

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference

To be added by NSDA

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Beauty and Wellness Sector Skill Council (BWSSC)

Address: Office No. 405-406, 4th Floor, DLF City Court,

M.G. Road, Sikanderpur, Gurgaon-122002

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Name and contact details of individual dealing with the submission

Name: Ms. Annu Wadhwa

Position in the organisation: CEO

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List of documents submitted in support of the Qualifications File

1. Career Map of Assistant Beauty Wellness Consultant - Annexure 1
2. QP BWS/Q4001- Annexure 2

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SUMMARY

Qualification Title	Assistant Beauty Wellness Consultant
Qualification Code	BWS/Q4001
Nature and purpose of the qualification	This is a Qualification Pack (QP) containing National Occupational Standards for the job role - Assistant Beauty Wellness Consultant The main purpose of the qualification and the target learners is to get unemployed people into work and to upgrade the skills of people already in work.
Body/bodies which will award the qualification	Beauty and Wellness Sector Skill Council (BWSSC)
Body which will accredit providers to offer courses leading to the qualification	Beauty and Wellness Sector Skill Council (BWSSC)
Body/bodies which will carry out assessment of learners	Confederation of Indian Industry (CII)
Occupation(s) to which the qualification gives access	Beauty/ Wellness Consultancy (Salon Sales)
Licensing requirements	N/A
Level of the qualification in the NSQF	3
Anticipated volume of training/learning required to complete the qualification	155 hours
Entry requirements and/or recommendations	Minimum Educational Qualifications - Preferably Class VIII with commensurate ability to read, write and communicate effectively on the job role Experience - No minimum experience required Minimum Job Entry Age - 18 years
Progression from the qualification	This entry should refer to one or more of the following: <ul style="list-style-type: none"> - access to other qualifications at the same NSQF level - Sales Executive - access to related qualification(s) at the next NSQF level - Beauty Wellness Consultant
Planned arrangements for the Recognition of Prior learning (RPL)	Work is under progress
International comparability where known	No UK NOS equivalent, however this qualification would most closely align with a UK regulated VRQ (vocationally related qualification): Level 1 Diploma in Retail Sales (QCF)
Date of planned review of the qualification.	01/09/2018

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Formal structure of the qualification			
Title of component and identification code.	Mandatory/ Optional	Estimated size (learning hours)	Level
BWS/N4001 Arrange product for sales	Mandatory	15	3
BWS/N4002 Provide sales and customer services to customers for hair, beauty and wellness product and service sales	Mandatory	55	3
BWS/N4003 Perform simple administrative tasks to assist the beauty wellness consultant in product sales	Mandatory	55	3
BWS/N9002 Maintain health and safety at the workplace	Mandatory	15	3
BWS/N9003 Create a positive impression at the workplace	Mandatory	15	3

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. QP BWS/Q4001- Annexure 2

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SECTION 1

ASSESSMENT

Body/Bodies which will carry out assessment:

If there will be more than one assessment body for this qualification, give details.

Confederation of Indian Industry (CII)

How will RPL assessment be managed and who will carry it out?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Assessment is done through third parties who are affiliated to B&WSSC as Assessment Body. Assessors are trained & certified by B&WSSC through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:

- What will be assessed, i.e. the competency based on each NOS
- How assessment will occur i.e. methods of assessment
- When the assessment will occur
- Where the assessment will take place i.e. context of the assessment (workplace/simulation)
- The criteria for decision making i.e. those aspects that will guide judgements and

Where appropriate, any supplementary criteria used to make a judgement on the level of performance.

The assessment is conducted through theory, viva voce and practical.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e Learning Outcomes to be assessed, assessment criteria and the means of assessment.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Assistant Beauty Wellness Consultant Qualification Pack: BWS/Q4001 Sector Skill Council: Beauty and Wellness
<u>Guidelines for Assessment:</u> 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below). 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP. 6. . To pass the Qualification Pack, every trainee should score a minimum of 50% in Theory and 60% in Practical. 7. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Title of Component:

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N4001 Arrange product for sales	PC1.gather the product stock needed for the display and check that they are clean, safe and in good condition	100	7	2	5
	PC2.check that all the expected items and parts of the product are in the respective packages as per the given instruction		7	2	5
	PC3.remove all unwanted packaging to have a proper display of products		7	1	6
	PC4.check regularly that products on display are in a clean, safe and satisfactory condition		8	2	6
	PC5.handle and store products in line with manufacturer’s instructions and as safe for the product, also avoiding any damage to surroundings including others		9	3	6
	PC6.promptly remove damaged and expired products from display and follow company procedures for dealing with those products		7	2	5
	PC7.check that the display area is the right size for intended display and report any concerns promptly		7	2	5
	PC8.ensure the display elements are suited to the area		5	1	4

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	PC9.carry out labelling of products if that is not available or to be replaced based on supervisor instructions		7	2	5
	PC10.check that the information on the labels are accurate		5	1	4
	PC11.create a display that is fit for purpose based on foundational visual merchandising principles		8	2	6
	PC12.report any information on labels that may be objectionable or not clear		5	2	3
	PC13.present promotional material in an orderly, attractive and effective manner along with product displays		8	2	6
	PC14.dispose waste and expired products safely and correctly		5	1	4
	PC15.use safe work methods to produce displays and use manufacturer's instructions when positioning products together		5	1	4
		Total	100	26	74
BWS/N4002 Provide sales and customer services to customers for hair, beauty and wellness product and service sales	PC1.greet clients when they enter the retail outlet and direct them to the relevant counter based on their needs	100	8	1	7
	PC2.provide product information on features, usage and benefits accurately		9	2	7
	PC3.provide accurate and all relevant information on current and oncoming promotions that may benefit the customer		11	3	8
	PC4.provide accurate pricing information as per clients' requirements, indicate any special promotional prices and/or discount schemes and loyalty benefits that may be applicable		9	2	7
	PC5.locate required products for clients in the store		7	2	5
	PC6.narrow down options based on client priorities where client does not have a specific demand, present a small range of alternatives based on needs		7	2	5
	PC7.provide clients with samples and related services as per organisational policy		7	2	5
	PC8.perform visual analysis, discuss contra indications with the client and recommend products based on suitability, preference of client, company instructions, refer to supervisor when needed		8	2	6
	PC9.direct customer for skin and hair testing and analysis using analyser machines where required, as per service provision and customer preference		6	1	5
	PC10.answer basic client questions as per company policy		7	3	4
	PC11.pack products and process them as per organisational policy and practice, once products are purchased		8	3	5
	PC12.direct customers to the cashier counter at time of purchase		6	1	5
	PC13.inform customer of return and exchange policies of the organisation and as applicable to specific products		7	2	5
		Total	100	26	74
BWS/N4003 Perform simple administrative tasks to assist the beauty wellness consultant in product sales	PC1.update a client database by inputting client profile and other related information as per instructions	100	9	3	6
	PC2.organise and present promotional information, materials and product packs accurately, neatly and efficiently, as per requirements and instructions of the supervisor and organisational standards		10	3	7
	PC3.update promotional database by inputting invoice and bill-back data as per organization standards and under supervisor instructions		8	3	5

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	PC4.store and retrieve information in a manual and electronics filing system as per requirement of the supervisor		8	2	6
	PC5.keep a neat and orderly record of cash, different receipts and bills		6	2	4
	PC6.make arrangements for the clients needing a refund or replacement of their products based on company policy		6	2	4
	PC7.update the product inventory and order products based on inventory status and issued instructions		7	2	5
	PC8.update managers by consolidating and forwarding daily action summaries		8	3	5
	PC9.clarify task related doubts and satisfaction of final output with the supervisor in a timely manner		6	2	4
	PC10.carry out tasks safely and as per approved work procedures		9	2	7
	PC11.operate office equipment related to own work safely and as per manufacturer's instructions		9	2	7
	PC12.follow data security practices as per organisational standards and approved practices		8	2	6
	PC13.store and retrieve items in a neat and orderly manner, minimising item damage and inconvenience to others		6	2	4
		Total	100	30	70
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 sterilize 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
	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
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 behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior 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

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	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
	PC14.report and record instances of aggressive/ unruly behavior and seek assistance		5	2	3
	PC15.use communication equipment (phone, email etc.) as mandated by your organization		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

Means of assessment 1

The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.

Means of assessment 2

Add boxes as required.

Pass/Fail

To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP.

To pass the Qualification Pack, every trainee should score a minimum of 50% in Theory and 60% in Practical.

In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

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SECTION 2

EVIDENCE OF LEVEL

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OPTION A

Title/Name of qualification/component:		Level:	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTION B

Title/Name of qualification/component: Assistant Beauty Wellness Consultant		Level: 3	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Limited Range of activities:</p> <ul style="list-style-type: none"> handle and store products in line with manufacturer's instructions and as safe for the product, also avoiding any damage to surroundings including others promptly remove damaged and expired products from display and follow company procedures for dealing with those products check that the display area is the right size for intended display and report any concerns promptly identify and select suitable equipment and products required for the respective services set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions conditions: Time, temperature, etc. dispose waste materials safely and hygienically as per organisational standards maintain first aid kit and keep oneself updated on the first aid procedures accurately maintain accident reports file routine reports and feedback 	<p>As mentioned in the various performance criteria mentioned in the previous cell, An Assistant Beauty Wellness Consultant works in a limited range of activities, follows routine and works in a predictable manner.</p> <p>The role holder is expected to carry out a limited range of activities routine and predictable in nature such as assisting the beauty wellness consultant to perform visual skin and hair analysis, discuss contra indications with the client and recommend products based on suitability and preference, provide customers product, promotion, and pricing information, answer basic client questions as per company policy, maintain a customer database, record of cash and bills, manage the product inventory and order products based on the inventory status, ensure proper display of products and dispose waste and expired products safely and correctly.</p> <p>Hence NSQF Level is 3</p>	3
Professional knowledge	<p>Basic facts, processes and principles:</p> <ul style="list-style-type: none"> various purpose of product displays different brands having similar products 	<p>As mentioned in the various knowledge and understanding criteria mentioned in the previous cell, An Assistant Beauty Wellness Consultant needs to know Basic facts, processes and principles in trade</p>	3

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Title/Name of qualification/component: Assistant Beauty Wellness Consultant		Level: 3	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> • various products offered by the company, their prices, purpose and attributes • various hair and skin tests, their purpose and procedures and devices used • structure of skin, hair and nail • evaluation process for the potential places to put the display as per the design brief • process for setting up displays as per the safety and environmental standards • process of cleaning and storing materials and equipment used in displays and disposing of waste and expired products safely • methods of using labeling materials efficiently and effectively • attributes of combining light, color, texture, shape and dimension to achieve the desired visual effect • different displaying styles and their importance • manufacturers' instructions related to products • hygiene, health and safety requirements in the organization • customer service principles including privacy and protection to modesty of the customers • salon's standards related to courtesy, behavior and efficiency 	<p>of employment.</p> <p>The job holder is expected to exhibit an understanding of the basic facts, process and principles applied in the trade such as latest promotional schemes on various products, mapping of the client requirements with the products, knowledge of different brands having similar products, procedure for making reports, inventory and cash management knowledge, process of disposing of waste and expired products safely and process for setting up displays.</p> <p>Hence NSQF Level is 3</p>	
Professional skill	<p><u>Practical skill and routine work:</u></p> <ul style="list-style-type: none"> • locate required products for clients in the store • narrow down options based on client priorities where client does not have a specific demand, present a small range of alternatives based on needs • perform visual analysis, discuss contra indications with the client and recommend products based on suitability, preference of client, company instructions, refer to supervisor when needed 	<p>As mentioned in the performance criteria & Professional Skills Criteria mentioned in the previous cell, An Assistant Beauty Wellness Consultant is able to Recall and demonstrate practical skill, routine and repetitive in narrow range of application.</p> <p>The job holder is expected to be courteous, committed to service excellence, exhibit a pleasant personality, to recall and demonstrate practical skill, routine and repetitive in a narrow range of applications such as use customer centric approach to build customer relationships,</p>	3

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Title/Name of qualification/component: Assistant Beauty Wellness Consultant		Level: 3	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> pack products and process them as per organisational policy and practice, once products are purchased organise and present promotional information, materials and product packs accurately, neatly and efficiently, as per requirements and instructions of the supervisor and organisational standards update promotional database by inputting invoice and bill-back data as per organization standards and under supervisor instructions handle and store products in line with manufacturer's instructions and as safe for the product, also avoiding any damage to surroundings including others check that the display area is the right size for intended display and report any concerns promptly ensure the display elements are suited to the area store and retrieve information in a manual and electronics filing system as per requirement of the supervisor operate office equipment related to own work safely and as per manufacturer's instructions 	<p>deal with clients lacking the technical background, make decisions pertaining to the concerned area of work, plan and organize service feedback files/documents, maintain accurate records of clients, treatments and product stock levels. The job holder must also be able to periodically share knowledge acquired and practically apply learning from feedback and other sources to improve one's output.</p> <p>Hence NSQF Level is 3</p>	
Core skill	<p><u>Communication, written and oral ability:</u></p> <ul style="list-style-type: none"> read policy and procedure documents, guidelines and memos in English and/or local language to interpret the gist correctly read common organizational signage in English accurately read simple emails, instructions, advertisements, brochures, manufacturer's labels, forms, formats and other common documents accurately read and interpret correctly information about new products and services check that the information on the labels are accurate greet clients when they enter the retail outlet and direct them 	<p>As mentioned in the various Performance Criteria & Core Skills Criteria in some of the points of the previous cell, An Assistant Beauty Wellness Consultant requires skill to basic arithmetic and algebraic principles and personal banking.</p> <p>As mentioned in the various Knowledge criteria & Core Skills Criteria mentioned in the other points in the previous cell, An Assistant Beauty Wellness Consultant is able to use language to communicate written and oral, with minimum required clarity, and requires a basic</p>	3

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Title/Name of qualification/component: Assistant Beauty Wellness Consultant		Level: 3	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>to the relevant counter based on their needs</p> <ul style="list-style-type: none"> • provide product information on features, usage and benefits accurately • provide accurate and all relevant information on current and oncoming promotions that may benefit the customer • provide accurate pricing information as per clients' requirements, indicate any special promotional prices and/or discount schemes and loyalty benefits that may be applicable • answer basic client questions as per company policy • inform customer of return and exchange policies of the organisation and as applicable to specific products • write an accident or incident report accurately in English • listen to and follow short, straightforward explanations and instructions in English • introduce oneself and one's role to customers and visitors, in English and the local language • speak or communicate with reasonable ease in structured situations and short conversations on familiar topics • use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender • communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines • communicate role related information to stakeholders in a polite manner and resolve queries, if any • assist and guide clients to services or products based on their needs • report and record instances of aggressive/ unruly behavior and seek assistance 	<p>understanding of social and natural environment.</p> <p>The job holder is expected to exhibit written and verbal communications skills, with minimum required clarity, skill of basic arithmetic principles and basic understanding of the social and natural environment such as use positive body language, abide by outlet regulations and code of conduct like presentation, grooming, client interaction, sensitivity to client's privacy and personal details, professional appearance, avoiding of inappropriate conversations, speak clearly and precisely in a courteous manner, develop a professional relationship with the client, and maintain hygienic work environment.</p> <p>Hence NSQF Level is 3</p>	

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Title/Name of qualification/component: Assistant Beauty Wellness Consultant			Level: 3
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> use communication equipment (phone, email etc.) as mandated by your organization carry out routine documentation legibly and accurately in the desired format 		
Responsibility	All Performance criteria in the NOS.	<p>As mentioned in the various performance criteria mentioned in the previous cell, An Assistant Beauty Wellness Consultant works under close supervision and demonstrates responsibility for own work within defined limit.</p> <p>The job holder is expected under close supervision of the beauty and wellness consultant to support sales and marketing by displaying cosmetic, hair care and rejuvenation products, selling, tracking, and reporting sales information to the beauty and wellness consultant or manager. The job holder is expected to perform his/ her responsibility for own work within defined limits</p> <p>Hence NSQF Level is 3</p>	3

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions facilitated from four workshops, and site visits conducted and interaction with representatives from different organizations all over the country. Research was conducted in the Beauty & Wellness sector to capture revenue and manpower requirement estimates till 2022. The research provides the data that the discussed qualification is one of the critical roles in the sector. The details of statistics and research analysis are provided separately as a research analysis report.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The increase in manpower requirements (as per projections) from 2013 to 2022 is approx. seven times for Spa and four times for Beauty & salons. For rest of the subsectors it is approx. twice the current size. All the numbers are provided in research analysis study

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

The qualification discussed above is checked for any duplication across sectors and given the qualification niche to B&W sector, there is no duplication or already existing similar qualifications

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The comments, feedback and suggestions were collected through interaction with industry. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 01 September 2018.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

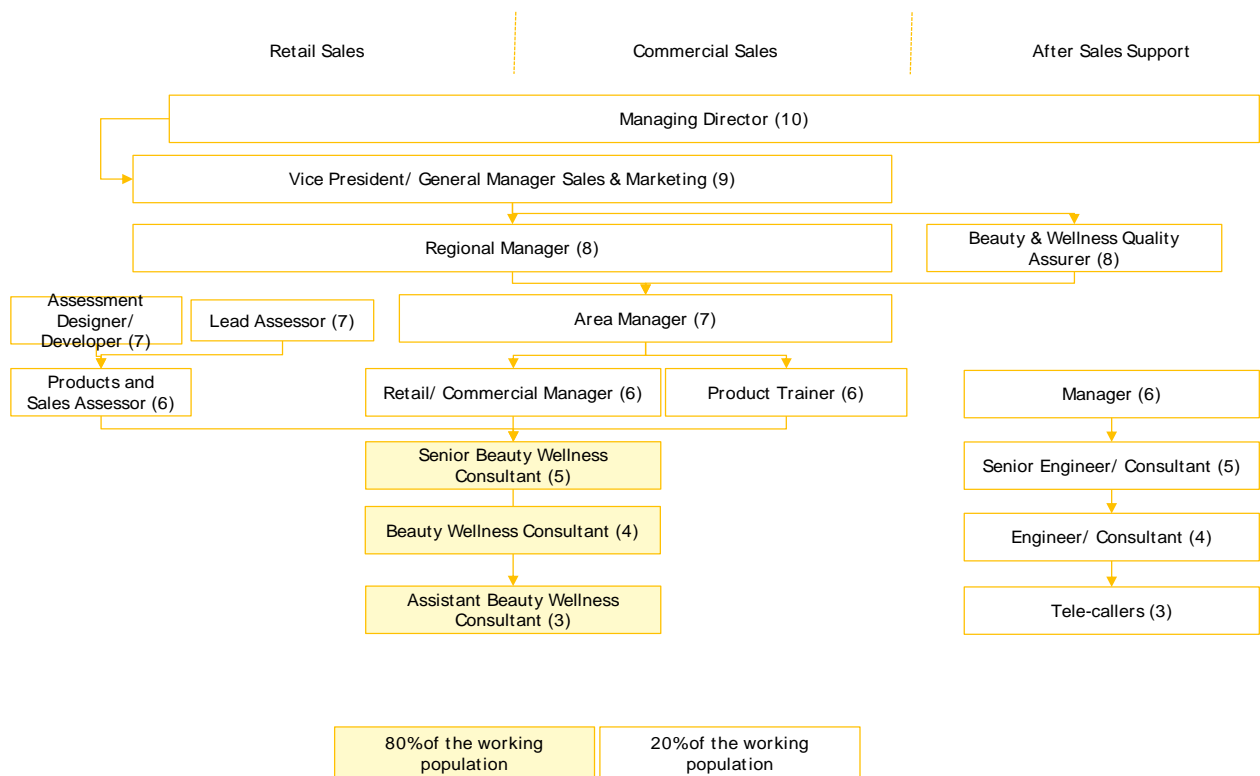
Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Assistant Beauty Wellness Consultant - Annexure 1
2. QP BWS/Q4001- Annexure 2

Annexure 1: Career Map

Product & Sales Occupational Mapping



Annexure 2: QP BWS/Q4001

This publication has been produced with the assistance of the European Union. The contents are the sole responsibility of the EU Skills Development Project and can in no way be taken to reflect the views of the European Union.