

# 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, 4<sup>th</sup> Floor, DLF City Court,

M.G. Road, Sikanderpur, Gurgaon-122002

Tel: 0124 – 4269030-33

### 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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**E-mail address:** [annu.wadhwa@bwssc.in](mailto:annu.wadhwa@bwssc.in)

### List of documents submitted in support of the Qualifications File

1. Career Map of Senior Wellness Neurotherapist - Annexure 1
2. QP BWS/Q2302 - Annexure 2

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## SUMMARY

<b>Qualification Title</b>	Senior Wellness Neurotherapist
<b>Qualification Code</b>	BWS/Q2302
<b>Nature and purpose of the qualification</b>	This is a Qualification Pack (QP) containing National Occupational Standards for the job role - Senior Wellness Neurotherapist 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.
<b>Body/bodies which will award the qualification</b>	Beauty and Wellness Sector Skill Council (BWSSC)
<b>Body which will accredit providers to offer courses leading to the qualification</b>	Beauty and Wellness Sector Skill Council (BWSSC)
<b>Body/bodies which will carry out assessment of learners</b>	Confederation of Indian Industry (CII)
<b>Occupation(s) to which the qualification gives access</b>	Therapist
<b>Licensing requirements</b>	N/A
<b>Level of the qualification in the NSQF</b>	5
<b>Anticipated volume of training/learning required to complete the qualification</b>	350 hours
<b>Entry requirements and/or recommendations</b>	Minimum Educational Qualifications - 12 <sup>th</sup> Std Pass Experience - Not Applicable Minimum Job Entry Age - 18 years
<b>Progression from the qualification</b>	This entry should refer to one or more of the following: - access to other qualifications at the same NSQF level - NA - access to related qualification(s) at the next NSQF level - Master Wellness Neurotherapist
<b>Planned arrangements for the Recognition of Prior learning (RPL)</b>	Work is under progress
<b>International comparability where known</b>	Not Yet Established
<b>Date of planned review of the qualification.</b>	28/09/2017
<b>Formal structure of the qualification</b>	

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<b>Title of component and identification code.</b>	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
BWS/N2301 Prepare and maintain the work area for neurotherapy procedures	Mandatory	60	5
BWS/N2302 Carry out neurotherapy procedure as per recommendation	Mandatory	90	5
BWS/N2303 Assess client's needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness	Mandatory	90	5
BWS/N2304 Mentor or coach subordinate neurotherapists to improve work performance	Mandatory	70	5
BWS/N9907 Use basic health and safety practices in neurotherapy workplace	Mandatory	40	5

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/Q2302 - 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

<b>Job Role: Senior Wellness Neurotherapist</b> <b>Qualification Pack: BWS/Q2302</b> <b>Sector Skill Council: Beauty and Wellness</b>
<b>Guidelines for Assessment:</b> <ol style="list-style-type: none"> <li>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.</li> <li>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</li> <li>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.)</li> <li>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria.</li> <li>5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.</li> <li>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.</li> </ol>

#### Title of Component:

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skill
BWS/N2301 Prepare and maintain the work area for neurotherapy procedures	PC1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines	100	7	2	5
	PC2. assess potential risks related to work and implement relevant safety measures where applicable		7	2	5
	PC3. obtain tools, equipment and materials required for the procedures specified in adequate quantity and designated containers		3	0	3
	PC4. arrange the tools in a safe and convenient manner for ease of usage during the procedure		3	0	3
	PC5. confirm that the selected tools and equipment are in working order and safe to handle		4	1	3
	PC6. ensure the appropriate environmental conditions for procedures at the site based on the following parameters:		7	2	5
	PC7. check that appropriate space requirements for each customer for the duration and type of procedure, based on the following factors		7	2	5
	PC8. ensure that the environment is suitable for procedures of different types of clients including age, sex and purpose		7	2	5
	PC9. check that the bed is set with comfortable mattress, pillows and clean linen		5	1	4

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	PC10. ensure any stands for support are stable, rightly positioned as per space and support requirements		6	2	4
	PC11. change bed linen if soiled and after every procedure as per organisational standards		6	2	4
	PC12. ensure clean towels and sanitizers are available for use as appropriate and positioned conveniently for use by customer and the therapist		6	2	4
	PC13. rearrange the beds, pillows and stands as per standard requirements post the procedure		6	2	4
	PC14. leave the work area in a safe condition after completing work		3	0	3
	PC15. exercise safe working practices while dealing with tools and accessories		6	2	4
	PC16. follow relevant electrical safety practices whenever required		6	2	4
	PC17. return all tools, materials and equipment in appropriate storage location		3	0	3
	PC18. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service		3	0	3
	PC19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements		5	1	4
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
BWS/N2302 Carry out neurotherapy procedure as per recommendation	PC1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines	100	3	1	2
	PC2. assess potential risks related to work and implement relevant safety measures where applicable		3	1	2
	PC3. sanitise hands prior to procedure using appropriate sanitiser		3	1	2
	PC4. ensure personal presentation and grooming is appropriate to convey a professional appearance		3	1	2
	PC5. read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer		3	1	2
	PC6. estimate time requirements and convey the same to the customer prior to procedure based on procedure specifications and organisational standards		3	1	2
	PC7. confirm that the materials, tools and equipment required for the procedure are available at hand and ready for use		3	1	2
	PC8. greet the customer appropriately in a courteous manner		3	1	2
	PC9. ensure to check that there are no new symptoms or conditions that may require attention prior to procedure		2	0	2
	PC10. report any new symptoms or conditions to appropriate authority to check its implications for procedures or further customer advise		2	0	2
	PC11. decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely		3	1	2

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PC12. ensure customer is dressed comfortably and any watch, jewellery or mobile phones are stored away safely prior to commencement of procedure	2	0	2
PC13. ensure that the customer is comfortable in the environment for procedure	3	1	2
PC14. address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards	2	0	2
PC15. ensure the set-up is as per procedure requirement and organisational standard, adjust the set-up as required for customer comfort and procedure requirements	3	1	2
PC16. address and respond to customer queries with an appropriate response, provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available	3	1	2
PC17. politely and clearly instruct the customer to take appropriate position for the specific procedure to be given	3	1	2
PC18. assist the customer with requisite physical support to achieve desired position, where required, in a professional manner	3	1	2
PC19. change the position of the supporting stands as required	2	0	2
PC20. use materials like talcum powder in the required quantity and for approved purpose as per organisational or specified reference standards	3	1	2
PC21. ensure the procedure do not cause discomfort or discomfort to the customer	3	1	2
PC22. apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards	3	1	2
PC23. adhere to the specified sequence in which procedure is to be done as per the recommendation	3	1	2
PC24. complete the procedure sequence within acceptable time frames as per organisational standards	4	1	3
PC25. address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.	4	1	3
PC26. check with the customer if they are satisfied with the procedure in a courteous manner	3	1	2
PC27. check if the guest is experiencing any unusual discomfort post the procedure	2	0	2
PC28. report any unusual symptoms or conditions to the senior therapist immediately	2	0	2
PC29. thank customers for their patronage and wish them appropriately	3	1	2

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	PC30. rearrange the beds, pillows and stands as per standard procedures post the procedure		2	0	2
	PC31. leave the work area in a safe condition after completing work		2	0	2
	PC32. return all tools, materials and equipment in appropriate storage location		3	1	2
	PC33. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service		2	0	2
	PC34. exercise safe working practices while dealing with tools and accessories		2	0	2
	PC35. follow relevant electrical safety practices whenever required		2	0	2
	PC36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements		3	0	3
	PC37. update records as required post procedure in line with organizational standards		2	0	2
		<b>Total</b>	<b>100</b>	<b>23</b>	<b>77</b>
BWS/N2303 Assess client's needs and recommend appropriate neurotherapy procedures for increased comfort and enhanced fitness	PC1. use appropriate personal protective equipment and/or work attire prior to carrying out the work in line with relevant occupational health & safety guidelines	100	3	1	2
	PC2. assess potential risks related to work and implement relevant safety measures where applicable		3	1	2
	PC3. sanitise hands prior to procedure using appropriate sanitizer		2	0	2
	PC4. obtain tools, equipment and materials required to carry out assessment of client's well-being		2	0	2
	PC5. confirm that the selected tools and equipment are in working order and safe to handle		2	0	2
	PC6. check that the client's activity or recommendation card is duly filled with necessary information such as name & address, age, gender, blood group, height, weight, etc.		2	0	2
	PC7. ensure that valid consent of the client or that of closest kin is obtained wherever necessary		2	0	2
	PC8. greet the customer appropriately in a courteous manner		3	1	2
	PC9. respect client's rights and wishes relating to their consent, privacy, beliefs and dignity		2	0	2
	PC10. confirm past or current health history of the client and document information in the recommendation card as per organization's standard procedures		2	0	2
	PC11. ensure that any references of symptoms and observations are recorded accurately in the client recommendation card		2	0	2
	PC12. clarify any unusual or arbitrary information related to client's health condition as per organization's standard procedures		4	2	2
	PC13. ensure that client's blood pressure and body temperature are measured using appropriate devices and techniques		4	2	2



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PC14. politely ask the client to lie down on the examination table in correct body alignment	2	0	2
PC15. confirm if there are any injury, swelling or visual inflammation	3	1	2
PC16. check acid and alkaline balance using appropriate methods	2	0	2
PC17. identify the appropriate discomfort to be checked as per client's needs	3	1	2
PC18. use approved pressing techniques to check discomfort points and confirm the level of discomfort	4	2	2
PC19. seek client's guidance while determining the correct discomfort location and level of discomfort as per relevant organization's standard procedures	4	2	2
PC20. ensure that the client continues with any ongoing allopathic procedure	5	2	3
PC21. identify the appropriate type of procedure & schedule to be prepared in accordance with the assessment result	3	0	3
PC22. determine the appropriate duration and dose of neurotherapy procedure based on client's needs assessment	2	1	1
PC23. confirm that the procedure schedule consists of required specifications relevant to the client's needs assessment	4	2	2
PC24. specify sequence in which procedure is to be given clearly in the client card as per organization's standard procedures	4	2	2
PC25. adhere to relevant procedure restrictions in wellness neurotherapy	4	2	2
PC26. confirm that procedure specifications and relevant indicators of discomfort level are documented accurately as per organization's standard procedures	4	2	2
PC27. recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.	3	1	2
PC28. recommend appropriate diet, eating habits and prepare a supplementary chart	3	1	2
PC29. advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently	2	0	2
PC30. advise client with relevant physical exercises that can be performed at home	2	0	2
PC31. leave the work area in a safe condition after completing work	2	0	2
PC32. exercise safe working practices while dealing with tools and accessories	2	0	2
PC33. follow relevant electrical safety practices whenever required	2	0	2
PC34. return all tools, material and equipment in appropriate storage location	2	0	2
PC35. collect used materials such as foot covers, towels, work clothes, etc. and deposit in the appropriate location for laundry service	2	0	2

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	PC36. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements		3	0	3
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>74</b>
BWS/N2304 Mentor or coach subordinate neurotherapists to improve work performance	PC1. identify individual needs and expectations related to the work	100	6	3	3
	PC2. confirm that the identified mentoring needs and expectations are in compliant with organization's policies and procedures		6	3	3
	PC3. discuss mentoring objectives and develop suitable plans agreeable to subordinates within their scope of work		6	3	3
	PC4. encourage subordinate therapists to participate in team building and planning activities		6	3	3
	PC5. ensure that the suggested delivery plans are well documented and include the following information		6	2	4
	PC6. obtain any relevant tools and materials required in carrying out workplace mentoring		3	0	3
	PC7. ensure that the selected tools and materials are in working order and safe to use		3	0	3
	PC8. check that the mentoring session is scheduled appropriately such that clients are not left unattended		4	0	4
	PC9. identify appropriate delivery methods based on the type of target subordinates and mentoring requirements		8	3	5
	PC10. apply appropriate techniques while carrying out mentoring or coaching		8	3	5
	PC11. facilitate individuals' access to the required work related information, management and resources for personal development		6	2	4
	PC12. provide advice to individuals based on own knowledge and experience and facilitate individuals' access to other sources of advice, wherever necessary		6	0	6
	PC13. ensure that subordinates are given the opportunity to share any innovative ideas and approaches related to work		6	0	6
	PC14. check that subordinates are duly addressed on relevant ethical practices related to wellness neurotherapy		6	2	4
	PC15. monitor their progress at work and provide timely feedback to enable them improve on their performance		6	2	4
	PC16. ensure that work area is kept tidy and ready for next use		3	0	3
	PC17. check that subordinates adhere to their scheduled work responsibilities		3	0	3
	PC18. document the mentoring activities with required information		3	0	3
	PC19. report any work related problems or issues to appropriate personnel in line with relevant regulatory and safety requirements		5	0	5
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>74</b>

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BWS/N9907 Use basic health and safety practices in neurotherapy workplace	PC1. use protective clothing/equipment in neurotherapy work	100	8	2	6
	PC2. state the name and location of people responsible for health and safety in the workplace		7	2	5
	PC3. set up and position the equipment, relevant products and tools in the work area to meet legal, hygiene and safety requirements		10	3	7
	PC4. clean and sterilize all tools and equipment before use		8	3	5
	PC5. maintain one's posture and position to minimize fatigue and the risk of injury		8	2	6
	PC6. state methods of accident prevention in the work environment of the job role		6	2	4
	PC7. apply good housekeeping practices at all times		9	3	6
	PC8. lift, carry or move objects from one place to another using appropriate safe working practices		6	2	4
	PC9. keep oneself updated on the knowledge of the first aid procedures		6	2	4
	PC10. identify and document potential risks and hazards in the workplace		6	2	4
	PC11. accurately maintain accident reports		8	2	6
	PC12. report health and safety risks/ hazards to concerned personnel		7	2	5
	PC13. use tools, equipment and relevant products in accordance with standard operation procedures		11	3	8
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	

### Means of 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.

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 centre (as per assessment criteria below.)

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre 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 70% in every NOS.

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: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p><b><u>Well-developed skill</u></b>            decline procedures where any new symptoms warrant further requirement or medical attention by informing the customer politely (Symptoms: e.g. open wounds, fracture indicated by increasing swelling, unusual tenderness, etc.)            apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards (Massage techniques: e.g. feather touch or light massage, deep tissue massage            Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.)            PC16. check acid and alkaline balance using appropriate methods            Methods: pressing ring fingers; etc.            PC18. use approved pressing techniques to check discomfort points and confirm the level of discomfort</p> <p><b><u>Clear choice of procedures in familiar context:</u></b></p> <ul style="list-style-type: none"> <li>• check acid and alkaline balance using appropriate methods (Methods: pressing ring fingers; etc.)</li> <li>• apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards (Massage techniques: e.g. feather touch or light massage, deep tissue massage (Specifications: e.g. target bodily points (area) for</li> </ul>	<p>As mentioned in the various performance criteria mentioned in the previous cell, the Senior Wellness Neurotherapist performs his/ her Job that requires well developed skill, with clear choice of procedures in familiar context.</p> <p>Hence NSQF Level is 5</p>	5

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>massaging, duration, direction, number of repetitions, extent of pressure, etc.)</p> <ul style="list-style-type: none"> <li>• apply appropriate techniques while carrying out mentoring or coaching (Techniques: one-on-one session, in group session, feedback, etc.)</li> <li>• assess potential risks related to work and implement relevant safety measures where applicable</li> <li>• identify the appropriate type of procedure &amp; schedule to be prepared in accordance with the assessment result</li> <li>• determine the appropriate duration and dose of neurotherapy procedure based on client's needs assessment</li> <li>• confirm that the procedure schedule consists of required specifications relevant to the client's needs assessment</li> <li>• specify sequence in which procedure is to be given clearly in the client card as per organization's standard procedures</li> <li>• recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.</li> <li>• recommend appropriate diet, eating habits and prepare a supplementary chart</li> <li>• advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently</li> <li>• advise client with relevant physical exercises that can be performed at home</li> </ul>		

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Professional knowledge	<p><b><u>Knowledge of facts in a field of work or study:</u></b></p> <ul style="list-style-type: none"> <li>• use of appropriate personal protective equipment (PPE) required during preparing for procedures and during procedures</li> <li>• range of materials used for neurotherapy procedures such as powders, etc.</li> <li>• list of tools and equipment used in neurotherapy procedures</li> <li>• factors affecting safety, comfort and convenience of customers and workers in a neurotherapy lab or site</li> <li>• bed and pillow settings for procedures and types of clients</li> <li>• different methodologies of massage including feather touch massage or deep tissue massage</li> <li>• correct procedures to apply pressure at various body points</li> <li>• range of neurotherapy discomfort points in human body</li> <li>• do's and don'ts in wellness neurotherapy procedure</li> </ul> <p><b><u>Knowledge of principles and general concepts, in a field of work or study:</u></b></p> <ul style="list-style-type: none"> <li>• importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</li> <li>• various aspects of human dignity and precautions to be taken to protect someone's dignity during procedure</li> <li>• various elements of health and well being</li> </ul>	<p>As mentioned in the various knowledge and understanding criteria mentioned in the previous cell, the Senior Wellness Neurotherapist requires Knowledge of facts, principles, processes and general concepts, in a field of work or study.</p> <p>Hence NSQF Level is 5</p>	5



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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
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"> <li>• difference between appropriate and inappropriate ways of touching patients</li> <li>• importance of customer privacy and confidentiality</li> <li>• importance of accurate record keeping</li> <li>• storage principles and importance of following correct storage methods</li> <li>• importance of not extending one's scope of authority and expertise while dealing with customers</li> <li>• importance of reporting issues and customer discomfort to seniors in a timely manner</li> <li>• stress, anxiety and their negative effects on health and well being</li> <li>• basic anatomy and physiology of human body</li> <li>• relation between general wellness and healthy lifestyle</li> <li>• basic knowledge of yogic exercises such as pranayama, sukshma vyayam, etc.</li> <li>• importance and methodology of positioning stands</li> </ul> <p><b><u>Knowledge of processes</u></b></p> <ul style="list-style-type: none"> <li>• various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.</li> <li>• determining appropriate duration and sequence of procedure</li> <li>• various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or</li> </ul>		

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>			Level: <b>5</b>
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>positions including various emergency conditions and related procedures</p> <ul style="list-style-type: none"> <li>• relevant mentoring delivery methods and practices</li> <li>• different methodologies of massage including feather touch massage or deep tissue massage</li> <li>• correct procedures to apply pressure at various body points</li> </ul>		
Professional skill	<p><b><u>Range of cognitive and practical skills required to accomplish tasks:</u></b></p> <ul style="list-style-type: none"> <li>• check acid and alkaline balance using appropriate methods (Methods: pressing ring fingers; etc.)</li> <li>• apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards (Massage techniques: e.g. feather touch or light massage, deep tissue massage (Specifications: e.g. target bodily points (area) for massaging, duration, direction, number of repetitions, extent of pressure, etc.)</li> <li>• apply appropriate techniques while carrying out mentoring or coaching (Techniques: one-on-one session, in group session, feedback, etc.)</li> <li>• assess potential risks related to work and implement relevant safety measures where applicable</li> <li>• identify the appropriate type of procedure &amp; schedule to be prepared in accordance with the assessment result</li> </ul>	<p>As mentioned in the various performance criteria mentioned in the previous cell, the Senior Wellness Neurotherapist performs a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.</p> <p>Hence NSQF Level is 5</p>	5

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>			Level: <b>5</b>
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"> <li>determine the appropriate duration and dose of neurotherapy procedure based on client's needs assessment</li> <li>confirm that the procedure schedule consists of required specifications relevant to the client's needs assessment</li> <li>specify sequence in which procedure is to be given clearly in the client card as per organization's standard procedures</li> <li>recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.</li> <li>recommend appropriate diet, eating habits and prepare a supplementary chart</li> <li>advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently</li> <li>advise client with relevant physical exercises that can be performed at home</li> <li>read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer</li> <li>address and respond to customer queries with an appropriate response provide accurate and relevant information where available, take personal responsibility to come back to the guest with relevant response where required information is not immediately available</li> <li>apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards</li> </ul>		

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
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"> <li>check acid and alkaline balance using appropriate methods</li> <li>apply appropriate techniques while carrying out mentoring or coaching</li> </ul> <p><b><u>Solve problems by selecting and applying basic methods, tools, materials and information</u></b></p> <ul style="list-style-type: none"> <li>address any customer feedback, request or complaint regarding the</li> <li>environment to the customer satisfaction or appropriate level of resolution as per organisation standards</li> <li>assist the customer with requisite physical support to achieve desired position, where required, in a professional manner</li> <li>address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.</li> </ul>		
Core skill	<p><b><u>Desired mathematical skill</u></b></p> <ul style="list-style-type: none"> <li>how to estimate space requirements for customers, procedures and other related requirements</li> <li>various body postures in which procedure is given and related adjustments to pillow, bed and stand arrangements or positions including one and half setting, angles, distance, etc.</li> <li>units of measurement used in measuring height and weight e.g. kg, m, cm, m, etc.</li> <li>document age, sex, weight of customers</li> <li>update stock records</li> </ul> <p><b><u>Understanding of social, political</u></b></p>	<p>As mentioned in the various performance and Skills criteria mentioned in the previous cell, the Senior Wellness Neurotherapist requires desired mathematical skill, should be good in understanding of social, political; and some skill of collecting and organising information, communication.</p> <p>Hence NSQF Level is 5</p>	5

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>			Level: <b>5</b>
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"> <li>• address any customer feedback, request or complaint regarding the environment to the customer satisfaction or appropriate level of resolution as per organisation standards</li> <li>• check with the customer if they are satisfied with the procedure in a courteous manner</li> <li>• recommend client with general healthy lifestyle such as appropriate sleeping, eating and bathing habits, etc.</li> <li>• recommend appropriate diet, eating habits and prepare a supplementary chart</li> <li>• advise client to follow correct body posture while lying down i.e. turn sideways, fold both legs at knees and lift up legs gently</li> <li>• advise client with relevant physical exercises that can be performed at home</li> <li>• suggest or guide senior wellness neurotherapy in recommending appropriate procedure &amp; schedule based on client's well-being assessment</li> <li>• counsel and motivate client to regain positivity in personal, social and professional life</li> <li>• discuss mentoring objectives and develop suitable plans agreeable to subordinates within their scope of work</li> <li>• check that the mentoring session is scheduled appropriately such that clients are not left attended</li> <li>• provide advice to individuals based on own knowledge and experience and facilitate individuals' access to other sources of advice, wherever necessary</li> </ul>		

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Title/Name of qualification/component: <b>Senior Wellness Neurotherapist</b>		Level: <b>5</b>	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p><b><u>Some skill in data collecting organising information, and logical communication:</u></b></p> <ul style="list-style-type: none"> <li>• write messages and information with descriptive text using short or long sentences and a range of technical and non-technical vocabulary</li> <li>• fill relevant activity records in log books, write in local language or English, procedure given, update stock records, etc.</li> <li>• use common procedure terms and technical jargon where required</li> <li>• speak in English, Hindi or the local language with clarity to convey messages, basic factual information using a range of technical and non-technical vocabulary</li> <li>• read and interpret correctly the neurotherapy procedure requirement given on the recommendation for the specific customer</li> <li>• PC9. actively listen to client’s well-being concerns and maintain an empathetic approach</li> <li>• politely ask relevant questions to assess the state of client’s social, psychological and emotional well-being</li> <li>• clarify any unusual or arbitrary information related to client’s well-being condition as per organization’s standard procedures</li> </ul>		

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Responsibility	<p><b><u>Responsibility for own work and learning</u></b></p> <ul style="list-style-type: none"> <li>confirm that the selected tools and equipment are in working order and safe to handle</li> <li>ensure the appropriate environmental conditions for procedures at the site</li> <li>ensure personal presentation and grooming is appropriate to convey a professional appearance</li> <li>ensure that the customer is comfortable in the environment for procedure</li> <li>apply appropriate massage techniques and pressure as per specifications in the recommendation and standard practice in line with organisational and referenced standards</li> <li>address issues that work against maintaining of a stress and anxiety free environment by ensuring timely and relevant information shared with customer, positive reinforcements, calm and pleasant work environment, etc.</li> <li>assess potential risks related to work and implement relevant safety measures where applicable</li> <li>think critically of health conditions that are beyond the scope of neurotherapy procedure and refer to concern healthcare specialists if necessary</li> <li>take decisions at work within limits to authority and decision making scope approved by organisation</li> <li>plan and organize own work in a way that all activities are completed in time and as per specifications</li> </ul>	<p>As mentioned in the various performance criteria mentioned in the previous cell, the Senior Wellness Neurotherapist demonstrates responsibility for own work and learning and some responsibility for others' works and learning.</p> <p>Hence NSQF Level is 5</p>	5

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p><b><u>Full responsibility for other's works and learning:</u></b></p> <ul style="list-style-type: none"> <li>• identify individual needs and expectations related to the work</li> <li>• encourage subordinate therapists to participate in team building and planning activities</li> <li>• facilitate individuals' access to the required work related information, management and resources for personal development</li> <li>• provide advice to individuals based on own knowledge and experience and</li> <li>• facilitate individuals' access to other sources of advice, wherever necessary</li> <li>• ensure that subordinates are given the opportunity to share any innovative ideas and approaches related to work</li> <li>• check that subordinates are duly addressed on relevant ethical practices related to wellness neurotherapy</li> <li>• monitor their progress at work and provide timely feedback to enable them improve on their performance</li> </ul>		



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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 28 September 2017.

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 GUIDANCE

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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.

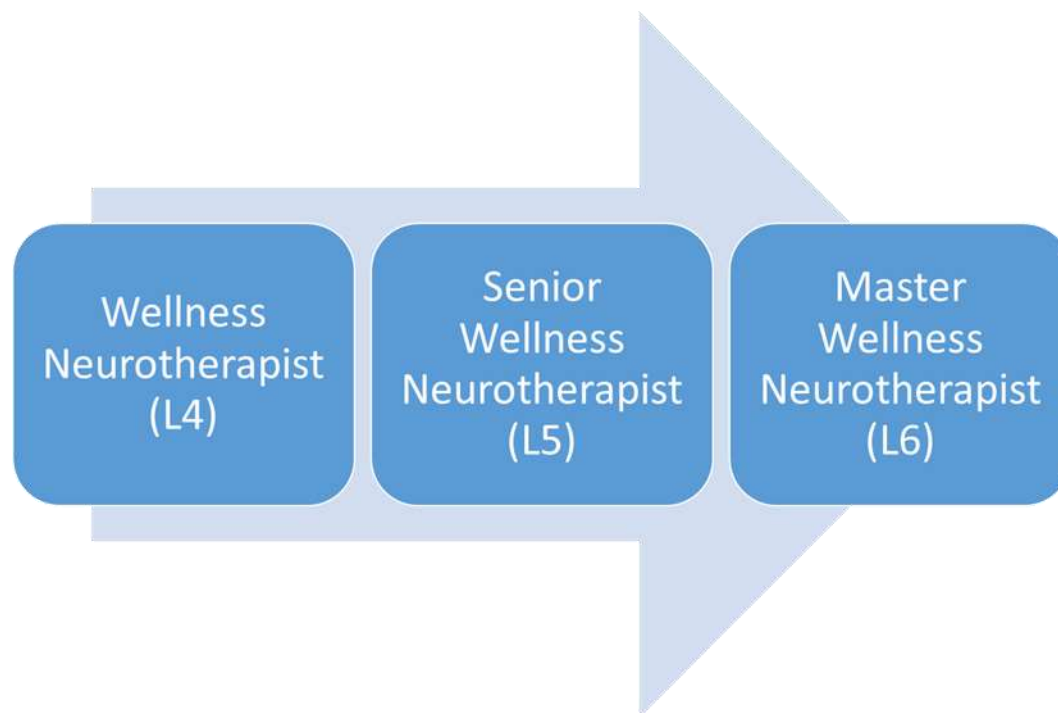
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Senior Wellness Neurotherapist - Annexure 1
2. QP BWS/Q2302- Annexure 2

## NSQF QUALIFICATION FILE GUIDANCE

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### Annexure 1: Career Map



### Annexure 2: QP BWS/Q2302

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