

# Model Curriculum

## Assistant Hair Stylist

**SECTOR: BEAUTY AND WELLNESS**

**SUB-SECTOR: BEAUTY AND SALONS**

**OCCUPATION: HAIR CARE SERVICE**

**REFERENCE ID: BWS/Q0201**

**VERSION 1.0**

**NSQF LEVEL: 3**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **Assistant Hair Stylist** QP No. **BWS/Q0201, Level 3**

Date of Issuance: 30<sup>th</sup> December 2015

Valid up to: 29<sup>th</sup> December 2016

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



Chairperson  
(Beauty & Wellness Sector Skill Council)

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# Assistant Hair Stylist

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Assistant Hairstylist”, in the “Beauty and Wellness” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Hair Stylist</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	Hair Stylist BWS/Q0201		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	15-12-2015
<b>Pre-requisites to Training</b>	Minimum qualification – Class VIII/ the ability to read/ write and communicate effectively on the job role		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Prepare and maintain work area</b> -preparing the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon.</li> <li>• <b>Perform basic Blow drying of hair</b> apply hair dryer to perform blow dry aligned to the standards of operation of the salon.</li> <li>• <b>Perform Shampoo, condition the hair and scalp</b> perform shampooing, conditioning and treating the hair using a range of products and techniques.</li> <li>• <b>Perform basic hair cut</b> create a variety of looks for men/ women using basic hair cutting techniques</li> <li>• <b>Apply Color to hair</b> Performa basic hair coloring service like global colouring</li> <li>• <b>Perform Indian head massage Services</b> perform indian head massage using a suitable products and massage techniques.</li> <li>• <b>Perform tasks to assist the hair stylist performing advanced hair services</b></li> <li>• <b>Maintain health and safety of work area</b> maintain a safe and hygienic environment at the work area to reduce potential risks to self and others.</li> <li>• <b>Create a positive impression at work area</b> personal grooming and behavior to execute tasks as per the salon’s standards and create a positive impression at the workplace.</li> </ul>		

This course encompasses 9 out of 9 National Occupational Standards (NOS) of “Assistant Hair Stylist” Qualification Pack issued by “Beauty and Wellness Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 0:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 9003</p>	<ul style="list-style-type: none"> <li>Identify and list the career opportunities and working methods within the hair and beauty sector</li> <li>Identify hairdressing services and beauty treatments</li> </ul>	
2	<p><b>Prepare and Maintain work area</b></p> <p><b>Theory Duration</b> (hh:mm) 00:00</p> <p><b>Practical duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS code</b> <b>BWS/N9001</b></p>	<ul style="list-style-type: none"> <li>Prepare and maintain the work area.</li> <li>Know how to prepare client record cards</li> <li>Know how to prepare clients for treatments</li> <li>Know about sterilization and disinfection process</li> <li>Understand the personal presentation and Ideal behavior.</li> <li>Identify ways to dispose of waste correctly.</li> </ul>	<p>Hair Trolleys</p> <p>Brushes</p> <p>Hair Dryers</p> <p>First aid kit</p> <p>Fire extinguishers</p> <p>Sterilizers</p> <p>Hot cabinets</p> <p>Waste disposal</p> <p>Record book</p> <p>Bowls</p> <p>Dust bin</p> <p>Basket,</p> <p>Recliner hair, bowl, cotton,</p>

3	<p><b>Essentials of Hair Styling &amp; Basic Blow Drying</b></p> <p><b>Theory Duration (hh:mm)</b> 15:00</p> <p><b>Practical duration (hh:mm)</b> 35:00</p> <p><b>Corresponding NOS code</b> <b>BWS/N0201</b></p>	<ul style="list-style-type: none"> <li>• Understand and have knowledge of hair structure and hair shaft</li> <li>• Understand the structure of the skin and scalp</li> <li>• Identify hair and scalp conditions and causes and contra-indications to hair services</li> <li>□ Understand the following conditions :             <ul style="list-style-type: none"> <li>• Contagious:</li> <li>• Non-contagious:</li> <li>• Defects of the hair:</li> <li>• Knowledge of hair composition</li> <li>• Knowledge of hair types</li> <li>• Knowledge hair cycle</li> </ul> </li> <li>• Understand procedures and effect of blow-drying finishing services</li> </ul>	<p>Hair Dryer Combs Brushes Rollers Clips Tong Rods Crimper Curler</p>
		<ul style="list-style-type: none"> <li>□ Understand the factors that influence blow-dry and finishing services</li> <li>□ Understand the science of blow-dry and finishing hair</li> <li>□ Understand the tools, equipment, products and techniques used to blow-drying finish hair</li> <li>□ Be able to blow-dry and finish hair</li> </ul>	
4	<p><b>Perform Shampoo, condition the hair and scalp</b></p> <p><b>Theory Duration (hh:mm)</b> 03:00</p> <p><b>Practical Duration (hh:mm)</b> 30:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0202</p>	<ul style="list-style-type: none"> <li>• Be able to prepare to shampoo and condition the hair and scalp</li> <li>• Identify the condition of the hair and scalp using suitable consultation techniques</li> <li>• Select and use products, tools and equipment suitable for the client's hair and scalp condition</li> <li>• Be able to shampoo and condition the hair and scalp</li> <li>• Use and adapt massage techniques to meet the needs of the client</li> <li>• Provide suitable aftercare advice</li> </ul>	<p>Shampoo station</p>

5	<p><b>Perform basic hair cuts</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0203</p>	<ul style="list-style-type: none"> <li>Understand the factors that influence haircutting services</li> <li>Understand the tools, products, equipment and techniques for haircutting services</li> <li>Be able to prepare for haircutting services</li> <li>prepare the client’s hair prior to cutting in straight cut, “V” or “U”</li> <li>establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals consult with the client</li> <li>during the cutting service to confirm accurate progress towards the desired look perform the basic one length hair cut to achieve the desired</li> <li>look cut using various techniques: Scissors over comb, clipper over comb, freehand, thinning create suitable neckline shapes as per client</li> <li>preference Shapes: Tapered, round, square</li> </ul>	<p>Cutting comb, section clips, water spray, scissors (thinning and precision), razor mirror cutting chair trolley</p>
6	<p><b>Apply colour to Hair</b></p> <p><b>Theory Duration</b> (hh:mm) 6:00</p> <p><b>Practical Duration</b> (hh:mm) 35:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0209</p>	<ul style="list-style-type: none"> <li>Prepare self, the client and work area for coloring services</li> <li>Use suitable consultation techniques to identify service objectives</li> <li>Evaluate the potential of the hair to achieve the desired look by identifying influencing factors</li> <li>Be able to prepare for colouring services</li> <li>Be able to provide colouring services</li> <li>Provide clear recommendations to the client based on factors</li> </ul>	<p>Cutting comb . pin tail comb wide tooth comb  brush, sectioning clips, plastic bowl, plastic brushes, climazone, hood dryer, measuring jugs/scales, wraps, foil,  spatulas, hi/lolighting cap plastic cap cutting chair trolley mirror</p>
Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	<p><b>Perform Indian Head massage</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0230</p>	<ul style="list-style-type: none"> <li>Be able to prepare for scalp massage services</li> <li>Have knowledge of basic science for shampooing, conditioning and treating the hair and scalp</li> <li>Select and use products, tools and equipment suitable for the client’s hair and scalp condition</li> <li>Be able to carry out scalp massage services</li> <li>Adapt massage techniques to take account of influencing factors</li> <li>Provide suitable aftercare advice</li> </ul>	<p>Trolley, Apron Client gown wide tooth comb, clips, bowl and brush, plastic cap, scalp steamer,</p>

8	<p><b>Perform tasks to assist the Hair Stylist in advanced hair services</b></p> <p><b>Theory Duration (hh:mm)</b> 10:00</p> <p><b>Practical duration (hh:mm)</b> 50:00</p> <p><b>Corresponding NOS code</b> BWS/N0204</p>	<ul style="list-style-type: none"> <li>• Maintain effective and safe methods of working when assisting with colouring and lightening services</li> <li>• Remove colouring and lightening products</li> <li>• Maintain effective and safe methods of working when assisting with perming services</li> <li>• Remove chemicals as part of the perming process</li> <li>• Neutralize hair as part of the perming process</li> <li>• Maintain effective and safe methods of working when assisting with relaxing services</li> <li>• Remove chemical relaxers and normalize the hair</li> </ul>	
9	<p><b>Health and Safety</b></p> <p><b>Theory Duration (hh:mm)</b> 03:00</p> <p><b>Practical Duration (hh:mm)</b> 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 9002</p>	<ul style="list-style-type: none"> <li>• Identify contra-indications related to hair treatments</li> <li>• Understand process and products to sterilize and disinfect equipment/ tools</li> <li>• Understand manufacturer’s instructions related to equipment and product use and cleaning</li> <li>• Understand knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</li> </ul> <p>Handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions</p> <p>Sport clean professional uniform, neat combed hair, closed-in footwear, personal</p> <p>Maintain hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p>	<p>First aid kit</p> <p>Fire extinguishers</p> <p>Sterilizers</p> <p>Hot cabinets</p> <p>Waste disposal bins</p>



10	<p><b>Client care and communication in beauty industry</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9003</p>	<ul style="list-style-type: none"> <li>• Be able to communicate and behave in a professional manner when dealing with             <ul style="list-style-type: none"> <li>• clients</li> </ul> </li> <li>• Be able to manage client expectations</li> <li>• Behave in a professional manner within the workplace</li> <li>• Be able to Use effective communication techniques when dealing with clients</li> <li>• Be able to Adapt methods of communication to suit different situations and client needs</li> <li>• Be able to Use effective consultation techniques to identify treatment objectives</li> <li>• Provide clear recommendations to the client</li> <li>• Maintain client confidentiality</li> <li>• Use retail sales techniques to meet client requirements and maintain client confidentiality</li> <li>• Plan and organize service feedback files/documents</li> <li>• Plan and manage work routine based on salon procedure</li> <li>• Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>• Maintain accurate records of clients, treatments and product stock levels</li> <li>• Accept feedback in a positive manner and develop on the short comings</li> </ul>	
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<p><b>Total Duration:</b></p> <p><b>Theory Duration</b> <b>50 hrs</b></p> <p><b>Practical Duration</b> <b>250 hrs</b></p>	<p><b>Unique Equipment Required:</b> Shampoo station Anatomy and Physiology Charts</p> <ul style="list-style-type: none"> <li>• hand held dryer and attachments</li> <li>• different size and types of brushes various combs,</li> </ul> <p>Trolley, Client gown wide tooth comb, clips, bowl and brush, plastic cap, scalp steamer, Cutting comb, section clips, waterspray, scissors (thinning and precision), razor mirror, cutting chair, climazone, Round brushes (various diameters) – Flat brushes – paddle, Bristle brushes Vent Dressing comb – back-comb, Curling tongs – various sizes Hand dryer, Diffuser, Hot rollers, Rollers with pins Bendy rollers, Velcro rollers, Pin curl clips, Crimpers Hot brush, hood dryer, measuring, jugs/scales, wraps, foil, spatulas, hi/lo-lighting cap, cutting chair Perm curlers (various sizes), tail comb, end papers, cotton wool, drip tray, plastic bowl/neutralizing sponge, towels, tissue paper, disposable gloves, apron and cape, tension rods, climazone. Colour brushes gloves Non-permeable cape Hair straightener, First aid kit Fire extinguishers, Sterilizers, Hot cabinets, Waste disposal bins.</p>
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**Grand Total Course Duration: 300 Hours 0 Minutes**

*(This syllabus/ curriculum has been approved by Beauty and Wellness Sector Skill Council)*

## Trainer Prerequisites for Job role: “Assistant Hair Stylist” mapped to Qualification Pack: “BWS/Q0201” Version 1.0

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service , mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q0201 Version 1.0
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	Graduate with Diploma in Hair Styling
4a	<b>Domain Certification</b>	Certified for Job Role: “Assistant Hair Stylist” mapped to QP BWS/Q0201 Version 1.0 Minimum accepted score is 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: Assistant Hair Stylist, mapped to the Qualification Pack: “BWS.Q0201”.Version 1.0 Minimum accepted score is 70%
5	<b>Experience</b>	2 years+ experience as a hair stylist. Work experience in beauty & wellness segment (at least 2 years). Good knowledge of sector related services/processes with prior experience in training/teaching.

## Annexure: Assessment Criteria

<b>Assessment Criteria for Assistant Hair Stylist</b>	
<b>Job Role</b>	<b>Assistant Hair Stylist</b>
<b>Qualification Pack</b>	<b>BWS/ Q0201 Version 1.0</b>
<b>Sector Skill Council</b>	<b>Beauty and Wellness</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
6	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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
	<b>Total</b>	<b>100</b>	<b>21</b>	<b>79</b>	
BWS/N0201 Perform basic blow drying of hair	PC1. comply with health and safety standards and processes laid out by manufacturer and the establishment, to protect self, co-workers, organisation and customers/visitors	100	4	1.5	2.5
	PC2. use suitable consultation techniques to identify the client's wishes for the desired look before carrying out blow drying procedure including with guardians/parents for minors		6	2	4
	PC3. ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC4. carry out the process using the tools and materials as laid down by the salon		5	1	4
	PC5. confirm blow drying requirements and any special instructions with the client		5	1	4
	PC6. apply hair products, if required, following the stylist's instructions		6	1.5	4.5
	PC7. use techniques and carry out checks to minimise the risk of damage to the hair and client discomfort		6	2	4
	PC8. blow dry using sections of hair that are convenient and efficient and as per styling tool size		5	1	4

	PC9.check regularly whether client is comfortable during the drying process, if not work to increase comfort levels		5	1.5	3.5
	PC10.maintain even tension throughout the blow drying process		6	1.5	4.5
	PC11.check temperature of the styling equipment to ensure it is in comfortable and approved range		4	1	3
	PC12.use back combing and back brushing techniques to achieve desired look		5	1	4
	PC13.use tools and equipment effectively to achieve the required result		5	1	4
	PC14.ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC15.use finger drying to shape hair, achieve volume, balance, direction and desired look		4	1	3
	PC16.use flat brush/paddle brush to straighten hair		5	1	4
	PC17.use thermal/rollers for hair setting with curls		6	1	5
	PC18.work minimising wastage of products		5	1.5	3.5
	PC19.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		5	1.5	3.5
	PC20.provide specific after-care advice to the client to maintain and protect hair from damage, frequency of future services, etc.		5	1.5	2.5
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>73</b>
BWS/N0202 Shampoo and condition hair and scalp	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2.position self and client throughout service to ensure privacy, comfort and safety		4	1	3
	PC3.prepare yourself, the client and work area for shampoo and conditioning services		4	1	3
	PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures		4	1.5	2.5
	PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1.5	2.5

PC6.select and prepare products, tools and equipment that are suitable for the client’s hair and scalp condition, that meet client’s needs and service plan	4	1	3
PC7.carry out the procedure using methods that minimise risk of cross infection	6	1.5	4.5
PC8.apply shampoo using rotary massage technique	3	1	2
PC9.carry out and adapt massage techniques to suit the client needs and to perform the service plan	5	1	4
PC10.check the water temperature and flow to meet the needs of the service procedure and client comfort	4	1	3
PC11.leave the hair clean and free of products, dirt, and grease after the shampoo	3	0.5	2.5
PC12.perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process	5	1	4
PC13.complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service	4	1	3
PC14.detangle hair without causing damage to hair or scalp using a tooth comb	5	1	4
PC15.check the client’s comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	4	0.5	3.5
PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC17.promptly refer problems that cannot be solved to the relevant superior for action	3	1.5	1.5
PC18.complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs	4	1	3
PC19.ensure the work area is kept clean and tidy during the service	3	0	3
PC20.dispose waste materials as per organisational standards in a safe and hygienic manner	3	0.5	2.5
PC21.record the service details accurately as per salon policy and procedures	3	1.5	1.5
PC22.store information securely in line with the salon’s policies and procedures	3	1.5	1.5

	PC23.provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards		3	1	2
	PC24.ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC25.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
	PC26.minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions		3	1	2
		<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>
BWS/N0203 Perform basic hair cut	PC1.ensure the health and safety standards and processes laid out by manufacturer and the salon are followed to perform the operation and secure self, workplace, co-workers and clients	100	4	1	3
	PC2.use suitable consultation techniques to identify the client's wishes for the desired look before cutting the hair including with guardians/parents for minors		5	1.5	3.5
	PC3.ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC4.identify contra-indications that may restrict or limit provision of services		4	1	3
	PC5.use tools and products that are safe and fit for purpose		4	0.5	3.5
	PC6.explore the variety of looks with the client using relevant visual aids to identify client preference and selection		6	1	5
	PC7.identify and advise the customer on any factors which may limit, prevent or affect their choice of look		6	1.5	4.5
	PC8.confirm with the client the look agreed before commencing		3	0.5	2.5
	PC9.prepare the client's hair prior to cutting in straight cut, "V" or "U"		6	1	5
	PC10.establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals		7	2	5
	PC11.consult with the client during the cutting service to confirm accurate progress towards the desired look		5	1	4
	PC12.perform the basic one length hair cut to achieve the desired look		5	1	4



	PC13.cut using various techniques		6	1	5
	PC14.create suitable neckline shapes as per client preference		5	1	4
	PC15.take suitable remedial action to resolve any problems arising during the cutting service		4	1	3
	PC16.ensure the work area is kept clean and tidy during the service		2	0	2
	PC17.get confirmation from the client on the accuracy of the finished look in relation to client's expectation		4	1	3
	PC18.provide advice and recommendations accurately and constructively for hair care post cutting		5	1	4
	PC19.provide the client suitable advice on the maintenance of their look		4	1	3
	PC20.dispose waste materials as per organisational standards in a safe and hygienic manner		2	0	2
	PC21.record details of the procedure accurately as per organisational policy and approved practice		3	1.5	1.5
	PC22.store information securely in line with the salon's policies		3	1	2
	PC23.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		4	1	3
		<b>Total</b>	<b>100</b>	<b>22</b>	<b>78</b>
BWS/N0209 Apply colour to hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.consult the client by questioning to identify contraindications to hair and make-up products		6	2	4
	PC3.prepare yourself, the client and work area for hair colouring services where required		5	1	4
	PC4.position self and client to ensure privacy, comfort and safety, throughout the service		5	1	4
	PC5.select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely		6	2	4
	PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		5	1.5	3.5
	PC7.mix the colours accurately as per manufacturer instructions		5	2	3

	PC8.apply colours in sections neatly, taking into account various influencing factors		5	1	4
	PC9.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1.5	3.5
	PC10.apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		7	2	5
	PC11.monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development		7	2	5
	PC12.remove the colour products thoroughly from the hair and leave the hair free of any colouring products		6	2	4
	PC13.apply a suitable conditioner, post colour application or service to the hair following manufacturer's instructions		6	1	5
	PC14.work minimising wastage of products		5	1	4
	PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		5	1	4
	PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	2	3
	PC17.record details of the procedure accurately as per organisation standards		5	2	3
	PC18.store information securely in line with the salon's policies		4	2	2
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further s to the client		4	1	3
		<b>Total</b>	<b>100</b>	<b>29</b>	<b>71</b>
BWS/N0230 Perform Indian head massage	PC1.adhere to the health and safety standards laid out by the manufacturer and salon		3	1	2
	PC2.position self and client in a manner to ensure privacy, comfort and safety, throughout the service		4	1	3
	PC3.prepare yourself, the client and work area for head massage		4	1	3
	PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services		4	1.5	2.5
	PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures		4	1.5	2.5
	PC6.identify contra-indications if any that restrict the services or products sought by the customer	100	3	0.5	2.5

PC7.explain politely to the customer why service is denied or modified in case done so for contra-indications	5	1.5	3.5
PC8.work minimising risk of cross infections	4	1	3
PC9.select and prepare products, tools and equipment that are suitable for the client's head massage to meet to the client's needs and service plan	4	0.5	3.5
PC10.perform a pre-shampoo or other relevant procedure in accordance with the required service	5	1	4
PC11.select a suitable medium and perform hair spa and the head massage	5	1	4
PC12.perform various massage techniques to complete the service as required	5	1	4
PC13.apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	4	1	3
PC14.perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type	5	1	4
PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	4	0.5	3.5
PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC17.promptly refer problems that cannot be solved to the relevant superior for action	5	2.5	2.5
PC18.complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	5	1	4
PC19.ask questions to check with the client their satisfaction with the finished result	4	1	3
PC20.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	4	1	3
PC21.record details of the service accurately as per organisational policy and procedures	4	2	2
PC22.store information securely in line with the salon's policies	4	2	2
PC23.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Minimize the wastage of products and store chemicals and equipment securely post service	3	1	2
PC24.dispose all waste safety according to the salon's standards of hygiene and safety	3	0.5	2.5
<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>

BWS/N0204 Perform tasks to assist the hair stylist performing advanced hair services	PC1.ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation	100	10	3	7
	PC2.provide the styling tools and products that are safe and fit for the purpose to the hair stylist		15	4	11
	PC3.mix the ingredients to prepare products, mixes and solutions in the mentioned proportion and place for ease of use by the stylist		20	5	15
	PC4.organise and arrange the work area, products, etc. to assist the hair stylist performing advanced hair treatments, spa, colouring and styling		20	5	15
	PC5.carry out simple tasks to assist the hair stylist resolve any problems occurring during the process using the relevant corrective action		20	5	15
	PC6.cleaning up the post-service waste to main the health and safety standard		15	3	12
	<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>	
BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
	<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>	
BWS/N9003 Create a positive impression at the workplace	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5
	PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5

PC6.take appropriate and approved actions in line with instructions and guidelines	5	1.5	3.5
PC7.record details related to tasks, as per procedure	5	3	2
PC8.participate in workplace activities as a part of the larger team	7	2	5
PC9.report to supervisor immediately in case there are any work issues	5	1	4
PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	6	1.5	4.5
PC11.communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	6	1	5
PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any	7	2	5
PC13.assist and guide clients to services or products based on their needs	6	2	4
PC14.report and record instances of aggressive/ unruly behavior and seek assistance	5	2	3
PC15.use communication equipment (phone, email etc.) as mandated by your organization	6	3	3
PC16.carry out routine documentation legibly and accurately in the desired format	7	3	4
PC17.file routine reports and feedback	5	2	3
PC18.maintain confidentiality of information, as required in the role	6	2	4
<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>

