

Model Curriculum

Hair Stylist

SECTOR: BEAUTY & WELLNESS
SUB-SECTOR: BEAUTY & SALONS
OCCUPATION: HAIRCARE SERVICES
REFERENCE ID: BWS/Q0202, V2.0
NSQF LEVEL: 4



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, V2.0, Level 4'**

Date of Issuance: 19th April 2017

Valid up to: 31st March 2020

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



Chairperson
(Beauty & Wellness Sector Skill Council)

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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	BWS/Q0202, v2.0		
Version No.	2.0	Version Update Date	12-11-2018
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 efficiency and effectiveness of conducting treatments considering the standards of operation of the salon. • Demonstrate blow-drying skills according to operational standards: Apply hair dryer to perform blow dry aligned to the standards of operation of the salon. • Provide shampoo and conditioning services efficiently: Perform shampooing, conditioning and treating the hair using a range of products and techniques. • Provide scalp massage and hair spa services: Perform hair spa and scalp massage and using a range of products and massage techniques. • Create different hairstyles as per client requirement: 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. • Carry out hair styling and hair dressing tasks efficiently: Perform variety of dressing techniques to produce innovative, fashionable and creative looks for your clientele by adapting variety of styling and finishing techniques. • Provide suitable hair colouring service to clients: Perform a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look. • Apply basic perming techniques: 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 at the workplace: Maintain a safe and hygienic environment at the work area to reduce potential risks to self and others. • Demonstrate professional behaviour at the workplace: Personal grooming and behaviour 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) 02:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Identify the career opportunities within the hair and beauty sector List the different hair dressing services 	<ul style="list-style-type: none"> Laptop Projector
2.	<p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9001</p>	<ul style="list-style-type: none"> Select suitable equipment and products required for the treatment Prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines Sterilize the tools as per standard procedure Place the products in the trolley for the treatment Dispose waste materials in adherence to the salon and industry requirements Store materials securely in line with the salon's policies 	<ul style="list-style-type: none"> Sterilizer Trolley
3.	<p>Perform blow-drying of hair</p> <p>Theory Duration (hh:mm) 16:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code BWS/N0205</p>	<ul style="list-style-type: none"> Explain the structure of hair Differentiate between a variety of hair types Identify hair and scalp conditions Explain the principles of blow-drying Identify contraindications to hair services (Contagious /Non-contagious, Defects of the hair) List the factors that influence blow-drying services Identify tools and equipment for blow-dry and finish hair Apply different blow-drying techniques Follow the correct procedure for blow-drying hair Provide suitable aftercare advice 	<ul style="list-style-type: none"> Anatomy and Physiology Charts Hand held Dryer and Attachments Brushes (Different sizes)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4.	<p>Shampoo, condition the hair and scalp</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 32:00</p> <p>Corresponding NOS Code BWS/N0202</p>	<ul style="list-style-type: none"> Identify the consequences of using incorrect products on hair and scalp Identify the condition of the hair and scalp using suitable consultation techniques Identify contraindications to shampoo and conditioner Prepare to shampoo and condition the hair and scalp Select products suitable for the client's hair and scalp condition Carry out the procedure using methods that minimise risk of cross infection Adapt massage techniques to meet the needs of the client Check the client's comfort and well-being throughout the service Provide suitable aftercare advice 	<ul style="list-style-type: none"> Anatomy and Physiology Charts Shampoo Station Shampoo Conditioner Apron Client Gown
5.	<p>Perform Indian Head Massage and Hair Spa Services</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 28:00</p> <p>Corresponding NOS Code BWS/N0206</p>	<ul style="list-style-type: none"> Identify contraindications that restrict the services sought by the customer Select a suitable medium to carry out hair spa and scalp massage Select products suitable for the client's hair and scalp condition Use various massage techniques to complete the service as required Adapt massage techniques to take into account influencing factors Provide post conditioning services in accordance with the hair type Provide suitable aftercare advice 	<ul style="list-style-type: none"> Trolley Apron Client Gown Bowl Brush Cap Scalp Steamer

Sr. No.	Module	Key Learning Outcomes	Equipment Required
6.	<p>Cut hair</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 44:00</p> <p>Corresponding NOS Code BWS/N0207</p>	<ul style="list-style-type: none"> Identify the factors that influence haircutting services Identify various hair cutting tools Explain different hairstyling techniques List various sectioning techniques Explain the suitability of styling products and tools Identify the condition of the hair and its effect on service procedure Take necessary actions for the identified contraindication Select the procedure, in consultation with the client, to achieve the desired look Select suitable tools for providing the haircutting service Follow established guidelines related to the selected procedure to accurately achieve the required look Apply various sectioning techniques to carry out the desired haircut Use various cutting and texturising techniques while carrying out the service Adapt hair cutting techniques as per client requirement 	<ul style="list-style-type: none"> Cutting Comb Section Clips Water Spray Bottle Scissors (thinning and precision) Razor Mirror Cutting Chair Trolley
7.	<p>Perform hair styling and dressing</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 28:00</p> <p>Corresponding NOS Code BWS/N0208</p>	<ul style="list-style-type: none"> Use suitable consultation techniques to identify required service Choose the suitable styling technique for the client Evaluate the potential of the hair to achieve the desired style Provide clear recommendations to the client Select the products to achieve the desired effect Select the tools to achieve the desired effect Adapt styling techniques to achieve the desired effects Personalize dressing techniques to take into account influencing factors Create a finished style to the satisfaction of the client Provide suitable aftercare advice 	<ul style="list-style-type: none"> Round Brushes (various diameters) Flat Brushes Bristle Brushes Vent Dressing Comb – backcomb Hair Straighteners Curling Tong – various sizes Hand Dryer Diffuser Hot Rollers Rollers with Pins Bendy Rollers Velcro Rollers Pin Curl Clips Crimpers Hot Brush

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8.	<p>Colour and lighten hair</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code BWS/N0209</p>	<ul style="list-style-type: none"> Identify hair and scalp conditions suitable for colouring Interpret the international colour chart Explain the principles of colour applications Follow the colour application procedures (global colouring, gray coverage, re-growth, highlighting, lowlighting and colour correction) Identify different types of hair products Explain the effects of hair products on hair structure Use suitable consultation techniques to identify service objectives Evaluate the potential of the hair to achieve the desired look Prepare the client for colouring services Provide clear recommendations to the client based on influencing factors Apply colour, using techniques that reduce the risk of colour being spread to skin and clothes Monitor accurately the development of colour, as required Follow the manufacturer's instructions to ensure desired development Remove the colouring products from hair thoroughly 	<ul style="list-style-type: none"> Cutting Comb, Pin Tail Comb, Wide Tooth Comb Brush Sectioning Clips Plastic Bowl Plastic Brushes Climazone Hood Dryer Measuring Jugs/scales Wraps Foil Spatulas Hi/Lolighting Cap Plastic Cap Cutting Chair Trolley Mirror
9.	<p>Perm and neutralize hair</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code BWS/N0210</p>	<ul style="list-style-type: none"> Identify the factors that influence perming and neutralizing service Explain the pH scale and its effects on hair structure Explain the effects of perm and neutralising lotion on the hair structure Explain the effects of temperature on the perming process Identify contraindications to perming services through hair analysis tests Select the tools for perming and neutralizing services Select the products for perming and neutralizing services Follow the process of creative perming and neutralizing hair as per standard procedure Use relevant winding techniques effectively and safely to carry out perming Adapt perming and sectioning techniques to achieve desired perm effect Apply a suitable post-perm conditioner following manufacturer's instructions 	<ul style="list-style-type: none"> 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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Provide aftercare advice once the service is over 	
10.	<p>Perform hair relaxing and straightening services</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 32:00</p> <p>Corresponding NOS Code BWS/N0211</p>	<ul style="list-style-type: none"> Identify the requirements for hair relaxing services Explain the principles of relaxing hair Conduct pre and post-tests for relaxing services Identify contraindications to providing hair relaxing services Carry out necessary actions for contraindications Apply pre-relaxing products to protect the scalp and even out the porosity of the hair Follow the techniques and procedures for hair relaxing services 	<ul style="list-style-type: none"> 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>Maintain health and safety at the workplace</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9002</p>	<ul style="list-style-type: none"> Identify contraindications related to hair treatments Follow the process to sterilize and disinfect equipment/ tools Follow manufacturer's instructions related to equipment and product use and cleaning Demonstrate knowledge of applicable legislation relating to the workplace Handle the products and tools as per manufacturer's instructions Dress up in a professional manner Maintain personal hygiene and cleanliness Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards Sanitize the hands and clean all working surfaces Store the products as per salon policy Dispose waste as per industrial standards 	<ul style="list-style-type: none"> First aid Kit Fire Extinguishers Sterilizers Hot Cabinets

Sr. No.	Module	Key Learning Outcomes	Equipment Required
12.	<p>Create a positive impression at the workplace</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9003</p>	<ul style="list-style-type: none"> • Demonstrate professional behaviour when dealing with clients • Use effective communication techniques when dealing with clients • Maintain client confidentiality as per salon's code of conduct • Use retail sales techniques to meet client requirements • Organize service feedback files/documents • Plan work routine based on salon procedure • Maintain accurate records of client treatments • Maintain records of product stock levels • Accept feedback in a positive manner to work on the shortcomings 	<ul style="list-style-type: none"> • Laptop • Projector
<p>Total Duration:</p> <p>Theory Duration: 90:00</p> <p>Practical Duration: 310:00</p>		<p>Unique Equipment Required: Shampoo Station, Anatomy and Physiology Charts, Hand Held Dryer and Attachments, Trolley, Client Gown, Wide Tooth Comb, Clips, Bowl and Brush, Plastic Cap, Scalp Steamer, Cutting Comb, Section Clips, Water spray, Scissors (Thinning and Precision), Razor, Mirror, Cutting Chair, Climazone, Round Brushes (Various Diameters) – Flat Brushes – Paddle, Bristle Brushes, Vent, Dressing Comb – Back-comb, Curling Tongs – Various Sizes, Diffuser, Hot Rollers, Rollers with Pins, Bendy Rollers, Velcro Rollers, Pin Curl Clips, Crimpers, Hot Brush, Hood Dryer, Measuring Jugs/scales, Wraps, Foil, Spatulas, Hi/lo-lighting Cap, Cutting Chair, Perm Curlers (Various Sizes), Tail Comb, End Papers, Cotton Wool, Drip Tray, Plastic Bowl/neutralizing Sponge, Towels, Tissue Paper, Disposable Gloves, Apron and Cape, Tension Rods, Climazone, Colour Brushes, Gloves, Non-permeable Cape, Hair straightener, Hot Cabinets</p>	

Grand Total Course Duration: 400 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, v2.0”

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 2.0
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 and One year Certificate/Diploma in Beauty culture/ Beauty & skin / Hair & skin/ Cosmetology/ from a State Govt./ Govt. of India Institution/ an institution established and registered as a society/ Pvt. Institution, has been in existence for minimum of 5 years and imparting 1 year Certificate/ Diploma in Beauty Culture/Hair Dressing/ Hair & Skin/Cosmetology.
4a	Domain Certification	Certified for Job Role: “Hair Stylist” mapped to QP: “BWS/Q0202 Version 2.0” Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%
5	Experience	Minimum 3 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

Job Role	Hair Stylist
Qualification Pack	BWS/Q0202, v2.0
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	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/ set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria.
6	To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
1. BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedure to be carried out in a hygienic and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the services		16	3	13
	PC3. set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service industry		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
	Total	100	21	79	
2. BWS/N0205 Perform blow drying of hair	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2. position self and client correctly to ensure privacy, comfort and wellbeing throughout the service		5	1	4
	PC3. ask relevant and effective questions to check and establish the client's understanding and expectation prior to commencement of the procedure and clarify doubts, if any including with guardians/parents for minors		5	2	3
	PC4. ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC5. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		8	3	5

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC6. apply products for moisturising and styling, if required and maintain a regular check to minimise the risk of damage to the hair		6	1	5
	PC7. perform various blow drying techniques to achieve the desired look		8	2	6
	PC8. blow dry hair to achieve volume, straightening and movement		6	2	4
	PC9. follow blow drying principles, while carrying out the procedure for safety, minimising damage and achieving the desired look		6	1	5
	PC10. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		6	1.5	4.5
	PC11. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		6	2	4
	PC12. ensure the work area is kept clean and tidy during the service		4	0	4
	PC13. dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC14. use work methods to minimise wastage		5	1.5	3.5
	PC15. record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC16. store information securely in line with the salon's policies		4	1	3
	PC17. ask questions to check with the client their satisfaction with the finished result		5	1.5	3.5
	PC18. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	1.5	3.5
	PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	2	3
		Total	100	27	73
3. BWS/N0202 Shampoo,	PC1. adhere to the health and safety standards laid out by the manufacturer and salon		3	1	2

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
condition the hair and scalp	PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing	100	4	1	3
	PC3. prepare yourself, the client and work area for shampoo and conditioning services		4	1	3
	PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures		4	1.5	2.5
	PC5. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1.5	2.5
	PC6. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition, that meet client's needs and service plan		4	1	3
	PC7. carry out the procedure using methods that minimise risk of cross infection		6	1.5	4.5
	PC8. apply shampoo using rotary massage technique		3	1	2
	PC9. carry out and adapt massage techniques to suit the client needs and to perform the service plan		5	1	4
	PC10. check the water temperature and flow to meet the needs of the service procedure and client comfort		4	1	3
	PC11. leave the hair clean and free of products, dirt, and grease after the shampoo		3	0.5	2.5
	PC12. perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process		5	1	4
	PC13. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service		4	1	3
	PC14. detangle hair without causing damage to hair or scalp using a tooth comb		5	1	4
	PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		4	0.5	3.5
	PC16. perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1	4

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC17. promptly refer problems that cannot be solved to the relevant superior for action		3	1.5	1.5
	PC18. complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs		4	1	3
	PC19. ensure the work area is kept clean and tidy during the service		3	0	3
	PC20. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC21. record the service details accurately as per salon policy and procedures		3	1.5	1.5
	PC22. store information securely in line with the salon's policies and procedures		3	1.5	1.5
	PC23. provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards		3	1	2
	PC24. ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
	PC26. minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions		3	1	2
		Total	100	27	73
4. BWS/N0206 Perform Indian Head Massage and hair spa services	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2. position self and client throughout service to ensure privacy, comfort and safety		3	1	2
	PC3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required		4	1	3
	PC4. ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC5. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with		5	2	3

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	guardians/parents for minors				
	PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		5	2	3
	PC7. identify contra-indications if any that restrict the services or products sought by the customer		4	1	3
	PC8. explain politely to the customer why service is denied or modified in case done so for contra-indications		5	1	4
	PC9. 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 service plan		5	1	4
	PC10. perform a pre-shampoo or other preliminary procedures in accordance with the required service		5	1	4
	PC11. select a suitable medium and perform hair spa and the scalp massage		5	1	4
	PC12. perform various massage techniques to complete the service as required		5	1	4
	PC13. apply suitable pressure on the marma pressure points as per requirement taking care of client comfort		5	1.5	3.5
	PC14. perform post conditioning services or procedures in accordance with the requirements of products, skin, hair structure, and type		5	1.5	3.5
	PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		5	1	4
	PC16. perform and adapt the service procedures using materials, equipment and techniques correctly and safely to meet the needs of the client		4	1	3
	PC17. promptly refer problems that cannot be solved to the relevant superior for action		5	2	3
	PC18. complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards		4	1	3
	PC19. record details of the service accurately as per organisational policy and procedures		4	2	2
	PC20. store information securely in line with the salon's policies		3	1	2

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC21. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1.5	2.5
	PC22. minimize the wastage of products and store chemicals and equipment securely post service		3	0	3
	PC23. dispose all waste safety according to the salon's standards of hygiene and safety		2	0	2
	PC24. address hair concerns by identifying appropriate remedial action		4	1	3
	Total		100	27	73
5. BWS/N0207 Cut hair	PC1. 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		3	1	2
	PC3. prepare yourself, the client and work area for scalp massage, hair spa services including shampoo and conditioning services where required		3	1	2
	PC4. ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services, including with guardians or parents of minors		4	1	3
	PC5. ensure a guardian/parent is present for minors under age 14		2	0	2
	PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1	3
	PC7. select styling products, tools and equipment based on the results of client consultation and hair analysis		4	1	3
	PC8. ask questions or use charts, catalogues to consult the client to identify the desired look before cutting		5	2	3
	PC9. identify and analyse the condition of the hair and its effect on service procedure or procedure selection for achievement of the required results		4	1	3
	PC10. select the technique or procedure most suitable to the client's hair and to achieve the desired look		5	1.5	3.5
	PC11. follow established guidelines related to the selected procedure to accurately achieve the required look		5	2	3

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC12. select the correct cutting tool to achieve the desired look		4	0.5	3.5
	PC13. perform various sectioning techniques to carry out the desired haircut		5	1	4
	PC14. perform various cutting techniques and texturising technique while carrying out the service		5	1.5	3.5
	PC15. achieve even balance and weight distribution by checking time to time and adjusting the cutting technique accordingly		4	1	3
	PC16. ensure the work area is kept clean and tidy during the service		2	0	2
	PC17. use work methods to minimise wastage		4	1	3
	PC18. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		3	1	2
	PC19. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		5	1	4
	PC20. promptly refer problems that cannot be solved to the relevant superior for action		4	1	3
	PC21. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	1.5	3.5
	PC22. record details of the procedure accurately as per organisation policy and procedures		2	1	1
	PC23. store information securely in line with the salon's policies		3	1	2
	PC24. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC25. ask questions to check with the client their satisfaction with the finished result		4	1	3
	PC26. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
			100	27	73

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
6. BWS/N0208 Perform hair styling and dressing	PC1. use suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair, including with parents or guardians for minors	100	7	3	4
	PC2. ensure a guardian/parent is present for minors under age 14		4	0.5	3.5
	PC3. identify and analyse the condition of the hair and its effect on treatment or procedure selection for achievement of the required results		5	1.5	3.5
	PC4. select the most suitable drying, setting, styling and finishing techniques to achieve the desired look		5	1	4
	PC5. perform back combing /back brushing technique as required		7	2	5
	PC6. control and secure hair effectively into place, during dressing		6	1.5	4.5
	PC7. dress the hair to the satisfaction of the client		5	1	4
	PC8. position self and client to ensure privacy, comfort and safety, throughout the service		5	1.5	3.5
	PC9. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		6	2	4
	PC10. apply finishing product following manufacturer's instructions to maintain the style		6	2	4
	PC11. ensure the finished style takes into account the critical influencing factors		4	0	4
	PC12. ask questions to check with the client their satisfaction with the finished result		5	1	4
	PC13. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		5	1	4
	PC14. use work methods to minimise wastage		5	1.5	3.5
	PC15. dispose waste materials as per organisational standards in a safe and hygienic manner		4	0.5	3.5
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		7	2	5
	PC17. record details of the procedure accurately as per organisational policy and procedures		5	2	3

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC18. store information securely in line with the salon's policies		4	2	2
	PC19. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		5	1	4
		Total	100	27	73
7. BWS/N0209 Colour and lighten hair	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2. consult the client by questioning to identify contra-indications to skin and make-up products		5	1.5	3.5
	PC3. prepare yourself, the client and work area for hair colouring and lightening services where required		5	1	4
	PC4. position self and client to ensure privacy, comfort and safety, throughout the service		5	1.5	3.5
	PC5. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely		5	1.5	3.5
	PC6. ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1	3
	PC7. mix the colours accurately as per manufacturer instructions		5	1	4
	PC8. apply colours in sections neatly, taking into account various influencing factors		5	1	4
	PC9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1	4
	PC10. apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		5	1	4
	PC11. monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development		5	2	3
	PC12. remove the colour products thoroughly from the hair and leave the hair free of any colouring products		5	1	4
	PC13. apply a suitable conditioner or post colour procedure to the hair following manufacturer's instructions		5	1.5	3.5
	PC14. work minimising wastage of products		2	0	2

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC15. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		5	2	3
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	2	3
	PC17. record details of the procedure accurately as per organisation standards		3	1	2
	PC18. 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 s to the client		5	1	4
	PC20. ensure the work area is kept clean and tidy during the service		3	0.5	2.5
	PC21. use work methods to minimise wastage		2	0.5	1.5
	PC22. dispose waste materials as per organisational standards in a safe and hygienic manner		3	1	2
	PC23. ask questions to check with the client their satisfaction with the finished result		2	1	1
	PC24. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		3	1	2
			Total	100	27
8. BWS/N0210 Perm and neutralize hair	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2. consult the client by questioning to identify contra-indications to haircare products		5	1	4
	PC3. prepare yourself, the client and work area for perming and neutralising services where required		4	1	3
	PC4. position self and client to ensure privacy, comfort and safety, throughout the service		6	2	4
	PC5. use suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service, including with parents/guardians of minors		6	2	4
	PC6. ensure a guardian or parent is present while providing service to minors		4	1	3

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC7. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results		5	2	3
	PC8. select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted, which will best achieve desired results safely		4	1	3
	PC9. use a perm curler and relevant winding techniques effectively and safely to carry out perming		5	2	3
	PC10. combine and adapt perming and sectioning techniques to achieve desired perm effect		5	1	4
	PC11. monitor accurately the development of perming process as required and take a development test curl as required		5	2	3
	PC12. stop the perm development and neutralize the hair when the required degree of the curl is established		4	1	3
	PC13. leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques		4	1	3
	PC14. apply a suitable post-perm conditioner or procedure to the hair following manufacturer's instructions		4	1	3
	PC15. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		3	1	2
	PC16. ensure the work area is kept clean and tidy during the service		2	0	2
	PC17. use work methods to minimise wastage		3	1	2
	PC18. dispose waste materials as per organisational standards in a safe and hygienic manner		4	1	3
	PC19. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		4	1	3
	PC20. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		5	1	4
	PC21. record details of the procedure accurately as per organisational policy and procedures		3	1	2
	PC22. store information securely in line with the salon's policies		3	1	2

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC23. provide specific after-procedure, homecare advice and recommendations for product use and further services to the client		4	1	3
	PC24. ask questions to check with the client their satisfaction with the finished result		2	0	2
	PC25. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		2	1	1
		Total	100	28	72
9. BWS/N0211 Perform hair relaxing and straightening services	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2. prepare yourself, the client and work area for the relaxing and straightening services		5	1	4
	PC3. position self and client to ensure privacy, comfort and safety, throughout the service		5	1	4
	PC4. ensure a guardian/parent is present for minors under age 14		3	0	3
	PC5. identify, test and analyse the condition of the hair and its effect on service or procedure selection for achievement of the required results		6	2	4
	PC6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely		5	1	4
	PC7. apply pre relaxing products to protect the scalp and even out the porosity of the hair		6	1.5	4.5
	PC8. carry out relaxing services using relevant application techniques		6	2	4
	PC9. monitor accurately the development of relaxing process		7	2	5
	PC10. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		6	2	4
	PC11. check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		5	1	4

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC12. complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisational standards		8	2	6
	PC13. ensure the work area is kept clean and tidy during the service		3	0	3
	PC14. use work methods to minimise wastage		4	0.5	3.5
	PC15. dispose waste materials as per organisational standards in a safe and hygienic manner		3	0.5	2.5
	PC16. record details of the procedure accurately as per organisational policy and approved practice		5	2	3
	PC17. store information securely in line with the salon's policies		4	1	3
	PC18. provide specific after-procedure, homecare advice and recommendations for product use and further beauty services to the client		5	2	3
	PC19. ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC20. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		5	1.5	3.5
		Total	100	26	74
10. BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilise all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		Total	100	27	73
11. BWS/N9003 Create a positive impression at the workplace	PC1. maintain good health and personal hygiene	100	5	1	4
	PC2. comply with organisation's standards of grooming and personal behaviour		5	1	4
	PC3. meet the organisation's standards of courtesy, behaviour and efficiency		5	1	4
	PC4. stay free from intoxicants while on duty		4	0.5	3.5
	PC5. wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
	PC6. take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
	PC7. record details related to tasks, as per procedure		5	3	2
	PC8. participate in workplace activities as a part of the larger team		7	2	5
	PC9. report to supervisor immediately in case there are any work issues		5	1	4
	PC10. use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5
	PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		6	1	5
	PC12. communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5
	PC13. assist and guide clients to services or products based on their needs		6	2	4

Assessable Outcomes	Assessment Criteria	MARKS ALLOCATION			
		Total Marks	Out of	Theory	Skills Practical
	PC14. report and record instances of aggressive/ unruly behaviour and seek assistance		5	2	3
	PC15. use communication equipment (phone, email etc) as mandated by your organisation		6	3	3
	PC16. carry out routine documentation legibly and accurately in the desired format		7	3	4
	PC17. file routine reports and feedback		5	2	3
	PC18. maintain confidentiality of information, as required, in the role		6	2	4
		Total	100	30	70