



# Model Curriculum

**QP Name: Beauty Therapist**

**QP Code: BWS/Q0102**

**QP Version: 4.0**

**NSQF Level: 4**

**Model Curriculum Version: 4.0**

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## Training Parameters

<b>Sector</b>	Beauty & Wellness
<b>Sub-Sector</b>	Beauty and Salons
<b>Occupation</b>	Skincare Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5142.0100
<b>Minimum Educational Qualification and Experience</b>	<ul style="list-style-type: none"> <li>• 10th grade pass and pursuing continuous schooling OR</li> <li>• 10th grade pass plus 1-year NTC/ NAC OR</li> <li>• 10th grade pass with 2 years relevant experience OR</li> <li>• Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass and 2 years of relevant experience</li> </ul>
<b>Pre-Requisite License or Training</b>	-
<b>Minimum Job Entry Age</b>	16 years
<b>Last Reviewed On</b>	31-08-2021
<b>Next Review Date</b>	31-08-2024
<b>NSQC Approval Date</b>	31-08-2021
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	31-08-2021
<b>Model Curriculum Valid Up to Date</b>	31-08-2024
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	510:00 Hrs.
<b>Maximum Duration of the Course</b>	510:00 Hrs.

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner will be able to:

- Explain the objectives of the program
- List the career opportunities and projected growth in skincare services
- Explain the roles & responsibilities of Beauty Therapist
- Carry out preparation and maintenance of work area
- Describe the application of health and safety practices at the workplace
- Describe the importance of personal hygiene and grooming while executing task
- Perform skin care services; such as facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and moisturizing
- Perform hair removal services, including waxing and threading
- Carry out manicure and pedicure services
- Perform make-up for a variety of occasions, including day, evening and special occasions
- Perform salon reception duties; such as handling the front desk duties and customers
- Carry out facial beauty services using different techniques like ultrasonic and hi-frequency
- Discuss the importance of employability skills

### Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>BWS/N9001- Prepare &amp; Maintain the work area V4.0, NSQF Level 3</b>	10	20	–	–	30
Introduction to the program and the role of Beauty Therapist	1	–	–	–	1
<b>Prepare and maintain work area</b>	9	20	–	–	29
<b>BWS/N0104 Perform skin care services V4.0, NSQF Level 4</b>	20	40	–	–	60

<b>Perform skin care services</b>	20	40	–	–	60
<b>BWS/N0105 Perform hair removal services V4.0, NSQF Level 4</b>	10	20	–	–	30
<b>Perform hair removal services</b>	10	20	–	–	30
<b>BWS/N0106 Perform make-up services V4.0, NSQF Level 4</b>	20	40	–	–	60
<b>Perform simple make-up services</b>	20	40	–	–	60
<b>BWS/N0401 Provide manicure and pedicure services V4.0, NSQF Level 4</b>	10	20	–	–	30
<b>Provide manicure and pedicure services</b>	10	20	–	–	30
<b>BWS/N0128 Operate and apply electrical/electronic equipment for facial beauty services safely and effectively V4.0, NSQF Level 4</b>	30	60	–	–	90
<b>Operate and apply electrical/electronic equipment for facial beauty services safely and effectively</b>	30	60	–	–	90
<b>BWS/N0129 Perform salon reception duties V4.0, NSQF Level 4</b>	10	20	–	–	30
<b>Perform salon reception duties</b>	10	20	–	–	30
<b>BWS/N9002- Maintain health and safety at the workplace V4.0, NSQF Level 3</b>	10	20	–	–	30
<b>Maintain health and safety at the workplace</b>	10	20	–	–	30
<b>BWS/N9003-</b>	10	20	–	–	30

<b>Create a positive impression at the workplace V4.0, NSQF Level 3</b>					
Create a positive impression at the workplace	10	20	–	–	30
<b>DGT/VSQ/N0102 Employability Skills (60 hours) NOS Version No. – 1.0 NSQF Level – 4</b>	<b>24</b>	<b>36</b>	–	–	<b>60</b>
<b>Introduction to Employability Skills</b>	5	1	–	–	1.5
<b>Constitutional values - Citizenship</b>	0.5	1	–	–	1.5
<b>Becoming a Professional in the 21st Century</b>	1	1.5	–	–	2.5
<b>Basic English Skills</b>	4	6	–	–	10
<b>Career Development &amp; Goal Setting</b>	1	1	–	–	2
<b>Communication Skills</b>	2	3	–	–	5
<b>Diversity &amp; Inclusion</b>	1	1.5	–	–	2.5
<b>Financial and Legal Literacy</b>	2	3	–	–	5
<b>Essential Digital Skills</b>	4	6	–	–	10
<b>Entrepreneurship</b>	3	4	–	–	7
<b>Customer Service</b>	2	3	–	–	5
<b>Getting ready for apprenticeship &amp; Jobs</b>	3	5	–	–	8
<b>Duration</b>	<b>134:00</b>	<b>316:00</b>	<b>60:00</b>		<b>510:00 Hrs.</b>

## Module Details

### Prepare and maintain work area

#### *Mapped to Beauty Therapist, BWS/Q0102*

#### Terminal Outcomes:

- Explain the objectives of the program
- Explain the roles & responsibilities of Beauty Therapist
- List the career opportunities in skincare services
- Carry out preparation and maintenance of work area

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the objectives of the program</li> <li>• State the roles &amp; responsibilities of Beauty Therapist</li> <li>• List the career opportunities in skincare service</li> <li>• Discuss about the projected growth in skincare service</li> <li>• Discuss the significance of maintaining hygienic, safe, disinfected and suitable ambient conditions at work place; such as by using air purifiers to reduce dust, dander, smoke, allergens &amp; odour resulting in a healthier, fresher &amp; cleaner environment and restructuring the workplace set-up by keeping a minimum distance of 2 meters in between two clientele, practicing social distancing by avoiding handshakes/ hugs to co-workers/ clientele, etc.</li> <li>• Identify and prepare equipment &amp; products required for the respective service</li> <li>• Discuss the instructions required in preparing a sterilization solution as per organizational standards using approved products and as per manufacturer's and checking leakages</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate organizing the sterilized/ disinfected equipment for a service delivery; equipment such as bowls, cotton etc.</li> <li>• Demonstrate disposing of waste in the designated area at work place; waste materials such as disposable triple layered surgical face mask, disposable gloves, etc.</li> <li>• Demonstrate the use of electrical equipment while providing services and its proper maintenance when not in use</li> <li>• Prepare reports of materials and equipment securely in line with the organisational policies</li> <li>• Apply digital mode of payment to lessen any kind of cross infection; digital mode such as use of debit/credit cards, internet banking, mobile wallets, digital payment apps, etc.</li> </ul>

- Identify need of segregating recyclable, non-recyclable and hazardous waste generated in separate bin
- Conduct employee awareness program; such as for COVID-19 by displaying posters/ signage's promoting regular hand-washing and respiratory hygiene in the premises

#### Classroom Aids

Computer, projector, white board/ flip chart, marker and duster

#### Tools, Equipment and Other Requirements

Therapy Bed, Beauty Trolley, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bin, Record Book, Bowls Bed, Basket, Recliner, Chair, Bowl, Cotton, etc.



## Provide skin care services

### Mapped to Beauty Therapist, BWS/Q0102

#### Terminal Outcomes:

- Perform skin care services; such as facial skin condition using exfoliation, skin warming, comedone extraction, facial massage, mask treatments and moisturizing

<b>Duration: 20:00 Hrs.</b>	<b>Duration: 40:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the anatomical structure of the skin; such as the layers of the epidermis, the dermis, the subcutaneous layer, the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings</li> <li>• Identify the functions of the skin; such as sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production</li> <li>• Identify the characteristics of the skin, its type and conditions</li> <li>• Identify the effect of the natural ageing process on the skin, facial muscles and muscle tone</li> <li>• Explain the functions of the circulatory and the lymphatic systems of the body</li> <li>• Identify various environmental and lifestyle factors affecting the skin</li> <li>• Identify erythema and its causes</li> <li>• Identify the allergies, contraindications and contra-actions of the skin accurately</li> <li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare the client, self and work area for basic skin care services</li> <li>• Apply facial and bleach techniques for client's basis on the skin conditions; facials such as skin lighting, radiance, anti-tan, hydration, oil control, harmonizing for sensitive skin, etc. and skin conditions such as psoriasis, eczema, acne, etc.</li> <li>• Perform suitable course of services and procedures for various skin types and conditions, and recommended frequency of service - daily, weekly, monthly, etc.</li> <li>• Differentiate between various types of specialist skin products and methods</li> <li>• Categorise the benefits of various beauty services; such as used for cleansing, exfoliating and toning the skin</li> <li>• Massage by applying masks and skin care products &amp; warm the skin using different types of skin warming devices</li> <li>• Perform safe manual black head extraction using comedone extractor</li> <li>• Illustrate different types of masks and their effects on the skin like cream, warm oil, clay, peel off, thermal, etc.</li> <li>• Perform aftercare services by recommending basic home care routine for skin protection</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Anatomy and Physiology, Charts, Therapy Bed, Beauty Stool/Chair, Trolley, Bowls, Sterilizer, Comedone Remover, Face Steamer, Pack Brush, Dustbin, etc.	

## Perform hair removal services

### Mapped to Beauty Therapist, BWS/Q0102

#### Terminal Outcomes:

- Carry out hair removal services, including waxing and threading

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Describe the importance of proper consulting, planning and preparing clients for waxing treatments</li> <li>• Identify contra-indications that affect or restrict waxing treatments</li> <li>• Identify various techniques associated with working temperatures for different waxing methods</li> <li>• Identify different types of hot wax and warm wax based on hair and skin types</li> <li>• Identify the advantages, disadvantages and limitations of facial waxing and suitable alternative facial hair removal procedures</li> <li>• Identify different types of tools and materials used for threading, e.g., scissors, disposable eyebrow brush, thread</li> <li>• Explain the advantages and disadvantages of threading as per the shape and proportion of the eyebrows in relation to facial features and existing eyebrow shape</li> <li>• List the methods to carry out the threading techniques</li> <li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Carry out the safe and effective methods of working when waxing</li> <li>• Select &amp; apply proper equipment, materials, products, techniques for effective waxing services</li> <li>• Select &amp; apply methods of application and removal of waxing products in relation to the direction of hair growth</li> <li>• Apply various methods of hair removal and their effects like threading, sugaring, tweezing, shaving, hair removal creams, electrical depilatory, abrasive mitts, etc.</li> <li>• Select &amp; apply proper threading tools, materials and equipment; such as to suit male client requirements, e.g. removing external hair on ears and nose</li> <li>• Perform aftercare advice for clients; such as activities to avoid after waxing services i.e., possible contra-actions that may occur after waxing services</li> <li>• Execute record services; such as maintaining product usage (inventory) record</li> </ul>
<p><b>Classroom Aids</b></p> <p>Computer, Projector, White Board/ Flip Chart, Marker and Duster</p>	
<p><b>Tools, Equipment and Other Requirements</b></p> <p>Therapy Bed, Beauty Trolley, Wax Heater, Wax Strips, Wax Knife, Spatula, Bowls, Dustbin, Bed/Recliner, Chair, Bowl, Cotton, Mirror, Tissues, Towel, and Trolley</p>	

## Perform manicure and pedicure services

### Mapped to Beauty Therapist, BWS/Q0102

#### Terminal Outcomes:

- Carry out pedicure and manicure services

<b>Duration: 10:00 Hrs.</b>	<b>Duration: 20:00 Hrs.</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify the structure, function, and characteristics of nail and the process of nail growth</li> <li>• Identify bones of lower leg, foot, wrist, hands fingers and forearm</li> <li>• Explain the structure and functions of the lymphatic vessels of the lower leg, foot, hand and arm</li> <li>• Explain the arteries and veins of lower leg, foot, hand and arm</li> <li>• Identify muscles of the lower leg, foot, hand and arms</li> <li>• Identify nail diseases and disorder</li> <li>• Explain nail and analyse skin by visual/manual examination to identify treatable conditions and contra-indications restricting or preventing treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Apply safe and effective methods of working when providing services</li> <li>• Perform client consultation, treatment planning and preparation</li> <li>• Demonstrate the process followed in pedicure and manicure services</li> <li>• Demonstrate and identify contra-indications and contra-actions that may affect or restrict the services</li> <li>• Perform aftercare advice for clients</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Anatomy And Physiology of Nail Chart, Manicure Chair/ Stool, Sterilizer Bowls, Manicure Brush, Nail Cutter, Cuticle Pusher, Cuticle Nipper, Orange Stick, Nail Filer, Pack Brush, Dustbin, Pedicure Chair/ Stool, Foot Scrapper, Emery Board, Pumic Stone, Toe Separator, Pedicure Brush, Pack Brush, Cotton Wool, Remover, Hand And Foot Cream, Scrubber, Cleanser, etc.	

## Perform make-up services

*Mapped to Beauty Therapist, BWS/Q0102*

### Terminal Outcomes:

- Perform make-up for a variety of occasions, including day, evening and special occasions

<b>Duration:</b> 20:00 Hrs.	<b>Duration:</b> 40:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify &amp; select suitable skin care and make-up products to meet the client’s needs; such as by identifying basic skin types and skin tone correctly</li> <li>• Describe the need of cleaning, toning and moisturizing the skin to suit the client’s skin type and needs in the correct sequence, applying correct techniques</li> <li>• Identify &amp; select the correct make-up products to enhance facial features, to suit the client’s needs and achieve the desired effect, using make-up products: foundation, powder, blusher, mascara, eye shadows, eye liner, eyebrow pencil, lip liner and lip stick/gloss, etc.</li> <li>• Explain the role of disposing off waste materials as per organisational standards in a safe and hygienic manner</li> <li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct client consultation, treatment planning and preparation to meet the client’s needs, based on skin types, constraints and client preferences</li> <li>• Perform the make-up procedures using materials, equipment and techniques correctly and safely to meet the needs of the client</li> <li>• Demonstrate various plans followed in simple makeup services</li> <li>• Demonstrate and identify contra-indications and contra-actions that may affect or restrict the services</li> <li>• Practice completing the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards</li> <li>• Perform aftercare advice for clients</li> <li>• Practice handling the costume safely, avoiding any additional wrinkles or crumpling; such as saree, lehenga, mekhla, Christian gown, dupatta etc.</li> <li>• Perform costume on customer using correct techniques and without discomfort to the customer</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Make-up, Chair, Trolley, Mirrors, Lighting Foundations, Concealer, Powder, Blusher, Eyeshadow, Mascara, Eye Pencil, Liquid Liner, Lip Liner, Lipstick, Lip Gloss, Corrective Makeup/ Colored Concealer, Brushes, and Applicators	

## Operate and apply electrical/electronic equipment for facial beauty services safely and effectively

*Mapped to Beauty Therapist, BWS/Q0102*

### Terminal Outcomes:

- Carry out facial beauty services using different techniques like ultrasonic and hi-frequency.

<b>Duration:</b> 30:00 Hrs.	<b>Duration:</b> 60:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify the techniques to improve and maintain skin condition</li> <li>• Explain facial skin care techniques, products and treatment planning</li> <li>• Identify contra-indications that affect or restrict facial skin care treatments</li> <li>• Explain the significance of maintaining customer service principles including privacy and protection to modesty of the customers</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare self, client and the work area for head massage</li> <li>• Apply safe and effective methods of working when improving and maintaining facial skin condition</li> <li>• Use basic and advance machine facials; such as direct high frequency, indirect high frequency, galvanic, etc. effectively and as per safety standards</li> <li>• Use an ultrasonic therapy machine as per manufacturer’s instructions</li> <li>• Carry out disposing of all the waste safety according to the salon’s standards of hygiene and safety</li> <li>• Perform aftercare advice for clients</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
Trolley, Bowls, Sterilizer, Comedone Remover, Face Steamer, Pack Brush, Dustbin, Galvanic/ Hi-Frequency/ Ultrasonic Machines, Therapy Stools, Video - Derma scope, Wax Heater, etc.	

## Maintain health and safety at the workplace

### Mapped to Beauty Therapist, BWS/Q0102

#### Terminal Outcomes:

- Describe the application of health and safety practices at the workplace

<b>Duration:</b> 10:00 Hrs.	<b>Duration:</b> 20:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>State the significance of personal protective equipment (PPE) &amp; its efficient supply at work place; PPE such as tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc.</li> <li>Discuss the importance of maintaining basic hygiene at work place to avoid any kind of cross infection; basic hygiene such as wearing disposable N-95/ triple layered surgical face mask, gloves, apron, washing/ sanitizing hands &amp; taking bath at regular intervals, etc.</li> <li>Explain the importance of maintaining first aid kit at work place</li> <li>Identify and list potential risks and hazards in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate and state significance of maintaining posture and position to minimize fatigue and the risk of injury</li> <li>Demonstrate the method of sterilizing equipment &amp; tools before and after use</li> <li>Prepare, maintain and report accident reports as per organisational policies</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White board/ Flip chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
First Aid kit, Fire Extinguishers, Sterilizers, Masks, Hand Sanitizer, Hot Cabinets, and Waste Disposal Bins	

## Create a positive impression at the workplace

### Mapped to Beauty Therapist, BWS/Q0102

#### Terminal Outcomes:

- Describe the importance of personal hygiene and grooming while executing task

<b>Duration:</b> 10:00 Hrs.	<b>Duration:</b> 20:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the importance of maintaining personal hygiene and grooming; such as sanitized hands, neatly tied and covered hair, clean nails, sanitized uniform while engaging with clients with no gender stereotyping, to ensure privacy, comfort and wellbeing of all the genders throughout the services, etc.</li> <li>List the ways to manage client expectations; such as by identifying new techniques</li> <li>State the importance of maintaining confidentiality of information while performing documentation of records</li> <li>Conduct employee awareness program; such as internalization of gender, PwD sensitization on designing PwD friendly workplace</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate confidence at the workplace by managing and identifying various business opportunities</li> <li>Demonstrate the different formats of maintaining documentation of records</li> <li>Demonstrate the process of client appointment scheduling; pre-bookings and maintaining the work area, equipment, product stocks to meet the schedule</li> <li>Carry out different &amp; effective ways of communication for clients; clients could be from different culture, religion, age, background, disability, gender; and communication such as email, phone etc.</li> <li>Perform activities related to the financial literacy; such as saving money, opening bank accounts, linking Aadhaar card to bank account, using various e-commerce payment systems, etc.</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
POS Machine	

## Perform salon reception duties

*Mapped to Beauty Therapist, BWS/Q0102*

### Terminal Outcomes:

- Perform salon reception duties; such as handling the front desk duties and customers

<b>Duration:</b> 04:00 Hrs.	<b>Duration:</b> 16:00 Hrs.
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the types of products and services offered by the salon, and their prices</li> <li>• Explain the importance of customer satisfaction for business and professional success</li> <li>• Explain the features and operational procedures of computerized booking systems</li> </ul>	<ul style="list-style-type: none"> <li>• Execute &amp; manage bookings for various services and procedures according to the salon policies</li> <li>• Execute collecting feedbacks from the client</li> <li>• Apply various marketing techniques to generate business; such as spreading awareness on promotional coupon offers</li> <li>• Follow customer service principles including privacy and protection to modesty of the customers</li> <li>• Perform aftercare advice for clients</li> </ul>
<b>Classroom Aids</b>	
Computer, Projector, White Board/ Flip Chart, Marker and Duster	
<b>Tools, Equipment and Other Requirements</b>	
NA	



## Introduction to Employability Skills

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Employability Skills in meeting the job requirements</li> </ul>	<ul style="list-style-type: none"> <li>• List different learning and employability related GOI and private portals and their usage</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Constitutional values - Citizenship

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Becoming a Professional in the 21st Century

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss 21st century skills.</li> <li>• Describe the benefits of continuous learning</li> </ul>	<ul style="list-style-type: none"> <li>• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Basic English Skills

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration:</b> <4:00>	<b>Duration:</b> <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe basic communication skills</li> <li>• Discuss ways to read and interpret text written in basic English</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Read and interpret text written in basic English</li> <li>• Write a short note/paragraph / letter/e - mail using basic English</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Career Development & Goal Setting

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of career development plan</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well-mannered way with others.</li> <li>• Create a career development plan with well-defined short- and long-term goals</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Communication Skills

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Practice basic communication skills.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of active listening for effective communication</li> <li>• Discuss the significance of working collaboratively with others in a team</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Diversity & Inclusion

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Describe PwD and gender sensitisation.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Financial and Legal Literacy

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>List the common components of salary and compute income, expenditure, taxes, investments etc.</li> <li>Discuss the legal rights, laws, and aids</li> </ul>	<ul style="list-style-type: none"> <li>Outline the importance of selecting the right financial institution, product, and service</li> <li>Demonstrate how to carry out offline and online financial transactions, safely and securely</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Essential Digital Skills

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: <4:00>	Duration: <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the role of digital technology in today's life</li> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate digital devices and use the associated applications and features, safely and securely</li> <li>• Create sample word documents, excel sheets and presentations using basic features</li> <li>• Utilize virtual collaboration tools to work effectively</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Entrepreneurship

*Mapped to DGT/VSQ/N0102*

### Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <3:00>	Duration: <4:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the types of entrepreneurship and enterprises</li> <li>• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li> <li>• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Create a sample business plan, for the selected business opportunity</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Customer Service

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Describe ways of maintaining customer.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the significance of identifying customer needs and addressing them.</li> <li>Explain the significance of identifying customer needs and responding to them in a professional manner.</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate how to maintain hygiene and dressing appropriately.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Getting ready for apprenticeship & Jobs

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration:</b> <3:00>	<b>Duration:</b> <5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of maintaining hygiene and confidence during an interview</li> <li>List the steps for searching and registering for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Create a professional Curriculum Vitae (CV)</li> <li>Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</li> <li>Perform a mock interview</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass with Advance Diploma in Beauty or Cosmetology or certified in relevant CITS course.	Beauty or Cosmetology	3	Cosmetology Services	1	N.A	Diploma should be minimum of 6 months period followed by Advanced Diploma of minimum 3 months

Trainer Certification	
Domain Certification	Platform Certification
BWS/Q0102, V4.0 Trainer Minimum accepted score is 80%	Trainer (VET and Skills) MEP/Q02601, V2.0 Minimum accepted score is 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate with Advance Diploma in Beauty or Cosmetology or certified in relevant CITS course.	Beauty or Cosmetology	4	Cosmetology Services	2	N.A	N.A

Assessor Certification	
Domain Certification	Platform Certification
BWS/Q0102, V4.0 Assessor Minimum accepted score is 90%	Assessor (VET and Skills) MEP/Q2701, V2.0 Minimum accepted score is 90%



## Assessment Strategy

### Assessment system Overview

Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, B&WSSC will certify the learners. Assessor has to pass assessment of theoretical knowledge of the job role and approved by B&WSSC.

The assessment will have both theory and practical components in 20:80 ratios. While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

### Testing Environment

Training partner has to share the batch start date and end date, number of trainees and the job role.

Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.

Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.

Question bank of theory and practical will be prepared by assessment agency and approved B&WSSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on his theoretical knowledge of the subject.

The theory and practical assessments will be carried out on same day. The question paper is pre-loaded in the computer (incase of online assessment) and it will be in the language requested by the training partner.

Presentation will be one mode of assessment and so computers and LDC projector will be available for assessment. Viva will also be used to gauge trainee's confidence and correct knowledge in handling job situations.

### Assessment Quality Assurance framework

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.

The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.

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In case of many candidates to be accommodated in one venue for theory assessment, caution is taken not to let the candidates who competed test meet those who have not. Once the first batch has moved out of the knowledge based assessment area, the second batch must be taken from the main waiting area and seated in the respective seats for their knowledge based assessment.

For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

The assessment will be video recorded and submitted to B&WSSC. The training partner will intimate the time of arrival of the assessor and time of leaving the venue.

### **Methods of Validation**

Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Aadhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.

Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.

Video of the practical session is prepared and submitted to B&WSSC.

Random spot checks/audit is conducted by B&WSSC assigned persons to check the quality of assessment.

Assessment agency will be responsible to put details in SIP.

B&WSSC will also validate the data and result received from the assessment agency.

### **Method of assessment documentation and access**

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by B&WSSC assessment team. After upload, only B&WSSC can access this data. B&WSSC approves the results within a week and uploads on SIP.



## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.



## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards