process as required and take a development test curl as required		9	1	8
	PC29. Stop the perm development and neutralize the hair when the required degree of the curl is established		9	1	8
	PC30. Leave the hair free of neutraliser with the required degree of curl, use creative finishing techniques		8	1	7
	PC31. Apply a suitable conditioner or treatment to the hair following manufacturer's instructions		6	2	4
	PC32. Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1	4
	PC33. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
PC34. Complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2	

	PC35. Record the procedure accurately and store information securely in line with the salon's policies		3	1	2
	PC36. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client Minimize the wastage of products and store chemicals and equipment securely post treatment		3	1	2
		NOS Total	100	21	79
9. BWS/N0211 (PERFORM HAIR RELAXATION SERVICES)	PC1. Adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC2. Sanitise the hands prior to treatment commencement		2	1	1
	PC3. Perform suitable consultation techniques to identify the client's wishes for the desired look before the relaxing service		10	3	7
	PC4. Identify the condition of the hair to achieve the required results by analysing the influencing factors.		10	2	8
	PC5. Select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted		10	2	8
	PC6. Prepare the client and provide suitable protective apparel		2	1	1
	PC7. Position self and client throughout procedure to ensure comfort and wellbeing		2	1	1
	PC8. Apply pre-relaxing products to protect the scalp and even out the porosity of the hair		10	2	8
	PC9. Carry out relaxing services using relevant application techniques		18	3	15
	PC10. Monitor accurately the development of relaxing process		12	2	10
	PC11. Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1	4
	PC12. Check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC13. Complete the procedure to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC14. Record the procedure accurately and store information securely in line with the salon's policies		3	1	2

	PC15. Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client Minimize the wastage of products and store chemicals and equipment securely post treatment		3	1	2
		NOS Total	100	23	77
10. 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 sterilise 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
	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
			NOS Total	100	25
11. BWS/N9003 (CREATE A POSITIVE IMPRESSION AT WORK AREA)	PC19. Maintain good health and personal hygiene	100	8	2	6
	PC1. Comply with organisation's standards of grooming and personal behaviour		9	3	6
	PC2. Meet the organisation's standards of courtesy, behaviour and efficiency		9	3	6
	PC3. Stay free from intoxicants while on duty		2	1	1
	PC4. Wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC5. Take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC6. Record details related to tasks, as per procedure		5	2	3

PC7. Participate in workplace activities as a part of the larger team		5	1	4
PC8. Report to supervisor immediately in case there are any work issues		3	1	2
PC9. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		7	2	5
PC10. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		7	2	5
PC11. Communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5
PC12. Assist and guide clients to services or products based on their needs		4	1	3
PC13. Report and record instances of aggressive/ unruly behaviour and seek assistance		4	1	3
PC14. Use communication equipment (phone, email etc) as mandated by your organisation		4	1	3
PC15. Carry out routine documentation legibly and accurately in the desired format		6	2	4
PC16. File routine reports and feedback		4	1	3
PC17. Maintain confidentiality of information, as required, in the role		4	1	3
	NOS Total	100	29	71



Beauty and Wellness Sector Skill Council

405-406, 4th Floor, DLF City Court, M G Road, Sikanderpur, Gurgaon - 122002