



National Competency Standards Level-5 for “Hair & Beauty Services”



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**National Vocational and Technical Training Commission (NAVTTTC),
Government of Pakistan**



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- *Dr. Muqeem ul Islam*, Director General (Skills, Standards and Curricula) NAVTTTC
- *Mr. Muhammad Naeem Akhtar*, Senior Technical Advisor TSSP-GIZ,
- *Mr. Muhammad Yasir*, Deputy Director (SS&C Wing) NAVTTTC
- *Mr. Muhammad Ishaq*, Deputy Director (SS&C Wing) NAVTTTC
- *Mr. Fayaz A. Soomro*, Deputy Director (SS&C Wing) NAVTTTC

NAVTTTC team under the leadership of Dr. Muqeem ul Islam initiated development of CBT & A based qualifications of diploma level-5 as a reform project of TVET sector in November 2018 and completed 27 NVQF diplomas of Level-5 in September, 2019. It seems worth highlighting that during this endeavor apart from developing competency standards/curricula in conventional trades new dimensions containing high-tech trades in TVET sector in the context of generation IR 4.0 trades have also been developed which inter alia includes Robotics, Mechatronics, artificial intelligence, industrial automation, instrumentation and process control. Moreover, trades like entrepreneurship, green/environmental skills and variety of soft/digital skill have also been developed to equip the Pakistani youth with skills set as per requirement of the global trends. These skills have been made integral part of all the 27 diplomas.



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Nobody has been more important in the pursuit of this project than Dr. Nasir Khan, Executive Director, NAVTTC, whose patronage and support remain there throughout the development process and lastly to thanks specially to Syed Javed Hassan, Chairman NAVTTC and Raja Saad Khan, Deputy Team Lead TSSP-GIZ who made it happened in this challenging time.



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Introduction

Hair & Beauty industry is one of the developed industries in Pakistan. In the early stage of industry development, beauty salons were relatively small in scale, mostly small shops either located in a shopping mall or occupying an upstairs flat. With the growing concern about one’s personal appearance, the Hair & Beauty industry has grown significantly in recent years. Large beauty salon chains mushroomed alongside the emergence of a wide variety of Hair & Beauty products, tools and equipment in the market. Hair & Beauty salons also expanded their range of services to include training programmes in addition to Hair & Beauty care treatments and the sale of products. As a result, there are numerous training providers offering a vast variety of courses for Hair & Beauty experts. As Hair & Beauty is a highly skill-based industry, professional training is imperative to its development. Traditionally, Hair & Beauty experts have been trained as apprentices, and recently some companies have adopted international standards in their training programme. As a result, the standards of the education and training programmes vary to considerable extent. With the gradual emergence of a knowledge-based society, more effective flow of information and more sophisticated consumers, the industry has seen a burgeoning demand for professional Hair & Beauty services. In the long run, it must work towards internationalisation and professionalization as well as improving the skills level of Hair & Beauty experts and enabling them to integrate theory with practice, so as to enhance the quality of Hair & Beauty services in Pakistan.

Purpose of the Qualification

The competency based NVQ has been developed to train the unskilled men and women of Pakistan on the technical and entrepreneurial skills to be employed / self-employed and inevitably set sustainable impact on their lives by increase in their livelihood income generation.

The purpose of these qualifications is to set professional standards for Hair & Beauty Experts, who will serve as key elements enhancing quality of Pakistan’s Hair & Beauty industry. The specific objectives of developing these qualifications are as under:

- Improve the professional competence of Hair & Beauty industry



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- Capacitate the local community and trainers in modern CBT trainings, methodologies and processes as envisaged under NVQF
- Provide flexible pathways and progressions in Hair & Beauty industry
- Enable the trainees to perform their duties in efficient manner
- Establish a standardized and sustainable system of training in Hair & Beauty industry in Pakistan

Date of Validation

This national vocational qualification (NVQ) has been validated by the Qualifications Development Committee (QDC) on ----- and will remain in currency for 10 years

Date of Review

This national vocational qualification (NVQ) has been validated by the Qualifications Development Committee (QDC) on ----- and shall be reviewed after 3 years.

Codes of Qualifications

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Hair & Beauty Service level 5	
Code	Description
1012-H&BS(1)	1 st Level D.A. E National Certificate of level-5, in “ Hair & Beauty Service”
1012-H&BS(2)	2 nd Level D.A. E National Certificate of level-5, in “ Hair & Beauty Service”
1012-H&BS(3)	3 rd Level D.A. E National Certificate of level-5, in “ Hair & Beauty Service”
1012-H&BS(4)	4 th Level D.A. E National Certificate of level-5, in “ Hair & Beauty Service”
1012-H&BS(5)	5 th Level D.A. E National Certificate of level-5, in “ Hair & Beauty Service”



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Members of Qualification Development Committee

The following members participated in the qualifications validation of this qualification:

Name	Designation	Organization	Email
Dr. Shumail Waqas	Dermatologist and Cosmetologist	ACME Clinic and Institute, Lahore	liverliver23@gmail.com
Waqas Ashraf	Beauty Therapist, Salon Consultant	Acme institute of beauty therapy and cosmetology, Lahore	waqasroomi@hotmail.com
Mahnoor Qadeer	Senior Instructor, Trainer and Educationist, Diplex College of Cosmetology and Head of Department of Skin Department	Diplex Beauty Salon, Lahore	Mahnoorqadeer68@gmail.com
Tanvir Abrar	Beautician Instructor	GVTIW Township butt chowk, Lahore	Tanvir_musawir@yahoo.com
Fozia Gulfam	CEO	DANBYS herbal skin care international, Lahore	danbys@gmail.com
Muhammad Usman Khan Lodhi	Makeup Artist, Hair Dresser and Instructor	Depilex college of cosmetology, Lahore	Usmanlodhi815@gmail.com
Madiha Ashraf	Makeup artist and hair dresser	Universal beauty collection salon, Lahore	madihaasshraf@hotmail.com
Saira Sammad khan	CEO master educator, Skin makeup and hair	Aims beauty network, college road Lahore	sairasammad@gmail.com
Bisma Sahir	Programme Director	Akhund Institute of Art & Design Faisalabad	bismasahirtv@gmail.com
Saba Sadiq	Lecturer (Department of	The University of Lahore	Sabasadiq007@yahoo.com



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	technology)		
Eviza Lawrence	Assistant Director	NAVTTC, Islamabad	evizalawrence@yahoo.com

Members of Qualification Validation Committee

Name	Designation	Organization	Email
Sabreena Sheikh	Principal	P-TEVTA	sabreena_sheikh64@yahoo.com
Shoaib Sherazi	Deputy Director	B-TEVTA	b15234shoaib@gmail.com
Abida Bibi	Trade Instructor	KP-TEVTA	abidabibi550@gmail.com
Syeda Fatima Iqbal	System Analyst	PBTE-PUNAB	fatimaiqbalpbte@yahoo.com
Waqas Ashraf	Beauty Therapist, Salon Consultant	Acme institute of beauty therapy and cosmetology, Lahore	waqasroomi@hotmail.com
Muhammad Usman Khan Lodhi	Makeup Artist, Hair Dresser and Instructor	Depilex college of cosmetology, Lahore	Usmanlodhi815@gmail.com
Shahina Hafeez	Senior Beautician	Simran's beauty salon and fitness club, Beauty academy	Simran1125@gmail.com
Bisma Sahir	Programme Director/DACUM Facilitator	Akhund Institute of Art & Design Faisalabad	bismasahirtv@gmail.com
Saba Sadiq	Lecturer (Department of technology)/DACUM Co-facilitator	The University of Lahore	Sabasadiq007@yahoo.com
Eviza Lawrence	Assistant Director	NAVTTC, Islamabad	evizalawrence@yahoo.com

Entry Requirements

The entry for D.A. E National Certificate level 5, in Hair & Beauty Service are

1. A person having **National Vocational Certificate level 4**, in Hair & Beauty Service.
2. A person having **Matric certificate with Science**

Summary of Competency Standards



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CS #	Competency Standards	Level	Category	Th.	Pr.	Cont. Hr.	Cr Hr.
1012-H&BS-01	Perform Pre / Post Services Activities for Skin Care	1	Technical	20	64	84	8.4
1012-H&BS-02	Perform threading and tweezing (Epilation/Depilation)	2	Technical	6	40	46	4.6
1012-H&BS-03	Perform Pre / Post Services Activities for Hair Care	1	Technical	20	64	84	8.4
1012-H&BS-04	Provide Basic Hair Treatment	2	Technical	8	40	48	4.8
1012-H&BS-05	Apply Pre / Post Service Activities for Makeover	1	Technical	20	64	84	8.4
1012-H&BS-06	Perform Nail Art	2	Technical	6	40	46	4.6
1012-H&BS-07	Apply Safe Working Practices	1	Generic	6	40	46	4.6
1012-H&BS-08	Work Efficiently in a Salon Environment	1	Generic	6	20	26	2.6
1012-H&BS-09	Maintain Industry Related Safe, Clean and Efficient Work Environment	2	Generic	6	20	26	2.6
1012-H&BS-10	Provide a Safe Working Environment	3	Generic	6	20	26	2.6
	Perform Salon			6	28	34	3.4



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1012-H&BS-11	Cleaning Duties	1	Professional				
1012-H&BS-12	Perform Basic Facial (Women/Men)	2	Technical	15	55	70	7
1012-H&BS-13	Remove hair using electronic devices Silk Epil and trimmers	2	Technical	10	25	35	3.5
1012-H&BS-14	Perform Manicure & Pedicure Services	2	Technical	10	40	50	5
1012-H&BS-15	Perform Basic Hair Cut (Women)	2	Technical	10	70	80	8
1012-H&BS-16	Design and Apply Basic Hair Styles	2	Technical	10	55	65	6.5
1012-H&BS-17	Carryout Hair Treatment with Products-I	2	Technical	10	35	45	4.5
1012-H&BS-18	Perform Basic Makeup-I	2	Technical	20	80	100	10
CS #	Competency Standards	Level	Category	Th.	Pr.	Cont. Hr.	Cr Hr.
1012-H&BS-19	Perform Fashion Nail Art	2	Technical	10	35	45	4.5
1012-H&BS-20	Communication Skills	2	Generic	5	10	15	1.5
1012-	Apply IT Skills	2	Generic	5	20	25	2.5



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H&BS-21							
1012-H&BS-22	Address Client Requirements	2	Professional	5	15	20	2
1012-H&BS-23	Perform Product Treatment Facial (Women/Men)	3	Technical	10	40	50	5
1012-H&BS-24	Perform waxing	3	Technical	10	30	40	4
1012-H&BS-25	Perform Basic Massage Therapy	3	Technical	10	45	55	5.5
1012-H&BS-26	Perform Advance Hair Cut (Women)	3	Technical	10	65	75	7.5
1012-H&BS-27	Dying and Coloring the Hair (Basic)	3	Technical	15	55	70	7
1012-H&BS-28	Design and Apply Advance Hair Styles	3	Technical	10	50	60	6
1012-H&BS-29	Carryout Hair Treatment with Products-II	3	Technical	10	35	45	4.5
1012-H&BS-30	Apply Temporary Hair Extension	3	Technical	5	25	30	3
1012-H&BS-31	Perform Basic Makeup-II	3	Technical	20	65	85	8.5
	Apply Nail			10	35	45	4.5



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1012-H&BS-32	Enhancement	3	Technical				
1012-H&BS-33	Apply Henna	3	Technical	8	33	41	4.5
1012-H&BS-34	Provide Service to Clients	3	Professional	5	15	20	2
1012-H&BS-35	Develop Professionalism	4	Professional	5	15	20	2
1012-H&BS-36	Provide Facial Electrotherapy Treatment	4	Technical	20	80	100	8
1012-H&BS-37	Provide Relaxo Therapy	4	Technical	15	50	65	5.5
CS #	Competency Standards	Level	Category	Th.	Pr.	Cont. Hr.	Cr Hr.
1012-H&BS-38	Perform Basic Hair Cut (Men)	4	Technical	10	50	60	4
1012-H&BS-39	Dying and Coloring the Hair (Advance)	4	Technical	15	70	85	8
1012-H&BS-40	Provide Moisturizing Hair Treatment	4	Technical	15	40	55	4.5
1012-H&BS-41	Perform Advance Makeup-I	4	Technical	15	70	85	8
1012-	Apply Nail Extensions	4	Technical	15	55	70	6



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H&BS-42							
1012-H&BS-43	Manage Self and Staff	4	Professional	5	25	30	2
1012-H&BS-44	Provide Advance Facial Electrotherapy Treatment-I	5	Technical	15	70	85	8.5
1012-H&BS-45	Provide Advance Massage Therapy	5	Technical	10	45	55	5.5
1012-H&BS-46	Perform Advance Hair Cut (Men)	4	Technical	10	45	55	5.5
1012-H&BS-47	Perform Fashion Hair Coloring-I	5	Technical	15	60	75	7.5
1012-H&BS-48	Perform Basic Face Styling (Men)	4	Technical	5	30	35	3.5
1012-H&BS-49	Provide Therapeutic Hair Treatment	5	Technical	20	45	65	6.5
1012-H&BS-50	Apply Permanent Hair Extension	5	Technical	15	60	75	7.5
1012-H&BS-51	Provide Lash and Brow Treatment	5	Technical	15	45	60	6
1012-H&BS-52	Perform Advance Makeup-II	4	Technical	20	70	90	9
	Investigate New			15	40	55	5.5



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1012-H&BS-53	Products and Services	4	Professional				
1012-H&BS-54	Make a Business Plan	5	Professional	10	25	35	3.5
1012-H&BS-55	Manage Finance	5	Professional	5	10	15	1.5
1012-H&BS-56	Provide Advance Facial Electrotherapy Treatment-II	5	Technical	10	60	70	7
CS #	Competency Standards	Level	Category	Th.	Pr.	Cont. Hr.	Cr Hr.
1012-H&BS-57	Perform Hair Removal using electrolysis	5	Technical	10	50	60	6
1012-H&BS-58	Apply Fashion Hair Cut Techniques (Men / Women)	5	Technical	10	50	60	6
1012-H&BS-59	Perform Fashion Hair Coloring-II	5	Technical	10	50	60	6
1012-H&BS-60	Perform Advance Face Styling (Men)	5	Technical	10	40	50	5
1012-H&BS-61	Perform Fashion Hair Treatment	5	Technical	10	50	60	6
1012-H&BS-62	Design and Apply Fashion Makeup	5	Technical	10	60	70	7
1012-	Perform Piercing	5	Technical	10	30	40	4



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H&BS-63							
1012-H&BS-64	Market salon services, Product and Prices	5	Professional	10	30	40	4
1012-H&BS-65	Manage the Beauty Salon	5	Professional	10	40	50	5
1012-H&BS-66	Fitness & Nutrition	4	Technical	20	30	50	5
1012-H&BS-67	Portfolio Presentation	3	Professional	20	60	80	8
1012-H&BS-68	Evaluate a Business Opportunity	5	Professional	5	25	30	3
1012-H&BS-69	Manage Business Operations	5	Professional	5	10	30	3
	Total						



Details of Competency Standards

1012-H&BS-01: Perform Pre / Post Service Activities for Skin Care

Overview: This Competency Standard identifies the competencies required to perform pre and post services at workplace in accordance with the organization’s approved guidelines and procedures. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
<p>A1. Interpret Drawings and Specifications in Manuals for Beauty Industry</p>	<p>You must be able to:</p> <p>P1. Identify information from manuals</p> <p>P2. Check date and version of manual to ensure up to-date specifications of tools, equipment, materials and procedures</p> <p>P3. Interpret drawings and specifications from manuals in accordance with job requirements and industry practices.</p> <p>P4. Store documents / manuals appropriately to prevent damage, ready access and updating of information when required in accordance with salon requirements</p>
<p>A2. Prepare workstation as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare the reception area.</p> <p>P2. Receive client record (consultation form) from the receptionist.</p> <p>P3. Select the place and product for treatment accordingly.</p> <p>P4. Inform the supervisor/ expert about the last treatment/ history of client and precautions or contra-indications, if any.</p> <p>P5. Make available fresh linens, gown, head-band, equipment and tools.</p> <p>P6. Select correct product as per required treatment</p> <p>P7. Understand and handle client’s mood.</p> <p>P8. Prepare client for the treatment</p> <p>P9. Escort client to the reception area.</p> <p>P10. Hand over client’s record (consent form) to receptionist.</p> <p>P11. Dispose of waste in appropriate manner.</p> <p>P12. Remove used linens, gowns and head-bands.</p> <p>P13. Sterilization and sanitization of used tools/ equipment.</p> <p>P14. Clear and reorganize the workstation for the next client</p>
<p>A3. Prepare client for skin care services</p>	<p>You must be able to:</p> <p>P1. Access and review client treatment plan if available.</p> <p>P2. Discuss facial requirements, changes in skin over lifetime, current skin care regimen, lifestyle and nutrition</p>



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	<p>influences with client to establish treatment objectives.</p> <p>P3. Conduct skin analysis, assessing areas of normal facial skin, levels of lipids and skin hydration, degree of photo aging and pigmentation and scar tissue as required.</p> <p>P4. Classify client skin and discuss outcomes with client.</p> <p>P5. Identify contraindications to facial treatment, and refer client to appropriate professional as required.</p> <p>P6. Identify common disorders that can be treated within scope of practice, as required.</p>
<p>A4. Prepare yourself for skin care services as per salon standards</p>	<p>You must be able to:</p> <p>P1. Apply and follow health and hygiene rules and regulation</p> <p>P2. Follow dress code (if required)</p> <p>P3. Focus on personal cleanliness like nail and hair (oral hygiene specific) etc.</p> <p>P4. Be Active and pleasure to client</p> <p>P5. Follow professional attitude as per standards</p>
<p>A5. Set trolley for skin care treatment</p>	<p>You must be able to:</p> <p>P1. Select tools and product from store according to treatment</p> <p>P2. Arrange product and tools as per requirements</p> <p>P3. Select appropriate trolley size for treatment like facial/hair cut etc.</p> <p>P4. Put trolley on nearest place which does not create any hurdle to approach</p>
<p>A6. Arrange products /tools /equipment, before the services</p>	<p>You must be able to:</p> <p>P1. Prepare tools and equipment for specific services as required.</p> <p>P2. Check and balance tools and equipment for maintenance requirements.</p> <p>P3. Refer the tools and equipment for repair as required to concerned person.</p> <p>P4. Clean and store tools and equipment safely and in position to comply with salon requirements and local health regulations.</p>



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<p>A7. Carry out data entry</p>	<p>You must be able to:</p> <p>P1. Initiate computer system</p> <p>P2. Select appropriate software for data entry.</p> <p>P3. Enter data accurately in the appropriate files using specified procedure and format.</p> <p>P4. Locate and access files and data correctly</p> <p>P5. Use document layout and data format facilities</p> <p>P6. Monitor the operation of equipment</p> <p>P7. Access and transmit information via the Internet</p> <p>P8. Shut down computer system</p>
<p>A8. Give home care advice to client as per requirement</p>	<p>You must be able to:</p> <p>P1. Provide treatment precautions to client for homecare.</p> <p>P2. Provide basic hygiene tips according to client comfort and condition</p> <p>P3. Provide client homecare treatment through calls if possible</p>
<p>A9. Maintain products/tools/ equipment, after the services</p>	<p>You must be able to:</p> <p>P1. Clean and sanitize tools, equipment and materials after the services.</p> <p>P2. Store tools, equipment and remaining products at proper place.</p> <p>P3. Dispose of waste product as per standards</p>
<p>A10. Perform different sanitization/sterilization methods and procedures</p>	<p>You must be able to:</p> <p>P1. Apply suitable sanitization/sterilization methods for different beauty workplaces, facilities and equipment correctly during daily work.</p> <p>P2. Sanitize / sterilize tools and materials before and after the beauty treatment and dispose contaminants properly according to the code of practice for personal and working hygiene</p>
<p>A11. Reorganize workstation as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Return client’s record to receptionist.</p> <p>P2. Remove used linen and clean surfaces and equipment according to organisational policies and procedures.</p> <p>P3. Restock equipment and products in preparation for next treatment.</p> <p>P4. Dispose of general waste to minimise negative</p>



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	<p>environmental impacts according to organisational policies and procedures.</p> <p>P5. Sterilize and sanitize of used tools/ equipment as per standard procedures.</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Organizational Procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Maintenance of workplace safety
- Techniques and methods to enter and store data in computer system
- Trolley setting
- Work safety procedures and guidelines
- Communication skills
- PH level

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Communication skills
- Arrange the trolley according to requirements
- Manage the pre and post services



1012-H&BS-02: Perform Threading and Tweezing (Epilation / Depilation)

Overview: This competency standard identifies the competencies you need to perform hair removal in accordance with approved procedures. You will be expected to perform Face Threading, Perform Tweezing, and Design & Shape eye brows as per requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
F1. Perform Face threading as per standard procedures	You must be able to: P1. Analyse the condition of the skin surface where hair is to be removed. P2. Perform threading according to the direction of the growth of hair. P3. Perform Upper lips threading according to the requirement P4. Perform full face threading according to the requirement P5. Apply toner / soothing lotion on threaded area. P6. Provide after care advice to client.
F2. Perform Tweezing as per standard procedures	You must be able to: P1- Analyse the condition of the skin surface where hair is to be removed from tweezer. P2- Sterilize the plucking or tweezing tools P3- Remove hair following the direction of the hair strands and growth. P4- Apply antiseptic on the area where hair is to be removed
F3. Design & Shape eye brows as per requirement	You must be able to: P1- Preparing materials and tools for shaping eyebrows P2- Sterilizing the tools and hands P3- Apply general eyebrow designing and shaping techniques to design and shape the eyebrows according to the customers' face shape P4- Observe adverse effects on the customer during the process of shaping the eyebrows, and take remedial actions according to established procedures P5- Provide aftercare advise to the customer for eyebrow shaping

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding



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required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Face Anatomy
- Types of threads for threading
- Types of tweezers
- Hair directions on different parts of face
- Structure of the Skin
- Basic Principles of Hair Growth
- Types of Antiseptic Lotion

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform eyebrows threading according to the requirement
- Perform face threading according to assessor’s choice.



1012-H&BS-03: Perform Pre / Post Service Activities for Hair Care

Overview: This Competency Standard identifies the competencies required to perform pre and post services at workplace in accordance with the organization’s approved guidelines and procedures. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
<p>L1. Interpret Drawings and Specifications in Manuals for Beauty Industry</p>	<p>You must be able to:</p> <p>P1. Identify information from manuals P2. Check date and version of manual to ensure up to-date specifications of tools, equipment, materials and procedures P3. Interpret drawings and specifications from manuals in accordance with job requirements and industry practices. P4. Store documents / manuals appropriately to prevent damage, ready access and updating of information when required in accordance with salon requirements</p>
<p>L2. Prepare workstation as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare the reception area. P2. Receive client record from the receptionist. P3. Select the place and product for treatment accordingly. P4. Inform the supervisor/ expert about the last treatment/ history of client and precautions or contra-indications, if any. P5. Make available fresh linens, gown, head-band, equipment and tools. P6. Select correct product as per required treatment P7. Prepare client for the treatment P8. Hand over client’s record to receptionist. P9. Dispose of waste in appropriate manner. P10. Remove used linens, gowns and head-bands. P11. Sterilization and sanitization of used tools/ equipment. P12. Clear and reorganize the workstation for the next client</p>



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<p>L3. Prepare client for hair treatment / care services</p>	<p>You must be able to:</p> <p>P1. Access and review client treatment plan if available.</p> <p>P2. Discuss hair requirements, changes in hair over lifetime, current hair care regimen, lifestyle and nutrition influences with client to establish treatment objectives.</p> <p>P3. Conduct hair analysis as required.</p> <p>P4. Classify client hair and discuss outcomes with client.</p> <p>P5. Identify contraindications to hair treatment, and refer client to appropriate professional as required.</p> <p>P6. Identify common disorders that can be treated within scope of practice, as required.</p>
<p>L4. Prepare yourself for hair care services as per salon standards</p>	<p>You must be able to:</p> <p>P1. Know about hygiene rules and regulation</p> <p>P2. Wear neat and clean uniform (if required)</p> <p>P3. Focus on personal cleanliness like nail and hair etc.</p> <p>P4. Be active and soft to client</p> <p>P5. Handle your professional attitude well</p>
<p>L5. Set trolley for hair care treatment</p>	<p>You must be able to:</p> <p>P1. Select tools and product from store according to treatment</p> <p>P2. Arrange product and tools as per requirements</p> <p>P3. Select appropriate trolley size for treatment like hair treatment/hair cut etc.</p> <p>P4. Put trolley on suitable place which does not create any hurdle to approach</p>
<p>L6. Arrange products /tools /equipment, before the services</p>	<p>You must be able to:</p> <p>P1. Prepare tools and equipment for specific services as required.</p> <p>P2. Check tools and equipment for maintenance requirements.</p> <p>P3. Refer the tools and equipment for repair as required.</p> <p>P4. Clean and store tools and equipment safely and in position to comply with salon requirements and local health</p>



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	regulations.
L7. Carry out data entry	You must be able to: P1. Initiate computer system P2. Select appropriate software from the menu. P3. Enter data accurately in the appropriate files using specified procedure and format. P4. Locate and access files and data correctly P5. Use document layout and data format facilities P6. Monitor the operation of equipment P7. Access and transmit information via the Internet P8. Close down computer system
L8. Give home remedies to client as per requirement	You must be able to: P1. Provide treatment precautions to client for homecare. P2. Provide basic hygiene tips according to client comfort and condition P3. Provide client homecare treatment through calls if possible
L9. Maintain products/tools/equipment, after the services	You must be able to: P1. Clean and sanitize tools, equipment and materials after the services. P2. Store tools, equipment and remaining products at proper place. P3. Dispose of the waste product according to set standards



<p>L10. Apply different sterilization methods and procedures</p>	<p>You must be able to:</p> <p>P1. Apply suitable sterilization methods to sterilize different beauty workplaces, facilities and equipment correctly during daily work.</p> <p>P2. Correctly sterilize tools and materials before and after the beauty treatment and dispose contaminants properly according to the code of practice for personal and working hygiene</p>
<p>L11. Reorganize workstation as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Return client's record to receptionist.</p> <p>P2. Remove used linen and clean surfaces and equipment according to organisational policies and procedures.</p> <p>P3. Restock equipment and products in preparation for next treatment.</p> <p>P4. Dispose of general waste to minimise negative environmental impacts according to organisational policies and procedures.</p> <p>P5. Sterilize and sanitize of used tools/ equipment as per standard procedures.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Importance of using Personal Protective Equipment (PPE)
- Organizational health and safety procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Safely maintaining the PPEs
- Techniques and methods to control risks of identified hazards in the workplace
- Types of PPE
- Work safety procedures and guidelines
- Health and safety



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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Communication skills
- Arrange the trolley according to requirements
- Manage the pre and post services



1012-H&BS-04: Provide Basic Hair Treatments

Overview: This competency standard identifies the competencies you need to Provide Basic Hair Treatment for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Analyse Hair & Scalp Condition for Services, Perform Oil & Organic hair treatments and Provide Protein Hair Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
Y1. Analyse Hair & Scalp Condition for Services	You must be able to: P1. Analyse Hair and Scalp Conditions by visual and physical examination. P2. Identify abnormal scalp conditions. P3. Check hair growth patterns examining the hair physically and visually.
Y2. Perform Oil Hair Treatment	You must be able to: P1. Prepare the client for required hair treatment P2. Select the oil for required treatment P3. Perform Oil treatment according to SOPs P4. Provide final look according to requirement
Y3. Perform Organic hair treatment	You must be able to: P1. Prepare the client for required hair treatment P2. Select the oil / products for required treatment P3. Perform Organic treatment according to SOPs P4. Provide final look according to requirement
Y4. Provide Protein Hair Treatment	You must be able to: P1. Analyse Scalp & Hair for any skin disease P2. Prepare client for Protein Hair Treatment P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Provide hair protein treatment according to hair & scalp condition P6. Provide after care advice

Knowledge & Understanding



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The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Basic hair structure and different hair textures (Coarse hair, Fine hair, Rough hair and Weak hair)
- List the types of hair (Curley hair, straight hair, thin hair and thick hair)
- Types of oils for basic hair treatments
- Organic Ingredients for basic hair treatments

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform oil treatment for dry/damage hair



1012-H&BS-05: Perform Pre / Post Service Activities for Makeover

Overview: This Competency Standard identifies the competencies required to perform pre and post services at workplace in accordance with the organization’s approved guidelines and procedures. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
A1. Interpret Drawings and Specifications in Manuals for Beauty Industry	You must be able to: P1. Identify information from manuals P2. Check date and version of manual to ensure up to-date specifications of tools, equipment, materials and procedures P3. Interpret drawings and specifications from manuals in accordance with job requirements and industry practices. P4. Store documents / manuals appropriately to prevent damage, ready access and updating of information when required in accordance with salon requirements
A2. Prepare workstation as per standard procedures	You must be able to: P1. Prepare the reception area. P2. Receive client record from the receptionist. P3. Select the place and product for treatment accordingly. P4. Inform the supervisor/ expert about the last treatment/ history of client and precautions or contra-indications, if any. P5. Make available fresh linens, gown, head-band, equipment and tools. P6. Select correct product as per required treatment P7. Understand and handle client’s mood. P8. Prepare client for the treatment P9. Escort client to the reception area. P10. Hand over client’s record to receptionist. P11. Dispose of waste in appropriate manner. P12. Remove used linens, gowns and head-bands. P13. Sterilization and sanitization of used tools/ equipment. P14. Clear and reorganize the workstation for the next client



<p>A3. Prepare client for makeover services</p>	<p>You must be able to:</p> <p>P1. Access and review client treatment plan if available.</p> <p>P2. Discuss facial requirements, changes in skin over lifetime, current skin care regimen, lifestyle and nutrition influences with client to establish treatment objectives.</p> <p>P3. Conduct skin analysis, assessing areas of normal facial skin, levels of lipids and skin hydration, degree of photo aging and pigmentation and scar tissue as required.</p> <p>P4. Classify client skin and discuss outcomes with client.</p> <p>P5. Identify contraindications to facial treatment, and refer client to appropriate professional as required.</p> <p>P6. Identify common disorders that can be treated within scope of practice, as required.</p>
<p>A4. Prepare yourself for makeover services as per salon standards</p>	<p>You must be able to:</p> <p>P1. Know about hygiene rules and regulation</p> <p>P2. Wear neat and clean uniform (if required)</p> <p>P3. Focus on personal cleanliness like nail and hair etc.</p> <p>P4. Active and soft to client</p> <p>P5. Handle your professional attitude well</p>
<p>A5. Set trolley for makeover services</p>	<p>You must be able to:</p> <p>P1. Select tools and product from store according to treatment</p> <p>P2. Arrange product and tools as per requirements</p> <p>P3. Select appropriate trolley size for treatment like facial/hair cut etc.</p> <p>P4. Put trolley on suitable place which does not create any hurdle to approach</p>



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<p>A6. Arrange products /tools /equipment, before the services</p>	<p>You must be able to:</p> <p>P5. Prepare tools and equipment for specific services as required.</p> <p>P6. Check tools and equipment for maintenance requirements.</p> <p>P7. Refer the tools and equipment for repair as required.</p> <p>P8. Clean and store tools and equipment safely and in position to comply with salon requirements and local health regulations.</p>
<p>A7. Carry out data entry</p>	<p>You must be able to:</p> <p>P9. Initiate computer system</p> <p>P10. Select appropriate software from the menu.</p> <p>P11. Enter data accurately in the appropriate files using specified procedure and format.</p> <p>P12. Locate and access files and data correctly</p> <p>P13. Use document layout and data format facilities</p> <p>P14. Monitor the operation of equipment</p> <p>P15. Access and transmit information via the Internet</p> <p>P16. Close down computer system</p>
<p>A8. Give home remedies to client as per requirement</p>	<p>You must be able to:</p> <p>P4. Provide treatment precautions to client for homecare.</p> <p>P5. Provide basic hygiene tips according to client comfort and condition</p> <p>P6. Provide client homecare treatment through calls if possible</p>



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A9. Maintain products/tools/ equipment, after the services	You must be able to: P3. Clean and sanitize tools, equipment and materials after the services. P4. Store tools, equipment and remaining products at proper place. P5. Dispose of the waste product according to set standards
A10. Apply different sterilization methods and procedures	You must be able to: P6. Apply suitable sterilization methods to sterilize different beauty workplaces, facilities and equipment correctly during daily work. P7. Correctly sterilize tools and materials before and after the beauty treatment and dispose contaminants properly according to the code of practice for personal and working hygiene
A11. Reorganize workstation as per standard procedures	You must be able to: P6. Return client’s record to receptionist. P7. Remove used linen and clean surfaces and equipment according to organisational policies and procedures. P8. Restock equipment and products in preparation for next treatment. P9. Dispose of general waste to minimise negative environmental impacts according to organisational policies and procedures. P10. Sterilize and sanitize of used tools/ equipment as per standard procedures.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Organizational Procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Safely maintaining the workplace
- Techniques and methods to enter and store data in computer system



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- Trolley setting
- Work safety procedures and guidelines
- Communication with client

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Communication skills
- Arrange the trolley according to requirements
- Manage the pre and post services



1012-H&BS-06: Perform Nail Art

Overview: This competency standard identifies the competencies you need to perform Nail Art in accordance with approved procedures. You will be expected to Analyse the Nail Condition for Nail Art Services, Make Pattern for Nail Art, Perform Nail Art Pattern and Perform Marble nail Art. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>KK1. Analyse the nail condition for nail art services</p>	<p>You must be able to:</p> <p>P1. Sterilize/sanitize equipment and tools for analyzing the nail condition</p> <p>P2. Perform naked eye examination of nail</p> <p>P3. Analyze the nail condition with magnifying glass</p> <p>P4. Perform Dermascopy to analyze the nail condition</p> <p>P5. Identify and note areas of the hands/nails requiring special treatment.</p>
<p>KK2. Create pattern for nail art</p>	<p>P1. Create research board according to the requirement</p> <p>P2. Create Mood board according to the requirement</p> <p>P3. Create final pattern according to the selected theme</p>
<p>KK3. Apply Nail Art Pattern as per design</p>	<p>P1. Provide Client consultation</p> <p>P2. Select suitable type of nail art according to size of nail, and treatment plan.</p> <p>P3. Prepare nail according to manufacturer’s recommendations and treatment plan</p> <p>P4. Apply color matching principles to blend the paints correctly according to the pattern required by the customers</p> <p>P5. Complete nail art within designated salon time frames</p> <p>P6. Provide after care advise</p>
<p>KK4- Perform Marble Nail Art</p>	<p>P1. Provide Client consultation</p> <p>P2. Perform marble nail art according to requirement</p> <p>P3. Refill marble nails according to requirement</p> <p>P4. Remove marble nail according to requirement</p> <p>P5. Provide after care advise to client</p>



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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Colour theory
- Different equipment and products used in nail art techniques.
- Procedure of different techniques e.g. colour polishers, painting techniques, dotting, striping, marbling, free hand, glitters, foiling and colour blending
- Nail type and condition
- Nail shapes
- Types of nail art
- Techniques of marble nail art

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create pattern for nail art and apply on nail according to assessor’s requirement
- Perform Marble Nail Art



1012-H&BS-07: Apply Safe Working Practices

Overview: This competency standard deal with learning the competencies needed to Apply Safe Working Practices at Workplace. You will be expected to Observe Basic Safety Procedures at workplace, Observe Emergency Procedure at workplace, Comply with Health and Hygiene Regulations and Apply First Aid Procedures as per salon policy. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>RR1. Observe Basic Safety Procedures at workplace</p>	<p><i>You must be able to:</i></p> <p>P1. Follow the Procedures to achieve a safe working environment and maintain in line with Occupational Health and Safety regulations and requirements according to salon policy.</p> <p>P2. Report all unsafe situations according to salon policy.</p> <p>P3. Use electrical equipment/machinery according to salon policy, industry codes of practise, occupational health & safety guidelines and manufacturer’s instructions.</p> <p>P4. Report all breakdowns in relation to machinery and equipment to supervisor.</p> <p>P5. Identify fire and safety hazards and take necessary precautions according to salon policy and procedures.</p> <p>P6. Handle dangerous goods / substances and store according to salon policy and procedures</p> <p>P7. Follow salon policy regarding manual handling</p> <p>P8. Maintain safe lifting and carrying techniques according to salon policy.</p>
<p>RR2. Observe Emergency Procedure at workplace</p>	<p><i>You must be able to:</i></p> <p>P1. Identify and observe salon policies and procedures in regard to illness or accident</p> <p>P2. Apply First Aid procedures according to occupational health and safety in the work place.</p> <p>P3. Identify safety alarms accurately.</p> <p>P4. Contact qualified person in the event of accident or sickness of clients or staff</p> <p>P5. Record accident or emergency details correctly according to salon accident/injury procedures.</p> <p>P6. Identify and observe salon policies and procedures in regard to fire and other emergencies</p>



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	<p>P7. Identify and observe salon evacuation procedures according to salon policy.</p>
<p>RR3. Comply with Health and Hygiene Regulations</p>	<p><i>You must be able to:</i></p> <p>P1. Follow regulations and guidelines on hygiene to prevent the occurrence and transmission of general infectious diseases according to the instruction</p> <p>P2. Maintain good personal and environmental hygiene to prevent the transmission of general infectious diseases</p> <p>P3. Apply disinfection and infection control procedures according to Health and Hygiene legislation salon procedures.</p>
<p>RR4. Apply First Aid Procedures as per salon policy</p>	<p><i>You must be able to:</i></p> <p>P1. Apply first aid knowledge and follow established procedures for emergency and the handling of general accidents e.g. treatment for bleeding; treatment for cuts, burns, shock, electrical shock and eye injuries</p> <p>P2. Follow correct procedures to examine and identify the medical condition of the patient, and carry out suitable emergency and measures according to on-site situation</p> <p>P3. Apply different pharmaceutical products and gears within the first aid kit as per requirement.</p> <p>P4. Use suitable personal protection equipment when performing first aid treatment</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon policies and procedures in regard to Occupational Health and Safety Code of Practice for First Aid in the Workplace, general duty of care and emergency procedures
- Relevant salon policies and procedures should include:



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- hazard policies and procedures
- emergency, fire and accident procedures
- personal safety procedures
- first aid procedures
- procedures for the use of personal protective clothing and equipment
- hazard identification including the use of electrical equipment
- hazardous chemicals/materials relevant to treatment procedures
- issue resolution procedures
- job procedures
- work instructions
- Size, type and location of salon
- Salon/store, product and service range.
- Type of tools and equipment used.
- Occupational Health and Safety procedures may deal with:
 - clients
 - staff
 - equipment/tools/electrical machinery/chemicals/materials
 - premises
 - stock
- Unsafe situations may deal with but are not restricted to:
 - toxic substances
 - damaged packing material or containers
 - broken or damaged equipment including electrical machinery
 - inflammable materials and fire hazards
 - lifting practices/posture
 - spillages
 - waste, especially on floors
 - ladders
 - trolleys
 - sharps
 - disposable equipment and consumables
- First Aid procedures may include:
 - burns/scalds
 - cuts/abrasions
 - eye injuries/contamination
 - resuscitation
- Emergency procedures may include: first aid, sickness, accidents, fire or salon evacuation involving staff or clients.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in



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this competency standard:

- Demonstrate basic safety procedures
- Demonstrate first aid procedure according to assessor’s requirement



1012-H&BS-08: Work Efficiently in a Salon Environment

Overview: This competency standard deal with learning the competencies needed to Work Efficiently in a Salon Environments. You will be expected to Act responsibility, Maintain Personal Presentation, Follow Routine Instructions, Apply Professional Ethics, Maintain Professional Networks, Participate in Identifying Tasks for the Salon Team, Inform Team Members about salon policy, Manage and Develop Team Performance, Manage and Develop Team Performance, and Maintain Staffing Records. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
VV1. Act responsibility	<p>You must be able to:</p> <p>P1. Prepare notification of availability, non-availability for work without undue delay and according to salon policies and procedures.</p> <p>P2. Interpret staff rosters accurately.</p> <p>P3. Display non-discriminatory attitudes when interacting with clients, staff or management.</p> <p>P4. Use non-discriminatory language consistently.</p>
VV2. Maintain Personal Presentation	<p>You must be able to:</p> <p>P1. Maintain personal dress and presentation in a neat and tidy manner.</p> <p>P2. Maintain personal hygiene according to salon policy</p>
VV3. Follow Routine Instructions	<p>You must be able to:</p> <p>P1. Use effective questioning to elicit information.</p> <p>P2. Assess Salon information relevant to the particular task comprehend and acted upon.</p> <p>P3. Plan daily work routine and organise</p> <p>P4. Complete tasks prioritised and complete without undue delay.</p>
VV4. Apply professional ethics	<p>You must be able to:</p> <p>P1. Maintain standards of decorum, good manners and social behaviour according to salon policy.</p>



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	<p>P2. Project competent, professional manner/attitude through non-verbal presentation.</p> <p>P3. Demonstrate confidentiality and tact according to salon policy</p> <p>P4. Recognise responsibilities of employer/employee mutually and carried out.</p>
VV5. Maintain Professional Networks	<p>You must be able to:</p> <p>P1. Maintain currency of knowledge, skills and professional status according to salon policies</p> <p>P2. Identify current self-competency and development needs and address according to salon requirements</p>
VV8. Manage and Develop Team Performance	<p>You must be able to:</p> <p>P1. Support the team in making decisions within its agreed roles and responsibilities</p> <p>P2. Achieve the results by the team contribution positively to the organisations business plans</p> <p>P3. Monitor team and individual competencies regularly to confirm that the team is able to achieve its goals</p> <p>P4. Mentor and coach team members to enhance their knowledge and skills</p> <p>P5. Monitor delegates performance to confirm that they have complete their delegation/assignment</p>
VV9. Work in a team as per the workplace requirements	<p>You must be able to:</p> <p>P1. Perform work according to assigned roles and responsibilities.</p> <p>P2. Handle contingencies together with the team members.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon policies and procedures in regard to: - workplace ethics - contact with clients - job



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descriptions/responsibilities - personal presentation - interaction with other team members -
interaction with supervision/management - induction process

- Maintenance of personal health and fitness.
- Personal goal setting
- Personal training needs
- Importance of self-esteem.
- Stress management.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



1012-H&BS-09: Maintain Industry Related Safe, Clean & Efficient Work Environment

Overview: This Competency Standard identifies the competencies required to apply occupational health and safety procedures at workplace in accordance with the organization's approved guidelines and procedures. You will be expected to identify hazards and evaluate risks in work place, comply with health and safety precautions, use of personal protective equipment and practicing safe work habits at workplace at all times. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
QQ1. Comply with Occupational Health and Safety Precautions	You must be able to: P1. Identify health and safety hazards in the Workplace so that the potential for personal injury, damage to equipment or the workplace is prevented, and corrective action is taken. P2. Deal with problems which are within your control, and report those that cannot be resolved to safety officer.
QQ2. Identify hazards in workplace environment	You must be able to: P1. Read and interpret work processes and procedures correctly to identify risk of hazards at workplace. P2. Recognize engineering processes, tools, equipment and consumable materials that have the potential to cause harm. P3. Identify any potential hazards and take appropriate action to minimize the risk.
QQ3. Apply Personal Protective and Safety Equipment (PPE)	You must be able to: P1. Select personal protective equipment in terms of type and quantity according to work order. P2. Wear, adjust, and maintain personal protective equipment to ensure correct fit and optimum protection in compliance with company procedures. P3. Ensure personal protective equipment is cleaned and stored in proper place.



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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Importance of using Personal Protective Equipment(PPE)
- Organizational health and safety procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Safely maintaining the PPEs
- Techniques and methods to control risks of identified hazards in the workplace
- Types of PPE
- Work safety procedures and guidelines
- Health and safety

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Explain types and uses of PPEs used in Hair & beauty Industry
- Demonstrate use of PPEs while providing Hair & beauty services



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1012-H&BS-10: Provide a Safe Working Environment

Overview: This competency standard deal with learning the competencies needed to Provide a Safe Working Environment in accordance with work place policies and procedures. You will be expected to Develop Policies to Establish and Maintain a Safe Working Environment, Consult with Staff, Maintain Workplace Security, Assess and Control Risks at work place, Establish and Maintain Policies to Deal with Hazardous Events, Organize Staff Training on Health and Safety Procedures, Establish and Maintain Record System and Evaluate Policies and Procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
UU1. Develop Policies to Establish and Maintain a Safe Working Environment	<p>You must be able to:</p> <p>P1. Develop salon policies and procedures based upon a commitment to Occupational Health and Safety Guidelines</p> <p>P2. Define, allocate and include Occupational Health and Safety, Health regulations, responsibilities and duties in job descriptions and duty statements for all relevant positions.</p> <p>P3. Identify financial and human resources for the operation of Occupational Health and Safety Guidelines</p> <p>P4. Explain information on the Occupational Health and Safety system to staff.</p> <p>P5. Establish procedures to identify existing and potential hazards.</p> <p>P6. Establish and maintain procedures to facilitate the reporting of all safety/health/hygiene related incidents.</p>
UU2. Consult with Staff	<p>You must be able to:</p> <p>P1. Establish appropriate consultation processes to consultation with staff according to Occupational Health and Safety legislation and salon policy.</p> <p>P2. Resolve issues, raised through consultation promptly according to salon/store policy.</p>
UU3. Maintain workplace security as per standard procedures	<p>You must be able to:</p> <p>P1. Conduct a security evaluation of the premises.</p> <p>P2. Develop an emergency plan and protocols for evacuation, calling emergency services and in case of</p>



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	<p>theft.</p> <p>P3. Hire security services including security personnel with related equipment (security cameras, monitoring equipment, sensors and weapons etc.)</p> <p>P4. Identify and Follow fire and evacuation procedures in simulated conditions.</p> <p>P5. Deal with hazards within own area of responsibility following salon policy.</p>
UU4. Assess Risks on work place	<p>You must be able to:</p> <p>P1. Identify risks of hazards correctly according to salon policy</p> <p>P2. Develop and integrate procedure for ongoing risk assessment according to salon policy</p> <p>P3. Monitor staff activities to ensure the procedure is adopted effectively.</p> <p>P4. Address risk identification and assessment at planning, design and evaluation stages of workplace</p>
UU5. Control Risks at work place	<p>You must be able to:</p> <p>P1. Develop measures to control assessed risks according to the salon policy</p> <p>P2. Establish interim or contingency measures and implement when control measures not immediately practicable, until permanent</p>
UU6. Establish and Maintain Policies to Deal with Hazardous Events	<p>You must be able to:</p> <p>P1. Identify potentially hazardous events correctly</p> <p>P2. Develop procedures to control risks associated with hazardous events and meet legislative requirements, in consultation with appropriate emergency services</p> <p>P3. Provide appropriate information and training to all employees to enable implementation of the correct procedures</p>
UU7. Organize Staff Training on health and safety procedures	<p>You must be able to:</p> <p>P1. Develop Occupational Health and Safety training program and implement to ensure all staff are trained in Occupational Health and Safety procedures</p> <p>P2. Maintain proper record of trainings regarding health and safety procedures and evaluate the results</p>
UU8. Establish and Maintain Record System	<p>You must be able to:</p>



	<p>P1. Establish system for maintaining Occupational Health and Safety records regarding any accident, injury or any other emergency according to salon policy</p> <p>P2. Store emergency record according to salon policy</p>
UU9. Evaluate Policies and Procedures	<p>You must be able to:</p> <p>P1. Assess effectiveness of the Occupational Health and Safety system and related policies, procedures and programs according to salon policy.</p> <p>P2. Ensure improvements to the Occupational Health and Safety system develop and implement more effectively according to salon policy.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identification and prevention procedures for fire and safety hazards
- Safe lifting and manual handling techniques
- Evaluation and analysis skills
- Training skills/procedures
- Procedures for use in situations which may include use of alarms, salon/store evacuation, illness or accident and for events likely to endanger staff or clients
- Disposal methods for waste products including hazardous materials and disposable equipment
- Literacy skills in regard to documenting and reporting procedures
- Handling and storage facilities necessary for hazardous and non-hazardous materials and equipment
- Location and use of safety alarms
- Symbols used for occupational health and safety signs
- Storage and use of hazardous substances
- Storage and use of flammable materials
- Safe use of electrical equipment
- Manufacturer's instructions for use of equipment



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- Handling of broken or damaged equipment
- Manual handling procedures
- Correct posture for relevant treatment procedure
- Sickness and accident reporting procedures
- Procedures for use in the event of fire or salon/store evacuation or in events likely to endanger staff or clients
- Reporting procedures including the following: - unsafe situations - broken or damaged equipment/machinery etc

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Develop salon policies and procedures, including necessary resources, control measures and risk assessments, based upon a commitment to Occupational Health and Safety guidelines
- Develop salon practices and procedures for Occupational Health and Safety Codes of Practice for First Aid in the Workplace
- Develop staff training program for Occupational Health and Safety procedures according to salon policy



1012-H&BS-11: Perform Salon Cleaning Duties

Overview: This competency standard deal with learning the competencies needed to carry out salon cleaning duties according to salon policies and procedures. You are expected to Organise Work Area, Clean Work Area, Check and Maintain Furniture, Tools and Equipment as per salon policy and Check and maintain Stocks as per Salon policies and procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
SS1. Organise Work Area	<p>You must be able to:</p> <p>P1. Maintain reception, service cubicles, work station, walkways and other work areas, in a safe, uncluttered and organised manner according to salon policy.</p> <p>P2. Carryout all routines safely, effectively and efficiently with minimum inconvenience to clients and staff, according to salon policy.</p>
SS2. Clean Work Area	<p>You must be able to:</p> <p>P1. Apply Salon policies and procedures for personal hygiene.</p> <p>P2. Apply Salon policies and procedures for cleaning of work area applied.</p> <p>P3. Dispose of waste promptly according to salon policy.</p> <p>P4. Remove Spills, food, waste, sharps and other potential hazards from floors and working areas according to salon policy</p> <p>P5. Maintain and store equipment, linen and consumable materials according to salon procedures</p> <p>P6. Clean and use furniture, tools and equipment in accordance with manufacturer’s instructions and Occupational Health and Safety requirements.</p> <p>P7. Store clean equipment and materials according to manufacturers specifications and Occupational Health and Safety requirements.</p>
SS3. Check and Maintain Furniture, Tools and Equipment as per salon policy	<p>You must be able to:</p> <p>P1. Check furniture, tools and equipment for maintenance requirements.</p>



	<p>P2. Refer furniture, tools and equipment for repair as required.</p> <p>P3. Store tools and equipment safely according to salon procedures and health and hygiene regulations.</p>
SS4. Check and Maintain Stock	<p>You must be able to:</p> <p>P1. Check and validate incoming stock accurately against purchase orders and delivery documentation.</p> <p>P2. Inspect received items for damage, quality, breakages or discrepancies and record according to salon policy.</p> <p>P3. Carryout stock rotation procedures routinely and accurately according to salon policy.</p> <p>P4. Record stock levels accurately according to salon procedures.</p> <p>P5. Inform salon supervisor about under or over supplied stock items immediately.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon policies and procedures in regard to cleaning and stock checking, rotating and recording procedures and policies.
- Use and store cleaning chemicals.
- Knowledge of the following:
 - symbols used for occupational health and safety signs
 - storage and use of hazardous substances
 - storage and use of flammable materials
 - safe use of electrical equipment
 - manufacturer's instructions for use of cleaning materials and equipment
 - manual handling procedures

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Knowledge and consistent application of salon policies and procedures and industry codes



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of practice in regard to the performance of cleaning procedures.

- Knowledge and consistent application of Health and Hygiene requirements/regulations
- Application of safe work practices and emergency procedures in regard to the provision of services and safe use of product according to Occupational Health and Safety regulations/requirements, including first aid procedures as required.
- Ability to read, accurately interpret and consistently apply manufacturer’s instructions for cleaning products, tools and equipment.
- Ability to clean and maintain the work area according to the range of variables.
- Ability to use and maintain cleaning equipment and use and store cleaning chemicals.
- Ability to check, rotate and record stock.
- Ability and skill to consistently use time effectively.



1012-H&BS-12: Perform Basic Facial (Women/Men)

Overview: This competency standard identifies the competencies you need to perform basic facial in accordance with approved procedures. You will be expected to analyse the skin condition for services, perform skin care treatment, CTM, Apply Skin polisher, Basic Facial and Herbal Facial. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
B1. Analyse Skin Condition/type for Services	<p>You must be able to:</p> <p>P1. Select tools/equipment for skin analysis</p> <p>P2. Sterilize/Sanitize equipment and tools for analyzing the skin</p> <p>P3. Carry out the skin test for the customer prior to treatment according to the code of practice for personal and working hygiene, and record the test result accordingly</p> <p>P4. Perform naked eye examination for skin</p> <p>P5. Analyze the skin condition with magnifying glass</p> <p>P6. Use Woods lamp / Skin Scanner to analyze the skin condition</p> <p>P7. Perform Dermascopy to analyze the skin condition</p>
B2. Carry out Cleansing, Toning and Moisturising (CTM) as per standard procedures	<p>You must be able to:</p> <p>P1. Perform cleansing according to skin type/ Condition</p> <p>P2. Apply Toner according to skin type/ Condition</p> <p>P3. Apply Moisturizer according to skin type / Condition</p>
B3. Apply Skin Polisher as per standard procedures	<p>You must be able to:</p> <p>P1. Prepare the product for skin polisher according to skin type/ Condition</p> <p>P2. Apply Skin polishing as per skin type/condition</p> <p>P3. Apply Mask as per skin type/condition</p> <p>P4. Remove mask according to set timings</p>
B4. Carry out Basic / Natural Facial as per standard procedures	<p>You must be able to:</p> <p>P1. Carry out the consultation according to standards</p> <p>P2. Analyze the skin condition/type according to SOPs</p> <p>P3. Perform deep cleansing according to skin type/condition</p> <p>P4. Perform toning according to skin type/condition</p> <p>P5. Perform Exfoliation according to skin type/condition</p> <p>P6. Perform steaming according to SOP</p> <p>P7. Perform facial massage according to skin</p>



	type/condition P8. Apply mask according to skin type/condition P9. Remove mask as per standards
F5. Carry out Herbal / Organic Facial as per standard procedures	You must be able to: P1. Carry out the consultation according to skin type/condition P2. Analyze the skin according to SOPs P3. Perform deep cleansing according to skin type/condition P4. Perform toning according to skin type/condition P5. Perform Exfoliation according to skin type/condition P6. Perform steaming according to SOP P7. Perform facial massage as per client requirement P8. Apply mask according to skin type/condition

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of facial products
- Ingredients of skin polisher
- Face Anatomy
- Pressure points
- Importance of exfoliation
- Importance and use of steaming

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform CTM.
- Perform Herbal Facial.



1012-H&BS-13: Remove Hair Using Electronic Devices (Epilation / Depilation)

Overview: This competency standard identifies the competencies you need to remove hair in accordance with approved procedures. You will be expected to remove face / body hair with Silk Epil and remove hair with Trimmers as per requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
G1. Remove face / body hair with Silk Epil as per standards	You must be able to: P1. Analyse the condition of the skin surface where hair is to be removed. P2. Remove hair according to the direction and hair growth. P3. Remove hair with Silk Epil as per standard procedure and manufacturer's manual P4. Apply toner / soothing lotion on threaded area. P5. Provide after care advice to client.
G2. Remove face / body hair with Trimmers as per standards	You must be able to: P1. Analyse the condition of the skin surface where hair is to be removed. P2. Remove hair according to the direction and hair growth. P3. Remove hair with trimmer as per standard procedure and manufacturer's manual P4. Apply toner / soothing lotion on threaded area. P5. Provide after care advice to client.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Product/equipment range and manufacturer's instructions/data sheets.
- Skin condition
- Protective clothing
- Structure of the Skin
- Basic Principles of Hair Growth
- Preparation for Treatment
- Types of Antiseptic Lotion
- Skin healing time
- Contraindications



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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Remove hair with Silk Epil / Trimmer according to the assessor requirement.



1012-H&BS-14: Perform Manicure & Pedicure Services

Overview: This competency standard identifies the competencies you need to perform Basic Manicure & Pedicure, French Manicure & Pedicure, Paraffin Manicure & Pedicure and Electronic Manicure / Pedicure in accordance with approved procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
L1. Carry out Basic Pedicure / Manicure as per standard procedures	P1. Select manicure/pedicure products and equipment according to Health and Hygiene regulations, manufacturer's instructions and client's requirements. P2. Clean client's hands/feet and nails according to treatment plan. P3. Remove nail varnish/polish effectively, without damage to the nail or skin, as required. P4. Shape and file nails according to treatment plan requirements. P5. Perform exfoliation and/or treatments as required according to treatment plan P6. Perform massage movements to hand and lower arm/foot and leg smoothly and evenly. P7. Complete treatment within designated salon time frame. P8. Provide aftercare advise accurately according to client's need.
L2. Perform French Manicure / Pedicure (Women)	P1. Implement pre-treatment sterilization procedures and preparations according to the standards P2. Carry out client consultation prior to treatment, and select suitable treatment products and plan according to the requirement P3. Perform French Manicure/Pedicure procedure with relevant tools and products safely and effectively according to the set standards P4. Complete treatment within designated salon time frame. P5. Provide aftercare advice accurately according to client's need.



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L3. Perform Paraffin Manicure / Pedicure as per standards	P1. Implement pre-treatment sterilization procedures and preparations according to the standards P2. Carry out customer consultation prior to treatment, and select suitable treatment products and plan according to the requirement P3. Perform Paraffin Manicure/Pedicure with relevant tools and products safely and effectively according to the set standards P4. Complete treatment within designated salon time frame. P5. Provide aftercare advise accurately according to client’s need.
L4. Carry out Electronic Manicure / Pedicure as per standard procedures	P1. Implement pre-treatment sterilization procedures and preparations according to the standards P2. Carry out customer consultation prior to treatment, and select suitable treatment products and plan according to the requirement P3. Perform Electronic Manicure/Pedicure with relevant tools and products safely and effectively according to the set standards P4. Complete treatment within designated salon time frame. P5. Provide aftercare advise accurately according to client’s need.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different type of nail shapes
- Different skin/nail conditions
- Contraindications of nails (Blue nail, Eczema, Hang nails, Warts, Diabetes, Allergies, Corns, Cuts, Haemophilia, Severe burns, Sunburn, severely bitten or damaged nail, nail separation, recent surgery, fungal infections, discoloration, skin irritation etc.)
- Suitable consultation techniques (noting the condition of the nails, noting the shape of the nail, planning a treatment programme, discussing any home and after care.)
- Skin types and conditions, nail type and conditions, natural nail shape



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- Factors which effect the nail growth. (Health, Age, Diet, Medication, Climate, Damage, Lifestyle.)
- Pressure points of hands and feet.
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Remove the cuticle.
- Buffering and shaping the nails.
- Carryout manicure / pedicure according to assessor’s requirement.



1012-H&BS-15: Perform Basic Hair Cut (Women)

Overview: This competency standard identifies the competencies you need to Perform Hair Cut (Women) in accordance with approved procedures. You will be expected to perform Straight-line, Perform Inward Cutting and Perform Outward Cutting. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>M1. Perform Straight line Cut as per standard procedures</p>	<p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform Straight line cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>M2. Perform Bob Cut as per requirement.</p>	<p>You must be able to: P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform bob cutting according to the set standards of angles & degrees P4. Create final look according to the cutting</p>
<p>M3. Perform basic Layers Cut as per standard procedures</p>	<p>You must be able to: P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform basic layer cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>M4. Perform U-Shape Cut as per standard procedures</p>	<p>You must be able to: P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform U-shape cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>M5. Perform V-Shape Cut as per standard procedures</p>	<p>You must be able to: P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform V-shape cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>



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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow’s peak)
- Degrees, angles and elevation.
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.
- Tools and equipment
- Hair texture

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform straight cutting according to the requirement.
- Perform layer cutting according to the requirement.



1012-H&BS-16: Design & Apply Basic Hair Styles

Overview: This competency standard identifies the competencies you need to Perform Basic Hair Styling in accordance with approved procedures. You will be expected to Perform Shampoo & Conditioning, Temporary Straightening, Blow Dry, Temporary Curling, Volumize the Hair, Braiding, Buns, Back Combing, Apply Temporary Hair Attachments, perform Men Hair Styling and Design Quiff Hair Styles. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
U1. Perform Shampoo & Conditioning as per standard procedures	<p>You must be able to:</p> <p>P1. Prepare the client for shampoo & conditioning P2. Perform Shampoo according to set standards P3. Perform Conditioning according to set standards P4. Create final look according to the requirement</p>
U2. Perform Temporary straightening as per standard procedures	<p>You must be able to:</p> <p>P1. Prepare the client for hair styling P2. Apply Thermal Protection Products according to manufacturer’s instructions P3. Perform Ironing according to the requirement P4. Perform Finishing according to the requirement P5. Create final look according to the requirement</p>
U3. Perform Temporary Curling as per standard procedures	<p>You must be able to:</p> <p>P1. Prepare the client for hair styling P2. Apply Thermal Protection Products according to manufacturer’s instructions P3. Carry out temporary curling with tong according to the requirement P4. Perform Roller Settings according to the requirement P5. Perform Finger Curls according to the requirement P6. Perform Curls using benders according to the requirement P7. Apply electric rollers according to standard procedure P8. Create final look according to the requirement</p>
U4. Volumize the hair as per requirement	<p>You must be able to:</p> <p>P1. Prepare the client for hair styling P2. Apply Thermal Protection Products according to manufacturer’s instructions P3. Create the volume on hairs with crimper according to the requirement and manufacturer’s instructions</p>



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U5. Perform Braiding	You must be able to: P1. Prepare the client for hair styling P2. Perform styles of braids according to client’s requirement P3. Create final look according to the requirement
U6. Make Buns as per requirement	You must be able to: P1. Prepare the client for hair styling P2. Perform styles of buns according to client’s requirement P3. Create final look according to the requirement
U7. Perform Back Combing as per requirement	You must be able to: P1. Prepare the client for hair styling P2. Perform styles of back combing according to client’s requirement P3. Create final look according to the requirement P4. Provide after care advise to client
U8. Apply Temporary Hair Attachments as per standard procedures	You must be able to: P1. Prepare the client for hair styling P2. Apply temporary hair attachment according to client’s requirement and manufacturer’s instructions P3. Create final look according to the requirement P4. Provide after care advise to client
U9. Perform Men Hair styling as per requirement	You must be able to: P1. Prepare the client for hair styling P2. Perform Men Hair Styles according to client’s requirement P3. Create final look according to the requirement P4. Provide after care advise to client
U10. Design Quiff hair style	You must be able to: P1. Prepare the client for hair styling P2. Perform Quiff hair Style according to client’s requirement P3. Create final look according to the requirement P4. Provide after care advise to client

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow’s peak)



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- Effects of humidity on the hair
- Proper method of straightening to avoid damage to the hair cuticle
- Aftercare advice
- Basic structure of the hair
- Methods of curling styles
- Different types of sectioning and winding techniques
- Selection of styling tools.
- Selection of styling products
- Personalized styling

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform temporary straightening
- Perform temporary curling
- Perform hair style according to assessor’s requirement



1012-H&BS-17: Carryout Hair Treatment with Products-I

Overview: This competency standard identifies the competencies you need to treat the hair and scalp using appropriate treatments for dry/damage, anti-dandruff, oily hair with products for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Perform Dry Damage Hair Treatment, Provide Hair Loss Treatment and Provide Anti-Dandruff Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
Z1. Perform Dry Damage Hair treatment	You must be able to: P1. Analyse Scalp & Hair condition by visual and physical examination P2. Perform skin test for allergic reaction in accordance with manufacturer’s instructions. P3. Select appropriate products according to the condition of hair and scalp. P4. Provide dry damage hair treatment with selected products according to manufacturer’s instructions. P5. Apply prescribed salon massage techniques in conjunction with the treatment. P6. Provide steam on hair / scalp in conjunction with treatment as required. P7. Provide final look according to requirement P8. Provide after care advice
Z2. Provide hair loss treatment as per requirement	You must be able to: P1. Analyse Scalp & Hair condition by visual and physical examination P2. Perform skin test for allergic reaction in accordance with manufacturer’s instructions. P3. Select appropriate products according to the condition of hair and scalp. P4. Provide hair loss treatment with selected products according to manufacturer’s instructions. P5. Apply prescribed salon massage techniques in conjunction with the treatment. P6. Provide steam on hair / scalp in conjunction with treatment as required. P7. Provide final look according to requirement



<p>Z3. Provide anti-dandruff hair treatment as per standard procedure</p>	<p>You must be able to:</p> <p>P1. Analyse Scalp & Hair condition by visual and physical examination</p> <p>P2. Perform skin test for allergic reaction in accordance with manufacturer’s instructions.</p> <p>P3. Select appropriate products according to the condition of hair and scalp.</p> <p>P4. Provide anti-dandruff hair treatment with selected products according to manufacturer’s instructions.</p> <p>P5. Apply prescribed salon massage techniques in conjunction with the treatment.</p> <p>P6. Provide steam on hair / scalp in conjunction with treatment as required.</p> <p>P7. Provide final look according to requirement</p> <p>P8. Provide after care advice</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of products for hair treatments (synthetic/non-synthetic, Herbal/non-herbal, chemically processed, etc)
- Hair and scalp condition –
- Areas of the scalp/hair requiring special treatment
- Hair growth patterns
- Various hair types - incorrectly treated hair - hair condition - abnormal hair and scalp conditions including head lice, psoriasis, scabies, ringworm, seborrhoea, oily/dry dandruff
- Head massage techniques

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:



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- Carryout hair treatment with products according to assessor’s requirement



1012-H&BS-18: Perform Basic Makeup-I

Overview: This competency standard identifies the competencies you need to Perform Basic Makeup in accordance with approved procedures. You will be expected to analyse the skin for makeup, Perform Self Makeup, Perform Day Makeup, Perform Soft Makeup and Apply Lenses according to requirement and Set Duppata & Jewellery according to the requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
HH1. Analyse the skin for makeup services	<p>You must be able to:</p> <p>P1. Identify skin type/tone P2. Identify skin condition P3. Identify skin issues (if any)</p>
HH2. Perform Self-make up as per standard procedures	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Prepare yourself for self-makeup according to the standard P3. Prepare the skin according to the requirement P4. Perform eye makeup according to the requirement P5. Perform Skin work (foundation, blush, highlight, etc) P6. Apply Lip colours according to the requirement</p>
HH3. Perform Day make up as per requirement	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Select suitable day cosmetic products to meet customers’ purpose of make-up, occasion to be attended and skin condition P3. Provide make-up service according to the requirement P4. Apply foundation according to the requirement P5. Design and shape eyebrows P6. Add dimensions to face through color products according to the requirement P7. Apply Eye makeup according to the requirement P8. Apply lip colors according to the requirement</p>
HH4. Perform Soft make up as per standards	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Select suitable day cosmetic products to meet customers’ purpose of make-up, occasion to be attended and skin condition P3. Provide make-up service according to the requirement P4. Apply foundation according to the requirement P5. Design and shape eyebrows P6. Add dimensions to face through color products according to the requirement P7. Apply Eye makeup according to the requirement P8. Apply lip colors according to the requirement</p>



H9. Apply lenses according to client requirement	You must be able to: P1. Sanitize the workplace according to set standards P2. Apply lenses on client's eyes according to the standard procedure and health & hygiene policies P3. Remove lenses on client's eyes according to the standard procedure and health & hygiene policies P4. Observe adverse effects on the client during the process of application and removal of lenses, and take remedial actions according to established procedures P5. Provide aftercare advice to the client
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Skin types and conditions
- Makeup products for different skin types
- Variables which affect the makeup, (facial shape, Skin type, Skin condition, Occasion, Time, Market trends, Venue of event (indoor/outdoor), Climatic condition, Clients' demands)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Perform makeup according to the assessor's requirement.



1012-H&BS-19: Perform Fashion Nail Art

Overview: This competency standard identifies the competencies you need to perform Fashion Nail Art in accordance with approved procedures. You will be expected to Fix Beads / Stones / Flowers on Nail, apply 3D Gels on Nails, Apply UV Gels on Nails, Apply Shellac Gels on Nails and Apply Gel Nail Colors on Nails according to standard procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
LL1. Fix Beads/ stones/ flowers on nails	You must be able to: P1. Provide Client consultation according to the requirement P2. Apply base coat on nails P3. Apply suitable nail color on nails according to requirement P4. Apply top coat on nail for fixing the nail paint P5. Fix beads / stones/ flowers on nails as per requirement P6. Provide after care advice to client
LL2. Apply 3D gels on nails as per standard procedure	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Apply 3D Gel on nails according to manufacturer's instructions and design requirement P4. Use electric files and buffing for shaping 3D gel nail P5. Refill Gel nails according to manufacturer's instructions P6. Remove gel according to manufacturer's instructions P7. Provide after care advice
LL3. Apply UV gels on nails as per standard procedure	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Apply UV Gel on nails according to manufacturer's instructions and design requirement P4. Use electric files and buffing for shaping UV gel nail P5. Refill Gel nails according to manufacturer's instructions P6. Remove gel according to manufacturer's



	instructions P7. Provide after care advice
LL4. Apply Shellac Gels on nails as per standard procedure	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Apply Shellac Gel on nails according to manufacturer's instructions and design requirement P4. Use electric files and buffing for shaping Shellac gel nail P5. Refill Gel nails according to manufacturer's instructions P6. Remove gel according to manufacturer's instructions P7. Provide after care advice
LL5. Apply Gel nail color on nails as per requirement	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Apply gel nail colours on nails according to requirement P4. Provide after care advice to client

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Colour theory
- Different equipment and products used in fashion nail art techniques.
- Client Consultation
- Concepts and techniques of UV gel nail design, such as:
 - ✓ Basic transparent UV gel nail
 - ✓ Shell piece
 - ✓ Glitter UV gel nail
 - ✓ UV natural resin gel nail with stickers
 - ✓ French UV gel nail



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- ✓ Colour-changing UV gel nail
- Positions and techniques of drawing basic patterns, such as: tilt angle, diagonal, front, back, sides, whole surface, middle, centre
- Aftercare Advices
- Contingency handling

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform fashion nail art according to assessor’s requirement
- Perform UV Gel nail Art
- Apply Gel Nail colors according to requirement



1012-H&BS-20: Communicate in the Workplace

Overview: This competency standard deal with learning the competencies needed to Communicate in the Workplace according to salon policies and procedures. You will be expected to Communicate effectively with co- workers/clients at workplace, Establish Contact with Clients, Process information as per salon policy and Use simple English to communicate with customers. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
XX1. Communicate effectively with co- workers/clients at workplace	You must be able to: P1. Communicate effectively according to the rules of the workplace/salon while interacting with team members and management. P2. Apply verbal and non-verbal communication skills effectively to convey messages clearly and respond to guests/customers and team members’ queries. P3. Listen/receive and interpret information from clients / colleagues / management correctly for reporting in written or oral according to SOPs. P4. Use appropriate workplace language and related technical vocabulary. P5. Communicate information regarding the salon services.
XX2. Establish contact with clients	You must be able to: P1. Maintain welcoming environment for client P2. Greet client warmly according to salon procedures. P3. Create effective service environment through verbal and non-verbal presentation according to salon policy. P4. Use questioning and active listening techniques to determine client needs. P5. Confirm client’s appointment where applicable. P6. Client’s records retrieved and made available according to salon/store policy.



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	<p>P7. Provide refreshments to the client according to salon policy.</p> <p>P8. Notify appropriate staff member promptly for client’s arrival.</p> <p>P9. Direct client to designated area for specific services.</p>
<p>XX3. Process information as per salon policy</p>	<p>You must be able to:</p> <p>P1. Answer telephone calls promptly according to salon procedures.</p> <p>P2. Use questioning and active listening technique to identify caller and accurately establish and confirm requirements.</p> <p>P3. Use Telephone system functions according to instructions.</p> <p>P4. Record messages or information and pass on promptly.</p> <p>P5. Take follow up action as necessary.</p>
<p>XX4. Use simple English to communicate with customers</p>	<p>You must be able to:</p> <p>P1. Express Basic English vocabularies and general marketing terminology of the beauty industry</p> <p>P2. Use simple English to communicate with customers in routine working environments</p> <ul style="list-style-type: none"> ✓ Greet customers ✓ Explain prices to customers ✓ Explain discounts, promotions and gifts to customers <p>P3. Introduce the availability of different service to customers</p> <p>P4. Recommend beauty products to suit customers’ needs</p> <p>P5. Describe the main ingredients and usage of beauty products to customers</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:



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- Salon/store policies and procedures in regard to: - contact with clients - job descriptions/responsibilities - interaction with other team members - interaction with supervision/management
- Enquiries may include: - requests for price lists - information regarding services and products - appointments for services - complaints regarding services and products - business offers from suppliers of goods and services • Client contact may include: - reception of clients - face to face and telephone contact - direction of clients to service area - provision of refreshments - retrieval of client's records

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



1012-H&BS-21: Apply IT Skills

Overview: This competency standard deal with learning the competencies needed to Apply IT Skills to perform salon management duties according to salon policies and procedures. You will be expected to operate and use computer / IT. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
DDD1- MS Word	<p>You must be able to:</p> <p>P1. Apply basic formatting, editing, printing functions, and understands the document page setup.</p> <p>P2. Work with sections, create templates, use styles, and customize them.</p> <p>P3. Create and format complex tables, and manage table data</p> <p>P4. Save documents</p> <p>P5. Save customer data</p>
DDD2. Power Point	<p>You must be able to:</p> <p>P1. Run a manual and an animated Slide Show.</p> <p>P2. Work with graphics, animation and multimedia, inserting movies and sound.</p> <p>P3. Build interactive presentations</p>
DDD3. Excel	<p>You must be able to:</p> <p>P1. Modify a database and insert data from another application</p> <p>P2. Use mathematical, logical, statistical, and financial functions</p> <p>P3. Print worksheets and workbooks.</p>
DDD4. Internet Surfing/Browsing	<p>You must be able to:</p> <p>P1. Search different website to get information</p> <p>P2. Update about global world</p> <p>P3. Improve your business skills</p>
DDD4. Search Beauty Blogs	<p>You must be able to:</p> <p>P1. Interpret global beauty standards</p> <p>P2. Update about new technology about beauty sector</p>



	P3. Improve intrapersonal skills
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different software
- Importance of IT
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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make presentation on power point
- Prepare client consultation form on MS Word



1012-H&BS-22: Address Client Requirement

Overview: This competency standard deal with learning the competencies needed to Address Client Requirement. You will be expected to Establish Client Requirement, Develop Marketing Strategies, Implement Marketing Strategies, Monitor Marketing Performance and Explore Opportunities to Improve Client Satisfaction. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>GGG1- Establish Client Requirement</p>	<p>You must be able to:</p> <p>P1. Assess market research information against the aims and targets of the business plan.</p> <p>P2. Determine client requirements and preferences as a basis for the marketing strategy.</p> <p>P3. Implement the systems to receive, respond to and address client reactions</p>
<p>GGG2. Develop Marketing Strategies</p>	<p>You must be able to:</p> <p>P1. Identify and order marketing strategies to optimise sales and profit in line with: – the aim and targets of the business plan – client requirements – the market position, objectives – opportunities and resources of the business.</p> <p>P2. Identify resource to implement the marketing plans.</p> <p>P3. Plan and accurately coast the promotional activities to reach identified and potential clients.</p> <p>P4. Determine effective promotional and distribution methods to reach the identified market segment.</p>
<p>GGG3. Implement Marketing Strategies</p>	<p>You must be able to:</p> <p>P1. Implement the marketing strategies aimed at improving the businesses’ competitive position</p> <p>P2. Identify business resources to effectively implement the marketing strategies</p>
<p>GGG4. Monitor Marketing Performance</p>	<p>You must be able to:</p> <p>P1. Analyse and note the changes in market</p>



	<p>phenomena to assess changing business opportunities.</p> <p>P2. Monitor achievement of performance targets regularly in accordance with the marketing plan.</p> <p>P3. Investigate the causes of serious performance deviations and corrective action is taken.</p> <p>P4. Encourage staff to look for improvement in performance in relation to specific marketing efforts.</p>
<p>GGG5. Explore Opportunities to Improve Client Satisfaction</p>	<p>You must be able to:</p> <p>P1. Evaluate sales and marketing activities to determine opportunities for change and improvement.</p> <p>P2. Evaluate sales and marketing strategies to guide product/service development, change and improvement.</p> <p>P3. Investigate and regarded client complaints as an opportunity to improve service and acted upon accordingly.</p> <p>P4. Research client requirements actively to signal the time for change/improvement in the products/services offered and the marketing mix.</p> <p>P5. Encourage staff to propose and implement product/service improvements and innovations to address client requirements.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Various marketing strategies which may be pursued include, for example:
 - Achieving lower costs of production and distribution than competitors
 - Creating a very different product line or service so that the business becomes a class leader in the industry
 - Pursuing cost leadership and/or product/service differentiation within a specialist market (niche) segment
 - Opportunities for change and improvement may relate to product/service configuration, raw materials, packaging, delivery times/quantity, pricing structure, market positioning, ancillary services



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- Client satisfaction data may be obtained through:
 - Survey/other feedback mechanisms
 - Informal discussion
 - Client meetings
 - Focus groups
 - Sales to contact ratio
- Clients may include a diversity of people, from a variety of cultural/ethnic backgrounds and from:
 - the local community
 - national or international markets

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate Key marketing concepts and methods
- Methods of analysing costs and benefits of chosen marketing strategy
- Methods of monitoring client satisfaction.



1012-H&BS-23: Perform Product Treatment Facial (Women/men)

Overview: This competency standard identifies the competencies you need to perform Product Treatment Facial in accordance with approved procedures. You will be expected to carry out whitening / lightening facial, carry out Anti-Aging facial, perform acne / medicated facial and Carry out peeling facials as per standard procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>C1. Carry out Whitening / Lightening (Blemishes/Freckles/pigmentation) facial as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Select products according to skin type/condition and facial requirement</p> <p>P2. Analyse the skin type/condition according to SOP</p> <p>P3. Apply polisher according to skin type/condition</p> <p>P4. Perform deep cleansing according to skin type/condition</p> <p>P5. Apply toner according to skin type/condition</p> <p>P6. Perform Exfoliation according to skin type/condition</p> <p>P7. Check water level of facial steamer</p> <p>P8. Provide steam according to SOP</p> <p>P9. Extract Black Head according to the requirement</p> <p>P10. Perform facial massage using different massage strokes according to set standards</p> <p>P11. Apply mask according to skin type/condition</p> <p>P12. Follow appropriate timeline prescribed for each step</p> <p>P13. Check the facial result through visual or with the use of equipment</p> <p>P14. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>C2. Perform Anti-Aging/wrinkles facial as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Select products according to skin type/condition and facial requirement</p> <p>P2. Analyse the skin condition according to SOP</p> <p>P3. Apply polisher according to set standards</p> <p>P4. Perform deep cleansing according to set standards</p> <p>P5. Apply toner according to skin type</p> <p>P6. Perform Exfoliation according to set standards</p> <p>P7. Check water level of facial steamer</p> <p>P8. Provide steam according to SOP</p> <p>P9. Extract Black Head according to the requirement</p> <p>P10. Perform facial massage using different massage</p>



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	<p>strokes according to set standards/clients preference</p> <p>P11. Apply mask according to set standards</p> <p>P12. Follow appropriate timeline prescribed for each step</p> <p>P13. Check the facial result through visual or with the use of equipment</p> <p>P14. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>C3. Carry out Acne / Medicated facial as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Select products according to skin type / condition and facial requirement</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Apply polisher according to set standards</p> <p>P4. Perform deep cleansing according to set standards</p> <p>P5. Apply toner according to skin type</p> <p>P6. Perform light Exfoliation according to skin type</p> <p>P7. Extract Black Head according to skin requirement</p> <p>P8. Perform facial massage using different massage strokes according to set standards / client’s preference.</p> <p>P9. Apply mask according to skin type.</p> <p>P10. Follow appropriate timeline prescribed for each step.</p> <p>P11. Check the facial result through visual or with the use of equipment.</p> <p>P12. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>C4. Perform Peeling facial as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Select products according to skin type.</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Perform cleansing according to set standards</p> <p>P4. Apply mild polisher according to skin type / condition.</p> <p>P5. Apply toner according to set standards</p> <p>P6. Apply Micro Exfoliation according to skin condition.</p> <p>P7. Extract Black Head according to the requirement</p> <p>P8. Perform facial massage using different massage strokes according to set standards</p> <p>P9. Perform Peeling with manual brush</p> <p>P10. Apply mask according to set standards</p> <p>P11. Follow appropriate timeline prescribed for each step</p> <p>P12. Check the facial result through visual or with the use of equipment</p> <p>P13. Advise the client on post treatment precautions and appropriate maintenance product procedure</p>



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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of products for different treatment facials
- Types of skin, skin condition and skin problems
 - Normal Skin
 - Dry Skin with Acne
 - Skin With pigments
 - Oily skin
 - Combination skin
 - Sensitive skin
- Facial steps
- Protective Clothing and Gadget
- Tools and equipment
- Correct massage strokes
- Salon policies and procedures
- Time management

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform treatment facial according to the assessor requirement.



1012-H&BS-24: Provide Waxing Services

Overview: This competency standard identifies the competencies you need to provide waxing services to remove unwanted facial and body hair of client, in accordance with approved procedures. It requires the ability to consult with clients to select suitable wax products to provide waxing services. The waxing service can be a single service or form part of a series of services. You will be expected to Establish client priorities, prepare for waxing service, Perform Face / Body Waxing as per standard procedures, Provide post service advise and clean the service area. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
H1. Establish client priorities.	<p>P1. Access and review client treatment plan.</p> <p>P2. Confirm with client waxing requirements and areas of skin and hair growth requiring treatment.</p> <p>P3. Analyse the condition of the skin surface where hair is to be waxed.</p> <p>P4. Identify contraindications to waxing service, and refer client to appropriate professional as required.</p> <p>P5. Confirm revised treatment plan, record updates and obtain client consent.</p>
H2. Prepare for waxing service	<p>P1. Prepare service area, equipment and self.</p> <p>P2. Select waxing products according to plan.</p> <p>P3. Ensure own posture and position to minimise fatigue and risk of injury to self and client throughout waxing service.</p> <p>P4. Prepare client, clean and prepare skin area to be waxed.</p> <p>P5. Conduct patch test as per set standards.</p>
H3. Perform Face / Body Waxing as per standard procedures	<p>P1. Test wax temperature, adjust as required and maintain for the duration of waxing service.</p> <p>P2. Apply and remove hot or strip wax to remove unwanted hair.</p> <p>P3. Ensure all wax product is removed from skin and use tweezers to remove remaining unwanted hair as required.</p> <p>P4. Ensure maximum client comfort and modesty throughout waxing service.</p> <p>P5. Monitor client reactions and responses and adjust waxing service as required.</p> <p>P6. Apply aftercare product to minimise any post treatment skin reactions.</p>



H4. Provide post service advise.	P1. Record outcomes on client treatment plan for future referral. P2. Provide aftercare advice and recommend products and future services. P3. Update treatment plan and rebook client as required.
H5. Clean service area.	P1. Clean service area, equipment and surfaces according to organisational policies and procedures. P2. Replenish service area in preparation for next service. P3. Dispose of general waste, waste hair and wax to minimise negative environmental impacts according to organisational policies and procedures.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Product/equipment range and manufacturer’s instructions/data sheets.
- Skin condition
- Structure of the Skin
- Basic Principles of Hair Growth
- Preparation for Treatment
- Types of Antiseptic Lotion
- Skin healing time
- Client record management
- Incident reporting
- Personal hygiene and presentation
- Presentation of treatment area
- Waste disposal
- Hair shaft
- Layers of hair
- Hair root and follicle
- Hair growth patterns
- Common hair disorders
- Wax formulation
- Function and action of wax ingredients
- Effects and application of the following wax types:
 - hot
 - strip
 - sugaring
- Contraindications that prevent treatment or require clearance from a medical professional to proceed:
 - Acne, bacterial, fungal, parasitic and viral infections on the areas to be waxed
 - hypertrophic and keloid tendency



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- abnormal skin such as sunburnt, grazed, rashes
- pigmented skin lesions
- thin and fragile skin

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Remove hair with wax according to assessor’s choice.



1012-H&BS-25: Perform Basic Massage Therapy

Overview: This competency standard identifies the competencies you need to Perform Massage Therapy in accordance with approved procedures. You will be expected to Perform different techniques of massage and carry out full body massage. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
H1. Perform Asian Head Massage with oil	<p>You must be able to:</p> <p>P1. Prepare the client and environment comfortable according to treatment.</p> <p>P2. Select massage products to meet customer needs</p> <p>P3. Perform initial steps (massage the shoulders, neck and head, chumpi) according to set standards</p>
H2. Provide face massage	<p>You must be able to:</p> <p>P1. Prepare the client & environment according to requirement</p> <p>P2. Select massage products to meet customer needs</p> <p>P3. Apply face massage techniques (downward to upwards) according to the client’s instructions.</p>
H3. Perform half arm massage as per standards	<p>You must be able to:</p> <p>P1. Prepare the client & environment according to requirement.</p> <p>P2. Select massage products to meet customer needs</p> <p>P3. Perform hand effleurage movements to client.</p> <p>P4. Apply appropriate techniques to perform basic hand and arm massage according to the treatment needs of client and the agreed treatment plan.</p> <p>P5. Observe adverse effects on client in the process of massage and take remedial actions according to established procedures.</p>
H4. Perform half leg massage as per standards	<p>P1. Prepare the client & environment according to requirement</p> <p>P2. Select massage products to meet client’s needs</p> <p>P3. Apply appropriate techniques to perform half leg massage according to the treatment needs of customers and the agreed treatment plans</p> <p>P4. Observe adverse effects on customers in the process of massage and take remedial actions according to established procedures.</p>
H5. Provide shoulder and neck massage	<p>You must be able to:</p> <p>P1. Prepare the client & environment according to requirement</p>



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	<p>P2. Select massage products to meet customer needs</p> <p>P3. Apply shoulder and neck massage techniques according to the client's desire.</p>
H6. Provide Suana Bath as per standards	<p>P1. Prepare the client & environment according to requirement</p> <p>P2. Set heat/temperature for sauna bath</p> <p>P3. Perform all steps requirement for sauna bath according to requirements</p>
H7. Perform Mani / Pedi as per standards	<p>P1. Prepare the client & environment according to requirement</p> <p>P2. Remove current nail polish</p> <p>P3. Exfoliate hands and feet according to standard.</p> <p>P4. Moisturize hands and feet according to standard</p> <p>P5. Apply the nail polish according to client's wish.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Pressure points
- Different massage techniques
- Skin types and conditions
- Handling with tools and equipment
- Client condition and comfort
- Environment for massage
- Types of oils
- Massage movements and strokes

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify pressure points.
- List the massage techniques.
- Communication with customers
- Focus on hygiene requirements
- Preparation of environment especially in sauna bath



1012-H&BS-26: Perform Advance Hair Cut (Women)

Overview: This competency standard identifies the competencies you need to Perform Advance Hair Cut (Women) in accordance with approved procedures. You will be expected to Perform Short Layer Cut, Long layer Cut, Forward Cut, Shaggy Cut, Graduation Bob Cut, A-Line hair Cut, Wedge Cut, Blunt Cut, Bangs Cut and Design Personalized Look according to requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>N1. Perform Short Layers Cut as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform short layers cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N2. Perform Long Layers Cut as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform long layers cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N3. Perform Forward Cut as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform forward cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N4. Perform Shaggy Cut as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform shaggy cutting according to the set standards P4. Create final look according to the cutting</p>



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<p>N5. Carry out Graduation Bob Cut as per requirement</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Carry out Graduation Bob cutting according to the set standards P4. Create final look according to the cutting</p>
<p>N6. Perform A-Line Hair Cut</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform A-line cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N7. Perform Wedge Cut</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform wedge cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N8. Perform Blunt Cut as per standards</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform blunt cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N9. Perform Bangs Cut as per standards</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform bangs cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>
<p>N10. Design a personalized look according to requirement</p>	<p>You must be able to:</p> <p>P1. Prepare Clients for hair cut Services P2. Make Hair Sections according to face shape and hair line. P3. Perform personalized hair cutting according to the set standards at angles & degrees P4. Create final look according to the cutting</p>

Knowledge & Understanding



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The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow’s peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.
- Hair texture
- Angle, degrees and elevation
- Tools and equipment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform advance hair cut according to assessor’s requirement



1012-H&BS-27: Dying & Colouring the Hair (Basic)

Overview: This competency standard identifies the competencies you need to Perform Dying & Colouring the Hair in accordance with approved procedures. You will be expected to make the basic colour spectrum, Perform One colour Dye and Perform Low/High lights. Your underpinning knowledge will be sufficient to provide you the basis for your work.

<p>R1. Carry out color depositing as per requirement</p>	<p>You must be able to:</p> <p>P1. Analyse the hair texture and natural colour depth</p> <p>P2. Conduct product patch test to observe results.</p> <p>P3. Make Hair sections</p> <p>P4. Prepare the colour mixture according to the mixing ratio as per brands requirement</p> <p>P5. Apply the colour according to the condition of the hair</p> <p>P6. Follow the time length according to hair type and brand.</p> <p>P7. Wash hairs</p> <p>P8. Provide the final look</p> <p>P9. Provide after care advice</p>
<p>R2. Perform color lifting technique as per requirement</p>	<p>You must be able to:</p> <p>P1. Conduct product patch test to observe results.</p> <p>P2. Make Hair sections</p> <p>P3. Prepare the colour mixture according to the hair type and brand</p> <p>P4. Apply the colour according to the hair condition.</p> <p>P5. Perform Emulsification according to the requirement</p> <p>P6. Wash the hairs</p> <p>P7. Provide the final look</p> <p>P8. Provide after care advice</p>
<p>R3. Carry out root touch up as per requirement</p>	<p>You must be able to:</p> <p>P1. Conduct product patch test to observe results.</p> <p>P2. Make Hair sections</p> <p>P3. Prepare the colour mixture according to the hair type, condition and brand.</p>



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	<p>P4. Apply the solution from roots to required area.</p> <p>P5. Perform Emulsification according to the requirement</p> <p>P6. Wash the hair</p> <p>P7. Provide the final look</p> <p>P8. Provide after care advice</p>
<p>R4. Perform Grey Hair coverage as per standard procedure</p>	<p>You must be able to:</p> <p>P1. Analyse the hair texture and natural colour depth</p> <p>P2. Conduct product patch test to observe results.</p> <p>P3. Make Hair sections</p> <p>P4. Prepare the colour mixture according to the brand</p> <p>P5. Perform Grey hair coverage according to the hair type</p> <p>P6. Wash hairs</p> <p>P7. Provide the final look</p> <p>P8. Provide after care advice</p>
<p>R5. Perform direct lifting technique as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Conduct product patch test to observe results.</p> <p>P2. Make Hair sections</p> <p>P3. Prepare the colour mixture according to the requirement</p> <p>P4. Neutralize the Hair according to the standards</p> <p>P5. Apply the colour according to the requirement</p> <p>P6. Perform Emulsification according to the requirement</p> <p>P7. Wash the hair</p> <p>P8. Provide the final look</p> <p>P9. Provide after care advice</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Consultation
- Colour theories



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- The colour wheel
- Colour shade card
- Range of dyes, shades and proportions of hydrogen peroxide required.
- Difference between highlights and lowlights
- Aftercare advices
- Colour mixing

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Basic Dying & Colouring according to the requirement



1012-H&BS-28: Design & Apply Advance Hair Styles

Overview: This competency standard identifies the competencies you need to Perform Advance Hair Styling in accordance with approved procedures. You will be expected to Perform Blow Dry, Perform Up do’s, Perform Bridle Hair Styles and Create Avant Garde Hair Styles. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>V1. Perform Blow Dry as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Analyse the hair and scalp in accordance with workplace requirements.</p> <p>P2. Select styling products / tools for hair in accordance with the manufacturer’s instructions, hair analysis, and service requirements.</p> <p>P3. Perform Straight Blow Dry</p> <p>P4. Perform Inward Blow Dry</p> <p>P5. Perform Outward Blow Dry</p> <p>P6. Perform Inward and Outward Blow Dry</p> <p>P7. Perform Curling Blow Dry</p> <p>P8. Complete blow dry within industry standard time.</p> <p>P9. Tools and equipment are sanitised in accordance with workplace requirements.</p> <p>P10. Work area is cleaned and tidied in accordance with workplace requirements.</p>
<p>V2. Perform UP Do’s as per requirement</p>	<p>You must be able to:</p> <p>P1. Analyse the hair and scalp in accordance with workplace requirements.</p> <p>P2. Select styling products / tools for hair in accordance with the manufacturer’s instructions, hair analysis, and service requirements.</p> <p>P3. Perform Up Do’s according to the client’s requirement</p> <p>P4. Create final look according to the style</p>



V3. Perform Bridal hair styles	You must be able to: P1. Analyse the hair and scalp in accordance with workplace requirements. P2. Select styling products / tools for hair in accordance with the manufacturer’s instructions, hair analysis, and service requirements. P3. Perform Bridal hair style according to the client’s requirement P4. Create final look according to the style
V4. Create Avant Garde Hair Styles	You must be able to: P1. Analyse the hair and scalp in accordance with workplace requirements. P2. Select styling products / tools for hair in accordance with the manufacturer’s instructions, hair analysis, and service requirements. P3. Create Avant Garde hair Styles according to the selected theme P4. Create final look according to the style

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow’s peak)
- Research methods
- Aftercare advice
- Basic structure of the hair
- Different types of sectioning and winding techniques
- Selection of styling tools.
- Selection of styling products
- Personalized styling
- Classic and commercial hair styles
- Tools and techniques may include water waving, moulding, pin curling, roller placements, blow waving, blow drying, use of heat diffusers, use of hair dryers, brushes, combs and other techniques which achieve desired looks.
- Styling aids: setting lotions, gels, glazes, mousses, waxes and sprays from a minimum of three manufacturers’ product ranges and appropriate to the salon range.
- Long and short hair styles.



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- Range of styling services offered by salon.
- Defined salon times for services.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create Avant Garde Hair Style
- Perform Bridal Hair style according to assessor’s requirement
- Perform Blow Dry according to assessor’s requirement



1012-H&BS-29: Carryout Hair Treatment with Products-II

Overview: This competency standard identifies the competencies you need to treat the hair and scalp using appropriate treatments for dry/damage, anti-dandruff, oily hair with products for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Provide Oily Scalp Treatment and Perform Sensitive Scalp Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
Z4. Provide oily scalp treatment for hair volume	You must be able to: P1. Analyse Scalp & Hair condition by visual and physical examination P2. Perform skin test for allergic reaction in accordance with manufacturer’s instructions. P3. Select appropriate products according to the condition of hair and scalp. P4. Provide oily scalp treatment with selected products according to manufacturer’s instructions. P5. Apply prescribed salon massage techniques in conjunction with the treatment. P6. Provide final look according to requirement P7. Provide after care advice
Z5. Perform sensitive scalp / hair treatment	You must be able to: P1. Analyse Scalp & Hair condition by visual and physical examination P2. Perform skin test for allergic reaction in accordance with manufacturer’s instructions. P3. Select appropriate products according to the condition of hair and scalp. P4. Provide sensitive scalp treatment with selected products according to manufacturer’s instructions. P5. Apply prescribed salon massage techniques in conjunction with the treatment. P6. Provide final look according to requirement P7. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:



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- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of products for hair treatments (synthetic/non-synthetic, Herbal/non-herbal, chemically processed, etc)
- Hair and scalp condition –
- Areas of the scalp/hair requiring special treatment
- Hair growth patterns
- Various hair types - incorrectly treated hair - hair condition - abnormal hair and scalp conditions including head lice, psoriasis, scabies, ringworm, seborrhoea, oily/dry dandruff
- Head massage techniques

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Carryout hair treatment with products according to assessor's requirement



1012-H&BS-30: Apply Temporary Hair Extension

Overview: This competency standard identifies the competencies you need to Apply Temporary hair Extensions according to requirement. You will be expected to Apply Clip on Hair Extensions, Apply Fashion Hair Extensions and Apply Wig Cap as Per Standard Procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
DD1. Apply Clip on hair extension as per requirement	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for hair extension services P3. Apply clip on hair extension according to hair & scalp condition and manufacturer’s guidelines P4. Remove extension according to procedure P5. Provide after care advice
DD2. Apply Fashion Extensions on hair as per requirement	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for hair extension services P3. Apply fashion hair extension according to hair & scalp condition, manufacturer’s guidelines and client’s requirement P4. Remove extension according to procedure P5. Provide after care advice
DD3. Apply Wig Cap as per standard procedure	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for hair services P3. Adjust wig cap according to hair & scalp condition, manufacturer’s guidelines and client’s requirement P4. Remove wig cap according to procedure P5. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding



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required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions
- Types of hair extensions
- Types of wigs
- Types of fashion hair extensions
- Tools used for applying hair extensions
- Different types of sectioning and winding techniques
- Selection of styling tools.
- Selection of styling products
- Personalized styling

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Apply temporary hair extension according to assessor’s requirement



1012-H&BS-31: Perform Basic Makeup-II

Overview: This competency standard identifies the competencies you need to Perform Basic Makeup in accordance with approved procedures. You will be expected to Perform Naturel / Nude Makeup, Perform Party Makeup, Perform Evening Makeup and Perform Engagement Makeup according to the requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
HH5. Perform Nude / Natural makeup	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Prepare the client according to the requirement P3. Prepare the skin according to the requirement P4. Perform eye makeup according to the requirement P5. Perform Skin work (foundation, blush, highlight, etc) P6. Apply Lip colours according to the requirement</p>
H6. Perform Party make up as per requirement	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Prepare the client according to the requirement P3. Perform color correction according to the requirement P4. Apply foundation according to the requirement P5. Add dimensions to face through color products (blush, contour, highlight, etc.) according to the requirement P6. Apply Eye makeup according to the requirement P7. Apply lip colors according to the requirement</p>
H7. Perform Evening makeup as per requirement	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Select suitable cosmetic / products for evening makeup, to meet customers’ purpose of make-up, occasion to be attended and skin condition P3. Provide make-up service according to the requirement P4. Apply foundation according to the requirement P5. Design and shape eyebrows P6. Add dimensions to face through color products according to the requirement P7. Apply Eye makeup according to the requirement P8. Apply lip colors according to the requirement</p>
H8. Perform Engagement make up as per requirement	<p>You must be able to:</p> <p>P1. Sanitize the workplace according to set standards P2. Select suitable cosmetic / products for engagement makeup, to meet customers’ purpose of make-up, occasion and skin condition P3. Provide make-up service according to the requirement P4. Apply foundation according to the requirement P5. Design and shape eyebrows P6. Add dimensions to face through color products according to the requirement</p>



	<p>P7. Apply Eye makeup according to the requirement P8. Apply lip color according to the requirement P9. Set duppata and jewellery according to the requirement</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Skin types and conditions
- Makeup products for different skin types
- Variables which affect the makeup, (facial shape, Skin type, Skin condition, Occasion, Time, Market trends, Venue of event (indoor/outdoor), Climatic condition, Clients’ demands)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Perform makeup according to the assessor’s requirement.



1012-H&BS-32: Apply Nail Enhancement

Overview: This competency standard identifies the competencies you need to Apply Nail Enhancement in accordance with approved procedures. You will be expected to Apply Nail Tips, Apply Gel & Acrylic Nails, and Perform Gel & Acrylic Nails Designing. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
MM1. Apply Nail Tips	You must be able to: P1. Provide Client consultation according to the requirement P2. Analyse the skin & nail condition P3. Apply the nail tip according to the requirement P4. Remove the nail tips according to the requirement P5. Provide after care advise to the client
MM2. Apply Gel Nails	You must be able to: P1. Provide Client consultation according to the requirement P2. Prepare Gel nails according to manufacturer’s instructions P3. Refill Gel nails according to manufacturer’s instructions P4. Create design according to requirements P5. Remove gel nails according to manufacturer’s instructions P6. Provide after care advice
MM3. Apply Acrylic Nails	You must be able to: P1. Provide Client consultation according to the requirement P2. Apply/Fix Acrylic nails according to manufacturer’s instructions P3. Create design according to requirements (2D and 3D nail art design techniques for acrylic nail enhancement, such as g colour fade, 2D painting, embedding, and colour match) P4. Refill acrylic nails according to requirement P5. Remove acrylic nails according to requirement P6. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Types of material to create artificial nail
- Procedure of fixing and removing of artificial nail.
- Types of adhesive
- Theory of acrylic nail enhancement
- Structure of nails, such as nail plate, nail bed, nail root, lunula, cuticles, nail mantle, nail groove and free edge
- Different nail shapes, such as round, oval, square, and pointed shapes
- Basic concepts of acrylic nail art design and the techniques of making 3D acrylic nail art
- Types, ingredients and functions of acrylic nail products
- Uses and application techniques of the materials and tools for acrylic nail enhancement
- Differences between acrylic nail enhancement and UV gel nail enhancement
- Contraindications for acrylic nail enhancement

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Design and apply Gel Nail
- Design and apply Acrylic Nail



1012-H&BS-33: Apply Henna

Overview: This competency standard identifies the competencies you need to apply henna in accordance with approved procedures. You will be expected to Create Pattern for Henna, Apply Henna on Hands & Feet and Apply trendy Henna patterns and techniques. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
OO1. Create Henna Patterns	You must be able to: P1. Create Research Board P2. Create Mood Board P3. Make pattern according to the requirement
OO2. Apply Henna on hands / feet as per requirement	You must be able to: P1. Analyse the skin for any skin problem P2. Apply the Henna according to requirement
OO3. Apply trendy Henna patterns and techniques	You must be able to: P1. Analyse the skin for any skin problem P2. Apply glitter henna according to requirement P3. Apply trendy henna according to requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different Henna application techniques
- History of Henna application
- Types of Henna (Chemical, organic, etc.)
- Styles of trendy Henna

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Apply henna according to the assessor requirement.



1012-H&BS-34: Provide Service to Client

Overview: This competency standard deal with learning the competencies needed to carry out salon procedures professionally. That includes gathering market demands through researches and surveys as well as interacting with other salons and beauty experts. It will also allow you to learn how to upgrade your knowledge on the basis of all the knowledge gathered through all the carried out researches and participation in trainings, seminars and workshops. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
WW1. Receive Clients as per salon policies	<p>You must be able to:</p> <p>P1. Communicate with clients conducted in a professional, courteous manner, according to salon policy.</p> <p>P2. Refer the clients' needs and reasonable requests to supervisor according to salon policy.</p> <p>P3. Record client details accurately on a client card.</p> <p>P4. Direct the client to designated area for specific services.</p>
WW2. Deliver Service to Clients as per set standards	<p>You must be able to:</p> <p>P1. Identify possible problems, anticipated and take action to minimise client dissatisfaction.</p> <p>P2. Deliver additional levels of service beyond the client's immediate request recognised and acted upon.</p> <p>P3. Maintain contact with client until service is completed according to salon policy.</p> <p>P4. Use verbal and non-verbal communication to develop rapport with clients during service delivery.</p> <p>P5. Maintain client's returns or refunds processed according to salon/store policy and procedures.</p>
WW3. Schedule and check out client's appointments	<p>You must be able to:</p> <p>P1. Schedule appointments according to timing of services, availability of operators and salon procedures.</p> <p>P2. Confirm appointment arrangements with clients and details record neatly and accurately in the appointment</p>



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	book.
WW4. Respond to Client Complaints as per salon policy	<p>You must be able to:</p> <p>P1. Convey positive helpful attitude to clients when handling complaints.</p> <p>P2. Handle complaints sensitively, courteously and with discretion.</p> <p>P3. Establish nature of complaint by active listening and questioning and confirm with the client.</p> <p>P4. Take action to resolve complaint to clients’ satisfaction wherever possible.</p> <p>P5. Refer unresolved client dissatisfaction or complaints promptly to supervisor.</p> <p>P6. Take opportunities to turn incidents of client dissatisfaction into a demonstration of high-quality service to clients in line with salon policy.</p> <p>P7. Complete documentation regarding client dissatisfaction or complaints accurately and legibly.</p> <p>P8. Take follow up action as necessary to ensure client satisfaction</p>
WW5. Identify Clients’ Special Needs /Requirements	<p>You must be able to:</p> <p>P1. Identify client’s requirements on beauty treatments and products</p> <p>P2. Explain to client the characteristics, effects, limitation and charges of a products or service, and the time needed for the service</p> <p>P3. Recommend suitable products or services to customers</p> <p>P4. Analyse skin conditions of customers and explain to them conditions not suitable for treatments e.g. eczema, tinea, vitiligo, bruising, skin allergies etc.</p> <p>P5. Encourage the customers to ask questions and clarify any points of which they are unsure</p> <p>P6. Complete customer records clearly e.g. customers’ name, consultation type, name of the beauty therapist etc.</p>
WW9. Maintain customer relations according to salon policy	<p>You must be able to:</p> <p>P1. Answer politely and positively enquiries from customers who come in person, phone in and through email</p> <p>P2. Handle customers’ appointment effectively</p> <p>P3. Identify the requirements of customers for beauty services or products through communicating with them and through observation</p>



	<p>P4. Provide correct information on beauty products and services</p> <p>P5. Seek advice from the supervisor or relevant colleagues at suitable time</p> <p>P6. Obtain customer information and maintain customer relationships according to established procedures of the salon</p> <p>P7. Handle general complaints from customers effectively according to established procedures of the salon</p> <p>P8. Take appropriate measures to deal with the complaint according to the guidelines of the salon on handling complaints</p> <p>P9. Refer the case to suitable personnel to follow up if necessary</p> <p>P10. Record the conciliation procedures clearly</p>
<p>WW10. Maintain client’s record as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Obtain and record the required information from a new client on the client record card by asking questions about their medical history, beauty and personal care services previously availed.</p> <p>P2. Update the client record card of an existing customer.</p> <p>P3. Record the result of procedures, responses, reactions for analysis and plan the future treatment course applied to a client.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon policies and procedures in regard to client service, receiving and scheduling clients, making appointments and responding to client complaints.
- Size, type and location of salon
- Salon product / service range.
- Product knowledge
- knowledge of the following techniques and skills in relation to client service, receiving and scheduling clients and making appointments, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - conflict resolution skills



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- techniques for handling difficult or abusive clients
- farewelling techniques
- knowledge of client’s special needs
- techniques for handling customer complaints

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



1012-H&BS-35: Develop Professionalism

Overview: This competency standard deal with learning the competencies needed to carry out salon procedures professionally. That includes gathering market demands through researches and surveys as well as interacting with other salons and beauty experts. It will also allow you to learn how to upgrade your knowledge on the basis of all the knowledge gathered through all the carried-out researches and participation in trainings, seminars and workshops. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>CCC1- Establish and manage effective working relationships</p>	<p>You must be able to:</p> <p>P6. Gather, convey and receive information and ideas</p> <p>P7. Use method(s) to communicate ideas and information appropriate to the audience</p> <p>P8. Develop trust and confidence</p> <p>P9. Develop and maintain positive relationships by using organisations social, ethical and business standards</p> <p>P10. Build and maintain networks and relationships</p> <p>P11. Manage difficulties to achieve positive outcome</p>
<p>CCC2. Interact with other salons and experts</p>	<p>You must be able to:</p> <p>P1. Update skills by consulting with experts.</p> <p>P2. Develop report with other salons for professional development.</p> <p>P3. Select suitable salon products, tools, equipment and furniture available in market.</p>
<p>CCC3. Participate in trainings, workshops and seminars on latest beauty treatments</p>	<p>You must be able to:</p> <p>P4. Identify the nature of training/ workshop/seminar and follow the directions carefully.</p> <p>P5. Prepare notes for the usage of new products and procedures introduced in training/workshop/seminar.</p> <p>P6. Apply procedures and techniques professionally.</p> <p>P7. Identify contraindications during treatment.</p> <p>P8. Identify the treatment and products in case of any</p>



	side effect.
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Latest procedures and techniques used in salon
- Explain latest salon products
- Explain correct Timings for each service.
- Market demands
- Importance of print and electronic media in salon
- Protocol plan for dealing with all clients

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



1012-H&BS-36 Provide Facial Electrotherapy Treatment

Overview: This competency standard identifies the competencies you need to perform Facial Electrotherapy Treatment in accordance with approved procedures. You will be expected to Perform High Frequency Treatment, Galvanic Treatment and Vacuum Suction Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
D1. Perform High Frequency treatment as per standard procedures	<p>You must be able to:</p> <ul style="list-style-type: none">P1. Check readiness of treatment area and availability of equipmentP2. Prepare facial treatment products and equipment as per treatment plan.P3. Cleanse the skin before treatment.P4. Remove metal accessories all over the body before treatment.P5. Analyse the skin according to SOPP6. Perform deep cleansing according to set standardsP7. Apply toner according to set standardsP8. Perform Exfoliation according to set standardsP9. Apply massage movements and adapt massage length to suit elasticity of the skin and client needs.P10. Extract Black Heads according to the requirementP11. Set the speed of high frequency unit according to skin condition.P12. Dry the pimple by applying Talcum Powder / Tissue Paper / Gauze with high frequency tool.P13. Activate the pimple by applying Gel / Tea Tree Oil / Anti Acne Serums with high frequency tool.P14. Use vacuum suction on pointed area.P15. Perform High Frequency movements according to manufacturer’s manual (Touching, Scrubbing and Probing).P16. Apply and remove mask according to set standardsP17. Follow appropriate timeline prescribed for each stepP18. Check the treatment result through visual or with the use of equipmentP19. Record outcomes of treatment on client treatment planP20. Advise the client on post treatment precautions and



	<p>appropriate maintenance product procedure. P21. Update treatment plan and rebook client as required.</p>
<p>D2. Provide Galvanic treatment as per standard procedures</p>	<p>You must be able to: P1. Check readiness of treatment area and availability of equipment P2. Prepare facial treatment products and equipment as per treatment plan. P3. Cleanse the skin before treatment. P4. Remove metal accessories all over the body before treatment. P5. Analyse the skin according to SOP P6. Perform deep cleansing according to set standards P7. Apply toner according to set standards P8. Perform Exfoliation according to set standards P9. Apply massage movements and adapt massage length to suit elasticity of the skin and client needs. P10. Extract Black Head according to the requirement P11. Provide galvanic treatment according to manufacturer’s manual P12. Perform patch test for skin on cheek before treatment. P13. Perform galvanic inn with appropriate product P14. Perform galvanic relax P15. Perform galvanic out P16. Apply and remove mask according to set standards P17. Follow appropriate timeline prescribed for each step P18. Check the facial result through visual or with the use of equipment P19. Record outcomes of treatment on client treatment plan P20. Advise the client on post treatment precautions and appropriate maintenance product procedure. P21. Update treatment plan and rebook client as required.</p>
<p>D3. Perform Vacuum Suction treatment as per standard procedures</p>	<p>You must be able to: P1. Check readiness of treatment area and availability of equipment P2. Prepare facial treatment products and equipment as per treatment plan. P3. Remove make-up and cleanse skin according to treatment plan P4. Analyse the skin according to SOP P5. Perform deep cleansing according to set standards P6. Apply toner according to skin type</p>



	<p>P7. Perform Exfoliation according to set standards</p> <p>P8. Extract Black Head according to the requirement</p> <p>P9. Apply massage movements and adapt massage length to suit elasticity of the skin and client needs.</p> <p>P10. Carryout Vacuum Suction Treatment according to manufacturer’s manual</p> <p>P11. Perform flat vacuum for full face white and black head extraction</p> <p>P12. Perform pointed vacuum for full face white and black head extraction</p> <p>P13. Apply and remove mask according to set standards</p> <p>P14. Follow appropriate timeline prescribed for each step</p> <p>P15. Check the facial result through visual or with the use of equipment</p> <p>P16. Record outcomes of treatment on client treatment plan</p> <p>P17. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p> <p>P18. Update treatment plan and rebook client as required.</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Facial Electrotherapy Treatment
- Use of High Frequency
- Use of Galvanic Machine
- Procedure of Vacuum suction treatment
- Use of different tools for different face parts
- Black and white heads
- Effects and benefits of each stage of facial on the physical structure of the skin:
 - ✓ Cleansing
 - ✓ Exfoliation
 - ✓ Extractions
 - ✓ Mask
 - ✓ Massage
 - ✓ Steaming



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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Perform electrotherapy according to the assessor requirement.



1012-H&BS-37: Provide Relaxo Therapy

Overview: This competency standard identifies the competencies you need to perform massage therapy in accordance with approved procedures. You will be expected to perform different techniques of massage and carry out full body massage. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
I1. Carry out full body massage as per standard procedures	P1. Prepare the client & privacy environment according to requirement P2. Sterilize tools and sanitize hands. P3. Apply different massage techniques correctly to carry out general full body massage for the customers as per standard procedures P4. Identify effects and contraindications of different massage movements
I2. Perform Deep Tissue massage as per standard procedures	P1. Prepare the client & privacy environment according to requirement P2. Apply basic anatomy of the muscles P3. Start a massage by applying some massage oils to the areas P4. Perform massage with fingertips or thumbs to probe for individual muscles P5. Apply greater pressure to knots or tense areas
I3. Carry out oil massage as per standards	P1. Prepare the client & privacy environment according to requirement P2. Select and blend suitable aromatherapy products P3. Carryout pre-treatment sanitization procedures P4. Apply massage techniques and pressure to meet the customers' body nature P5. Adapt the massage rhythm to suit the parts of the body being treated P6. Apply sufficient quantity of essential oils and carrier oils to suit the customers' age and parts of the body being treated P7. Point out adverse effects on the customers in the process of treatment, such as: nausea, headache, skin irritation, sensitization, etc. and take remedial actions according to established procedures P8. Protect the customers' privacy during the treatment P9. Maintain correct posture throughout the treatment to prevent injury.



I4. Perform Reflexology Massage as per standards	P1. Prepare the client & privacy environment according to requirement P2. Perform reflexology steps according to the client’s needs and the agreed treatment plan P3. Provide warm-up techniques before massage P4. Identify the positions of the reflex points P5. Apply different methods and degrees of strength to massage different reflex points P6. Apply massage products and auxiliary tools properly P7. Provide the relaxing techniques during massage P8. Locate the reactions of the client during the massage and refer to experts for follow-up when necessary
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Pressure points
- Different massage techniques
- Skin types and conditions
- Handling with tools and equipment
- Customer condition and comfort
- Contraindications
- Product information
- Knowledge of oils used in massage therapy

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform full body massage using different massage techniques as per requirement
- Identify pressure points.
- List the massage techniques.
- Communication with customers
- Focus on hygiene requirements



1012-H&BS-38: Perform Basic Hair Cut (Men)

Overview: This competency standard identifies the competencies you need to Perform Hair Cut (Men) in accordance with approved procedures. You will be expected to Perform army Cut, layer Cut, Side Cut and Spikes Cut according to requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
O1. Perform Army Cut as per requirement	You must be able to: P1- Make Hair Section P2- Perform Army cutting according to the set standards at angles & degrees P3- Create final look according to the cutting
O2. Perform layers Cut as per standard procedures	You must be able to: P1. Make Hair section P2. Perform layers cutting according to the set standards of degrees & angles P3. Create final look according to the cuts
O3. Perform Side Cut as per standard procedures	You must be able to: P1. Make Hair section P2. Perform Advance Hair Cut (Women) P2. Perform side cutting according to the set standards of degrees & angles P3. Create final look according to the cuts
O4. Design and cut Spikes as per requirement	You must be able to: P1. Make Hair section P2. Perform Spikes cutting according to the set standards of degrees & angles P3. Create final look according to the cuts

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern of men (Double crown, Nape whorls, Calf licks, Widow’s peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.



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- Tools and equipment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform under cutting according to the requirement.
- Perform spikes cutting according to the requirement.



1012-H&BS-39: Dying & Colouring the Hair (Advance)

Overview: This competency standard identifies the competencies you need to Perform Dying & Colouring the Hair (Women) in accordance with approved procedures. You will be expected to make the basic colour spectrum, Perform One colour Dye and Perform Low/High lights. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>S1. Perform Pre-lightening technique</p>	<p>You must be able to:</p> <p>P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Make Hair sections P4. Prepare the colour mixture according to the texture, length and type. P5. Apply the pre-lightening mixture P6. Wash hair P7. Provide the final look P8. Provide after care advice</p>
<p>S2. Design and apply Balayage technique</p>	<p>You must be able to:</p> <p>P1. Analyse the hair texture and natural colour depth and reflection P2. Conduct product patch test to observe results. P3. Make Hair sections according to required look of balayage. P4. Prepare and apply the pre-lightening mixture and wash hair according to the texture, length and type. P5. Apply the required colour and emulsification the hair P6. Wash hair P7. Make the final look P8. Provide after care advice</p>
<p>S3. Create Ombre / Dip-Dye colouring style as per requirement</p>	<p>You must be able to:</p> <p>P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Perform Ombre color effect according to requirement P6. Wash hairs P7. Provide the final look</p>



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	P8. Provide after care advice
S4. Perform Low Lights as per standard procedure	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply the colour according to the requirement to create low lights effect on hair P6. Wash hairs P7. Provide the final look P8. Provide after care advice
S5. Perform High Lights as per standard procedure	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply the colour according to the requirement to create high light effect on hair P6. Wash hairs P7. Provide the final look P8. Provide after care advice
S6. Perform Shine Lights as per standard procedure	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply the colour according to the requirement to create shine lights effect on hair P6. Wash hairs P7. Provide the final look P8. Provide after care advice
S7. Perform Baby Lights as per standard procedure	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply the colour according to the requirement to create baby light effect on hair P6. Wash hairs



	P7. Provide the final look P8. Provide after care advice
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Consultation
- Colour theories
- The colour wheel
- Colour harmony
- Range of dyes, shades and proportions of hydrogen peroxide required.
- Difference between highlights and lowlights
- Natural hair type, texture, porosity, density, elasticity
- Percentage of white hair
- Level and type of existing colour
- Existing chemical services
- Presence of lightening agents or artificial hair colourants on hair
- Length of hair - client’s skin tone - client’s facial features - client’s hair growth patterns - client characteristics/limitations - client preferences/expressed requirements/occasion
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Dying & Colouring the hair according to assessor’s requirement



1012-H&BS-40: Provide Moisturizing Hair Treatment

Overview: This competency standard identifies the competencies you need to treat the hair and scalp by providing moisturizing treatments for dry/damage, anti-dandruff, oily hair in accordance with approved procedures. You will be expected to Perform Hair Botox Treatment, Provide Hair DNA/ Nano-protein/ Stem-cell treatment as per procedures and provide Hair Silicon Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
AA1. Perform Hair Botox	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for Hair Botox Treatment P3. Conduct patch / strand test according to set standard P4. Provide hair Botox treatment according to hair & scalp condition and standards P5. Provide final look according to requirement P6. Provide after care advice
AA2. Provide Hair DNA/ Nano-protein/ Stem-cell treatment as per procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for Treatment P3. Conduct patch / strand test according to set standard P4. Provide hair DNA/ Nano-protein/ Stem-cell treatment according to hair & scalp condition and standard procedures P5. Provide final look according to requirement P6. Provide after care advice
AA3. Provide Hair Silicon treatment as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for hair silicon treatment P3. Conduct patch / strand test according to set standard P4. Provide hair silicon treatment according to hair & scalp condition P5. Provide final look according to requirement P6. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of moisturizing products for hair treatments (synthetic/non-synthetic, Herbal/non-herbal, chemically processed, etc)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Provide moisturizing treatment for hair according to assessor’s requirement



1012-H&BS-41: Perform Advance Makeup-I (Women/Men)

Overview: This competency standard identifies the competencies you need to Perform Advance Makeup in accordance with approved procedures. You will be expected to analyse the skin, Design Smokey Makeup, Perform Model Makeup, Perform Nikah Makeup and Perform Bridle Makeup according to requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
II1. Design Smokey makeup as per requirement	You must be able to: P1. Design makeup plan accurately according to the requirement P2. Select suitable color cosmetics to perform Smokey make-up according to factors such as costume of the client and the occasion P3. Perform Smokey makeup according to the requirement
II2. Perform Model makeup as per theme	You must be able to: P1. Design makeup plan accurately according to the theme. P2. Select suitable color cosmetics to perform Model make-up according to requirement. P3. Perform Model makeup according to the requirement.
II3. Perform Nikah makeup as per requirement	You must be able to: P1. Make preparations for make-up according to standards (Cleansing the face, Sterilizing the tools and) P2. Select suitable make-up materials and tools for client according to the skin complexion, dress style and make-up style P3. Perform Nikah makeup as per requirement P4. Set jewelry and duppata as per requirement
II4. Design Bridal makeup as required	You must be able to: P1. Make preparations for make-up according to standards (Cleansing the face, Sterilizing the tools) P2. Select suitable make-up materials and tools for client according to the skin complexion, dress style and make-up style P3. Perform bridal makeup as per requirement P4. Set jewelry and duppata as per requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Different skin colour (white, black, Asian, mixed), Skin type (dry, oily, combination, mature, young), Skin texture, Hair colour, Eye colour, Face shape, Shape of facial features.
- Contraindications (Handle makeup application)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.
- Different face shapes, eye shape, nose and lip shapes.
- Colour Theory (Functions of colour corrective products).
- Procedure of contour and different products used for contouring.
- Colour design principles.
- Effects of light on cosmetics and make up

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform makeup according to the assessor’s requirement



1012-H&BS-42: Apply Nail Extensions

Overview: This competency standard identifies the competencies you need to Apply Nail Extensions in accordance with approved procedures. You will be expected to Apply Brisa Gel on Nails and Apply Shellac Gel on Nails according to requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
NN1. Create Brisa gel nail extension as per requirement	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Design nail extension with Brisa Gel on nails according to manufacturer’s instructions and design requirement P4. Use electric files and buffing for shaping Brisa gel nail extensions P5. Refill Gel nails according to manufacturer’s instructions P6. Remove gel nails according to manufacturer’s instructions P7. Provide after care advice
NN2. Create Shellac gel extension as per requirement	You must be able to: P1. Provide Client consultation according to the requirement P2. Remove excessive cuticle and hard skin and shape the nails according to requirement P3. Design nail extension with Shellac Gel on nails according to manufacturer’s instructions and design requirement P4. Use electric files and buffing for shaping Shellac gel nail extensions P5. Refill Gel nails according to manufacturer’s instructions P6. Remove gel nails according to manufacturer’s instructions P7. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Types of material to create nail extensions
- Procedure of fixing and removing of nail extensions.
- Tools and equipment used in nail extensions
- Types of adhesive
- Contraindications for nail extension

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create and apply Brisa Gel Nail Extension
- Create and apply Shellac Gel Nail Extension



1012-H&BS-43: Manage Self and Staff

Overview: This competency standard deal with learning the competencies needed to Manage Self and Staff for salon business. You will be expected to Develop Human Resource Strategies, Implement Human Resource Strategies, Monitor Performance of Self & Staff and Explore Opportunities to Improve Performance of Self & Staff. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>III1- Develop Human Resource Strategies</p>	<p>You must be able to:</p> <p>P1. Identify key functions required to conduct the business</p> <p>P2. Develop an appropriate organisation structure for the business to ensure all functions fulfilled.</p> <p>P3. Determine human resource requirements to perform tasks and specified in terms of number of staffs, qualification of staff, time commitment and competencies required.</p> <p>P4. Identify existing skills/competencies/qualifications of self and staff and compare with requirements and gaps.</p> <p>P5. Schedule tasks systematically and efficiently to optimise utilisation of available human resources.</p> <p>P6. Define individual and team responsibilities and levels of authority clearly to enhance clear communication and understanding of performance expectations.</p> <p>P7. Take strategies specify performance measures for individuals and teams in accordance with business requirements.</p> <p>P8. Develop staff policies and procedures to address recruitment and training needs of the business.</p> <p>P9. Maintain systems for recording staff data to provide timely and accurate information.</p>
<p>III2. Implement Human Recourse Strategies</p>	<p>You must be able to:</p> <p>P1. Identify recruitment and selection of staff based on the human resource requirements in the business plan.</p>



	<p>P2. Manage work responsibilities so that available staff resources balance the functions and responsibilities required by the business.</p> <p>P3. Communicate objectives, responsibilities and performance measures to each staff member and their agreement obtained to ensure expectations are understood.</p> <p>P4. Establish and maintain effective working relationships in the workplace through provision of appropriate leadership, support, communication and feedback.</p> <p>P5. Recognize and reward effective staff contributions to the business</p> <p>P6. Address and manage industrial relations and staff issues effectively to meet the needs of all parties and in accordance with ethics and relevant statutory and legal requirements.</p> <p>P7. Maintain staff records in accordance with legal, administrative and business requirements.</p> <p>P8. In place industrial agreements in accordance with current workplace and industrial requirements.</p>
<p>III3. Monitor Performance of Self & Staff</p>	<p>You must be able to:</p> <p>P1. Review contribution and skills of self and staff regularly to ensure performance is in line with expectations and business requirements.</p> <p>P2. Monitor allocation of staff to particular tasks/functions continually and reviewed in the light of business requirements.</p> <p>P3. Review the performance of individuals and teams regularly in terms of agreed performance measures.</p> <p>P4. Encourage teams and individuals to monitor their own performance and to identify any further developmental needs.</p> <p>P5. Monitor changing work demands in relation to ongoing human resources requirements.</p> <p>P6. Maintain the balance between people directly involved in operational aspects of the business and those who support, supervise or manage them closely monitor and maintain or adjust in line with changing business requirements</p>



<p>III4. Explore Opportunities to Improve Performance of Self & Staff</p>	<p>You must be able to:</p> <p>P1. Schedule time frame for staff members to review work operations regularly in accordance with maintaining or improving operational efficiency.</p> <p>P2. Review individual, team and organisational capacities undertaken to identify opportunities for personal and business improvement.</p> <p>P3. Encourage staff to extend or develop relevant competencies by taking opportunities for training or work experience.</p> <p>P4. Identify benefits to personal and business performance maximised through effectively managing diversity of staff.</p> <p>P5. Prepare strategies to minimise 'down time' or 'bottlenecks' developed in conjunction with staff.</p> <p>P6. Adjust the allocation of work and/or operational policies and procedures in light of staff suggestions.</p> <p>P7. Maintain the level and spread of competencies of self and staff to ensure appropriate coverage of required functional responsibilities.</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Key people management concepts and practices.
- Alternative leadership styles (such as, role model, consensus, authoritarian).
- Legal and statutory requirements and reporting obligations.

- Record keeping systems.
- Methods of monitoring own performance.
- Methods of monitoring staff performance

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:



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- Demonstrate the procedure according to assessor’s requirement





1012-H&BS-44: Provide Advance Facial Electrotherapy Treatment-I

Overview: This competency standard identifies the competencies you need to Perform Advance Facial Electrotherapy Treatment in accordance with approved procedures. You will be expected to Perform Brush Peeling Treatment, Thermal Heat Therapy, Radio Frequency Treatment and Diamond Dermabrasion Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>E1. Perform Brush Peeling as per standard procedures (Skin Repairing Facial)</p>	<p>You must be able to:</p> <p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Analyse the skin according to treatment</p> <p>P3. Apply polisher according to set standards</p> <p>P4. Apply large peeling brush with face wash on clockwise and anti-clockwise direction as per standard time.</p> <p>P5. Use small peeling brush with cleansing milk as per standard procedure and skin type.</p> <p>P6. Apply large scrubber with peeling gel according to procedure and skin type.</p> <p>P7. Use small scrubber with exfoliator down to upward direction as per standard time and skin condition.</p> <p>P8. Use sponge down to upward direction as per standard time and skin condition</p> <p>P9. Extract Black Head according to the requirement</p> <p>P10. Perform facial massage using different massage strokes according to set standards</p> <p>P11. Apply mask according to set standards</p> <p>P12. Follow appropriate timeline prescribed for each step</p> <p>P13. Check the facial result through visual or with the use of equipment</p> <p>P14. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>E2. Provide Thermal Heat Therapy as per standard procedures (Skin Rejuvenation Treatment by Magic hammer)</p>	<p>You must be able to:</p> <p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Apply Magic Hammer hot side with appropriate skin serum, massage cream and gels, with tapping techniques down to upward, in to out wards on full face</p> <p>P4. Apply cool part of hammer without any product with tapping technique.</p>



	<p>P5. Follow appropriate timeline prescribed for each step as per skin condition</p> <p>P6. Perform light Exfoliation according to skin condition</p> <p>P7. Extract Black Heads according to the requirement</p> <p>P8. Perform facial massage using different massage strokes according to set standards</p> <p>P9. Apply mask according to treatment</p> <p>P10. Check the facial result through visual or with the use of equipment</p> <p>P11. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>E3. Provide Radio Frequency Treatment as per Standards (large Wave Therapy Treatment)</p>	<p>You must be able to:</p> <p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Apply Ultra Sonic Wave Therapy with facial gel / cleanser with clockwise and anti-clockwise directions.</p> <p>P4. Apply Super Sonic Wave Therapy with facial massage cream / exfoliator.</p> <p>P5. Follow appropriate timeline prescribed for each step as per skin condition</p> <p>P6. Apply toner according to set standards</p> <p>P7. Perform light Exfoliation according to set standards</p> <p>P8. Extract Black Heads according to the requirement</p> <p>P9. Perform facial massage using different massage strokes according to set standards</p> <p>P10. Apply mask according to set standards</p> <p>P11. Check the facial result through visual or with the use of equipment</p> <p>P12. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>E4. Perform Micro Diamond Dermabrasion Treatment (Skin Repairing Peeling Treatment)</p>	<p>You must be able to:</p> <p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Apply Ultra Sonic Wave Therapy with facial gel with clockwise and anti-clockwise movement.</p> <p>P4. Use pointed diamond ring tools for acne, post acne scars and acne pits.</p> <p>P5. Use small round diamond ring tools for pigmentations, freckles and wrinkles.</p> <p>P6. Use large round diamond ring tools for blemishes and</p>



	<p>melasma.</p> <p>P7. Apply diamond dermabrasion appropriate diamond ring on tool and move vertical and horizontal lines.</p> <p>P8. Apply toner according to skin type</p> <p>P9. Perform light Exfoliation according to skin condition</p> <p>P10. Extract Black Heads according to the requirement</p> <p>P11. Perform facial massage using different massage strokes according to set standards</p> <p>P12. Apply mask according to skin type/ facial treatment</p> <p>P13. Follow appropriate timeline prescribed for each step</p> <p>P14. Check the facial result through visual or with the use of equipment</p> <p>P15. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Advance Facial Electrotherapy Treatment
- Types of electrotherapy treatments
- Procedure of brush peeling
- Products used in electrotherapy treatments
- Benefits of skin peeling
- Effects of exfoliation
- Benefits of skin rejuvenation treatment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Perform electrotherapy according to the assessor requirement.





1012-H&BS-45: Provide Advance Massage Therapy

Overview: This competency standard identifies the competencies you need to perform massage therapy in accordance with approved procedures. You will be expected to perform different techniques of massage and carry out full body massage. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>J1. Perform Cranial Massage as per requirement</p>	<p>P1. Prepare client and work area for cranial massage</p> <p>P2. Identify Areas of the body requiring special treatment</p> <p>P3. Provide special attention to the structures of the cranial bones</p> <p>P4. Apply gentle pressure to pressure points along the scalp</p>
<p>J2. Perform Thai Massage as per standard procedures</p>	<p>P1. Prepare client and work area for Thai Massage</p> <p>P2. Identify Areas of the body requiring special treatment</p> <p>P3. Apply Rhythm, repetition and variation of massage movements as suited to elasticity of skin, degree of subcutaneous fat, treatment products and client’s relaxation needs.</p> <p>P4. Maintain length of massage routine suited to the client’s needs.</p> <p>P5. Maintain Correct posture throughout treatment to prevent possible harm or injury</p> <p>P6. Suggest Future treatment program according to client needs.</p> <p>P7. Revise treatment plan as required.</p>
<p>J3. Perform Swedish Massage as per standard procedures</p>	<p>P1. Prepare client and work area for Swedish massage</p> <p>P2. Identify Areas of the body requiring special treatment</p> <p>P3. Apply Rhythm, repetition and variation of massage movements as suited to elasticity of skin, degree of subcutaneous fat, treatment products and client’s relaxation needs.</p> <p>P4. Maintain length of massage routine suited to the client’s needs.</p> <p>P5. Maintain Correct posture throughout treatment to</p>



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	<p>prevent possible harm or injury</p> <p>P6. Recommend Future treatment program according to client needs.</p> <p>P7. Revise treatment plan as required.</p>
J4. Provide Stone Therapy as per standard procedures	<p>P1. Collect client information subjectively</p> <p>P2. Fill heating unit according to manufacturer’s instruction</p> <p>P3. Place Stones properly to reduce noise level.</p> <p>P4. Prepare client for Stone Massage</p> <p>P5. Provide stone therapy as per standard procedures</p> <p>P6. Maintain Correct posture throughout treatment to prevent possible harm or injury</p> <p>P7. Recommend Future treatment program according to client needs.</p> <p>P8. Revise treatment plan as required.</p>
J5. Perform Sports Massage as per standard procedure	<p>P1. Prepare client for Sports Massage supplies</p> <p>P2. Prepare Hot and cold packs according to treatment plan.</p> <p>P3. Select Massage cream or lotion according to treatment plan</p> <p>P4. Initiate sports Massage is according to industry standards</p> <p>P5. Apply stretch to isolated muscles and joints according to industry standards</p> <p>P6. Communicate Frequency of Sports Massage to client</p>
J6. Carry out Physiotherapy as per requirement	<p>P1. Prepare client and work area for massage</p> <p>P2. Identify Areas of the body requiring special treatment</p> <p>P3. Apply Rhythm, repetition and variation of massage movements as suited to elasticity of skin/stretching, degree of subcutaneous fat, treatment products and client’s relaxation needs.</p> <p>P4. Maintain length of massage routine suited to the client’s needs.</p> <p>P5. Maintain Correct posture throughout treatment to prevent possible harm or injury</p>



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	<p>P6. Recommend Future treatment program according to client needs.</p> <p>P7. Revise treatment plan as required.</p>
<p>J7. Provide Jacuzzi Bath/Hydrotherapy as per requirement</p>	<p>P1. Prepare client for hydrotherapy</p> <p>P2. Apply Body scrub if required according to industry standards</p> <p>P3. Set and modify Water temperature according to industry standards.</p> <p>P4. Initiate procedures carefully following treatment plan.</p> <p>P5. Home care treatment is recommended according to client requirement and manufacturer’s instructions.</p>
<p>J8. Provide VICI Shower as per standard procedures</p>	<p>P1. Prepare client and work area for massage</p> <p>P2. Set the Water Temperature</p> <p>P3. Brush Hair before Getting It Wet</p> <p>P4. Set VICI shower pressure as per standard procedures and client’s requirements</p>
<p>J9. Provide aromatherapy massage as per standard procedures</p>	<p>P1. Prepare client and work area for aromatic massage treatments</p> <p>P2. Select essential and carrier oils according to requirements</p> <p>P3. Apply aromatic massage treatment products</p> <p>P4. Maintain correct posture throughout the treatment</p>
<p>J10. Perform LED Therapy as per standard procedures</p>	<p>P1. Prepare client and work area for massage</p> <p>P2. Identify Areas of the body requiring special treatment</p> <p>P3. Maintain length of massage routine suited to the client’s needs.</p> <p>P4. Maintain Correct posture throughout treatment to prevent possible harm or injury</p> <p>P5. Provide LED Therapy as per standard procedures</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Pressure points
- Different massage techniques
- Skin types and conditions
- Essential and Carrier oils

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Advance Massage Therapy according to assessor’s requirement



1012-H&BS-46: Perform Advance Hair Cut (Men)

Overview: This competency standard identifies the competencies you need to Perform Advance Hair Cut (Men) in accordance with approved procedures. You will be expected to Perform Under cut, fade cut, 3D Cut, Blade Cut and perform Head Shave according to requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
P1. Perform Under Cut as per requirement	You must be able to: P1- Make Hair Sections P2- Perform under cutting according to the set standards at angles & degrees P3- Create final look according to the cutting
P2. Perform Fade Cut as per standard procedures	You must be able to: P1. Make Hair section P2. Perform fade cutting according to the set standards of degrees & angles P3. Create final look according to the cuts
P3. Perform 3D Cut as per standard procedures	You must be able to: P1. Make Hair sections P2. Perform 3D cutting according to the set standards of degrees & angles P3. Create final look according to the cuts
P4. Perform Blade Cut as per standard procedure	You must be able to: P1. Make Hair sections P2. Perform Blade cutting according to the set standards of degrees & angles P3. Create final look according to the cuts
P5. Perform Head Shave	You must be able to: P1. Make Hair sections P2. Perform head shave according to the set standards of degrees & angles P3. Create final look according to the cuts

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Hair growth pattern of men (Double crown, Nape whorls, Calf licks, Widow's peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform advance hair cutting according to the assessor's requirement.



1012-H&BS-47: Perform Fashion Hair Colouring-I

Overview: This competency standard identifies the competencies you need to Perform Fashion Hair Colouring according to requirement. You will be expected to Design Advance Pre-Lightening, Create Funky Colors as per Theme, Perform Chunks as Per Design, Create Waving Effects as per Requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
T1. Design advance Pre-lightening technique	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply advance pre-lightening technique according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice
T2. Create Funky colors as per theme	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Create funky color effect according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice
T3. Perform Chunks as per design	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Create chunks on hair according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice

Knowledge & Understanding



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The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Consultation
- Colour theories
- The colour wheel
- Colour harmony
- Range of dyes, shades and proportions of hydrogen peroxide required.
- Difference between highlights and lowlights
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform fashion Hair Colouring according to assessor’s requirement



1012-H&BS-48: Perform Basic Face Styling (Men)

Overview: This competency standard identifies the competencies you need to Perform Basic Face Styling for Men. You will be expected to Make Simple Beard, Design French Beard and perform Clean Shave according to standards. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
W1. Make Simple Beard	You must be able to: P1. Prepare client for service P2. Make Simple Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.
W2. Design French Beard	You must be able to: P1. Prepare client for service P2. Design French Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.
W. Perform Clean Shave	You must be able to: P1. Prepare client for service P2. Perform Clean Shave according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Tools and equipment used to create beard
- Styles of beard
- Tools which may include disposable blade razors
- Razor techniques.
- Face shaves may be performed on clients with different hair types.
- Face shapes, styles and effects.
- Hair growth patterns.
- Condition of skin
- Areas of the skin requiring special treatment
- Skin disorders

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create Beard according to assessor’s requirement



1012-H&BS-49: Provide Therapeutic Hair Treatment

Overview: This competency standard identifies the competencies you need to treat the hair and scalp using appropriate treatments for dry/damage, anti-dandruff, oily hair and products for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Provide Keratin Treatment, Provide High Frequency and Provide Bond Building. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
BB1. Provide Keratin Treatment as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for Keratin Treatment P3. Provide keratin treatment according to hair & scalp condition and clients requirement P4. Provide after care advice
BB2. Provide High Frequency Treatment as per standard procedures	You must be able to: P5. Analyse Scalp & Hair P6. Prepare client for High Frequency Treatment P7. Provide hair protein treatment according to hair & scalp condition using high frequency machine P8. Provide after care advice
BB3. Provide Bond Building as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for Bond Building treatment P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Provide hair protein treatment according to hair & scalp condition using bond building products P6. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged



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hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)

- Different types of products for hair treatments (synthetic/non-synthetic, Herbal/non-herbal, chemically processed, etc)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Provide Bond Building treatment for dry/damage hair
- Provide High Frequency treatment for chemically damaged hair



1012-H&BS-50: Apply Permanent Hair Extension

Overview: This competency standard identifies the competencies you need to Apply Permanent Hair Extension according to hair and scalp condition, approved procedures and guidelines. You will be expected to Apply Tape Extensions, Perform Stitching Braids, Apply Micro Bond Extensions, Apply Protein Bonds and Apply Rubber Fibre Extensions according to standard procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
EE1. Apply tape hair extension as per standard procedure	<p>You must be able to:</p> <p>P1. Analyse Scalp & Hair P2. Prepare client for service P3. Apply tape hair extension according to hair & scalp condition and manufacturer’s guideline and procedures P4. Remove tape hair extension according to procedure P5. Provide after care advice</p>
EE2. Perform Stitching Braid extensions as per procedure	<p>You must be able to:</p> <p>P1. Analyse Scalp & Hair P2. Prepare client for service P3. Apply stitching braid extension according to hair & scalp condition and manufacturer’s guideline and procedures P4. Remove stitching braid hair extension according to procedure P5. Provide after care advice</p>
EE3. Apply Micro Bond Extension as per standard procedure	<p>You must be able to:</p> <p>P1. Analyse Scalp & Hair P2. Prepare client for service P3. Apply micro bond extension according to hair & scalp condition and manufacturer’s guideline and procedures P4. Remove micro bond hair extension according to procedure P5. Provide after care advice</p>
EE4. Apply Protein Bonds as per standard procedures	<p>You must be able to:</p> <p>P1. Analyse Scalp & Hair P2. Prepare client for service P3. Apply protein bonds on hair according to hair & scalp condition and manufacturer’s guideline and procedures P4. Remove extension according to procedure</p>



	P5. Provide after care advice
EE5. Apply Rubber Fibre hair extension as per standard procedure	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for service P3. Apply rubber fibre hair extension according to hair & scalp condition and manufacturer's guideline and procedures P4. Remove hair extension according to procedure P5. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of hair extensions
- Tools and equipment used for applying hair extensions
- Procedures of hair extension application
- Contraindications
- After care advise
- Post treatment services
- Maintenance of extensions
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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in



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this competency standard:

- Apply permanent hair extensions according to assessor’s requirement



1012-H&BS-51: Provide Lash and Brow Treatment

Overview: This competency standard identifies the competencies you need to treat the Lash and Brow treatments in accordance with approved procedures. You will be expected to Perform Eye-brow tinting, Perform Eye-Lash tinting, Perform Permanent Lash Perming, Apply Eye Lash Extension and Provide after care advise to client. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
FF1. Perform Eye-brow tinting as per standard procedure	<p>You must be able to:</p> <p>P1. Make preparations for tinting eyebrows</p> <p>P2. Sterilize the materials and tools</p> <p>P3. Follow the manufacturers’ manual guidelines when mixing tint to meet customers’ requirements</p> <p>P4. Carry out the eyebrow tinting treatment according to the standards</p> <p>P5. Provide aftercare advise to the client</p>
FF2. Perform Eye-Lash tinting as per standard procedure	<p>You must be able to:</p> <p>P1. Make preparations for tinting eye lash</p> <p>P2. Sterilize the materials and tools</p> <p>P3. Follow the manufacturers’ manual guidelines when mixing tint to meet customers’ requirements</p> <p>P4. Carry out eye lash tinting treatment according to the standards</p> <p>P5. Provide aftercare advise to the client</p>
FF3. Perform Permanent Lash Perming as per standard procedures	<p>You must be able to:</p> <p>P1. Make preparations for permanent lash perming</p> <p>P2. Sterilize the materials and tools</p> <p>P3. Follow the manufacturers’ manual guidelines when mixing product to meet customers’ requirements</p> <p>P4. Carry out eye lash perming according to the standards</p> <p>P5. Provide aftercare advise to the client</p>
FF4. Apply Eye Lash Extension as per standard procedure	<p>You must be able to:</p> <p>P1. Make preparations eye lash extension application</p> <p>P2. Sterilize the materials and tools</p> <p>P3. Apply temporary eyelash according to the standards</p> <p>P4. Apply permanent eyelash extensions according to standard procedures and manufacturer’s guidelines</p> <p>P5. Provide aftercare advise to the client</p>



FF5. Provide after care advise to client	You must be able to: P1. Use questioning and active listening techniques to obtain client feedback. P2. Record relevant outcomes of treatment accurately and legibly. P3. Recommend future treatment program according to client’s needs. P4. Revise treatment plan as required. P5. Provide after care advice and guidelines accurately according to client’s needs. P6. Rebook client according to agreed treatment plan.
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Products and materials used for tinting and perming the eyebrows and eyelash
- Procedure of eyelash or eyebrow colouring or perming.
- Types of lashes
- Patch test/skin test procedures including preparation of the area, product application and observation.
- Color mixing techniques
- Face and eyes shapes
- Post treatment procedures

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Lash & Brow treatment according to assessor’s requirement



1012-H&BS-52: Perform Advance Makeup-II (Women/Men)

Overview: This competency standard identifies the competencies you need to Perform Advance Makeup in accordance with approved procedures. You will be expected to Perform Groom Makeup, Design Classic Makeup, Perform Shimmery Makeup, Create Depth Makeup as per Theme and Perform Still Photographic Makeup. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
II5. Perform Groom makeup as required	You must be able to: P1. Make preparations for make-up according to standards (Cleansing the face, Sterilizing the tools) P2. Select suitable make-up materials and tools for client according to the skin complexion, dress style and make-up style P3. Perform groom makeup as per requirement
II6. Design Classic makeup as per selected theme	You must be able to: P1. Design makeup plan accurately according to the theme P2. Select suitable color cosmetics to perform classic make-up according to factors such as costume of the client and the occasion P3. Perform classic makeup according to the requirement
II7. Perform Shimmery Makeup as per requirement	You must be able to: P1. Design makeup plan accurately according to the theme P2. Select suitable color cosmetics to perform shimmery make-up according to factors such as costume of the client and the occasion P3. Perform shimmery makeup according to the requirement
II8. Create Depth makeup as per theme	You must be able to: P1. Design makeup plan accurately according to the theme P2. Select suitable color cosmetics to perform depth make-up according to factors such as costume of the client and the occasion P3. Perform depth makeup according to the requirement
II9. Perform Still Photographic Makeup as per theme	You must be able to: P1. Apply selected make-up to achieve the desired effect ‘on camera’ and maintaining continuity during shoots (where required) P2. Apply color matching techniques that suit the features of the character’s image P3. Highlight the facial profile of the character according to the theme



	<p>P4. Match the color of light with that of skin for photography P5. Perform makeup for indoor and outdoor photography P6. Perform Editorial Makeup according to the requirement P7. Perform Character makeup according to the requirement P8. Perform Periodic Makeup according to the requirement P9. Perform Media Makeup according to the requirement P10. Perform Fantasy Makeup according to the requirement P11. Remove the make-up carefully to reduce artists' discomfort</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different skin colour (white, black, Asian, mixed), Skin type (dry, oily, combination, mature, young), Skin texture, Hair colour, Eye colour, Face shape, Shape of facial features.
- Contraindications (Handle makeup application)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.
- Different face shapes, eye shape, nose and lip shapes.
- Colour Theory (Functions of colour corrective products).
- Procedure of contour and different products used for contouring.
- Colour design principles.
- Effects of light on cosmetics and make up

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform makeup according to the assessor's requirement



1012-H&BS-53: Investigate New Products and Services

Overview: This competency standard deal with learning the competencies needed to Investigate New products and Services for clients. You will be expected to Analyse Market as per salon Policy, Plan Product and Service Range, Establish and Manage Effective Working Relations with supplier / venders, Negotiate Supply of Goods, Monitor Quality Control Standards as per Salon Policy and Introduce Product Range to Staff as Per Salon Policy. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
YY1. Analyse Market as per salon policy	<p>You must be able to</p> <p>P1. Identify Salon marketing policies</p> <p>P2. Monitor customer requirements informally in order to evaluate market trends and customer needs.</p> <p>P3. Identify new products and services accurately</p> <p>P4. Identify opportunities to improve sales and services accurately</p> <p>P5. Monitor product and service range to identify the demand for individual items and seasonal variations.</p> <p>P6. Identify market competition accurately</p>
YY2. Plan Product and Service Range	<p>You must be able to:</p> <p>P1. Identify and implement service and product range in accordance with salon policies and market analysis, sales performance and fashion trends.</p> <p>P2. Identify new products and techniques for service range according to salon policy.</p> <p>P3. Identify Salon space requirements and product/service mix according to salon policy</p>
YY3. Establish and manage effective working relations with supplier / venders	<p>You must be able to:</p> <p>P1. Identify the importance of co-operative relationships with supplier</p> <p>P2. Identify new suppliers identified and delete existing suppliers according to performance indicators of price, quality, performance, supply reliability, product</p>



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	range and salon/store requirements.
YY4. Negotiate Supply of Goods	<p>You must be able to:</p> <p>P1. Negotiate arrangements with suppliers and implement according to salon policies and procedures.</p> <p>P2. Monitor records of suppliers and stock for accuracy and legibility and take appropriate action where necessary.</p> <p>P3. Convey complete and accurate records of negotiations and agreements to appropriate personnel within designated time lines.</p> <p>P4. Take immediate corrective action when potential or actual problems with supply indicated.</p> <p>P5. Identify new suppliers to maintain and improve sales and service delivery.</p> <p>P6. Analyse, evaluate and amend stock/product according to salon policy</p>
YY5. Monitor Quality Control standards as per salon policy	<p>You must be able to:</p> <p>P1. Establish merchandise quality standards where applicable with suppliers according to legal requirements, customer requirements and salon policy.</p> <p>P2. Monitor quality of merchandise and ensure during supply and delivery process.</p> <p>P3. Record stock return figures and analyse against target figures</p>
YY6. Introduce Product Range to staff as per salon policy	<p>You must be able to:</p> <p>P1. Inform staff about new product ranges and select location of merchandise.</p> <p>P2. Implement staff training in product knowledge to introduce product range.</p> <p>P3. Display / demonstrate new products/services according to salon policy</p>
7. Maximize Profit	<p>You must be able to:</p> <p>P1. Calculate / estimate individual product range contributions against budget/targets.</p> <p>P2. Check and develop product range assessment and implement against budget/targets.</p> <p>P3. Maximise the profit margins in negotiations with suppliers.</p>



	P4. Determine Salon pricing policies for services and products according to state net profit margin in salon merchandising plan.
YY8. Rationalize Stock	You must be able to: P1. Update stock/product range at regular intervals. P2. Identify stock product lines and take action to minimise adverse effect on profit. P3. Consolidate stock to maximise sales potential according to requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon merchandise and marketing policies which may include
- Size, type and location of salon.
- Type of market and customer needs.
- Salon product and service range.
- Salon pricing, labelling and packaging requirements.
- Types and location of suppliers.
- Local or overseas suppliers.
- Salon quality control policies and procedures.
- Suppliers may be existing or new contacts.
- Staff training policies and procedures.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstration of a practical ability to analyse market and plan and introduce a product and service range.
- Demonstration of a practical ability to maintain supplier relations, negotiate supply of goods, rationalise stock and monitor quality control.
- Demonstration of a practical ability to train/communicate information to team members, in



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regard to product range



1012-H&BS-54: Make a Business Plan

Overview: This competency standard deal with learning the competencies needed to Make a Business Plan. You will be expected to Specify Business Goals and Objectives, Identify Need for Specialist Services, formulate a Business Plan, Apply the Business Plan and Establish Legal Structure of Business. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
FFF1- Specify Business Goals and Objectives	<p>You must be able to:</p> <p>P1. State desired direction of business clearly.</p> <p>P2. Establish explicit short- and medium-term objectives</p>
FFF2. Identify Need for Specialist Services	<p>You must be able to:</p> <p>P1. Identify the need for specialist services to complement in-house capabilities as a basis for planning of resource requirements.</p> <p>P2. Identify specialist services, sources of advice and resources available and costed.</p>
FFF3. Formulate a Business Plan	<p>You must be able to:</p> <p>P1. Develop the business plan on the basis of information obtained through research into client needs, resources requirements and business viability.</p> <p>P2. Encourage stockholders to express their specific interests and objectives and their alignment with the planned business direction</p> <p>P3. Implement a financial plan, estimating cash flow projections and budgetary information</p> <p>P4. Identifies sales strategies to optimise market exposure and profitability.</p> <p>P5. Formulate a production/service plan, aimed at supplying goods and services to meet client expectations and satisfy quality assurance criteria.</p> <p>P6. Identify means of achieving the business objectives and communicating benefits of the product/service to the target market in accordance</p>



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	<p>with financial plan.</p> <p>P7. Formulate options for delivery, service and support in accordance with: – client requirements – market expectations – budgetary constraints – business objectives – industrial relations climate</p> <p>P8. Develop risk management strategies according to the planned business needs.</p>
FFF4. Apply the Business Plan	<p>You must be able to:</p> <p>P1. Integrate components of the business plan mutually to provide clear and coherent direction for the business operations.</p> <p>P2. Assess the type and level of information contained in the business plan is oriented to satisfy the needs of financial backers.</p> <p>P3. Identify operational and revenue control systems and evaluate for their ability to provide systematic support to the business.</p> <p>P4. Identify systems and key performance indicators or targets to monitor business performance and customer satisfaction.</p> <p>P5. Communicate the business plan clearly to relevant stakeholders and staff to ensure their understanding and support</p>
FFF5. Address Legal and Administrative Requirements	<p>You must be able to:</p> <p>P1. Establish Legal Structure of Business</p> <p>P2. Comply with Statutory and Regulatory Requirements</p> <p>P3. Registrar the business in accordance with owner/operator preferences and legal requirements.</p> <p>P4. Maintain legal documents carefully and keep relevant records updated to ensure their ongoing security and accessibility</p> <p>P5. Establish Rights to Products/Services according to salon policy</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the



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knowledge of:

- Legal rights and responsibilities.
- All relevant statutory and regulatory requirements which affect the proposed small business.
- Insurance requirements.
- Contractual rights and responsibilities.
- Record keeping duties.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a business plan according to assessor’s requirement



1012-H&BS-55: Manage Finance

Overview: This competency standard deal with learning the competencies needed to Manage Finance for salon business. You will be expected to Translate Financial Plan into Strategies, Implement Financial Strategy, Monitor Financial Performance and Explore Opportunities to Improve Financial Performance Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
JJJ1- Translate Financial Plan into Strategies	<p>You must be able to:</p> <ul style="list-style-type: none">P1. Calculate the financial requirements to establish, profitability, operate and extend the business.P2. Identify financial information requirements and information obtained to guide the financial management of the business.P3. Identify the capital, profitability and cash flow requirements to enable the business to operate according to plan.P4. Make adequate financial provision taxation, superannuation and accruing staff leave.P5. Quantify capital investment requirements for each operational period.P6. Identify sources of funding and the cost of securing these funds on optimal terms obtained.P7. Select financial performance indicators and targets to enable ongoing monitoring of financial performance.P8. Develop quality criteria and procedures in respect of administration and record keeping.P9. Communicate the financial strategy documented and relevant implications to staff and stakeholders to facilitate implementation.P10. Develop asset management strategies to achieve maximum advantage for the business
JJJ2. Implement Financial Strategies	<p>You must be able to:</p> <ul style="list-style-type: none">P1. Establish and maintain essential books and records to ensure ongoing accessibility of financial



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	<p>records.</p> <p>P2. Establish and maintain legal and financial control systems to facilitate ongoing monitoring of financial activities.</p> <p>P3. Conduct financial and statutory reporting in accordance with legal and administrative requirements.</p> <p>P4. Produce financial reports in a clear and timely manner for distribution to relevant stakeholders.</p> <p>P5. Prepare cash flow estimates for each forward period.</p> <p>P6. Prepare financial projections and documented to: – indicate the required profitability – meet the needs of financiers/shareholders – provide reliable risk management information.</p> <p>P7. Take appropriate action to ensure the achievement of profit and return on investment targets.</p> <p>P8. Maintain accrual accounting procedures in accordance with salon policies and standards</p> <p>P9. Maintain and evaluate financial ratios according to own/industry benchmarks.</p> <p>P10. Negotiate, secure and manage business capital to best enable implementation of the business plan and meet the requirements of financing bodies.</p> <p>P11. Implement asset management strategies involves consideration of medium/long term business objectives as well as short term needs.</p>
<p>JJJ3. Monitor Financial Performance</p>	<p>You must be able to:</p> <p>P1. Establish the policy to gather data extent to which the financial plan has been realised.</p> <p>P2. Monitor deviation from financial performance targets regularly and corrective action is decided upon and undertaken.</p> <p>P3. Assess the content, assumptions and projections of the financial plan to determine whether variations or alternative plans indicated.</p> <p>P4. Take corrective action to incorporate the changes in financial plan</p>
<p>JJJ4. Explore Opportunities to Improve Financial Performance</p>	<p>You must be able to:</p> <p>P1. Encourage staff to propose improvements and innovations to the financial operations, processes or control systems of the business.</p>



	<p>P2. Identify the potential for change and improvement following evaluation of financial performance in relation to the financial plan.</p> <p>P3. Record proposed changes clearly to facilitate future planning and evaluation.</p> <p>P4. Define relevant performance criteria to monitor the effects of the proposed changes.</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Essential books and records, include cash book, petty cash book, tax, wages and salaries analysis books, asset registers, files of paid purchase and service invoices, file of paid sales invoices.
- Legal and financial control systems
- Asset management strategies.
- Financial management concepts
- Legal and statutory reporting requirements (taxation, superannuation, insurance, leave entitlements etc).
- Record keeping system
- Financial control systems
- Methods of monitoring financial performance
- Distinction between personal and business finances
- Taxation obligations and tax planning.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare documents about financial strategy, financial reports, financial targets and financial control system
- Demonstration / Roll Ply



1012-H&BS-56: Provide Advance Facial Electrotherapy Treatment-II

Overview: This competency standard identifies the competencies you need to Perform Advance Facial Electrotherapy Treatment in accordance with approved procedures. You will be expected to Perform Crystal Dermabrasion Treatment, LED Light Therapy and Hydra facial. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
E5. Provide Crystal Dermabrasion Treatment	<p>You must be able to:</p> <ul style="list-style-type: none">P1. Select products according to skin condition and facial requirementP2. Analyse the skin according to SOPP3. Perform deep cleansing according to set standardsP4. Apply toner according to skin typeP5. Perform light exfoliation according to set standardsP6. Apply crystal micro dermabrasion vertical and horizontal lines movement as per standardP7. Repeat movement twice or thrice on effected areas.P8. Extract Black Heads according to the requirementP9. Perform facial massage using different massage strokes according to set standardsP10.Apply mask according to skin condition/ facial treatmentP11.Follow appropriate timeline prescribed for each stepP12.Check the facial result through visual or with the use of equipmentP13.Advise the client on post treatment precautions and appropriate maintenance product procedure.
E6. Provide LED Light/photographic Therapy as per standards	<p>You must be able to:</p> <ul style="list-style-type: none">P1. Select products according to skin condition and facial requirementP2. Analyse the skin according to SOPP3. Apply polisher according to set standardsP4. Perform deep cleansing according to set standardsP5. Apply toner according to skin typeP6. Perform light Exfoliation according to skin conditionP7. Extract Black Heads according to the requirementP8. Perform facial massage using different massage strokes according to set standardsP9. Apply LED Cover Light as per standards with effective working serum or oils.



	<p>P10.Use multi-colour LED for different treatments</p> <p>P11.Apply mask according to facial treatment</p> <p>P12.Follow appropriate timeline prescribed for each step</p> <p>P13.Check the facial result through visual or with the use of equipment</p> <p>P14.Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>
<p>E7. Perform Hydra Facial as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Analyse the skin according to SOP</p> <p>P3. Apply Radio Frequency as per standard movements.</p> <p>P4. Perform facial massage(Bio-current) using different massage strokes according to set standards</p> <p>P5. Apply Hydra Serum 1 for first cleansing as per standards on full face.</p> <p>P6. Apply Hydra Serum 2 for second deep cleansing as per standard procedure.</p> <p>P7. Apply hydra Serum 3 for extra deep cleansing</p> <p>P8. Perform light Exfoliation according to set standards</p> <p>P9. Extract Black Heads according to the requirement</p> <p>P10.Apply mask according to facial treatment</p> <p>P11.Follow appropriate timeline prescribed for each step</p> <p>P12.Check the facial result through visual or with the use of equipment</p> <p>P13.Advise the client on post treatment precautions and appropriate maintenance product procedure.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Advance Facial Electrotherapy Treatment
- Types of electrotherapy treatments
- Products used in electrotherapy treatments
- Hydra serums
- Effects of light therapy
- Effects of crystal micro dermabrasion
- Effects of exfoliation
- Benefits of skin rejuvenation treatment



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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Perform electrotherapy according to the assessor requirement.



1012-H&BS-57: Provide Facial Electrolysis Treatment

Overview: This competency standard identifies the competencies you need to plan and safely perform electrolysis treatments to reduce unwanted hair on the face or body. This competency standard describes a specialised service offered in the beauty industry. It is part a suite of hair reduction treatments that may be available in beauty salons to meet the needs of different clients and is offered in response to analysis of client treatment requirements. Service outcomes are usually achieved across a treatment program that involves multiple treatments. You will be expected to prepare for electrolysis treatment, conduct patch test, provide electrolysis treatment and clean the service area. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
II. Prepare for Electrolysis Treatment	<p>P1. Access and review client treatment plan if available.</p> <p>P2. Discuss client s hair reduction requirements, changes in hair growth and lifestyle factors to establish treatment objectives.</p> <p>P3. Assess hair in treated areas.</p> <p>P4. Review medical history, medication of client</p> <p>P5. Discuss outcomes of hair assessment with client.</p> <p>P6. Design treatments for a single or series of treatments and discuss benefits and potential adverse effects with client.</p> <p>P7. Discuss with client recommendations for duration, frequency and cost of recommended treatments.</p> <p>P8. Modify treatment plan, record updates and obtain client consent.</p> <p>P9. Prepare client, self, equipment and products.</p> <p>P10. Check the safety of equipment according to manufacturer instructions.</p>
I2. Conduct patch test.	<p>P1. Select and cleanse a small area of skin adjacent to treatment area.</p> <p>P2. Select sterile probes and open in view of the client.</p> <p>P3. Conduct patch test, assess skin reaction and outcomes with client and record results.</p> <p>P4. Adjust treatment parameters on treatment plan as required.</p>



<p>I3. Provide electrolysis treatment</p>	<p>P1. Select products according to skin condition and facial requirement</p> <p>P2. Check and analyse the condition of the skin surface where hair is to be removed</p> <p>P3. Select needle/probe size and electrical current level accurately for client hair type according to treatment plan.</p> <p>P4. Apply NUM cream as per requirement</p> <p>P5. Apply electrolysis needle by hitting probing movement on hair area as per standard</p> <p>P6. Remove hair from hair shaft with tweezer</p> <p>P7. Apply toner as per requirement</p> <p>P8. Apply anti-oxidant numing cream as per requirement</p> <p>P9. Follow appropriate timeline prescribed for each step</p> <p>P10. Check the electrolysis result through visual or with the use of equipment</p> <p>P11. Advise the client on post treatment precautions and appropriate maintenance product procedure.</p> <p>P12. Recommend future treatment program according to client’s needs.</p> <p>P13. Provide after care advice and guidelines accurately according to client’s needs.</p> <p>P14. Re-book client according to agreed treatment plan.</p>
<p>I4. Clean treatment area</p>	<p>P1. Remove used linen and clean treatment surfaces and equipment according to organisational policies and procedures.</p> <p>P2. Dispose of probes or needles in according to standards.</p> <p>P3. Sterilise any instrument that has come into contact with body fluids.</p> <p>P4. Restock equipment and products in preparation for next treatment.</p> <p>P5. Dispose of general and hazardous waste to minimise negative environmental impacts and according to organisational policies and procedures.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Product/equipment range and manufacturer’s instructions/data sheets.



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- Skin condition
- Structure of the Skin
- Basic Principles of Hair Growth
- Preparation for Treatment
- Types of Antiseptic Lotion
- Skin healing time
- Client record management
- Incident reporting
- Personal hygiene and presentation
- Presentation of treatment area
- Waste disposal
- Hair shaft
- Layers of hair
- Hair root and follicle
- Hair growth patterns
- Common hair disorders
- needle or probe size selection
- accurate probing, including duration, angle and depth
- correct probing and successful treatment outcomes
- safety and comfort
- current intensity and method choice
- causes of skin damage
- Contraindications:
 - Acne, bacterial, fungal, parasitic and viral infections on the areas to be waxed
 - hypertrophic and keloid tendency
 - abnormal skin such as sunburnt, grazed, rashes
 - pigmented skin lesions
 - thin and fragile skin

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Electrolysis Treatment according to assessor’s choice.



1012-H&BS-58: Apply Fashion Hair Cut Techniques (Men / Women)

Overview: This competency standard identifies the competencies you need to Perform fashion Hair Cut (Men / Women) in accordance with approved procedures. You will be expected to Perform Slicing technique, Chopping Technique, Thinning Technique, Create Spikes and perform razor Cut as per Fashion. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
Q1. Perform Slicing technique as per style	You must be able to: P1- Make Hair Sections P2- Apply Slicing cutting technique to create the required look according to the set standards at angles & degrees P3- Create final look according to the cutting
Q2. Perform Chopping technique as per fashion	You must be able to: P1- Make Hair Sections P2- Apply Chopping cutting technique to create the required look according to the set standards at angles & degrees P3- Create final look according to the cutting
Q3. Perform Thinning technique as per style	You must be able to: P1- Make Hair Sections P2- Apply Thinning cutting technique to create the required look according to the set standards at angles & degrees P3- Create final look according to the cutting
Q4. Create Spikes as per fashion	You must be able to: . Make Hair sectioning . Apply Spikes cutting technique to create the required look according to the set standards of degrees & angles . Create final look according to the cuts
Q5. Perform Razor Cut as per fashion	You must be able to: P1- Make Hair Sections P2- Apply Razor cutting technique to create the required look according to the set standards at angles & degrees P3- Create final look according to the cutting

Knowledge & Understanding



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The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern of men (Double crown, Nape whorls, Calf licks, Widow’s peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform fashion Hair Cut according to assessor’s requirement



1012-H&BS-59: Perform Fashion Hair Colouring-II

Overview: This competency standard identifies the competencies you need to Perform Fashion Hair Colouring according to requirement. You will be expected to Apply multi-fashion colours as per theme, Perform Slicing technique as per requirement and Create Melubo effect as per theme. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
T5. Apply Multi-fashion colors as per theme	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Apply multi fashioned colouring technique according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice
T6. Perform Slicing technique as per requirement	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Perform slicing technique on hair to create desired look according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice
T7. Create Melubo effect as per theme	You must be able to: P1. Analyse the hair texture and natural colour depth P2. Conduct product patch test to observe results. P3. Create Hair sections P4. Prepare the colour mixture according to the requirement P5. Create Melubo effect according to requirement P6. Wash hairs P7. Provide the final look P8. Provide after care advice



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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Consultation
- Colour theories
- The colour wheel
- Colour harmony
- Range of dyes, shades and proportions of hydrogen peroxide required.
- Difference between highlights and lowlights
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform fashion Hair Colouring according to assessor’s requirement



1012-H&BS-60: Perform Advance Face Styling (Men)

Overview: This competency standard identifies the competencies you need to Perform Advance face Styling for Men. You will be expected to Make Jaw-Line Beard, Thick Beard, Short Beard, Faded Beard and Create Goate Style as per requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>X1. Make Jaw-Line Beard</p>	<p>You must be able to: P1. Prepare client for service P2. Make Jae-Line Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.</p>
<p>X2. Design Thick Beard</p>	<p>You must be able to: P1. Prepare client for service P2. Create Thick Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.</p>
<p>X3. Create Short Beard</p>	<p>You must be able to: P1. Prepare client for service P2. Create Short Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.</p>
<p>X4. Make Faded Beard</p>	<p>You must be able to: P1. Prepare client for service P2. Make Faded Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.</p>



X5. Create Goate Style	<i>You must be able to:</i> P1. Prepare client for service P2. Create Goate Style Beard according to the set standards and requirement P3. Create final look according to the style P4. Tools and equipment are sanitised in accordance with workplace requirements. P5. Work area is cleaned and tidied in accordance with workplace requirements.
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Styles of beard
- Tools which may include disposable blade razors
- Razor techniques.
- Face shaves may be performed on clients with different hair types.
- Face shapes, styles and effects.
- Hair growth patterns.
- Condition of skin
- Areas of the skin requiring special treatment
- Skin disorders

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create Beard according to assessor's requirement



1012-H&BS-61: Perform Fashion Hair Treatment

Overview: This competency standard identifies the competencies you need to Perform Fashion Hair Treatment according to standard procedures. You will be expected to Perform Relaxer Treatment, Permanent Straightening, Carryout Extenso and Perform Perming according to set standards. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
CC1. Perform Relaxer treatment as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for relaxer treatment P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Provide relaxer treatment according to hair & scalp condition and manufacturer’s recommendations P6. Provide final look according to requirement P7. Provide after care advice to client
CC2. Perform Permanent Straightening (Rebounding) as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for permanent straightening (rebounding) treatment P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Provide permanent straightening treatment according to hair & scalp condition and manufacturer’s recommendations P6. Provide final look according to requirement P7. Provide after care advice to client
CC3. Carry out Extenso as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for extenso treatment P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Provide extenso treatment according to hair & scalp condition and manufacturer’s recommendations P6. Provide after care advice to client
CC4. Perform Perming as per standard procedures	You must be able to: P1. Analyse Scalp & Hair P2. Prepare client for perming P3. Conduct Patch test according to set standards P4. Conduct strand test according to set standards P5. Perform perming according to hair & scalp condition, manufacturer’s recommendations and client’s requirement



	<p>P6. Provide final look according to requirement P7. Provide after care advice to client</p>
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of products for fashion hair treatments
- Procedure of patch test
- Hair levels
- Perming procedure and types of curls
- Contraindication

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform Extenso Treatment
- Perform Loose Perming



1012-H&BS-62: Design and Apply Fashion Makeup

Overview: This competency standard identifies the competencies you need to Perform Advance Makeup in accordance with approved procedures. You will be expected to analyse the skin, Perform Glam Makeup, Perform Air Brush Makeup, Design Avant Garde looks as per theme and Design Transformation for video production. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>JJ1. Perform Glam makeup as per requirement</p>	<p>You must be able to:</p> <p>P1. Design makeup plan accurately according to the theme</p> <p>P2. Select suitable color cosmetics to perform shimmery make-up according to factors such as costume of the client and the occasion</p> <p>P3. Perform shimmery makeup according to the requirement</p>
<p>JJ2. Perform Air Brush makeup as per standard procedures</p>	<p>You must be able to:</p> <p>P1. Prepare yourself, client and work area for airbrush make-up</p> <p>P2. Use suitable consultation techniques to identify treatment objectives</p> <p>P3. Carry out skin analysis</p> <p>P4. Provide clear recommendations to the client</p> <p>P5. Select products, tools and equipment to suit client treatment needs, skin type and conditions</p> <p>P6. Apply airbrush make up techniques as per standard procedures</p> <p>P7. Apply air brush makeup in sequence</p> <p>P8. Prepare base as per procedure</p> <p>P9. Apply blusher to the apple of the cheek and out towards the ear, airbrush to the sides of the forehead and eye socket</p> <p>P10. Apply eye colors as per requirement</p> <p>P11. Apply lip color as per requirement</p> <p>P12. Provide after care advise to the client</p>
<p>JJ3. Design Avant Garde looks as per theme</p>	<p>You must be able to:</p> <p>P1. Prepare yourself, client and work area for airbrush make-up</p> <p>P2. Use suitable consultation techniques to identify treatment objectives</p> <p>P3. Carry out skin analysis</p> <p>P4. Select specific products, tools and equipment to suit client treatment needs, skin type and conditions</p> <p>P5. Follow a specific theme or meant to evoke a certain image</p>



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	<p>P6. Use bold or unusual makeup color as per theme</p> <p>P7. Create specific looks as per as theme required.</p> <p>P8. Provide aftercare advice to the client</p>
JJ4. Design Transformation for video production	<p>P1. Apply selected make-up to achieve the desired effect ‘on camera’ and maintaining continuity during shoots (where required)</p> <p>P2. Apply light effect make-up techniques that suit the features of the character’s image in camera</p> <p>P3. Highlight the facial profile of the character according to the theme</p> <p>P4. Perform makeup for indoor and outdoor videos</p> <p>P5. Perform runway makeup according to the requirement</p> <p>P6. Perform Character makeup according to the requirement</p> <p>P7. Perform Periodic Makeup according to the requirement</p> <p>P8. Perform makeup for TV and stage according to the requirement</p> <p>P9. Remove the make-up carefully to reduce artists’ discomfort</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different skin colour (white, black, Asian, mixed), Skin type (dry, oily, combination, mature, young), Skin texture, Hair colour, Eye colour, Face shape, Shape of facial features.
- Contraindications (Handle makeup application)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.
- Different face shapes, eye shape, nose and lip shapes.
- Colour Theory (Functions of colour corrective products).
- Procedure of contour and different products used for contouring.
- Colour design principles.
- Effects of light on cosmetics and make up
- History of makeup
- Periodic and classic styles
- Procedure of air brush makeup
- Avant Garde styles
- Theme of the show
- Meaning of the clothes
- Colours of lighting
- Stage / Set designing

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in



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this competency standard:

- Perform Avant Garde makeup as per assessor’s requirement
- Perform fashion makeup according to assessor’s requirement



1012-H&BS-63: Perform Piercing

Overview: This competency standard identifies the competencies you need to perform piercing for ornamentation in accordance with approved procedures. You will be expected to Prepare Client for Piercing, Perform Piercing as per standard procedures and provide after care advice to client. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>PP1. Prepare client for Piercing</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Prepare service area, client and piercing equipment according to Health and Hygiene requirements and salon procedures. P2. Evaluate clients’ needs to enable accurate advice and recommendations for an ear / nose piercing service. P3. Ensure client comfort and relaxation throughout service. P4. Identify contra-indications (if applicable) and explain to client. P5. Identify and note areas of the ear / nose requiring special treatment.
<p>PP2. Perform Ear / Nose Piercing as per standard procedures</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Prepare Studs according to Health and Hygiene requirements, manufacturer’s instructions and salon procedures. P2. Perform piercing as per standard procedures. P3. Clean / dispose of Piercing equipment thoroughly according to Health and Hygiene requirements and salon procedures. P4. Identify Contra-actions accurately and take action according to salon procedures. P5. Apply infection control and skin penetration procedures according to salon policy. P6. Match earring / nose pin placement plan agreed with client. P7. Complete service within designated salon time frame. P8. Clean service area according to Health and Hygiene requirements and salon procedures



PP3. Provide after care advice to client	You must be able to: P1. Take client feedback through active listening and questioning P2. Record relevant outcomes of treatment accurately and legibly. P3. Provide after care advice and guidelines accurately according to client's needs. P4. Recommend product / treatment according to client requirements.
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Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Salon policies and procedures in regard to piercing services.
- Salon hygiene policies and procedures.
- Range of earring studs and other products.
- Manufacturer's instructions for use of stud gun or other equipment.
- Contraindications to ear piercing may include: trauma to skin, skin diseases, excessively dry flaky skin, weeping eczema, hypersensitive skin, allergy to stud manufacturing materials.
- Contra-actions - inflammation arising from the ear piecing process, infections of the ear lobe.
- Abnormal conditions may be contagious or non-contagious.
- Contagious conditions may include: - bacterial, viral or fungal infections
- Non-contagious conditions may include: - sun related disorders, sun burn - skin cancers, benign and malignant tumours - moles, scar tissue, lesions and other visible non-normal skin.
- Advice on use of homecare products may include: antiseptic, remedial products.
- After care recommendations may include: - care and maintenance procedures for recently pierced ears - care and maintenance procedures for ear studs

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform piercing service and to advise the client on future treatments, home care and complementary products.



1012-H&BS-64: Market Salon Services, Product & Prices

Overview: This competency standard deal with learning the competencies needed to Market Salon Services, Products & Prices. You will be expected to Apply Product Knowledge, Approach Client for Services, Gather Information about Services / Products, Sell Products and Services, Overcome Objections and Maximise Sales Opportunities. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
TT1. Apply Product Knowledge	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Identify the use and application of relevant products 2. Consult experienced salon staff or product information guide to increase product knowledge. 3. Provide product knowledge to clients according to their treatment plan and salon policy.
TT2. Approach Client for services	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Identify and apply effective sales approach 2. Convey positive impression to arouse client interest. 3. Provide product and services information to clients according to their interests 4. Identify the client’s needs and focus on specific product or service.
TT3. Gather Information	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Apply questioning techniques to determine client buying motives. • 2. Apply listening skills to determine client requirements.
TT4. Sell products and services	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Conduct market research/surveys/feedbacks. 1. Evaluate market demands. 2. Compare prices and cost effectiveness of researched products and materials available in market (including fixed and consumable items) 2. Brainstorm the promotional offers that the salon may offer to the customers.



	<ol style="list-style-type: none">3. Design the promotional material.4. Convince customers about the value of offer and develop trust.5. Share and discuss promotional material and packages with the customers.6. Get customers' feedback about the promotional services and products.
TT5. Overcome Objections	<p>You must be able to:</p> <ol style="list-style-type: none">1. Identify and accept client objections2. Categorise objections into price, time and product /service characteristics.3. Offer solutions according to salon policy.4. Apply problem solving techniques to overcome client objections
TT6. Maximise Sales Opportunities	<p>You must be able to:</p> <ol style="list-style-type: none">1. Recognise and apply opportunities for making additional sales2. Communicate client about complementary products or services according to client's need.3. Review personal sales outcomes to maximise future sales.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Product knowledge may include warranties, corresponding effects and benefits of various products, use-by dates, storage requirements and stock availability.
- Knowledge of salon policies and procedures in regard to selling beauty products.
- Knowledge of the following techniques and skills in relation to selling beauty products, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
 - client buying motives
 - client categories/types



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- types of client needs,
- problem solving techniques
- performance analysis techniques
- required degree of product knowledge

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



1012-H&BS-65: Manage the Beauty Salon

Overview: This competency standard deal with learning the competencies needed to Manage the Beauty Salon. You will be expected to Create Ambiance as per industry standard, Maintain Displays, Procure Salon Furniture, Tools, Equipment and products, Manage Time Effectively, Maintain Revenue and Expenses of Salon, Minimize Theft, Supervise Staff and the Salon, Manage Quality Customer Service and Recruit and Select Staff according to salon policies and procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
ZZ1. Create Ambiance s per industry standards	You must be able to: <ol style="list-style-type: none">1. Create salon ambiance according to industry standards2. Maintain salon ambiance according to salon policy3. Up date salon ambiance time to time according to industry trends and client's requirement
ZZ2. Maintain Displays	You must be able to: <ol style="list-style-type: none">1. Select product/stock for display.2. Arrange products/stock according to layout specifications, if available, and load bearing capacity of fixtures.3. Identify unsuitable or out of date displays, reset and/or remove as directed.4. Identify optimum stock levels and stock replenished according to salon policy.5. Maintain display areas in a clean and tidy manner
ZZ3. Procure salon furniture, tools, equipment and products	You must be able to: <ol style="list-style-type: none">1. Prepare a list of items required for the salon such as furniture, tools, equipment and beauty product.2. Prepare a time line for buying each item (short, middle and long-term planning) with respect to its demand and need.3. Conduct market research with respect to quality and price of per item.4. Make emergency purchases from local market in case



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	<p>any material or product is exhausted in order to give uninterrupted services to Client.</p> <p>5. Perform daily, weekly and monthly maintenance of equipment and tools according to standard procedures (especially of all electrical equipment).</p>
ZZ4. Manage time effectively	<p>You must be able to:</p> <p>1. Perform a given task on time according to the defined methodology/salon standards and quality plan of the salon and standard time defined for each service.</p> <p>2. Formulate time schedule in accordance with duration required for each service.</p>
ZZ5. Maintain revenue and expenses of salon as per standard procedures	<p>You must be able to:</p> <p>1. Record transactions with clients by issuing bill of services.</p> <p>2. Issue expense vouchers for daily purchases of salon supplies / other material.</p> <p>3. Take voucher of expenses incurred and place in respective file and subsequently hand over to management.</p>
ZZ6. Minimize theft	<p>You must be able to:</p> <p>1. Apply Routine Salon Security according to salon policy</p> <p>2. Apply Salon security systems and procedures according to salon policy.</p> <p>3. Handle and secure cash according to salon policy.</p> <p>4. Observe suspect behaviour by customers and deal with according to salon policy.</p> <p>5. Deal internal and external theft according to salon policy.</p> <p>6. Store products and equipment in a secure manner.</p> <p>7. Take appropriate action to minimise theft by applying salon procedures.</p> <p>8. Maintain the security of cash, cash register and keys according to salon policy</p>
ZZ7. Supervise staff and the salon	<p>You must be able to:</p> <p>1. Induct New Staff into the Salon according to salon policy</p> <p>2. Receive new staff members into the salon in a warm and business-like manner</p> <p>3. Demonstrate and explain salon policies and procedures to new staff members.</p> <p>4. Update personnel records of staff as required.</p>



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	<ol style="list-style-type: none"> 5. Develop and maintain staff roster according to salon policy 6. Maintain daily staff attendance records according to salon policy. 7. Implement and promote Salon Health and Safety Policy with staff on an ongoing basis. 8. Give oral/written information to salon employees in respect of salon activities
<p>ZZ8. Manage quality customer service</p>	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Prepare plan to meet internal and external customer requirements 2. Research assessed the needs of customers and include in the planning process 3. Deliver quality products/services to client according to salon policy 4. Monitor, adjust and report customer service 5. Manage records, reports and recommendations according to the organisations systems and processes
<p>ZZ9. Recruit and select staff</p>	<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Define Future Staffing Requirements 2. Identify salon policies in regard to staffing levels 3. Use accurate current information. 4. Identify clearly the competencies and attitudes required of individuals and teams 5. Consult appropriate members of staff adequately 6. Determine Job Specifications 7. Recruit Staff according to salon policy 8. Maintain and monitor salon procedures with regard to staff employment 9. Advertise employment vacancies internally and/or externally according to salon policy 10. Conduct staff selection policies and procedures comply with Equal Opportunity 11. Assess and Select Applicant according to salon policy

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding



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required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Relevant Occupational Health and Safety and First Aid regulations/requirements.
- Salon policies and procedures in regard to personnel planning, selection and recruitment
- Salon policies and procedures in regard to salon supervision and staffing requirements.
- Salon/store policies and procedures in regard to security.
- Goals, objectives, plans, systems and processes
- Quality and continuous improvement and processes and standard
- Business and performance plans
- Relevant legislation and statutory requirements, including industry awards/agreements and salon policy in regard to working periods, overtime, breaks.
- Job specifications
- Following procedures in relation to co-ordination of staff including:
 - staff roster system - employment classifications, full-time or part-time. - meeting procedure -
- Listening and questioning techniques
- Negotiation techniques
- Training/coaching skills
- Team building and motivation skills
- Conflict resolution
- Group presentation skills
- Time management
- Stress management
- Goal setting
- local industry associations code of ethics. - roles, responsibilities and allocated duties of self, peers and management - salon policies in regard to verbal and non-verbal presentation

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:



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- Knowledge of the following issues, in relation to personnel planning, selection and recruitment including:
 - employment classifications, full-time or part-time. - local industry associations code of ethics. - roles, responsibilities and allocated duties of salon personnel - salon policies in regard to verbal and non-verbal presentation.
- Demonstrate the following skills in relation to personnel selection and recruitment
 - consultation skills - interview skills - listening and questioning skills - verbal and non-verbal communication skills - negotiation techniques - planning skills
- Knowledge and methods of evaluating the following:
 - team competencies existing. - team competencies required. - current and projected staff numbers.
- Understanding of principles and methods relating to:
 - identifying, defining and assessing competence of individuals - identifying competence requirements in relation to work demands - consultation processes - writing clear accurate job descriptions/specifications - evaluating information from C.Vs, letters, references, interviews and aptitude tests against criteria



1012-H&BS-66: Fitness & Nutrition

Overview: This competency standard deal with learning the competencies needed to carry out Fitness & Nutrition Guidance according to salon policies. you will be expected to Aware client about Daily Nutrition, Perform PT/ Warm Up Exercise, Guide the Clients about Aerobics, Gym workout, Yoga workout, Zoomba, Cardio and Perform Physiotherapy as per requirement. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
AAA1- Aware client about daily Nutrition	You must be able to: P1. Communicate with client about importance of daily intake P2. interpret daily amount of nutrients according to requirements P3. Advise the client about intake of fruits and food P4. Interpret the deficiency symptoms of nutrients
AAA2- Perform PT/ Warm up exercise	You must be able to: P1. Prepare client and environment for exercise P2. Perform basic exercise steps P3. Maintain length of exercise P4. Perform different warm up exercises
AAA3- Guide the clients about Aerobics	You must be able to: P1. Prepare client and environment for exercise P2. Perform basic exercise steps P3. Maintain length of exercise P4. Provide after care advise
AAA4- Facilitate the clients about Gym workout	You must be able to: P1. Prepare client and environment for gym P2. Perform gym exercise steps P3. Maintain length of gym according to requirements P4. Observe client health condition P5. Know about importance of gym



<p>AAA5- Facilitate the client on Yoga workout</p>	<p>You must be able to:</p> <p>P1. Prepare client and environment for yoga</p> <p>P2. Start basic yoga steps</p> <p>P3. Maintain length of yoga according to requirements</p> <p>P4. Observe client health condition</p> <p>P5. Know about importance of yoga</p>
<p>AAA6- Facilitate the client on Zoomba</p>	<p>You must be able to:</p> <p>P1. Prepare client and environment for Zoomba</p> <p>P2. Perform Zoomba steps</p> <p>P3. Maintain length of Zoomba according to requirements</p> <p>P4. Observe client health condition</p> <p>P5. Know about importance of yoga</p>
<p>AAA7- Facilitate the client on doing Cardio</p>	<p>You must be able to:</p> <p>P1. Prepare client and environment for cardio</p> <p>P2. Perform cardio steps</p> <p>P3. Maintain length of cardio according to requirements</p> <p>P4. Observe client health condition</p> <p>P5. Know about importance of cardio</p>
<p>AAA8- Perform Physiotherapy as per requirement</p>	<p>You must be able to:</p> <p>P1. Prepare client and environment for physiotherapy</p> <p>P2. Perform Physiotherapy steps</p> <p>P3. Maintain length of physiotherapy according to requirements</p> <p>P4. Observe client health condition</p> <p>P5. Know about importance of physiotherapy</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:



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- Latest procedures and techniques of different exercises
- Explain correct Timings for each exercise
- Importance of Physiotherapy
- Procedure of different Gym Exercises
- Importance of daily nutrition

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate fitness and nutrition procedures according to assessor's requirement



1012-H&BS-67: Portfolio Presentation

Overview: This competency standard deal with learning the competencies needed to Design Portfolios according to latest trends and market demand. You will be expected to Design Hair Styling / Colouring Portfolio, Design Makeup Portfolio and Upgrade Portfolio as per industry trends . Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
BBB1- Design hair styling / colouring portfolio as per latest trends	You must be able to: P1. Research latest hair Styling / colouring styles or trends according to fashion P2. Prepare portfolios according to industry standards P3. Exhibit portfolio to clients according to requirement
BBB2- Design makeup portfolio as per market trends	You must be able to: P1. Research latest makeup styles or trends according to fashion P2. Prepare portfolios according to industry standards P3. Exhibit portfolio to clients according to requirement
BBB3- Upgrade portfolio as per industry trend	You must be able to: P1. Research latest hair Styling, colouring and makeup styles or trends according to fashion P2. Upgrade portfolios according to industry standards P3. Exhibit portfolio to clients according to requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Latest procedures and techniques used to prepare portfolios



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- Market trends
- Importance of portfolio
- Importance of print and electronic media in salon

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Portfolio presentation according to assessor’s requirement



1012-H&BS-68: Evaluate a Business Opportunity

Overview: This competency standard deal with learning the competencies needed to Evaluate a Business Opportunities in beauty industry. You will be expected to Clarify Personal Expectations, Values, Skills and Experience, Identify a Business Opportunity, Determine Nature of Product / Service to be Provided and Establish Market Needs for the Product / Service. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>EEE1- Clarify Personal Expectations, Values, Skills and Experience</p>	<p>You must be able to:</p> <p>P1. Identify personal needs, values and expectations realistically and aligned with the business opportunity.</p> <p>P2. Identify and match the relevant experience and current competencies requirements of the business opportunity.</p> <p>P3. Assess personal strengths and weaknesses realistically in terms of requirements of the business opportunity.</p> <p>P4. Clarify personal motivators, attitude and vision in relation to the potential business direction.</p>
<p>EEE2. Identify a Business Opportunity</p>	<p>You must be able to:</p> <p>P1. Pursue sources of information about business opportunities actively in line with personal and business interests and values.</p> <p>P2. Apply creative ideas and innovative approaches and consider for their potential business applications.</p> <p>P3. Investigate business opportunities thoroughly to determine their market and financial viability.</p> <p>P4. Complete documents and records obtained for existing businesses and franchises as a basis for assessing the suitability of the business opportunity</p> <p>P5. Evaluate the fit between the business opportunity and personal expectations, values, skills and experience carefully to identify gaps and incompatibilities.</p> <p>P6. Evaluate the new business opportunity against</p>



	<p>current business involvement to identify overlaps, compatibilities and clashes.</p> <p>P7. Estimate the probable return on investment by identifying and analysing risks, opportunities, costs and benefits associated with the business opportunity.</p> <p>P8. Identify and assess relevant situational factors and their potential to impact on the business opportunity</p>
<p>EEE3. Determine Nature of Products/Services to be Provided</p>	<p>You must be able to:</p> <p>P1. Establish the procedure for which products/services best meet the needs/demands of client</p> <p>P2. Identify ways of enhancing the product/service benefits to client</p> <p>P3. Establish optimal mix of product/services to maximise returns.</p> <p>P4. Ensure the nature of products/services to be provided reflects client demand.</p>
<p>EEE4. Establish Market Needs for the Product/Service</p>	<p>You must be able to:</p> <p>P1. Establish market demand and need for the product/service according to the salon policy</p> <p>P2. Establish market profile which provides an understanding of the characteristics of the potential client base.</p> <p>P3. Target market for the product/service specified in line with potential market characteristics.</p> <p>P4. Identify competitors and their strengths and weaknesses analysed to provide a basis of comparison and identify a market niche for the business opportunity.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Sources of pertinent information (financial and market research)
- Analysis and appraisal techniques as applied to the business and to self.



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- Types of market research and market research methods.
- Methods of costing and pricing of products and services



1012-H&BS-69: Manage Business Operations

Overview: This competency standard deal with learning the competencies needed to Manage Business Operations. You will be expected to Develop Operational Strategies, Implement Operational Strategies, Monitor Operational Performance and Explore Opportunities to Improve Performance. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>HHH1- Develop Business Operational Strategies</p>	<p>You must be able to:</p> <p>P1. Identify operational factors affecting the desired output of the business</p> <p>P2. Select preferred operational strategies to optimise business outputs.</p> <p>P3. Evaluate costs and benefits of the various operational strategies to achieve optimum results.</p> <p>P4. Determine performance measures for the desired output.</p> <p>P5. Determine operational targets to meet the priorities set down in the business plan.</p> <p>P6. Develop quality criteria and operational procedures to meet client requirements and business standards.</p>
<p>HHH2. Implement Business Operational Strategies</p>	<p>You must be able to:</p> <p>P1. Establish systems to control expenditure, wastage, stock and costs in accordance with the business plan.</p> <p>P2. Develop the quality procedures to address product /service and client requirements.</p>
<p>HHH3. Monitor Business Operational Performance</p>	<p>You must be able to:</p> <p>P1. Monitor the achievement of operational targets regularly in accordance with the business plan and operational strategies.</p> <p>P2. Review operational policies and procedures regularly in the light of business performance.</p>



	<p>P3. Review systems and structures with a view to more effectively supporting business performance.</p> <p>P4. Investigate and analyse performance deviations to establish causes and implement changes in procedures.</p> <p>P5. Assess the content, assumptions and projections of operational strategies to determine whether variations or alternative policies and procedures are indicated.</p> <p>P6. Incorporate operational policies and procedures to take corrective action.</p>
HHH4. Explore Opportunities to Improve Staff Performance	<p>You must be able to:</p> <p>P1. Encourage staff to identify opportunities for improvements in the operational management of the business.</p> <p>P2. Identify potential areas for improvement in operational strategies, policies and procedures based on review findings and the current business plan.</p> <p>P3. Record proposed changes clearly to facilitate future planning and evaluation.</p> <p>P4. Define relevant performance indicators to monitor the effects of the proposed changes</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Operational factors relating to the business (salon sales, service provision).
- Key operational concepts and procedures.
- Legal and statutory requirements and responsibilities.
- Methods of monitoring performance.
- Operational factors may include:
 - Business premises (size, location, layout)
 - tools and equipment
 - Methods/techniques/technology



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- Management and administrative systems and procedures
- Technology

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills



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COMPLETE LIST OF TOOLS AND EQUIPMENT

SR#	Tools & Equipment	Quantity
1	Hydraulic Chairs	12
2	Hydraulic Stools	5
3	Workstations (Movable or Fixed)	12
4	Magnifying Glass	2
5	Sterilizer machine	3
6	Timer / Stop Watch	12
7	Computer with Internet	1
8	Multimedia with Screen / Projector	1
9	Colour Printer & Scanner	1
10	White Board	1
11	First Aid Box	1
12	Dustbin	12
13	Mob	6
Hair Care		
1	Working / Hair Trolleys	12
2	Hair Steamer	1
3	Hood Dryer / Infrared Light	1
4	Shampoo Unit	2
5	Washing Vanity	1
6	Electric Roller Set	1
7	Volume Iron	2
8	Hair Dryer	12
9	Crimpers	6
10	Straightening Iron	12
11	Curling Rod / Spiral Tong (Large, medium, small)	12
12	Small Scissors	12
13	Cutting Scissors	12
14	Thinning Scissors	12
15	Razor with blade	6
16	Shavers	12
Manicure & Pedicure		



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1	Foot spa massager	4
2	Mani Pedi Workstation and Vanity	4
3	Mani Pedi Trolley / Stool	4
4	Mani Bubble Massager	4
5	Mani Pedi Electronic Tool Set	4
6	Nail Table / Nail Bar	4
7	UV Dryer	4
Skin Care		
1	Multi Skin Unit (10 in 1 unit)	1
2	Multi Hydra 7 in 1	1
3	Multi Micro Derma 3 in 1	1
4	Electrolysis Unit	1
5	LED Photographic Light Mask	1
6	Body Massager	2
7	Sauna Steam Generator	1
8	Jacuzzi / Hydro	1
9	VICI Shower	1
10	Wood Lamp	1
11	Dermascopy	1
12	Crystal Diamond Dermabrasion	1
13	Silk Epil	6
14	Trimmers	12
15	Paraffin Heater	4
16	Hot Tubi / Towel Warmer	1
17	Stone Heater and Stone Set	1
18	Aroma Defuser	2
19	Double Wax heater	2
20	Single wax heater	2
21	Facial Trolley	2
Makeover		
1	Hand / Back Mirrors	12
2	Piercing Tool Kit	1
3	Air Brush Machine Unit	1
4	Ring Light	1



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Islamabad 31st May, 2019

NOTIFICATION

No. F. 5(13)/2018-DD (TE): In pursuance of sub-section (d) of section-6" Functions of the Commission" National Vocational & Technical Training Commission (NAVTTTC) Act-2011, NAVTTTC is pleased to approve and notify following qualifications in twenty (20) trades for Level 1-5 under National Vocational Qualification Framework (NVQF), which have been developed in compatibility with latest global trends in the fields and fulfilling requirements of competency based training and assessment (CBT&A) system. The qualifications have been developed and validated in collaboration with TEVTAs, QABs, industry and other relevant stakeholders: -

S#	National Vocational Qualifications
1.	National Qualification Level-5 diploma in Automobile Technology
2.	National Qualification Level-5 diploma in Civil Technology
3.	National Qualification Level-5 diploma in Construction Technology
4.	National Qualification Level-5 diploma in Information & Commutation Technology (ICT)
5.	National Qualification Level-5 diploma in Garment Manufacturing Technology
6.	National Qualification Level-5 diploma in Hair & Beauty Service
7.	National Qualification Level-5 diploma in Electronics Technology
8.	National Qualification Level-5 diploma in Instrumentation Technology
9.	National Qualification Level-5 diploma in Computer Aided Design & Manufacturing (CAD /CAM)
10.	National Qualification Level-5 diploma in Mechanical Technology
11.	National Qualification Level-5 diploma in Graphics Designing
12.	National Qualification Level-5 diploma in Heating, Ventilation, Air-conditioning & Refrigeration (HVACR) Technology
13.	National Qualification Level-5 diploma in Media Production
14.	National Qualification Level-5 diploma in Hotel Management
15.	National Qualification Level-5 diploma in Professional Chef
16.	National Qualification Level-5 diploma in Tourism Management
17.	National Qualification Level-5 diploma in Hair & Beauty Services



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18.	National Qualification Level-5 diploma in Fashion Designing
19.	National Qualification Level-5 diploma in Ceramics Technology
20.	National Qualification Level-5 diploma in Telecom Technology

2. All the TVET related institutions / organizations are required to implement aforementioned qualifications so that a uniform and standardized TVET qualification system is established in Pakistan and efforts are made for international equivalence / recognition of these qualifications.

3. Competency Standards of the above enlisted qualifications can be accessed at NAVTTTC's website (www.navttc.org).

(Muqem Islam)

Director General (Skill Standards & Curricula)

Phone: 051-9215385

Distribution:

1. Federal Secretary, Ministry of Federal Education & Professional Training, Govt of Pakistan
2. Federal Secretary, Ministry of Overseas Pakistanis and Human Resource Development, Govt of Pakistan, Islamabad
3. Federal Secretary, Ministry of Industry and Production, Govt of Pakistan, Islamabad
4. Federal Secretary, Ministry of Textile Industry, Govt of Pakistan, Islamabad
5. Federal Secretary, Ministry of Commerce, Govt of Pakistan, Islamabad
6. Federal Secretary, Ministry of Railway, Govt of Pakistan, Islamabad
7. Federal Secretary, Ministry of Climate Change, Govt of Pakistan, Islamabad
8. Federal Secretary, Ministry of Religious Affairs, Govt of Pakistan, Islamabad
9. Federal Secretary, Ministry of Communication, Govt of Pakistan, Islamabad
10. Federal Secretary, Ministry of Aviation Division, Govt of Pakistan, Islamabad
11. Federal Secretary, Ministry of Science & Technology, Govt of Pakistan, Islamabad



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12. Chairperson, Punjab Technical Education and Vocational Training Authority (P-TEVTA), Lahore
13. Managing Director, Khyber Pakhtunkhwa Technical Education and Vocational Training Authority (KP-TEVTA),
14. Managing Director, Sindh Technical Education and Vocational Training Authority (S-TEVTA), Karachi
15. Chairman, Azad Jammu & Kashmir, Technical Education and Vocational Training Authority (AJ&K TEVTA), Muzafarabad
16. Director TVET Cell, Gilgit Baltistan, Gilgit
17. Director General, Punjab Vocational Training Council (PVTTC), Punjab
18. Managing Director, Technology Upgradation and Skill Development Company (TUSDEC) Lahore
19. Project Director, Punjab Skill Development Program (PSDP) Lahore
20. CEO, Punjab Skill Development Fund, Lahore
21. Rector, UNTECH University Islamabad
22. National Deputy Leader, GIZ Islamabad
23. PS to Minister of Federal Education & Professional Training, Govt of Pakistan
24. PS to Special Adviser to the Prime Minister on Youth Affairs, Prime Minister's Office, Islamabad
25. Chairperson, Federal of Pakistan Chamber of Commerce and Industry (FPCCI), Karachi
26. Conveyer, Sector Skills Council (Textile/ Construction/ Renewable Energy/ Hospitality and Tourism)
27. Director Technical Education and Vocational Training Authorities (TEVTA), Balochistan
28. Chairman, Pakistan Tourism Development Corporation, Lahore
29. Chairman, PCSIR Headquarters, Islamabad
30. Director General, Pakistan Forest Institute, Peshawar
31. Chairman, Wafaq ul Madaris, Multan
32. Director General, Staff Welfare, Islamabad
33. Director General, NISTE Capital Administration and Development Division, Islamabad
34. Director General, National Training Bureau, Islamabad
35. Chairmen, Provincial Technical Education Boards
36. Chairmen, Provincial Trade Testing Boards



National Competency Standards Level-5 for “Hair & Beauty Services”



37. Secretary, IBCC, Islamabad: *with the request that National qualifications of Level 5 diploma in the aforementioned trades may be considered equivalent to Diploma of Associate Engineer/HSSC after inclusion of compulsory courses in the light of IBCC general requirement.*

Copy for information to: -

1. DG (P&D)/(A&F)/ (A&C) (S&C) NAVTTC
2. Director General(s), NAVTTC Regional Office(s).
3. Sr. Technical Advisor, TSSP-GIZ
4. Staff Officer to Chairman, NAVTTC
5. PS to Executive Director, NAVTTC Islamabad
6. Concerned File/ Office Copy



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