

Community college Scheme of examination and syllabus

BEAUTY AND WELLNESS

BEAUTY AND WELLNESS					Credit of General component	=12	
Scheme of Examinations & Syllabus					Credit of Skill component	=18	
Ist Semester			Job Role: Beauty therapist (NSQF Level IV)				
S.No.	Name of the paper	Theory Marks	Internal Assessment	Practical Marks	Total Marks	Total Credit	Type of Component
1.	Basic of Computer-I	60	10	30	100	04	General
2.	Communicative English-I	80	20	---	100	04	General
3.	Personality Development-I	80	20	---	100	04	General
4.	Beauty and wellness-I	300	50	100	450	12+06=18	Skill
Grand Total		520	100	100	750	12	

BEAUTY AND WELLNESS					Credit of General component	=12	
Scheme of Examinations & Syllabus					Credit of Skill component	=18	
IInd Semester			Job Role: Senior Beauty therapist (NSQF Level V)				
S.No.	Name of the paper	Theory Marks	Internal Assessment	Practical Marks	Total Marks	Total Credit	Type of Component
1.	Basic of Computer-II	60	10	30	100	04	General
2.	Communicative English-II	80	20	---	100	04	General
3.	Personality Development-II	60	10	30	100	04	General
4.	Beauty and wellness -II	300	50	100	450	12+06=18	Skill
Grand Total		500	90	130	750	12	

Total credits=30(12 general component + 18 skill component)

Total marks= 1500 (750 semester-1 + 750 semester-2)

Note: Skill Component will be assessed by Beauty and Wellness Sector Skill Council & General Component will be assessed by College with Permission of University.

Semester-I

BASICS OF COMPUTER-I (CODE: - CC-11)

Internal Assessment-10 Marks

Theory Paper - 60 Marks

Practical-30 Marks

Total Credits: 04

Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT - I

Introduction to computer: Definition, component, characteristics of Computer, History of Computers, Classification of Computers, Human Beings versus Computers, Differentiate between calculator and Computers.

UNIT - II

Input & output devices: Meaning, Characteristics and examples (Mouse, Keyboards, Joysticks, Printers etc.), softcopy Devices: Monitors, sound cards and speakers.

UNIT - III

Memory and Mass Storage Devices: Primary and Secondary Memory with its types, Magnetic Disk, Optical Disk, and magnetic tapes.

Unit IV

Ms-Word: Fundamentals and Features, Menus and Formatting, toolbars, creating, editing & Saving, Export and Import file, inserting and copying files, Pictures, Tables & Mail Merges.

Books Recommended :

1. Gill Nasib Singh: Computing Fundamentals and Programming in C, Khanna Books Publishing Co., New Delhi.
2. Balagurusamy E, Computing Fundamentals and C Programming, Tata McGraw Hill.
3. Norton, Peter, Introduction to Computer, McGraw-Hill
4. Leon, Alexis & Leon, Mathews, Introduction to Computers, Leon Tech World
5. Rajaraman, V., Fundamentals of Computers, PHI
6. Ram, B., Computer Fundamentals, Architecture & Organization, New Age International (P) Ltd.
7. Chhillar, Rajender Singh: Application of IT to Business, Ramesh Publishers, Jaipur.
8. Gill, Nasib Singh: Essentials of Computer and Network Technology, Khanna Books Publishing Co., New Delhi

Note: Latest and additional good books may be suggested and added from time to time.

Semester-I
COMMUNICATIVE ENGLISH-I (CODE: - CC-12)

Internal Assesment-20 Marks
Theory Paper – 80 Marks
Total Credits: 04
Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT-I

Elements of Communication: definition, features/characteristics of the communication, objectives and process of communication, barrier to effective communication.

UNIT-II

Grammar: use of Articles, Proposition, Tenses, voices: actives and Passive.

Vocabulary: How to improve vocabulary, prefix/suffix, synonyms/antonyms, jumbled words, error finding. Pronunciation and transcription of words.

UNIT-III

Verbal and Non-Verbal Communication: Meaning, Principles, advantages and disadvantages. Seven Cs of Communication.

UNIT-IV

Reading Skills: Reading passage with very short answer type questions.

Writing Skills: Write a Short Story based on given outline/clue.

Books Recommended:

1. Vik, Gilsdorf, "Business Communication", Irwin
2. K K Sinha, "Business Communication", Himalaya Publishing House / Galgoria Publication
3. Bovee, "Business Communication", Pearson ' PHI
4. Mohan, Banerjee, Business Communication, Mac million
5. Raman, Singh – Business communication – Oxford Press .
6. Banerjee Meera & Mohan Krishna"Developing Communication Skills" Macmillan Publications, 1990

Note: Latest and additional good books may be suggested and added from time to time.

Semester-I

PERSONALITY DEVELOPMENT-I (CODE: - CC-13)

Internal Assessment-20 Marks

Theory Paper - 80 Marks

Total Credits: 04

Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT-I

SELF ANALYSIS: SWOT Analysis, Who am I, Attributes, Importance of Self Confidence, Self Esteem.

UNIT-II

CREATIVITY: Out of box thinking, Lateral Thinking.

MOTIVATION: Factors of motivation, Self talk, Intrinsic & Extrinsic Motivators.

UNIT-III

ATTITUDE: Factors influencing Attitude, Challenges and lessons from Attitude, Etiquette.

Body Language, work place manners.

UNIT-IV

GOAL SETTING: Wish List, SMART Goals, Blue print for success, Short Term, Long Term, Life Time Goals. **Time Management** Value of time, Diagnosing Time Management, Weekly Planner To do list, Prioritizing work.

Books Recommended:

1. Basics Of Communication In English : Francis Sounderaj, MacMillan India Ltd.
2. An Introduction to Professional English And Soft Skills : Das , Cambridge University Press
3. Duttet.al, “ A course in Communication Skills”, Foundation Books.
4. A course in Listening and Speaking Vol I &Vol II, V.Sasikumar, P. Kiranmai, Geetha Rajeevan, Cambridge University Press.
5. E Writing – 21st Century Tools for Effective Communication :Booher , MacMillan India Ltd

Note: Latest and additional good books may be suggested and added from time to time.

Semester-II
BASICS OF COMPUTER-II (CODE: - CC-21)

Internal Assesment-10 Marks

Theory Paper – 60 Marks

Practical-30 Marks

Total Credits: 04

Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT - I

Fundamentals of Computers: Model of digital computer, functioning and types of digital computer, Advantages of Computer.

UNIT - II

Ms-Excel: Introduction of Ms-Excel, Cell, Cell Address, Creating and Editing data in Excel, Header and footers, charts, Page setup.

UNIT - III

Ms-excel continued: Table, formulas, function, sorting, Filtering, Validations & Printing. Application of Spread Sheet, Advantage of Spread Sheet.

Unit IV

Ms-Power Point: Presentation, creating, manipulating, enhancing slides, word Arts, Animation, Sounds, Inserting animated pictures or accessing through objects.

Books Recommended :

1. Rajaraman, V., Fundamentals of Computers, PHI.
2. Microsoft Office – Complete Reference – BPB Publication
3. Learn Microsoft Office – Russell A. Stultz – BPB Publication
4. Courter, G Marquis (1999). Microsoft Office 2000: Professional Edition. BPB.
5. Nelson, S L and Kelly, J (2002). Office XP: The Complete Reference. Tata McGrawHill.

Note: Latest and additional good books may be suggested and added from time to time.

Semester-II
COMMUNICATIVE ENGLISH-II (CODE: - CC-22)

Internal Assessment-20 Marks

Theory Paper – 80 Marks

Total Credits: 04

Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT-I

Introduction of Communication: Factor influencing of communication- sender, receiver, channel, code, topic, Message, context, feedback. Importance of audience and purpose. The information gap principle.

UNIT-II

Varieties of spoken English: Indian, American, British (basics). Body language and gestures.

Comparing general and business communication.

UNIT-III

Letter Writing: Content, Layout and Process, E-Mail writing, Notice , Memos and Minutes writing.

Report Writing: Types of reports, structure of reports, abstract and summaries.

UNIT-IV

Soft Skills, listening Skills and presentation Skills. Interviews: Process and Presentation, Resume, C.V., Bio-Data: Difference, Context and writing tips.

Books Recommended:

1. Soft Skills: ICFAI Publication.
2. Advanced English Usage: Quirk & Greenbaum; Pearson Education.
3. Developing Communication Skills: Banerjee Meera & Mohan Krishna; Macmillan Publications, 1990.
4. Business Communication: Chaturvedi, P.D.; Pearson Publications.
5. The new Penguin Dictionary – a set of dictionaries of abbreviations, spelling, punctuation, plain English, grammar, idioms, thesaurus, 2000.
6. Brown, Ralph: Making Business Writing Happen: A Simple and Effective Guide to Writing.
7. Developing Communication Skill by Krishna Mohan, Meera Banerji, McMillan India Ltd.

Note: Latest and additional good books may be suggested and added from time to time.

SEMESTER-II

PERSONALITY DEVELOPMENT-II (CODE: - CC-23)

Internal Assessment-10 Marks

Theory Paper – 60 Marks

Practical-30 Marks

Total Credits: 04

Time : 3 Hours

Note:- The Examiner shall set nine questions in all covering the whole syllabus. Question No.1 will be compulsory covering all the units. The examiner will set two questions from each unit out of which the candidate shall attempt four questions selecting one question from each unit. All the questions shall carry equal marks.

UNIT-I

DECISION MAKING: Importance and necessity of Decision Making, Process and practical way of Decision Making, Weighing Positives & Negatives.

UNIT-II

LEADERSHIP: Skills for a good Leader, Assessment of Leadership Skills.

UNIT-III

INTERPERSONAL SKILLS: Gratitude Understanding the relationship between Leadership Networking & Team work. Assessing Interpersonal Skills Situation description of Interpersonal Skill.

Team Work: Necessity of Team Work Personally, Socially and Educationally.

UNIT-IV

STRESS MANAGEMENT: Causes of Stress and its impact, how to manage & distress, Circle of control, Stress Busters.

Emotional Intelligence: What is Emotional Intelligence, emotional quotient why Emotional Intelligence matters, Emotion Scales. Managing Emotions.

Practical: Technical Topic Presentation

Books Recommended :

1. Basic Managerial Skills by E. H. McGrath, Eastern Economy Edition, Prentice hall India.
2. Personality Development and Group Discussions by Barun K. Mitra, Oxford University Press.
3. Group Discussions and Interview Skills by Priyadarshi Patnaik , Foundation Books , Cambridge University Press.

Note: Latest and additional good books may be suggested and added from time to time.

Skill Component: Beauty Therapist

This program is aimed at training candidates for the job of a “Beauty Therapist”, in the “BEAUTY AND WELLNESS” Sector /Industry and aims at building the following key competencies amongst the learner.

1 prepare and maintain work area	5 perform Make up services
2 Perform skin Services	6 Maintain health & Safety of Work area
3 perform depilation services	7 create a positive impression at work place
4 perform manicure and pedicure services	

This course encompasses 7 out of 7 National Standards (NOS) of “Beauty Therapist” Qualification pack,

Reference ID: BWS/Q0102 issued by Beauty and wellness sector Skill Council.

Sr. no.	Topic/Module	Duration in hours	Key Learning Outcomes	Corresponding NOS Code
1	prepare and maintain work area		<p>The trainee will be able to</p> <ul style="list-style-type: none"> • Carry out checks to ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment. • Select suitable equipment and products required for the treatment. • Set up the material and equipment. prepare the products for treatments in adherence to the salon procedures and product or equipment guidelines. • Carry out appropriate sterilization disinfection for tools and place the tools on the tray. • Dispose waste materials safely & correctly. • Check and clean equipment according to manufacturers’ instructions and salon procedures. • Live the work area in clean and hygienic condition suitable for further treatments. • Store records, materials and equipment securely in line with the salon’s policies. 	BWS/9001
2	Perform skin care services		<ul style="list-style-type: none"> • State the skin types and methods of skin testing. • Structure of skin. 	BWS/N0105

			<ul style="list-style-type: none"> • Various common skin problems and their treatments. • Know the process of each skin treatment for e.g. CTM, facial, bleach etc. • Know the correct time of every therapy. 	
			<ul style="list-style-type: none"> • Position self and client throughout treatment to ensure privacy, comfort and wellbeing: <ul style="list-style-type: none"> -preparation of self -preparation of couch, trolley, and working area. -showing the client where to change -provide appropriate clothing for treatment. -removing jewellery and other accessories as appropriate. -storing the client's valuables in a safe place. Covering the client appropriately for the treatment. -protecting the client's hair. 	
			<ul style="list-style-type: none"> • Select products and materials for a skin care treatment: <ul style="list-style-type: none"> -cleansers -toners -moisturisers -Masks -facial kit (strictly according to client's preference and skin problem) -Cotton wool, tissues, spatulas, bowls etc. • Testing of skin before treatment • Carry out following skin care treatments: <ul style="list-style-type: none"> -deep cleansing -Removal of make- up. -CTM - Facials namely <ul style="list-style-type: none"> ▪ Simple herbal facial ▪ Shehnaz Herbal Facial. ▪ Fruit Facial ▪ Silver Facial ▪ Gold Metallic Facial. 	

			<ul style="list-style-type: none"> ▪ Diamond Facial. ▪ Thermohab Facial. • Complete the therapy to the satisfaction of the client in a commercially acceptable time. • Record the therapy accurately and store information securely in line with the salon’s policies. • Provide specific after procedure, homecare advice and recommendations for product use and further treatments to the client. 	
3	Perform depilation services		<p>The trainee will be able to :</p> <ul style="list-style-type: none"> • Carry out the process using the tools and services materials (hot wax, cold wax, strips etc) • Check the client’s understanding and expectation prior to commencement and clarify doubts, if any. ➤ Threading services. • Ensure safe and quick hair removal methods are carried out to minimize discomfort to the client. • Ensure the hair removal methods are carried out at a comfortable distance from the client. • Clean the treated area and use a suitable soothing product. ➤ Waxing Services • Know the contra-indications of waxing. • Sanitize the hands prior to treatment starts. • Prepare the client and provide suitable protective apparel. • Conduct a test patch and skin sensitivity test ahead of the waxing treatment. • Apply the correct pre-wax products prior to waxing. • Maintain the client’s modesty and privacy at all times. • Provide clear instructions to the client on how and when to support their skin throughout the threading service 	BWS/N0106

			<ul style="list-style-type: none"> • Create a well-balanced proportioned and defined eyebrow shape to suit the client's requirements. • Check the client's wellbeing throughout the service. • Check with the client on satisfaction with the finished result • Provide specific after process advice to the client. • Dispose waste materials safely & correctly. ➤ Sensitive area and Female Intimate Waxing • Consult, plan and prepare for sensitive area and female intimate waxing. • Select the tools and products used for intimate area waxing. • Prepare the sensitive and intimate area to be treated and to trim of overlong hair for the treatment. • Understand the hair growth pattern of sensitive and intimate area waxing and perform application and removal of waxing. • Prior to the waxing service check the correct temperature of wax for the client and the area to be treated. • Instruct the client clearly on how and when to support their skin during the sensitive and intimate area waxing service 	
4	perform manicure and pedicure services		<p>The trainee will be able to</p> <ul style="list-style-type: none"> • Check the client's understanding and expectation prior to commencement and clarify doubts, if any. • Clean and dry the client's feet/ hands as a part of preparation. • Check the desired length and shape with the client. • File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length. • Apply suitable cuticle products during the process to ensure no damage to the cuticle and nail plate. 	BWS/N0107

			<ul style="list-style-type: none"> • Remove any existing nail polish. • Remove dirt in the underside of the nails. • Remove any excessive hard skin using a foot rasp, without discomfort to the client, if required. • Use smooth and even massage techniques and pressure to meet the client's needs using appropriate products (Ex. Massage creams, lotion) • Leave the hands and lower arms free of any excess massage medium. <ul style="list-style-type: none"> • Check that the nail plate is clean, dry and oil free and the underside is clean and free of debris. • Check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free polish. • Complete the therapy to the satisfaction of the client in a commercially acceptable time. • Record the therapy accurately and store information securely in line with the salon's policies. <p>Provide specific after procedure, homecare advice and recommendations for product use and further treatments to the client.</p>	
5	Perform make up Services		<ul style="list-style-type: none"> • Select products ,tools and equipment <p>Products: Eye make up removers Cleansers, Toners Moisturisers, concealers, Foundations(cream, liquid,mousse) Powders (loose, blocks) Blushers(cream ,powder) , Eye Shadows (cream , powder) ,Eyebrow pencil, Eye liner (liquid, pencil), Mascara(cake , liquid), lip liner, Lipstick / gloss /lip pencil etc.</p> <p>Materials : Cotton wool, tissues, spatulas and bowls, make up brushes, applicators, pencil Sharpener, sponges , head band or</p>	BWS/N0108

			<p>clips, make-up palette, gowns ,towels, mirror etc.</p> <ul style="list-style-type: none"> • Knowledge of the abovementioned products and materials i.e <p>-How to use -When to use -Why to use</p> <ul style="list-style-type: none"> • Types of Make-up <p>Day make-up & night make up According to season- summer, winter, rainy (water proof make up) According to Occasion: casual, party, wedding etc.</p> <ul style="list-style-type: none"> • Consult the client by questioning to identify contra-indications to skin and make-up products. <ul style="list-style-type: none"> • Sanitize the hands prior to treatment commencement. • Clean, tone and moisturize the skin to suit the client’s skin type and needs <p>Conceal skin imperfections and blemishes using the suitable colour corrective products where required</p> <ul style="list-style-type: none"> • Select and apply makeup products to enhance facial features, to suit the client’s needs and achieve the desired effect for the occasion 	
6	Maintain Health and Safety of work area		<ul style="list-style-type: none"> • Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements. • Clean and sterilize all tools and equipment before use • Maintain one's posture and position to minimize fatigue and the risk of injury. • Dispose waste materials in accordance to the industry accepted standards • Maintain first aid kit and keep oneself updated on the first aid procedures. • Identify and document potential risks and hazards in the workplace. • Accurately maintain accident reports 	BWS/9002

			<ul style="list-style-type: none"> • Report health and safety risks/ hazards to concerned personnel • Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions. 	
7	Create a positive impression at work area		<ul style="list-style-type: none"> • Maintain good health and personal hygiene • Comply with organization's standards of grooming and personal behavior. • Meet the organization's standards of courtesy, behavior and efficiency • Stay free from intoxicants while on duty • Wear and carry organization's uniform and accessories correctly and smartly • Take appropriate and approved actions in line with instructions and guidelines. • Record details related to tasks, as per procedure • Participate in workplace activities as a part of the larger team • Report to supervisor immediately in case there are any work issues • Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender • Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines • Communicate role related information to stakeholders in a polite manner and resolve queries, if any • Assist and guide clients to services or products based on their needs • Report and record instances of aggressive or unruly behavior and 	N9003

			<p>seek assistance</p> <ul style="list-style-type: none">• Use communication equipment (phone, email etc) as mandated by your organization• Assist and guide clients to services or products based on their needs• Report and record instances of aggressive/ unruly behavior and seek assistance.• Use communication equipment (phone, email etc) as mandated by your organization.• Carry out routine documentation legibly and accurately in the desired format.• File routine reports and feedback.• Maintain confidentiality of information, as required, in the role.	
--	--	--	---	--

Skill Component: Senior Beauty Therapist

This program is aimed at training candidates for the job of a “Senior Beauty Therapist”, in the “BEAUTY AND WELLNESS” Sector /Industry and aims at building the following key competencies amongst the learner.

1 prepare and maintain work area	6 Consult and advise clients
2 Perform skin Services	7 Promote and sell services and products
3 perform facial Electrotherapy	8. Manage and lead a team
4 perform epilation services	9.Maintain health & Safety of Work area
5 perform Make up services	10. create a positive impression at the workplace

This course encompasses 10 out of 10 National occupational Standards (NOS) of “Senior Beauty Therapist” Qualification pack,

Reference ID: BWS/Q0104 issued by Beauty and wellness sector Skill Council.

Sr. no.	Topic/Module	Key Learning Outcomes	Corresponding NOS Code
1	prepare and maintain work area	<p>The trainee will be able to</p> <ul style="list-style-type: none"> • Carry out checks to ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment. • Select suitable equipment and products required for the treatment. • Set up the material and equipment. Prepare the products for treatments in adherence to the salon procedures and product or equipment guidelines. • Carry out appropriate sterilization disinfection for tools and place the tools on the tray. • Dispose waste materials safely & correctly. • Store records, materials and equipment securely in line with the salon’s policies. 	BWS/N9001

2	Perform Skin Care services	<ul style="list-style-type: none"> • Carry out facial care/clean-up process using the products and equipments as per service levels of salon. • Clean the skin; free it of all traces of make-up by using suitable deep cleansing techniques. • Use exfoliation techniques suitable for the client's skin type and skin condition. • Use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition. • Apply mask treatments evenly and neatly, covering the area to be treated. • Remove the masks as per the recommended time frame. • Ensure the skin is left clean, toned and suitably moisturized. <p>PERFORMANCE CRITERIA for 2, 3 & 4th unit.</p> <ul style="list-style-type: none"> • Adhere to the health & safety standards. • Know the principles and practice of skin therapies. • Know the basic ailments, contraindications, contra actions, treatment plans. • Position self and client throughout treatment to ensure privacy, comfort and wellbeing. • Use suitable consultation techniques to identify treatment objectives. • Complete the therapy to the satisfaction of the guest in a commercially acceptable time. • Record the therapy • Provide specific after process advice to the client. 	BWS/N0104
3	Perform Facial electrotherapy	<p>THEORY</p> <ul style="list-style-type: none"> • Know the structure, function, characteristics of skin types and position of the muscles. • Know the position of head, face, neck and shoulder girdle bones, skeletal function, circulatory function, functions of blood, arteries, veins, blood composition and circulation. • Know the hormones secreted by the anterior pituitary, posterior lobe, the parathyroid glands, the pancreas, the adrenal medulla, the adrenal cortex. 	BWS/N0107

		<ul style="list-style-type: none"> • Know the structure and functions of endocrine system • Effect of the natural ageing process of the skin and muscle tone. • Anatomy, physiology and pathology for skin treatments. <p>PRACTICAL</p> <ul style="list-style-type: none"> • Carry out skin Analysis and skin sensitivity tests : Tactile test , Thermal Test and record results • Consult with clients on background, medical history etc. with consent form. • Clarify the client’s understanding and expectation prior to Commencement of treatment. • Know the use of equipment G5(gyratory vibratory machine) • Carry out facial electrotherapy to improve facial and skin condition using direct High frequency, Galvanic, EMS, and Ultrasonic facial. • Electro Muscle Stimulator (EMS) ✓ Electro Muscle Stimulator (EMS) on the motor point of the facial muscles. ✓ Constantly monitoring the intensity of frequency, the time and comfort of the client throughout the procedure. • Galvanic ✓ To perform application of desincrustation/iontophoresis gel /solution. <ul style="list-style-type: none"> ✓ To know galvanic electrode preparation. ✓ To know Maintenance of Galvanic electrodes. • High Frequency ✓ To perform direct high frequency method ✓ To perform indirect high frequency method ✓ To know maintenance of high frequency electrodes. • Ultrasonic Facial unit to perform application of ultrasonic for facial rejuvenation and improve skin conditions. 	
--	--	--	--

04	Perform epilation services	<p>Theory: -</p> <ul style="list-style-type: none"> ● Epilation through electric epilators. ● Knowledge of Aftercare & Avoidance of activities that cause contra-actions . ● Knowledge of Causes of hair growth and growth patterns . ● Knowledge of Hair structure, Hair growth cycle, Hair functions <p>PRACTICAL:</p> <ul style="list-style-type: none"> ● Position self and client throughout treatment to ensure privacy, comfort and wellbeing. ● Carry out skin analysis and relevant tests : Tactile test, thermal test ● Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client and follow manufacturer’s instructions ● Complete the therapy to the satisfaction of the guest in a commercially acceptable time ● Provide specific after-process advice to the client 	BWS/N0108
05	Perform Make up Services	<p>Theory:</p> <p>Knowledge of</p> <ul style="list-style-type: none"> ● the structure, function, characteristics of skin ● Range and use of product available for facial treatment suitable for different skin types and conditions (Eye makeup remover, cleansers, freshener, astringent, tones, moisturizers, exfoliating products, eye creams / gel, lip balm, neck creams, serums, massage mediums, setting masks, non setting masks) ● Ageing and lifestyle effects on the skin and muscle tone . ● Diseases and disorders of the skin ● Kinds of foundation(Cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, color corrective concealer, camouflage concealer), blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow colour), Mascara (liquid, cream, extensions,block), lip cosmetics (lip pencil, lipsticks ,Lip glosses). ● Effect of lighting has on the colour of make-up ● Corrective make-up technique to suit the face shape 	BWS/N0106

		<ul style="list-style-type: none"> • Nose, eye, lip corrective make up techniques • Removal of eye make-up and skin make-up (cleanse, tone, and moisturize). <p>PRACTICAL: Day and night make up, Daily routine make up ,Party make up, make up according to season (summer, winter, rainy), Bridal Make up, Air gun make up.</p>	
06	Consult and advise clients	Address client needs through consultation and advise on the range of treatments and therapies <ul style="list-style-type: none"> • Knowledge of basic ailments, contraindications, contra actions, treatment plans. • knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection • Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to manage relationships with customers who may be stressed, frustrated, confused, or angry. • Ask questions to customers appropriately in order to understand the nature of the problem and make a diagnosis /identify the problem. • Evaluate the possible solutions and suggest best solution (immediate/temporary or permanent). • deal with clients lacking the technical background to solve the problem on their own • Write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information. • give clear instructions to customers 	BWS/N9005

07	Promote and sell services and products	<p>Promote products and services to address client needs through consultation and advise on the range of treatments and products</p> <ul style="list-style-type: none"> • Greet clients when they enter the retail outlet and direct them to the counter based on their needs • Identify the client needs for services and products taking into account factors that may limit or affect the choice • Provide product, promotion, and pricing information as per clients' requirements and address client queries • Clarify the client's understanding and expectation prior to sale of product • Maintain a client database by inputting client profiles and updates • Make arrangements for refund or replacement of their products based on company policy • Managing the product inventory (stock) and ordering products. • Making invoices and inputting in the database. • Set up and manage the display area of the range of products available in the organization • Label the displayed products clearly, accurately in alignment to the required standards • Provide after care advice and recommendations to the client 	BWS/N9006
08	Manage and lead a team	<ul style="list-style-type: none"> • Manage the team of professionals and helpers on day to day basis. • Ensuring their deployment. • Effective communication with team on any changes in policies or processes through required or suitable method of communication (oral or written). • Motivating them by involving them in various engagement initiatives at the work area. • Improvement of their skill through periodic training • Managing grievances of them • Performance appraisals of team 	BWS/N9004

09	Maintain health and safety at the work place	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> • Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements • Clean and sterilize all tools and equipment before use • Maintain one's posture and position to minimize fatigue and the risk of injury • Dispose waste materials in accordance to the industry accepted standards • Maintain first aid kit and keep oneself updated on the first aid procedures • Identify and document potential risks and hazards in the workplace • Accurately maintain accident reports • Report health and safety risks/ hazards to concerned personnel • Use tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions • Contra-indications related to various treatments • Process and products to sterilize and disinfect equipment/ tools • Manufacturer's instructions related to equipment and product use and cleaning • 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 in the use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection 	BWS/N9002
----	---	---	------------------

10	<p>Create a positive impression at the workplace</p>	<ul style="list-style-type: none"> ● Personal grooming and behaviour to execute tasks as per the organization's standards and create a positive impression at the workplace ● This unit/task covers the following: <p>Appearance and Behavior :</p> <ul style="list-style-type: none"> ● Maintain good health and personal hygiene ● Comply with organisation's standards of grooming and personal behavior ● Meet the organisation's standards of courtesy, behavior and efficiency ● Stay free from intoxicants while on duty ● Wear and carry organisation's uniform and accessories correctly and smartly <p>Task execution as per organization's standards :</p> <ul style="list-style-type: none"> ● Take appropriate and approved actions in line with instructions and guidelines ● Record details related to tasks, as per procedure ● Participate in workplace activities as a part of the larger team ● Report to supervisor immediately in case there are any work issues ● Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender <p>Communication and Information record :</p> <ul style="list-style-type: none"> ● Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines ● Communicate role related information to stakeholders in a polite manner and resolve queries, if any ● Assist and guide clients to services or products based on their needs ● Report and record instances of aggressive/ unruly behavior and seek assistance ● Use communication equipment (phone, email etc) as mandated by your organization ● Carry out routine documentation legibly and accurately in the desired format ● File routine reports and feedback ● Maintain confidentiality of information, as required, in the role 	BWS/N9003
----	---	---	-----------