

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	Spa Therapist
Qualification Code	QP BWS/Q1002
Nature and purpose of the qualification	<p>Nature of the qualification</p> <ul style="list-style-type: none">- A Qualification pack (QP) <p>The main purpose of the qualification</p> <ul style="list-style-type: none">- Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of 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	Spa Therapist
Licensing requirements	N/A
Level of the qualification in the NSQF	Level 4
Anticipated volume of training/learning required to complete the qualification	400 hours
Entry requirements and/or recommendations	<p>Minimum Qualification: Class X preferably</p> <p>Minimum Experience: 2 years of experience as a Spa Therapist in Five star hotel spa/ High-end Day spa.</p> <p>Training Requirements: Level 03 Assistant Spa therapist , OR</p> <ol style="list-style-type: none">1. Certified for performing a range of body massages, scrubs, wraps, facials2. Spa Product knowledge3. Product preparation for therapies4. Hygiene and safety
Progression from the qualification	Senior Spa Therapist (Level 5)

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Planned arrangements for the Recognition of Prior learning (RPL)	Work under progress
International comparability where known	No UK NOS in Spa Therapies at this level. UK NOS start at Level 3 (NSQF Level 5) The NOS BWS/N 1002: Conduct the spa treatment aligns more closely with NOS at Level 3 (NSQF Level 5)
Date of planned review of the qualification.	Post 15th June 2019

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/N1002 Conduct the Spa treatment	Mandatory	360	4
BWS/N9002 Maintain health and safety at the workplace	Mandatory	16	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: Spa Therapist

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Spa Therapist

Qualification Pack BWS/Q1002

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 center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
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 Outcome	Assessment criteria for outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
1. BWS/N9001 (Prepare & maintain work area for treatment)	PC1. Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	100	15	5	10

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	PC2. Select suitable equipment and products required for the treatment		15	5	10
	PC3. Set up the equipment and prepare the products for treatments in adherence to the organization procedures and product/ equipment guidelines		15	5	10
	PC4. Place the products in the trolley for the treatment		10	2	8
	PC5. Sterilize, disinfect and place the tools on the tray		15	5	10
	PC6. Dispose waste materials in adherence to the organization's and industry requirements		15	5	10
	PC7. Store records, materials and equipment securely in line with the organization's policies		15	5	10
			100	32	68
2. BWS/N1002 (Conduct the Spa treatment)	PC1. Greet the client, and ensure the guest is comfortable	100	5	1	4
	PC2. Consult with the client to identify factors that may influence the therapy objectives (contra indications)		10	5	5
	PC3. Advise the client on the benefits of sauna, steam and jacuzzi		5	1	4
	PC4. Explain treatment procedure and provide information about oils and creams used during treatment		5	1	4
	PC5. Assist clients in preparing for treatment by providing them with gowns and putting away their clothing		5	1	4
	PC6. Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		10	5	5

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	PC7. Prepare massage oil or cream and other equipment		5	1	4
	PC8. Position self and client throughout treatment to ensure privacy, comfort and wellbeing		10	5	5
	PC9. Perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client		10	2	8
	PC10. Identify contra actions and adapt the treatment to suit the client needs		10	5	5
	PC11. Provide body massage using a range of mediums and techniques to achieve the desired results		5	1	4
	PC12. Complete the therapy to the satisfaction of the client in a commercially acceptable time		5	1	4
	PC13. Provide suitable aftercare and home care advice		5	1	4
	PC14. Record the therapy accurately and store information securely in line with the organization's policies		5	1	4
	PC15. Adhere to the health and safety standards laid out by the manufacturer and organization		5	1	4
			100	32	68
3. BWS/N9002 (Maintain health & safety of work area)	PC1. Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	15	5	10
	PC2. Clean and sterilize all tools and equipment before use		15	5	10
	PC3. Maintain one's posture and position to minimize fatigue and the risk of injury		10	5	5

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	PC4. Dispose waste materials in accordance to the industry accepted standards		10	5	5
	PC5. Maintain first aid kit and keep oneself updated on the first aid procedures		10	5	10
	PC6. Identify and document potential risks and hazards in the workplace		10	5	5
	PC7. Accurately maintain accident reports		10	2	8
	PC8. Report health and safety risks/ hazards to concerned personnel		10	2	8
	PC9. Use tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions		10	5	5
			100	35	65
4. BWS/N9003 (Create positive impression at work area)	PC1. Maintain good health and personal hygiene	100	10	2	8
	PC2. Comply with organisation's standards of grooming and personal behaviour		10	2	8
	PC3. Meet the organisation's standards of courtesy, behaviour and efficiency		5	1	4
	PC4. Stay free from intoxicants while on duty		5	1	4
	PC5. Wear and carry organisation's uniform and accessories correctly and smartly		5	1	4
	PC6. Take appropriate and approved actions in line with instructions and guidelines		5	1	4

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	PC7. Record details related to tasks, as per procedure	5	4	1
	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	5	1	4
	PC10. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	5	1	4
	PC11. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	5	1	4
	PC12. Communicate role related information to stakeholders in a polite manner and resolve queries, if any	5	1	4
	PC13. Assist and guide clients to services or products based on their needs	5	1	4
	PC14. Report and record instances of aggressive/ unruly behaviour and seek assistance	5	1	4
	PC15. Use communication equipment (phone, email etc.) as mandated by your organization	5	1	4
	PC16. Carry out routine documentation legibly and accurately in the desired format	5	1	4
	PC17. File routine reports and feedback	5	4	1
	PC18. Maintain confidentiality of information, as required, in the role	5	1	4
		100	26	74

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Means of assessment 1
Means of assessment 2
Pass/Fail

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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.

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OPTION A

Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	The individual is expected to preparing the equipment, products and work area ahead of service delivery, perform various Spa Therapies as agreed with the guests in accordance with the approved organization's brand standards of performance and sequences of services.	<p>The job holder is expected to understand the equipment; products used in different services and the process for providing the services. The role holder is further expected to carry out work of familiar, predictable and routine nature within situations of clear choice, such as select materials and equipment to suit the guest's therapy needs, arrange tools/ products and other materials that are safe and fit for the purpose based on the guidelines, assist client by providing them with gowns and safely keep clothes, prepare massage oil or cream and other equipment, perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the guests.</p> <p>Hence, it qualifies as a Level 4 role.</p> <p>This role requires the job holder to work in a familiar, predictable, routine situation of clear choice .For example, explaining the treatment and benefits, consulting with client to know any factors that may influence the therapy , preparing massage oil or cream for the respective therapy as per guidelines. Therefore the job holder can't be placed at Level 3.</p> <p>Since it does not involve several choices to be made even in a familiar context like managing the team of subordinates, the role does not qualify for Level 5.</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Professional knowledge	The individual is expected to have the factual knowledge of basic ailments, contraindications, contra actions, therapy plans, spa therapy techniques (range of body massages, wraps etc.), products and equipment, procedure for product selection, application of products based on skin types, applicable legislation relating to the workplace	<p>The job holder is expected to independently exhibit factual knowledge of the field of knowledge or study such as basic ailments, contraindications, contra actions, therapy plans, spa therapy techniques (range of body massages, wraps etc.), range of products, procedure for product selection, different skin types and application of products based on skin types, the importance of using products economically and applicable legislations relating to the workplace</p> <p>Since all the above mentioned areas are related to factual knowledge of field of Spa therapy, the role qualifies for Level 4.</p> <p>The job holder is expected to know more than basic facts and principles, such as he/she is expected to be familiar with the manufacturer's instructions to apply the products and use the equipment's. S/he is further expected to understand the applicable safety measures and hygiene standards and exercise the same diligently while conducting any of the therapy's like range of body massages, wraps etc. Since this role requires factual knowledge in the field of Spa therapy, it cannot be pegged at level 3.</p> <p>Further, since the job holder is not expected to be aware of concepts in the field like roster norms and guidelines or how and when to measure performance of the subordinates ,hence it can't be pegged at level 5</p>	4
Professional skill	The job holder is expected to plan and organize the regular therapies/procedures/sessions to be conducted for the guests as well as keep a record of guests' bookings and schedule of services. Further, the job holder must be	The job holder is expected to recall and demonstrate practical skills, which are routine and repetitive in a narrow range of application such as Planning and basic decision making using customer database/ data sheets including customer's basic	4

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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>Courteous committed to service excellence, maintaining hygiene and using a customer centric approach and able to take the day to day decisions and troubleshoot common problems at work. The job holder should also be able to critically analyse the information gathered about guest/ product/ service/ others and discuss to arrive at a conclusion.</p>	<p>information, therapy history and contra indications (if any). The incumbent further uses internal MIS/ record database to ensure error free scheduling and record maintenance of the customers. Further, the incumbent uses defined rules in Spa therapy related SOP manual and tools as per organization's guidelines to conduct various types of therapies/ procedures/sessions and handle customer concerns/ preferences like particular types of body massages, wraps etc. effectively.</p> <p>Since all the above mentioned professional skill are related to demonstrating practical skills, which are routine and repetitive in a narrow range and using appropriate rule and tool, the role qualifies for Level 4.</p> <p>The Job holder expected to possess professional skills more than just demonstrating practical skills, which are routine and repetitive in a narrow range but also using appropriate rule & tool such as performing and adapting the therapy using oils /creams, equipments and techniques correctly and safely to meet the needs of the guest. S/he is also expected to use quality concepts such as clarifying the guest's understanding and expectation related to the Spa therapy by doing proper probing & para phrasing. Hence, the job holder can't be placed at Level 3.</p>	

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		Further since the job holder doesn't require to use cognitive skills to accomplish tasks and solve problems at the workplace that's why s/he can't be placed at level 5	
Core skill	The individual is expected to exhibit effective communication skills including effective guest relationship establishment and maintenance, perform respective record maintaining work using basic arithmetic/ algebraic principles and possess basic understanding of environment to cater to the different requirements of varied types of guests.	<p>The job holder is expected to exhibit effective oral communication skills (including awareness of vernacular language) so as to have pleasant and engaging conversations with the guests while introducing them to the requisite Spa therapy or conducting the therapy on them. The job holder is also expected to display required clarity in oral as well as written communication as well as basic arithmetic/ algebraic awareness to calculate price of services, document call logs/reports/task lists/schedules, knowledge of drafting memos and e-mail providing work updates and enquiring relevant information's without language errors. The incumbent must understand the social, political and natural environment so as to keep oneself abreast about new and evolving trends in Spa therapy and services and maintain a customer centric approach.</p> <p>Since all the above mentioned core skills are related to exhibiting effective oral & written communication skills along with understanding of the social, political and natural environment such as clarifying the guest's understanding and expectation prior to commencement of therapy the role qualifies for Level 4.</p> <p>The Job holder expected to possess core skills more than just demonstrating minimum clarity in oral & written communication such as consulting the guest by questioning to</p>	4

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Title/Name of qualification/component: Spa Therapist		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
		<p>identify contra-indications to skin and hair, suitable look, and providing recommendations for therapy's that are suitable to the guest and provide him the desired service. Hence, the job holder can't be placed at Level 3.</p> <p>Further since the job holder doesn't require to use mathematical skill or skill of collecting & organizing information such reaching out to guests to capture feedback of therapy's experienced by them, calculating the feedback score on services, suggested level of service quality etc., that's why s/he can't be placed at level 5</p>	
Responsibility	<p>The individual is responsible to provide a range of Spa therapy services agreed with the clients in accordance with the approved organization's brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of Spa therapies to explain the treatment, the process, expected sensations, skin reaction and outcomes.</p>	<p>The job holder is expected to take responsibility for own work & learning as s/he provides a range of Spa services agreed with the clients in accordance with the approved organization's brand standards of performance and sequences of services. The individual must exhibit knowledge of the principles and practice of therapies to explain the treatment, the process, expected sensations, skin reaction and outcomes.</p> <p>Given that the job holder conducts the therapies independently , s/he can be placed at level 4</p> <p>And since s/he is neither expected to be responsible of other work by managing & leading a team of subordinates, hence s/he can't be placed at level 5</p> <p>As its evident from the above examples that the incumbent is fully responsible for therapies s/he is performing rather than being responsible in defined limit therefore s/he can't even be placed at Level 3</p>	4

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 June 2019.

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

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

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SECTION 4 **EVIDENCE OF PROGRESSION**

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

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

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

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

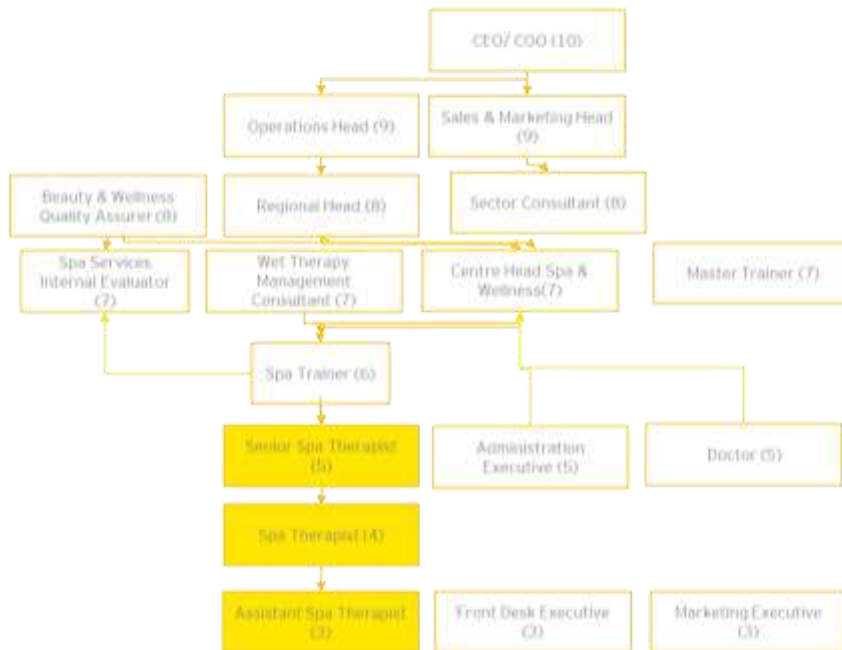
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Spa Therapist - Annexure 1
2. QP BWS/Q1002- Annexure 2

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Annexure 1: Career Map



Annexure 2: QP BWS/Q1002