

NATIONAL SKILL QUALIFICATION FRAMEWORK QUALIFICATION FILE

Version 6: Draft of 08 March 2016

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Beauty and Wellness Sector Skill Council
Office No. 405-406, 4th Floor, DLF City Court,
M.G. Road, Sikanderpur, Gurgaon-122002

Name and contact details of individual dealing with the submission

Name: Ms. Annu Wadhwa

Position in the organisation: CEO

Address if different from above: Same as above

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List of documents submitted in support of the Qualifications File

1. Qualifications Pack
2. Industry Validations letters
3. Industry Endorsement tracker
4. Integrated Occupational Map
5. Summary Sheet

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SUMMARY

Qualification Title	Senior Stylist
Qualification Code	QP BWS/Q0205
Nature and purpose of the qualification	<p>Nature of the qualification</p> <ul style="list-style-type: none">- Working independently without any supervision and leading a team of subordinates <p>The main purpose of the qualification</p> <ul style="list-style-type: none">- This Qualification will enable the individual to specialize in the Haircare Services
Body/bodies which will award the qualification	Beauty & Wellness Sector Skill Council
Body which will accredit providers to offer courses leading to the qualification	Beauty & Wellness Sector Skill Council
Body/bodies which will carry out assessment of learners	Confederation of Indian Industry (CII) Mettl Aspiring Minds Iris Corp Eduworld Consultants Pvt Ltd CoCubes Technologies
Occupation(s) to which the qualification gives access	Senior Stylist (Hair care Services)
Licensing requirements	N/A
Level of the qualification in the NSQF	Level 5
Anticipated volume of training/learning required to complete the qualification	622 hours
Entry requirements and/or recommendations	Class VIII or ability to read/ write and communicate effectively on the job role with the training of level 4 Hair Stylist or certification in blow dry, shampoo and conditioning of hair, cut and style, colour and lighten, perm and neutralize and hair relaxation techniques, course in hair products, course in structure, function, characteristics of hair types and experience of 24 months as a Hair Stylist in a salon
Progression from the qualification	Hair care Trainer (Level 6)
Planned arrangements for the Recognition of Prior learning (RPL)	Currently Beauty & Wellness Sector Skill Council (BWSSC) is doing the RPL assessments after covering learning Hours of 20 Hours and then followed by the assessments. The assessments are happening in online

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	<p>basis. There are three phases of assessments which is followed in all assessment process of different job roles-</p> <ol style="list-style-type: none">1. Theory- weightage 70%2. Practical- Weightage 30% (Hands on assessment + Viva) <p>The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands on performance.(Please see attachment)</p>
International comparability where known	<p>This Level 5 qualification compares with UK NOS: Level 3 NOS Mapping is attached</p>
Date of planned review of the qualification.	<p>Post 15th Oct 2016</p>

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Formal structure of the qualification			
Title and identification code of component.	Mandatory/ Optional	Estimated size (learning hours)	Level
BWS/N9001 Prepare and maintain work area	Mandatory	12	3
BWS/N0201 Perform basic blow drying of hair	Mandatory	24	3
BWS/N0202 Shampoo, condition the hair and scalp	Mandatory	12	3
BWS/N0207 Cut hair	Mandatory	72	4
BWS/N0220 Creative hair cutting	Mandatory	56	5
BWS/N0208 Perform hair styling and dressing	Mandatory	68	5
BWS/N0223 Perform creative hair styling and dressing	Mandatory	52	5
BWS/N0209 Colour and lighten hair	Mandatory	64	4
BWS/N0221 Creative hair colouring	Mandatory	32	5
BWS/N0222 Colour correction	Mandatory	24	5
BWS/N0210 Perm and neutralize hair	Mandatory	56	4
BWS/N0211 Perform hair relaxing and straightening services	Mandatory	56	4
BWS/N9005 Consult and advise clients	Mandatory	24	5
BWS/N9006 Promote and sell services and products	Mandatory	24	5
BWS/N9004 Manage and lead a team	Mandatory	16	5
BWS/N9002 Maintain health and safety at the workplace	Mandatory	18	3
BWS/N9003 Create a positive impression at the workplace	Mandatory	12	3

Please attach any document giving further detail about the structure of the qualification – e.g. 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.

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SECTION 1 ASSESSMENT

Body/Bodies which will carry out assessment:

Confederation of Indian Industry (CII)

Mettl

Aspiring Minds

Iris Corp

Eduworld Consultants Pvt Ltd

CoCubes Technologies

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:

The assessments are happening in online basis. There are three phases of assessments which is followed in all assessment process of different job roles-

- Theory- weightage 70%
- Practical+ VIVA- Weightage 30% (Hands on assessment + Oral questioner)

The theory questions are objective type with multiple choice option, out of which we have some pictorial questions also. VIVA questions are also based on the job role and the practical questions are assessed on the hands on performance.

- Criteria on decision making & process manual is attached in the folder (Attachment name – Assessment Process)

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.

Title of Component: **Senior Stylist**

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Senior Stylist

Qualification Pack BWS/Q0205

Sector Skill Council Beauty and Wellness

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
1.BWS/N9001 (Prepare and maintain work area)	PC1. ensure that environmental conditions are suitable for the client and the nail care services to be carried out in a hygiene and safe environment	100	15	3	12

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	PC2. select suitable equipment and products required for the treatment		19	5	14
	PC3. set up the equipment and prepare the products for the nail care services in adherence to the salon procedures and product/ equipment guidelines		20	4	16
	PC4. place the products in the trolley for the nail care services		12	2	10
	PC5. sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. dispose waste materials in adherence to the organization's and industry requirements		10	2	8
	PC7. store records, materials and equipment securely in line with the organization's policies		10	2	8
			100	22	78
2. BWS/N0201 (Perform basic blow drying of hair)	PC1. comply with health and safety standards and processes laid out by manufacturer and salon and based on client needs		11	2	9
	PC2. carry out the process using the tools and materials as laid down by the salon		12	2	10
	PC3. confirm blow drying instructions with the client		11	2	9
	PC4. apply products, if required, following the stylist's instructions	100	11	2	9
	PC5. carry out checks to minimize the risk of damage to the hair and client discomfort		11	2	9
	PC6. check whether client is comfortable during the drying process		11	2	9
	PC7. use tools and equipments effectively to achieve the required result		11	2	9
	PC8. check with the client on satisfaction with the finished result		11	2	9

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	PC9. provide specific after-process advice to the client provide specific after-process advice to the client		11	2	9
			100	18	82
3. BWS/N0202 (Shampoo, condition the hair and scalp)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon		5	1	4
	PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing		5	1	4
	PC3. prepare yourself, the client and work area for shampoo and conditioning services		5	1	4
	PC4. consult with the client to identify the condition of the hair and scalp and provide the suitable treatment		5	1	4
	PC5. clarify the client's expectation prior to commencement of treatment		5	1	4
	PC6. sanitize the hands prior to treatment commencement		5	1	4
	PC7. prepare the client and provide suitable protective apparel		5	1	4
	PC8. select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and treatment plan	100	5	1	4
	PC9. carry out and adapt massage techniques to suit the client needs and to perform the treatment plan		5	1	4
	PC10. check the water temperature and flow to meet the needs of the client's hair, scalp and comfort, and to leave the hair clean and free of products, dirt, and grease		5	1	4
	PC11. perform and follow an accurate shampoo and conditioning technique, ensuring the client is comfortable throughout the process		5	1	4
	PC12. complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably		5	1	4
	PC13. disentangle hair without causing damage to hair or scalp		5	1	4
	PC14. check the client's wellbeing throughout the service and giving the necessary reassurance		5	1	4

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	PC15. perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
	PC16. promptly refer problems that cannot be solved to the relevant superior for action	5	1	4
	PC17. complete the treatment to the satisfaction of the client in a commercially acceptable time	4	1	3
	PC18. record the treatment accurately and store information securely in line with the salon's policies	5	1	4
	PC19. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	5	1	4
	PC20. minimize the wastage of products and store chemicals and equipment securely post treatment	3	1	2
	PC21. dispose all waste safely according to the salon's standards of hygiene and safety	3	1	2
		100	21	79
4. BWS/N0207 (Cut hair)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	4	1	3
	PC2. position self and client throughout treatment to ensure privacy, comfort and wellbeing	4	1	3
	PC3. prepare yourself, the client and work area for shampoo and conditioning services	4	1	3
	PC4. clarify the client's expectation prior to commencement of treatment	4	1	3
	PC5. sanitize the hands prior to treatment commencement	5	1	4
	PC6. prepare the client and provide suitable protective apparel	5	1	4
	PC7. select styling products, tools and equipment based on the results of client consultation and hair analysis	5	1	4

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	PC8. consult the client to identify the desired look before cutting	5	1	4
	PC9. identify the condition of the hair to achieve the required results by analysing the influencing factors	5	1	4
	PC10. select the most suitable technique to the client's hair and to achieve the desired look	5	1	4
	PC11. to select the correct cutting tool to achieve the desired look	5	1	4
	PC12. understand and perform various sectioning techniques to carry out the desired haircut	5	1	4
	PC13. perform various cutting techniques and texturing technique <ul style="list-style-type: none"> • club cutting • notching • slicing • point cutting • scissor over comb • feathering • thinning 	5	1	4
	PC14. establish and follow the guidelines to accurately achieve the required look	5	1	4
	PC15. cross check the hair cut to ensure even balance and weight distribution	5	1	4
	PC16. check the client's wellbeing throughout the service and giving the necessary reassurance	5	1	4
	PC17. position self and client throughout procedure to ensure comfort and wellbeing	5	1	4
	PC18. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
	PC19. promptly refer problems that cannot be solved to the relevant superior for action	5	1	4

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	PC20. complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
	PC21. record the procedure accurately and store information securely in line with the salon's policies		3	1	2
	PC22. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		3	1	2
			100	22	78
5. BWS/N 0220 (Creative hair cutting)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon		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 shampoo and conditioning services		3	1	2
	PC4. clarify the client's understanding and expectation prior to commencement of treatment		3	1	2
	PC5. sanitize the hands prior to treatment commencement		3	1	2
	PC6. prepare the client and provide suitable protective apparel		3	1	2
	PC7. select styling products, tools and equipment based on the results of client consultation and hair analysis	100	6	2	4
	PC8. consult the client to identify the desired look before cutting		3	1	2
	PC9. identify the condition of the hair to achieve the required results by analysing the influencing factors		8	2	6
	PC10. select the most suitable technique to the client's hair and to achieve the desired look		3	1	2
	PC11. establish and follow the guidelines to accurately achieve the required look		3	1	2
	PC12. select the correct cutting tool to achieve the desired look		3	1	2
	PC13. understand and perform various sectioning techniques to carry out the desired haircut		8	2	6
	PC14. combine and personalise cutting techniques to take account of the identified factors and achieve the desired look		8	2	6

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	PC15. perform various advanced cutting techniques and texturizing technique: <ul style="list-style-type: none"> • graduating • layering • tapering • clipper over comb thinning • freehand • texturizing • disconnecting • razoring • thinning • creative finishing cutting techniques 		13	3	10
	PC16. to work on all hair types <ul style="list-style-type: none"> • wet • dry • curly • straight 		3	1	2
	PC17. cross check the hair cut to ensure even balance and weight distribution		3	1	2
	PC18. check the client's wellbeing throughout the service and giving the necessary reassurance		3	1	2
	PC19. position self and client throughout procedure to ensure comfort and wellbeing		3	1	2
	PC20. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client		3	1	2
	PC21. promptly refer problems that cannot be solved to the relevant superior for action		3	1	2
	PC22. complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
	PC23. record the procedure accurately and 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 treatments to the client		3	1	2
			100	30	70
6. BWS/N0208 (Perform hair styling and dressing)	PC1. perform suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair	100	6	1	5

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	PC2. identify the condition of the hair to achieve the required results by analysing the influencing factors	7	2	5
	PC3. select the most suitable drying, setting techniques, styling techniques and finishing technique to achieve the desired look	6	1	5
	PC4. perform the required back combing /back brushing technique	6	1	5
	PC5. control and secure hair effectively into place during dressing	6	1	5
	PC6. dress the hair to the satisfaction of the client	7	2	5
	PC7. position self and client throughout procedure to ensure comfort and wellbeing	6	1	5
	PC8. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	7	2	5
	PC9. apply finishing product to maintain the style and follow manufacturer's instructions	7	2	5
	PC10. ensure the finished style taking into account the critical influencing factors	7	2	5
	PC11. evaluate the result of the treatment with the client	7	2	5
	PC12. promptly refer problems that cannot be solved to the relevant superior for action	7	3	4
	PC13. complete the procedure to the satisfaction of the client in a commercially acceptable time	7	2	5
	PC14. record the procedure accurately and store information securely in line with the salon's policies	7	3	4
	PC15. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client minimize the wastage of products and store chemicals and equipment securely post treatment	7	2	5
		100	27	73

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7. BWS/N0209 (Colour and lighten hair)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	5	2	3
	PC2. consult the client by questioning to identify contra-indications to hair color products		4	1	3
	PC3. sanitize the hands prior to treatment commencement		3	1	2
	PC4. prepare the client and provide suitable protective apparel		3	1	2
	PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing		3	1	2
	PC6. select products, tools and equipment based on the results of client consultation , hair analysis and any tests conducted		7	2	5
	PC7. clarify the client's expectation prior to commencement of procedure		5	2	3
	PC8. mix accurately and apply the colour taking into account the influencing factors using neat sections		9	2	7
	PC9. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		4	1	3
	PC10. apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		9	2	7
	PC11. conduct a patch test to eliminate the sensitivity/allergies to products to be used before applying color		9	2	7
	PC12. monitor accurately the development of colour as required and follow the manufacturer's instructions		9	2	7
	PC13. remove the colour products thoroughly from the hair and leave the hair free of any colouring products		9	2	7
	PC14. apply a suitable conditioner or post colour treatment to the hair following manufacturer's instructions		9	2	7

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	PC15. check the client's wellbeing throughout the service and giving the necessary reassurance		3	1	2
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
	PC17. record the procedure accurately and store information securely in line with the salon's policies		3	1	2
	PC18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client minimize the wastage of products and store chemicals and equipment securely post treatment		3	1	2
			100	27	73
8. BWS/N 0221 (Creative hair Colouring)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon		5	2	3
	PC2. consult the client by questioning to identify contra-indications to hair and colouring products		5	2	3
	PC3. sanitize the hands prior to treatment commencement		5	2	3
	PC4. prepare the client and provide suitable protective apparel		5	2	3
	PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing		5	2	3
	PC6. select products, tools and equipment based on the results of client consultation , hair analysis and any tests conducted		5	2	3
	PC7. clarify the client's understanding and expectation prior to commencement of procedure	100	3	1	2
	PC8. mix accurately and apply the colour taking into account the influencing factors using neat sections		4	1	3
	PC9. conduct a patch test to eliminate the sensitivity/allergies to products to be used before applying color		3	1	2
	PC10. perform colouring techniques <ul style="list-style-type: none"> • slicing • block colour • weaving • shoe shine/tipping • scrunch colouring • backcombing coloring 		5	2	3
	PC11. perform colouring and lightening effects		5	2	3

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	<ul style="list-style-type: none"> • full head • regrowth • block lightening on a partial head 				
	PC12. perform colour correction techniques <ul style="list-style-type: none"> • restoring depth and tone • neutralising colour tone • colouring resistant hair 		5	2	3
	PC13. perform pre-softening and pre-pigmentation during colouring services		5	2	3
	PC14. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	2	3
	PC15. apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		5	2	3
	PC16. monitor accurately the development of colour as required and follow the manufacturer's instructions		5	2	3
	PC17. remove the colour products thoroughly from the hair and leave the hair free of any colouring products		5	2	3
	PC18. apply a suitable conditioner or post colour treatment to the hair following manufacturer's instructions		5	2	3
	PC19. check the client's wellbeing throughout the service and giving the necessary reassurance		5	2	3
	PC20. complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
	PC21. record the procedure accurately and store information securely in line with the salon's policies		3	1	2
	PC22. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		4	1	2
			100	39	61
9. BWS/N 0222 (Colour Correction)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2. consult the client by questioning to identify contra-indications to hair and colouring products		3	1	2

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	PC3. sanitize the hands prior to treatment commencement	3	1	2
	PC4. prepare the client and provide suitable protective apparel	3	1	2
	PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing	3	1	2
	PC6. select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted to perform corrective colouring	3	1	2
	PC7. clarify the client's understanding and expectation prior to commencement of procedure	3	1	2
	PC8. mix accurately and apply the colour taking into account the influencing factors using neat sections	3	1	2
	PC9. perform colouring techniques <ul style="list-style-type: none"> • slicing • block colour • weaving • shoe shine/tipping • scrunch colouring • backcombing 	8	2	6
	PC10. provide remedy problems that may occur during the colouring correction service	3	1	2
	PC11. perform removing artificial colour on a full head	3	1	2
	PC12. perform removing bands of colour	3	1	2
	PC13. perform re-colouring hair treated with lightener using pre-pigmentation and permanent colour over at least 60% of the head	3	1	2
	PC14. perform re-colouring a full head of hair that has had artificial colour removed	3	1	2
	PC15. perform correcting highlights or lowlights	3	1	2
	PC16. perform colouring and lightening effects <ul style="list-style-type: none"> • full head • regrowth • block lightening on a partial head 	4	1	3
	PC17. perform colour correction techniques <ul style="list-style-type: none"> • restoring depth and tone 	8	2	6

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	<ul style="list-style-type: none"> neutralising colour tone colouring resistant hair 				
	PC18. perform pre-softening and pre-pigmentation during colouring services		3	1	2
	PC19. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		3	1	2
	PC20. apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		4	1	3
	PC21. monitor accurately the development of colour as required and follow the manufacturer's instructions		5	2	3
	PC22. remove the colour products thoroughly from the hair and leave the hair free of any colouring products		3	1	2
	PC23. apply a suitable conditioner or post colour treatment to the hair following manufacturer's instructions		3	1	2
	PC24. check the client's wellbeing throughout the service and giving the necessary reassurance		3	1	2
	PC25. complete the procedure to the satisfaction of the client in a commercially acceptable time		3	1	2
	PC26. record the procedure accurately and store information securely in line with the salon's policies		5	2	3
	PC27. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client		6	2	4
			100	32	68
10. BWS/N0210 (Perm and neutralize hair)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC2. consult the client by questioning to identify contra-indications to hair care products		4	1	3
	PC3. sanitize the hands prior to treatment commencement		2	1	1
	PC4. prepare the client and provide suitable protective apparel		2	1	1
	PC5. position self and client throughout procedure to ensure privacy, comfort and wellbeing		2	1	1

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	PC6. perform suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service	9	2	7
	PC7. identify the condition of the hair to achieve the required results by analysing the influencing factors	9	2	7
	PC8. select products , tools and equipment based on the results of client consultation , hair analysis and tests conducted	9	1	8
	PC9. combine and adapt perming and sectioning techniques in an innovative way to achieve desired perm effect	10	2	8
	PC10. monitor accurately the development of perming process as required and take a development test curl as required	10	2	8
	PC11. stop the perm development and neutralize the hair when the required degree of the curl is established	10	2	8
	PC12. leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques	4	1	3
	PC13. apply a suitable conditioner or treatment to the hair following manufacturer's instructions	6	2	4
	PC14. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action	5	1	4
	PC15. check the client's wellbeing throughout the service and giving the necessary reassurance	4	1	3
	PC16. complete the procedure to the satisfaction of the client in a commercially acceptable time	3	1	2
	PC17. record the procedure accurately and store information securely in line with the salon's policies	3	1	2
	PC18. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client minimize the wastage of products and store chemicals and equipment securely post treatment	3	1	2
		100	20	80

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11. BWS/N0211 (Perform hair relaxing and straightening services)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	5	1	4
	PC2. sanitize the hands prior to treatment commencement		2	1	1
	PC3. perform suitable consultation techniques to identify the client's wishes for the desired look before the relaxing service		10	3	7
	PC4. identify the condition of the hair to achieve the required results by analysing the influencing factors		10	2	8
	PC5. select products , tools and equipment based on the results of client consultation , hair analysis and any tests conducted		10	2	8
	PC6. prepare the client and provide suitable protective apparel		2	1	1
	PC7. position self and client throughout procedure to ensure comfort and wellbeing		2	1	1
	PC8. apply pre relaxing products to protect the scalp and even out the porosity of the hair		10	2	8
	PC9. carry out relaxing services using relevant application techniques		18	3	15
	PC10. monitor accurately the development of relaxing process		12	2	10
	PC11. promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1	4
	PC12. check the client's wellbeing throughout the service and giving the necessary reassurance		4	1	3
	PC13. complete the procedure to the satisfaction of the client in a commercially acceptable time		4	1	3
	PC14. record the procedure accurately and store information securely in line with the salon's policies		3	1	2
	PC15. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client minimize the wastage of products and store chemicals and equipment securely post treatment		3	1	2
		100	20	80	

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12. BWS/N9005 (Consult and advise clients)	PC1. adhere to the health and safety standards laid out by the organization	100	6	1	5
	PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice		12	2	10
	PC3. analyse the treatment area, visually and carry out necessary tests		10	2	8
	PC4. consult the client by questioning to identify contra-indications to hair care products and provide recommendations for treatments that are suitable to the client		12	2	10
	PC5. define a suitable treatment plan to meet the client's needs		10	2	8
	PC6. confirm to the client the pricing and duration of service and products and address client queries		10	2	8
	PC7. communicate effectively with the client to maintains clients goodwill trust		10	2	8
	PC8. clarify the client's understanding and expectation prior to commencement of treatment		10	2	8
	PC9. provide after care advice and recommendations to the client		10	2	8
	PC10. record the client and treatment details accurately and store information securely in line with the organization's policies		10	2	8
			100	19	81
13. BWS/N9006 (Promote and sell services and products)	PC1. greet clients when they enter the retail outlet and direct them to the counter based on their needs	100	5	1	4
	PC2. identify the client needs for services and products taking into account factors that may limit or affect the choice		7	1	6
	PC3. analyse the treatment area, visually and carry out necessary tests		5	1	4
	PC4. consult the client by questioning to identify contra-indications to products and provide recommendations for treatments that are suitable to the client		5	1	4
	PC5. provide product, promotion, and pricing information as per		5	1	4

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	clients' requirements and address client queries				
	PC6. define a suitable treatment plan to meet the client's needs		5	1	4
	PC7. communicate effectively with the client to maintains clients goodwill trust		7	1	6
	PC8. clarify the client's understanding and expectation prior to commencement of treatment or sale of product		7	1	6
	PC9. maintain a client database by inputting client profiles and updates		5	1	4
	PC10. make arrangements for the clients needing a refund or replacement of their products based on company policy		7	1	6
	PC11. assist in managing the product inventory and ordering products based on inventory status		7	1	6
	PC12. assist in maintaining promotional database by inputting invoices and bill-back data as per organization standards		7	1	6
	PC13. set up and manage the display area of the range of products available in the organization		7	1	6
	PC14. label the displayed products clearly, accurately in alignment to the required standards		7	1	6
	PC15. provide after care advice and recommendations to the client		7	1	6
	PC16. record the client and treatment details accurately and store information securely in line with the organization's policies		7	1	6
			100	16	84
14. BWS/N9004 (Manage & lead a team)	PC1. ensure professionals aware of the schedule and job expectations on a daily basis	100	10	2	8
	PC2. involve the professionals in regular meetings to communicate information intended for them		10	2	8
	PC3. ensure communication to the professionals on any changes in policies/ processes by the organization through required verbal/ written mechanisms		20	10	10
	PC4. ensure participation of the professionals in various		10	8	2

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	engagement initiatives organized by the organization			
	PC5. counsel and address issues among the professionals for any work related issues	10	2	8
	PC6. support the centre manager the deployment of the professionals as per client schedule and the organizational norms and guidelines	10	2	8
	PC7. ensure periodic training of the professionals and support the team by delivering trainings	10	2	8
	PC8. share knowledge of processes, techniques, therapies and products with the professionals to enhance their skill levels	10	1	9
	PC9. provide feedback to the centre manager pertaining to performance appraisals of the professionals	10	2	8
		100	31	69
15.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	10	3	7
	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	10	3	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	15	3	12
	PC6. identify and document potential risks and hazards in the workplace	10	3	7
	PC7. accurately maintain accident reports	10	3	7
	PC8. report health and safety risks/ hazards to concerned personnel	10	3	7
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions	13	3	10
		100	26	74

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16..BWS/N9003 (Create a positive impression at the work place)	PC1. maintain good health and personal hygiene	100	8	2	6
	PC2. comply with organisation's standards of grooming and personal behavior		9	3	6
	PC3. meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4. stay free from intoxicants while on duty		6	1	5
	PC5. wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. take appropriate and approved actions in line with instructions and guidelines		6	2	4
	PC7. record details related to tasks, as per procedure		5	2	3
	PC8. participate in workplace activities as a part of the larger team		5	1	4
	PC9. report to supervisor immediately in case there are any work issues		3	1	2
	PC10. use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		7	2	5
	PC11. communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		7	2	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		4	1	3
	PC14. report and record instances of aggressive/ unruly behavior and seek assistance		4	1	3
	PC15. use communication equipment (phone, email etc.) as mandated by your organization		4	1	3
	PC16. carry out routine documentation legibly and accurately in the desired format		4	1	3
	PC17. file routine reports and feedback		4	1	3

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	PC18. maintain confidentiality of information, as required, in the role	6	2	4
		100	27	73
17. BWS/N0223 (Perform creative hair styling and dressing)	PC1.perform suitable consultation techniques to identify opportunities for creating a total look.	5	1	4
	PC2.identify the condition of the hair to achieve the required results by analysing the influencing factors	5	1	4
	PC3.research ideas for creating the design of the total look	5	1	4
	PC4.select the most suitable combination of dressing, setting techniques, styling techniques and finishing technique to create the total look	5	1	4
	PC5.perform the required back combing /back brushing technique	5	1	4
	PC6.perform several of styling techniques <ul style="list-style-type: none"> •blow drying with round brush and flat brush •finger drying •diffuse •setting •finger waving •pin curling •tonging •straighteners •non-conventional 	9	1	8
	PC7.perform various dressing techniques <ul style="list-style-type: none"> •firm brushing •creative brush •comb used on straight flat styles 	9	1	8

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	<ul style="list-style-type: none"> •hands – tease, pull, push, mould, and create •back combing/back brushing •roll section of hair •knots •plaits •weaving sections of hair •twists •barrel curls •pleat 			
	PC8.control and secure hair effectively into place during dressing	5	1	4
	PC9.dress the hair to the satisfaction of the client	4	1	3
	PC10.position self and client throughout procedure to ensure comfort and wellbeing	5	1	4
	PC11.perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	4	1	3
	PC12.apply finishing product to maintain the style and follow manufacturer’s instructions	5	1	4
	PC13.create the finished image to the requirements of the final design plan	5	1	4
	PC14.ensure the finished style taking into account the critical influencing factors	5	1	4
	PC15.evaluate the result of the treatment with the client	5	1	4
	PC16.promptly refer problems that cannot be solved to the relevant superior for action	5	1	4

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	PC17.complete the procedure to the satisfaction of the client in a commercially acceptable time	5	1	4
	PC18.record the procedure accurately and store information securely in line with the salon's policies	4	1	3
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client	5	1	4
		100	19	81

Means of assessment 1

Means of assessment 2

Pass/Fail

NSQF QUALIFICATION FILE

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SECTION 2

EVIDENCE OF LEVEL

Awarding bodies will enter a proposed NSQF level for the qualification in the Qualification File Summary. This section asks for the evidence on which that proposal is based. The evidence must refer to the level descriptors of the NSQF.

NSQF QUALIFICATION FILE

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OPTION A

Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The individual is expected to perform preparation of the equipments/ products and work area ahead of service delivery, perform blow dry, perform shampooing/ conditioning/massage of hair & scalp, perform regular/creative haircuts, perform hair styling & dressing , perform regular / creative/corrective hair coloring and etc.</p>	<p>The job holder is expected to exhibit well developed skills with a clear choice of procedures in familiar context such as preparing the equipment/ products and work area ahead of service delivery, perform different kinds of haircuts (like club cutting, slicing, notching & etc.)/ basic blow drying of hair/ shampooing, conditioning & treating the hair/ styling and dressing/ performing hair colouring service using temporary and semi-permanent colours/ creating a variety of looks using creative colouring techniques/ performing colour correction techniques/ using basic perming techniques and perform hair relaxation and straightening. Along with these the job holder is also expected to consult & advise clients on the range of Hair styling treatments & other Haircare treatments and stimulate sales by promoting various haircare services and products the company has in offering.</p> <p>Thus considering the scope of work of the job holder can be placed at Level 5</p> <p>Since the individual's work is not limited to working in familiar, routine & predictable environment but rather even encompasses job that requires well developed skill such as creating innovative and trendy hair styles by using advanced cutting techniques and texturizing techniques (like graduating, layering, tapering, thinning & etc.), carrying out corrective hair colouring service using temporary and semi- permanent colours for men, performing coloring correction techniques to achieve a fashionable effect that complements a style along with</p>	5

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Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>managing the team of Hair Stylists & Assistant Hair Stylists, therefore s/he can't be placed in Level 4.</p> <p>And as the job holder doesn't require to exhibit wide range of specialized technical skill in hair styling services like planning/ preparing/ delivering the haircare (cutting/ styling/ coloring & etc.) related training programmes or providing additional coaching to learners, therefore s/he can't be placed at Level 6</p>	
Professional knowledge	<p>The individual is expected to exhibit the knowledge of effect of the incorrect application of heat on the hair and scalp, knowledge of shampooing/ conditioning and massage techniques and equipments, knowledge of hair cutting and analysis techniques and hair styles, knowledge of various styling and dressing hair (Plait, twists, braids etc.), knowledge of allergic reactions for coloring products types of colouring products and their effect on hair structure and etc.</p>	<p>The job holder is expected to exhibit the knowledge of facts such as basic ailments/ contraindications/contra actions/ treatment plans, knowledge of principles like principle of hair styling/ Hair cutting/ hair coloring and physical effects of styling on hair structure, knowledge of various processes such as method of managing and controlling hair sections during the drying process, knowledge of checking the water temperature and flow to meet the needs of the client's hair & scalp's comfort, knowledge of performing various cutting techniques and texturizing techniques like club cutting/ freehand/ thinning/ razor cutting and general concepts of Haircare services such as knowledge of applicable legislations/ blow drying tools/techniques and products to be used, knowledge of hair and scalp conditions, reasons for male hair loss and suggestions for hair growth and styling/ cutting angles/ possible allergic reactions on skin by colouring products/ pH scale and its effects on hair structure/ various hair relaxing & straightening services. Along with these the job holder is also supposed to possess knowledge of international colour chart/ problems that occur during colouring and course of action to be taken while performing color correction and range of services and haircare products offered by the organization.</p>	5

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Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>Since all the above mentioned professional skill are related to facts, principles, processes and general concepts in the field of Haircare services the role qualifies for Level 5.</p> <p>The Job holder is expected to possess professional skills more than just factual knowledge about hair cutting/ hair styling in the most innovative ways but also knowledge of facts like treatment adaptations according to treatment plan/ Hair & skin condition and client suitability as well as client's preferred hair styles, knowledge of principles about styling, coloring, straightening, perming, blow drying & cutting in Haircare services and its outcomes, therefore s/he can't be placed at Level 4</p> <p>Further since the job holder doesn't require to exhibit factual & theoretical knowledge in broad contexts within Haircare services and related training of trainee Hair Stylists & Assistant Hair Stylists on technical aspects such as latest creative hair styles /coloring/ color correction/ styling/ summer or winter collection styles and trends as well as the analysis of collective learning needs of the Hair Stylists & Assistant Hair Stylists, hence the individual can't be placed at Level 6</p>	
Professional skill	The individual is expected to plan & organize the schedule for all services & bookings to be undertaken by self or by the team of subordinates & ensure adherence to the same. Further s/he must be able to take decision on a regular basis & solve problem being faced by self & team. The individual should also be able to analyze the data pertinent to client	The Job holder is expected to exhibit a range of practical and cognitive skills required to accomplish tasks and solve problems by selecting and applying basic methods ensuring that environmental conditions are suitable for hair styling/ hair cutting/ hair coloring & hair color correction, basic tools such as selecting suitable equipment and products required for drying & finishing hair/ shampooing & conditioning of hair/ various	5

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Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	/products/services & evaluate future course of action for self or by the team of subordinates	<p>creative haircuts/ hair coloring and corrective hair coloring treatments in adherence to the organization's procedures/guidelines. The individual is also expected to possess information about the materials such as knowledge of the latest promotional schemes on various haircare/ hair styling & coloring products along with their available stocks and their features & benefits.</p> <p>Thus considering the professional skills s/he can be placed at level 5</p> <p>Since the Job holder is expected to exhibit cognitive skills along with practical skills required to accomplish the tasks by ensuring that the team of Hair Stylists & Assistant Hair Stylists are provided knowledge of latest trends globally, new equipment, innovative procedures, best in class styling tools and their usage etc., aware of the schedules on a daily basis, are updated on the daily tasks and job expectations, performance standards etc. The job holder is also expected to solve problems by counselling and addressing issues/ grievances/ concerns among the team for any work related tasks, therefore s/he can't be placed at Level 4.</p> <p>Further, since the job holder is not required to possess practical and cognitive skills required to generate solutions for specific customer problems/ preferences such as implications of certain types of chemicals on hair texture, usage of evolving products for skin and hair, evolving hair styling trends etc., hence s/he can't be placed at level 6</p>	

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Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Core skill	The individual is expected to exhibit fluent business communications skills, networking skills & capable of handling client data in the prescribed way.	<p>The Job holder is expected to be possess desired mathematical skills to calculate ongoing promotional schemes on various haircare treatments, understanding of social, political environment so as to inform clients with the latest global hair styling/ hair cutting & hair- coloring trends and some skill of collecting and organizing information by taking verbal/written feedback on the haircare treatments/ post treatment impact on hair/ skin or in general the whole experience of being in the salon, and possess fair communication skills so as the job holder can promote various hair styling/ coloring products and treatments to clients through consultation and advice on the range of treatments and products offered by the organization.</p> <p>Thus considering the core skills, s/he can be placed at Level 5</p> <p>The Job holder is expected to exhibit core skills more than just communication skills in written & oral form with required clarity but also some skill of collecting & organizing information such as addressing client's needs/enquiries through consultation and advise on the range of new creative haircuts/ news ways of styling hair/ new hair products on coloring & colour correction etc. and products available, hence s/he can't be placed at Level 4</p> <p>And since the job holder doesn't require to be good in mathematical calculations which helps during the assessment of training sessions learnings of the trainee Hair Stylists & Assistant Hair Stylists, assessing customer's feedback on barbering services, and is neither expected to exhibit logical communication which helps in clarifying learners doubts while conducting haircare related training sessions or asking probing</p>	5

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Title/Name of qualification/component: Senior Stylist		Level: 5	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>questions while trying to identify and resolve customers' concerns on services/ products, therefore s/he can't be placed at Level 6</p>	
Responsibility	<p>The individual is responsible to perform various kinds of Hair styling procedures and even responsible for managing & leading the team subordinates. S/he specializes in hair styling & dressing.</p>	<p>The Senior Stylist is responsible for own work and learning as s/he is a professionally trained individual who specializes in hair styling & dressing and performs various duties such as such as shampooing/trimming/styling / cutting/ blow drying hair/ hair colouring & colour correction. A Senior Stylist needs to understand the intricacies of a suitable hair styling service by using various advanced cutting techniques and texturizing techniques and suitable hair coloring services using temporary and semi- permanent colours, changing hair colour using colouring, lightening products and colouring techniques to achieve the desired look.</p> <p>Given that the incumbent is fully responsible for his/her own work & learning , hence s/he can be placed at level 5</p> <p>Since the Job holders responsibility is not limited till his/her own work & learning but also encompasses some responsibilities for others work & learning as s/he is expected to manage & lead a team of Hair Stylists & Assistant Hair Stylists, therefore s/he can't be placed at 4.</p> <p>And as the responsibilities are not so broad enough to be fully responsible for output of other Hair Stylists & Assistant Hair</p>	5

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Title/Name of qualification/component: Senior Stylist			Level: 5
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		Stylists or their performance as then s/he would also have to plan/prepare/ deliver haircare training , monitor/evaluate the progress of the trainee Hair Stylists / Assistant Hair Stylists & support the ones need additional coaching in achieving their desired results, therefore s/he can't even be placed at level 6	

India-EU Skills Development project: Qualification File

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. Given the qualification is niche to B&W sector, there is no duplication or pre-existing similar qualifications. The nomenclature does not exist under NCVT

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 during Jan'15 to Sep'15. 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 15th Oct 2016.

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.

NSQF QUALIFICATION FILE

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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.

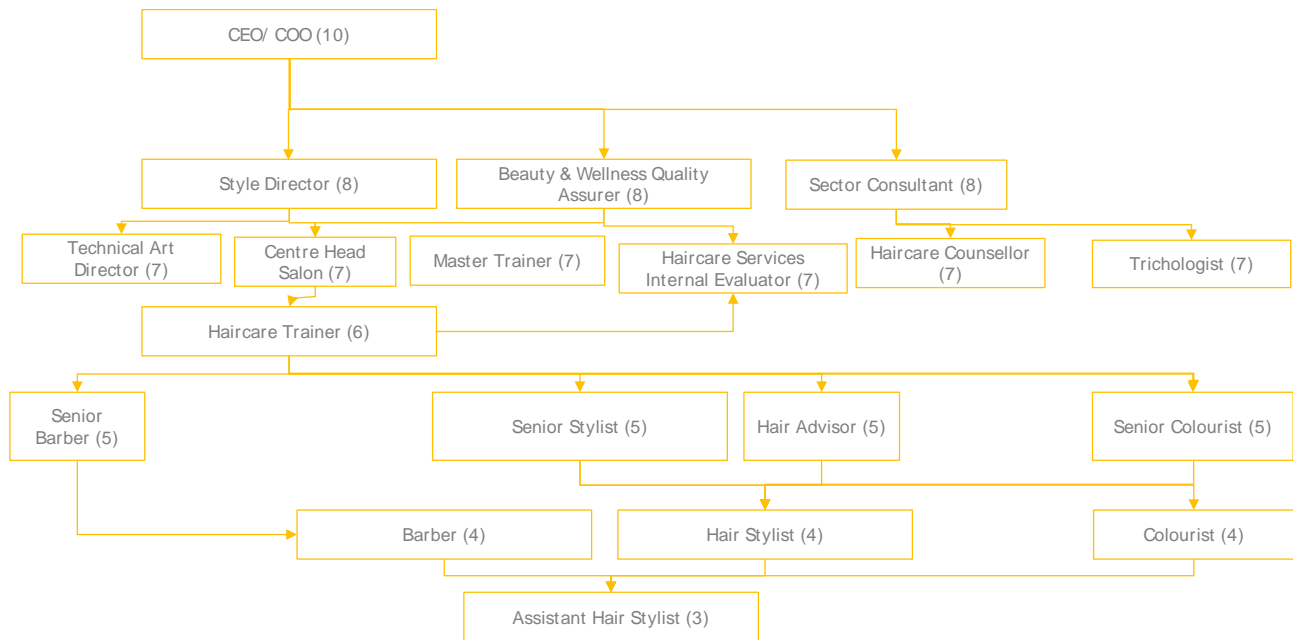
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Senior Stylist - Annexure 1
2. QP BWS/Q0205 - Annexure 2

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Annexure 1: Career Map



Annexure 2: QP BWS/Q0205