

Model Curriculum

Assistant Hair Stylist

SECTOR: BEAUTY AND WELLNESS
SUB-SECTOR: BEAUTY AND SALONS
OCCUPATION: HAIR CARE SERVICE
REF ID: BWS/Q0201, V2.0
NSQF LEVEL: 3



  

Certificate

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

is hereby issued by the

BEAUTY AND WELLNESS SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **Assistant Hair Stylist** QP No. **BWS/Qo201, NSQF Level 3**

Date of Issuance: 1st April 2018
Valid up to: 31st March 2020


Chairperson
(Beauty & Wellness Sector Skill Council)

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

TABLE OF CONTENTS

1.	<u>Curriculum</u>	01
2.	<u>Trainer Prerequisites</u>	06
3.	<u>Annexure: Assessment Criteria</u>	07

Assistant Hair Stylist

CURRICULUM / SYLLABUS

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

Program Name	Assistant Hair Stylist		
Qualification Pack Name & Reference ID.	BWS/Q0201, v2.0		
Version No.	2.0	Version Update Date	01-04-2018
Pre-requisites to Training	Preferably Class VIII / the ability to read / write and communicate effectively on the job role		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area: Prepare the equipment, products and work area ahead of service delivery to ensure the efficiency and effectiveness of conducting treatments considering the standards of operation of the salon. • Perform basic blow-drying of hair: Apply hair dryer to perform blow dry aligned to the standards of operation of the salon. • Shampoo, condition the hair and scalp: Perform shampooing, conditioning and treating the hair using a range of products and techniques. • Perform basic hair cut: Create a variety of looks for men/ women using basic hair cutting techniques. • Apply colour to hair: Perform a suitable hair colouring service using temporary and semi-permanent colours, changing hair colour using colouring techniques to achieve the desired look. • Perform Indian head massage services: Perform Indian head massage using suitable products and massage techniques. • Perform tasks to assist the hair stylist performing advanced hair services: Prepare for colouring, spa and hair services, etc. required for assisting the hair stylist performing advanced hair services. • Maintain health and safety at the workplace: Maintain a safe and hygienic environment at the work area to reduce potential risks to self and others. • Create a positive impression at the workplace: Personal grooming and behaviour to execute tasks as per the salon’s standards and create a positive impression at the workplace. 		

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>Introduction</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Identify the career opportunities and working methods within the hair and beauty sector Identify hairdressing services and beauty treatments 	<ul style="list-style-type: none"> Projector Computer
2.	<p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9001</p>	<ul style="list-style-type: none"> Prepare and maintain the work area Prepare client record cards Prepare clients for treatments Recognise the sterilisation and disinfection process Improve personal presentation and ideal behaviour Identify ways to dispose of waste according to industry standards 	<ul style="list-style-type: none"> Hair Trolleys Brushes Hair Dryers First aid Kit Fire Extinguishers Sterilizers Hot Cabinets Waste Disposal Record Book Bowls Dustbin Basket Recliner Chair Bowl Cotton
3.	<p>Perform basic blow drying of hair</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code BWS/N0201</p>	<ul style="list-style-type: none"> Understand the hair structure and hair shaft Describe the structure of the skin and scalp Identify hair and scalp conditions and causes and contra-indications to hair services Identify the defects of hair Explain the composition of hair Identify different hair types Describe the hair cycle Describe procedures and effects of blow-drying and finishing services List the factors that influence blow-dry and finishing services Explain the science of blow-dry and finishing hair List the tools, equipment, products and techniques used to blow-drying and finishing hair Practise blow-dry and finishing hair 	<ul style="list-style-type: none"> Hair Dryer Combs Brushes Roller Clips Tong Rods Crimper Curler

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4.	<p>Shampoo, condition the hair and scalp</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code BWS/N0202</p>	<ul style="list-style-type: none"> • Prepare to shampoo and condition the hair and scalp • Identify the condition of the hair and scalp using suitable consultation techniques • Select products, tools and equipment suitable for the client's hair and scalp condition • Shampoo and condition the hair and scalp • Use massage techniques to meet the needs of the client • Provide suitable aftercare advice 	<ul style="list-style-type: none"> • Shampoo Station • Shampoo • Conditioner • Towels
5.	<p>Perform basic hair cut</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code BWS/N0203</p>	<ul style="list-style-type: none"> • Identify the factors that influence haircutting services • List the tools, products and equipment for haircutting services • Prepare for haircutting services • Prepare the client's hair prior to cutting in straight cut, "V" or "U" • Follow suitable hair cutting guidelines provided in organisational standards, training or manuals • Discuss with the client, during the cutting service, to proceed towards the desired look • Perform the basic one length haircut to achieve the desired look • Perform haircut using various techniques: Scissors over comb, clipper over comb, freehand, thinning • Create suitable neckline shapes as per client preference, Shapes: Tapered, round, square 	<ul style="list-style-type: none"> • Cutting Comb • Section Clips • Water Spray • Scissors (thinning and precision) • Razor • Mirror • Cutting Chair • Trolley
6.	<p>Apply colour to hair</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code BWS/N0209</p>	<ul style="list-style-type: none"> • Prepare self, the client and work area for colouring services • Use suitable consultation techniques to identify service objectives • Evaluate the potential of the hair to achieve the desired look • Provide clear recommendations to the client based on influencing factors • Provide colouring services 	<ul style="list-style-type: none"> • 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/Lighting Cap • Plastic Cap • Cutting Chair • Trolley Mirror

Sr. No.	Module	Key Learning Outcomes	Equipment Required
7.	<p>Perform Indian head massage</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code BWS/N0230</p>	<ul style="list-style-type: none"> • Prepare for scalp massage services • Explain the science of shampooing, conditioning and treating the hair and scalp • Select products, tools and equipment suitable for the client's hair and scalp condition • Carry out scalp massage services • Adapt massage techniques to take account of influencing factors • Provide suitable aftercare advice 	<ul style="list-style-type: none"> • Trolley • Apron • Client Gown • Wide Tooth Comb • Clips • Bowl and Brush • Plastic Cap • Scalp Steamer
8.	<p>Perform tasks to assist the hair stylist performing advanced hair services</p> <p>Theory Duration (hh:mm) 6:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS Code BWS/N0204</p>	<ul style="list-style-type: none"> • Maintain effective and safe methods of working when assisting in colouring and lightening services • Remove colouring and lightening products • Maintain effective and safe methods of working when assisting in perming services • Remove chemicals as part of the perming process • Neutralise hair as part of the perming process • Maintain effective and safe methods of working when assisting in relaxing services • Remove chemical relaxers and normalise the hair 	<ul style="list-style-type: none"> • Bowls • Combs • Perm Curlers • Cutting Chair
9.	<p>Maintain health and safety at the workplace</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9002</p>	<ul style="list-style-type: none"> • Identify contra-indications related to hair treatments • Describe process and products to sterilise and disinfect equipment/ tools • Understand manufacturer's instructions related to equipment and product use and cleaning • Develop an understanding 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) • Handle, use and store products, tools and equipment safely according to the manufacturer's instructions • Sport clean professional uniform, neat combed hair, closed-in footwear • Maintain hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) • Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards • Sanitise hands and clean all working surfaces • Dispose waste according to the industrial standards 	<ul style="list-style-type: none"> • First aid Kit • Fire Extinguishers • Sterilizers • Hot Cabinets • Waste Disposal Bins

Sr. No.	Module	Key Learning Outcomes	Equipment Required
10.	<p>Create a positive impression at the workplace</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code BWS/N9003</p>	<ul style="list-style-type: none"> • Manage client expectations according to their satisfaction levels • Behave in a professional manner in the workplace • Use effective communication techniques when dealing with clients • Adapt methods of communication to suit different situations and client needs • Use effective consultation techniques to identify treatment objectives • Provide clear recommendations to the client • Maintain client confidentiality • Develop an understanding of retail sales techniques to meet client requirements • Maintain client confidentiality • Organise service feedback, files/documents • Plan and manage work routine based on salon procedure • Manage client scheduling and bookings • Maintain the work area, equipment and product stocks to meet the schedule • Maintain accurate records of clients, treatments and product stock levels • Accept feedback in a positive manner and work on the shortcomings 	
<p>Total Duration:</p> <p>Theory Duration 50 hrs</p> <p>Practical Duration 250 hrs</p>		<p>Unique Equipment Required: Shampoo Station Anatomy and Physiology Charts</p> <ul style="list-style-type: none"> • hand held dryer and attachments • different size and types of brushes various combs <p>Trolley, Client Gown, Wide Tooth Comb, Clips, Bowl and Brush, Plastic Cap, Scalp Steamer, Cutting Comb, Section Clips, Water Spray, 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>	

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 2.0

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q0201 Version 2.0
2	Personal Attributes	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	Minimum Educational Qualifications	Graduate with cosmetology/Beauty & Wellness certificate or Diploma in beauty or hair dressing/any international diploma in Hairdressing of 6 months duration with 1-year experience as a hair stylist. OR 10th pass with 5 years' experience in requisite domain OR 12th pass with 5 years' experience in requisite domain
4a	Domain Certification	Certified for Job Role: “Assistant Hair Stylist” mapped to QP BWS/Q0201 Version 2.0 Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer” mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%
5	Experience	1-year experience as a hair stylist. Work experience in Beauty & Wellness segment (at least 1 year). Good knowledge of sector related services/processes with prior experience in training/teaching

Annexure: Assessment Criteria

Assessment Criteria for Assistant Hair Stylist	
Job Role	Assistant Hair Stylist
Qualification Pack	BWS/ Q0201, V2.0
Sector Skill Council	Beauty and Wellness

Sr. No.	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	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6	To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
1. 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 policies		8	2	6
		Total	100	21	79
2. 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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	3.5
		Total	100	26	74
3. 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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
		Total	100	27	73
4. 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC2. use suitable consultation techniques to identify the client's wishes for the desired look before cutting the hair, and 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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
		Total	100	22	78
5. 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 contra-indications 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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 to the client		4	1	3
		Total	100	29	71

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
6. BWS/N0230 (Perform Indian head massage)	PC1. adhere to the health and safety standards laid out by the manufacturer and salon	100	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		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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	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 safely according to the salon's standards of hygiene and safety		3	0.5	2.5
		Total	100	27	73

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
7. 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
		Total	100	25	75
8. 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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		Total	100	27	73
9. 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 behaviour		5	1	4
	PC3. meet the organisation's standards of courtesy, behaviour 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 behaviour and seek assistance		5	2	3

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC15. use communication equipment (phone, email etc.) as mandated by your organization		6	3	3
	PC16. carry out routine documentation legibly and accurately in the desired format		7	3	4
	PC17. file routine reports and feedback		5	2	3
	PC18. maintain confidentiality of information, as required in the role		6	2	4
		Total	100	30	70