

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PEDICURIST AND MANICURIST [BEAUY AND WELLNESS SECTOR]

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:



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Introduction

Qualifications Pack – Pedicurist and Manicurist

SECTOR: BEAUTY AND WELLNESS SECTOR

SUB-SECTOR: SALONS AND BEAUTY CENTERS

OCCUPATION: SKIN SERVICES

REFERENCE ID: BWS/Q0102

ALIGNED TO: NCO-2004/5141.40

A **Pedicurist and Manicurist** in the Beauty and Wellness Sector is an important operational job-role providing beauty services for the feet and toe, nails as well as hands and finger nails.

Brief Job Description: A Pedicurist and Manicurist needs to be aware of the basics of pedicure and manicure, health and safety, hygiene and needs to be knowledgeable about various beauty products. The role-holder is expected to independently provide services of pedicure and manicure while performing some other assisting services.

Personal Attributes: A **pedicurist and manicurist** should be well-versed with the services and have basic service aptitude. Proficiency in communication and keen service orientation would help in providing world class services to the customers.

Job Details

Qualifications Pack Code	BWS/Q0102		
Job Role	Pedicurist and Manicurist		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015
Job Role	Pedicurist and Manicurist		
Role Description	A Pedicurist and Manicurist needs to be aware of the basics of pedicure and manicure, health and safety, hygiene and needs to be knowledgeable about various beauty products. The role-holder is expected to independently provide services of pedicure and manicure while performing some other assisting services.		
NVEQF / NVQF level	2		
Minimum Educational Qualifications	----- Preferably V		
Maximum Educational Qualifications	----- NA		
Training	NA		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS <ol style="list-style-type: none"> 1. BWS/N0101 - Prepare and maintain work area 2. BWS/N0104 - Provide manicure and pedicure services 3. BWS/N0106 - Maintain health and safety at the workplace 4. BWS/N0107 - Create a positive impression at the workplace 		
Performance Criteria	As described in the relevant OS units		

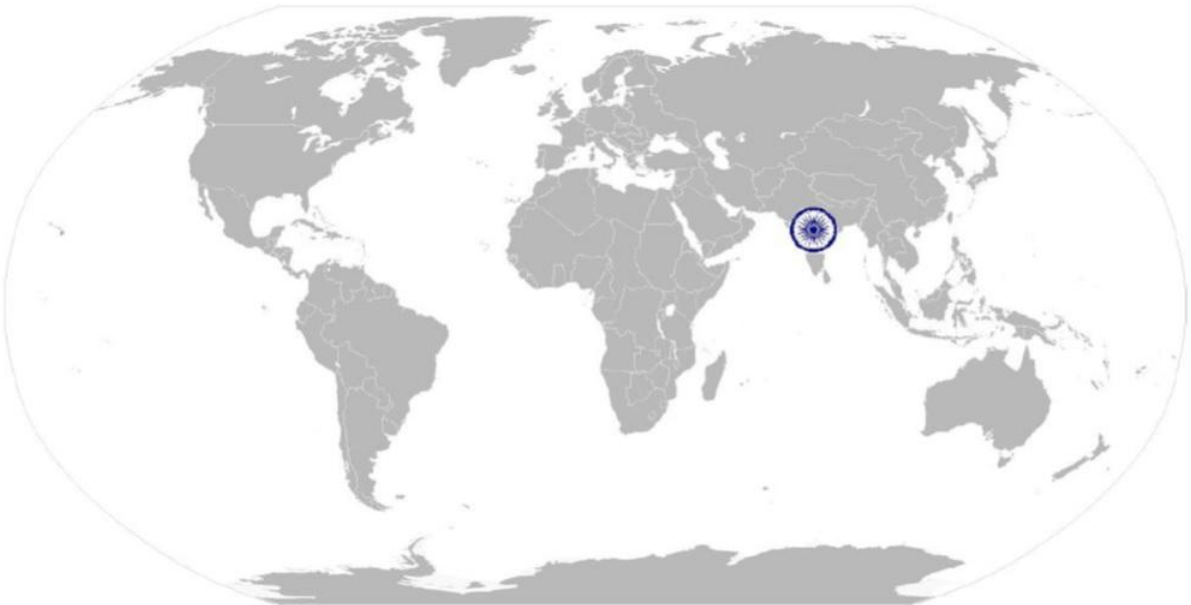
Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding; he/she needs to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of required performance.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

Acronyms

Keywords /Terms	Description
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
PSARA	The Private Security Agencies Regulation Act (PSARA) 2005

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for preparing and maintaining the work area in a professional manner ahead of service delivery.

BWS/N0101 -Prepare and maintain work area

National Occupational Standard	Unit Code	BWS/N0101
	Unit Title (Task)	Prepare and maintain work area
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for preparing and maintaining the work area in a professional manner ahead of service delivery.
	Scope	<p>Scope of this role will include:</p> <p>(a) Preparing and maintaining the treatment work areas</p> <ol style="list-style-type: none"> i. Keeping the work area clean ii. Setting up the required equipment iii. Disposing of waste correctly
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Preparation and maintenance of the treatment work areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Select suitable materials and equipment required for the client</p> <p>PC2. Set up the materials and equipment for treatments following salon procedures and any given instructions</p> <p>PC3. Place all the materials in the trolley and set it up as per requirement</p> <p>PC4. Carry out appropriate sterilization and disinfection for tools and place the sterilized and disinfected tools on a disinfected tray as per standard operating process</p> <p>PC5. Carry out checks to ensure that environmental conditions including room temperature are suitable for the client and the treatment</p> <p>PC6. Place the draping cape around the client's body as per comfort level of the client</p> <p>PC7. Carry out procedures in line with industry and organizational requirements related to your personal hygiene, protection and appearance</p> <p>PC8. Dispose waste materials safely and correctly</p> <p>PC9. Check and clean equipment according to manufacturers' instructions and salon procedures</p> <p>PC10. Store records, materials and equipment based on salon procedures</p> <p>PC11. Leave the work area in a clean and hygienic condition suitable for further treatments</p>
	Knowledge and Understanding w.r.t the Scope	
	Element	Knowledge and Understanding (K)

BWS/N0101 -Prepare and maintain work area

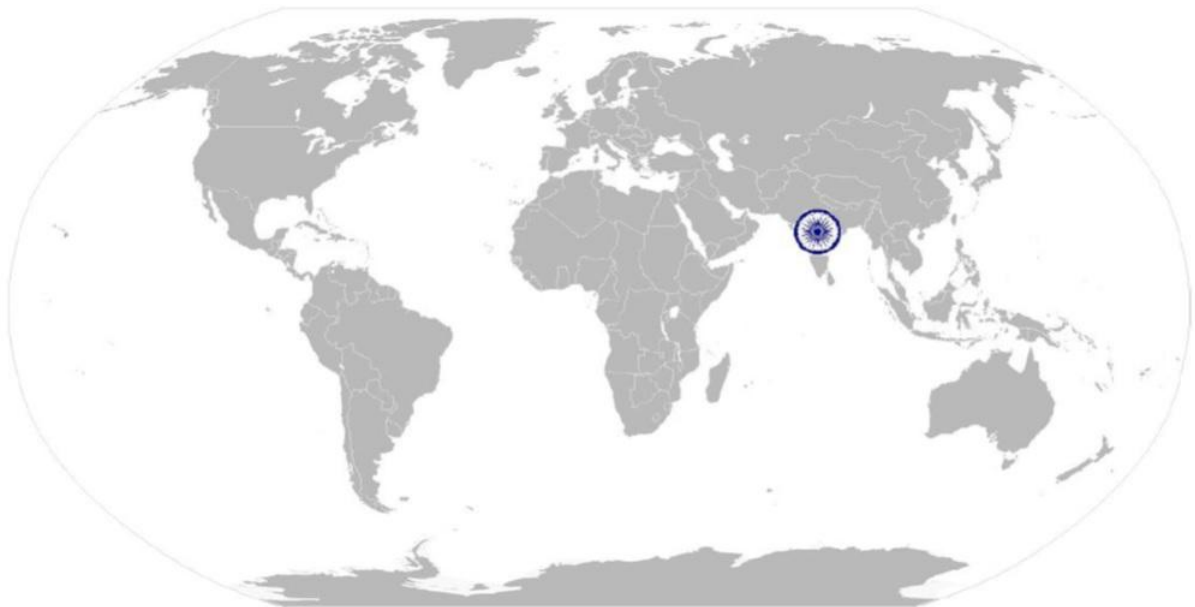
<p>A. Organisational Context (Knowledge of the company / organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Maintain salon's safety and legal requirements, waste disposal, service standard and image</p> <p>KA2. Work procedure to ensure safety, effectiveness and hygiene</p> <p>KA3. Procedure for obtaining suitable materials, equipment and staff assistance</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of products, materials and equipment required for the treatments</p> <p>KB2. Procedure to set up, check and clean materials and equipment required</p> <p>KB3. Different types of sterilizing and disinfecting equipment/ products available and their correct usage</p> <p>KB4. Distinctions between sterilization and disinfection and application</p> <p>KB5. Necessary environmental conditions for the treatments (including heating, lighting, ventilation and comfort)</p> <p>KB6. Manufacturer's instructions related to equipment and product use and cleaning</p> <p>KB7. Procedure to check and clean equipment used for the treatments</p> <p>KB8. Importance and procedure for cleaning of work areas</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Plan and manage work routine based on saloon procedure</p> <p>SA3. Apply problem solving capabilities</p>
<p>B. Professional Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions regarding to responsibilities</p> <p>SB2. Adhere to customer service oriented approach</p> <p>SA4. Take care of the customer's expectation for the treatment.</p> <p>SA5. Consult the customer before beginning with the treatment.</p> <p>SB3. Fill the consultation form after consulting the customer.</p>

BWS/N0101 -Prepare and maintain work area

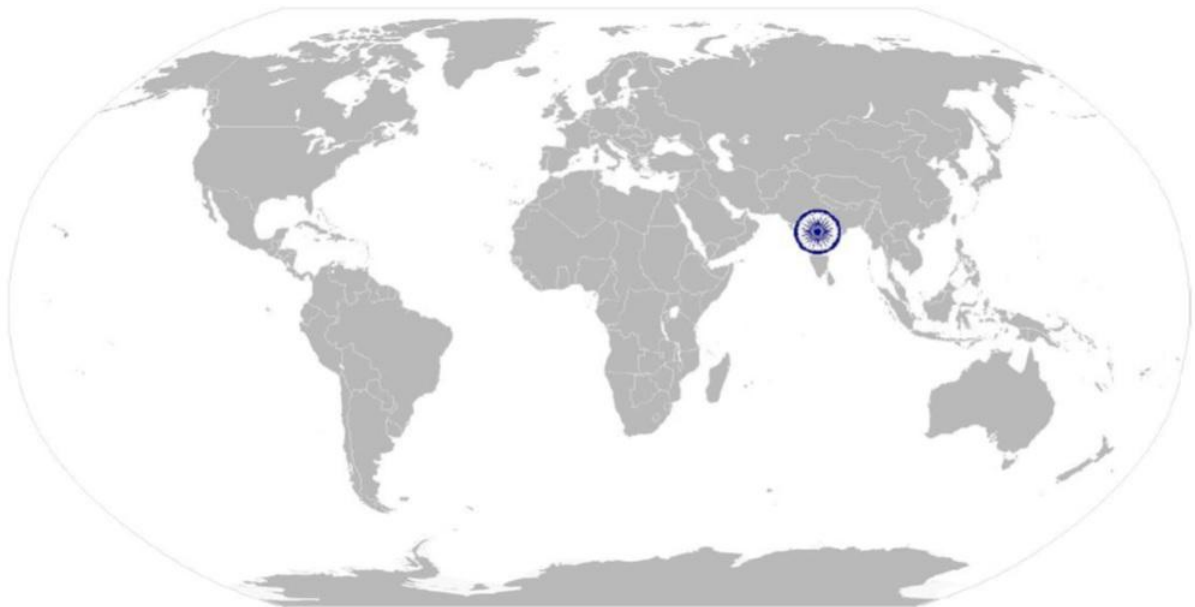
NOS Version Control

NOS Code	BWS/N0101		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide manicure and pedicure services.

BWS/N0104 - Provide manicure and pedicure services

National Occupational Standard

Unit Code	BWS/N0104
Unit Title (Task)	Provide manicure and pedicure services
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to provide manicure and pedicure services.
Scope	<p>The scope of this role will include:</p> <ul style="list-style-type: none"> (a) Performing Manicure and Pedicure <ul style="list-style-type: none"> i. Cleaning the hands and feet ii. Filing nails as per client request iii. Massaging the hands/ feet iv. Painting the nails or applying nail colour as per client's choice
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manicure and pedicure services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety standards and processes laid out by manufacturer and organization and based on client needs</p> <p>PC2. Carry out the process using the tools and materials and as per process laid down by the organization</p> <p>PC3. Check the client's understanding and expectation prior to commencement and clarify doubts, if any</p> <p>PC4. Adjust the positioning of the client to ensure easy process access and minimal injury risk</p> <p>PC5. Clean and dry the client's feet/ hands as a part of preparation</p> <p>PC6. File the nails correctly, ensuring that the nail free edge is left smoothed and shaped to the required length</p> <p>PC7. Apply suitable cuticle products during the process to ensure no damage to the cuticle and nail plate</p> <p>PC8. Remove any excessive hard skin using a foot rasp, without discomfort to the client, if required</p> <p>PC9. Use appropriate massage mediums and techniques to meet the client's needs</p> <p>PC10. Apply suitable base coat/polish coats and top coat relevant to the client's needs, as required</p> <p>PC11. Clean the treated area and use a suitable soothing product</p> <p>PC12. Check with the client on satisfaction with the finished result</p> <p>PC13. Provide specific after-process advice to the client</p>

BWS/N0104 - Provide manicure and pedicure services

Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The health, safety and legal requirements, waste disposal, service standard and brand image related details of the salon KA2. Safe, effective and hygiene practices to be followed while providing services
	Anatomy and physiology The user/individual on the job needs to know and understand: KB1. The bones, muscles and blood circulation related to the hand, foot, lower arm and lower leg KB2. The structure of the nail unit (ie the nail plate, nail bed, matrix, cuticle, lunula, hyponychium, eponychium, nail wall, free edge, the lateral nail fold) KB3. The process of nail growth (ie nail formation, growth rate, factors affecting growth, the effects of damage on growth, nail thickness) KB4. The structure and function of the skin (ie. dermis, epidermis, subcutaneous layer, appendages) KB5. Characteristics of skin and skin types of different ethnic client groups KB6. Different natural nail shapes you are likely to come across during manicure services (eg hook, spoon, fan)
B. Technical / Domain Knowledge	Manicure treatments The user/individual on the job needs to know and understand: KB1. Identification of treatable nail and skin conditions (eg weak, dry, brittle and ridged nails; dry, split and overgrown cuticles) KB2. Different types of techniques used within manicure and how to carry them out KB3. Selection and adaption of manicure and pedicure services to suit individual client needs KB4. Adaptation of manicure and pedicure service to suit a male client KB5. Benefits and effects of the hand, foot and nail treatments in the range KB6. Different types of manicure and pedicure tools and equipment and their application KB7. Different types of massage movements used in a manicure service and their effect on the nails, skin, muscle and underlying structures

BWS/N0104 - Provide manicure and pedicure services

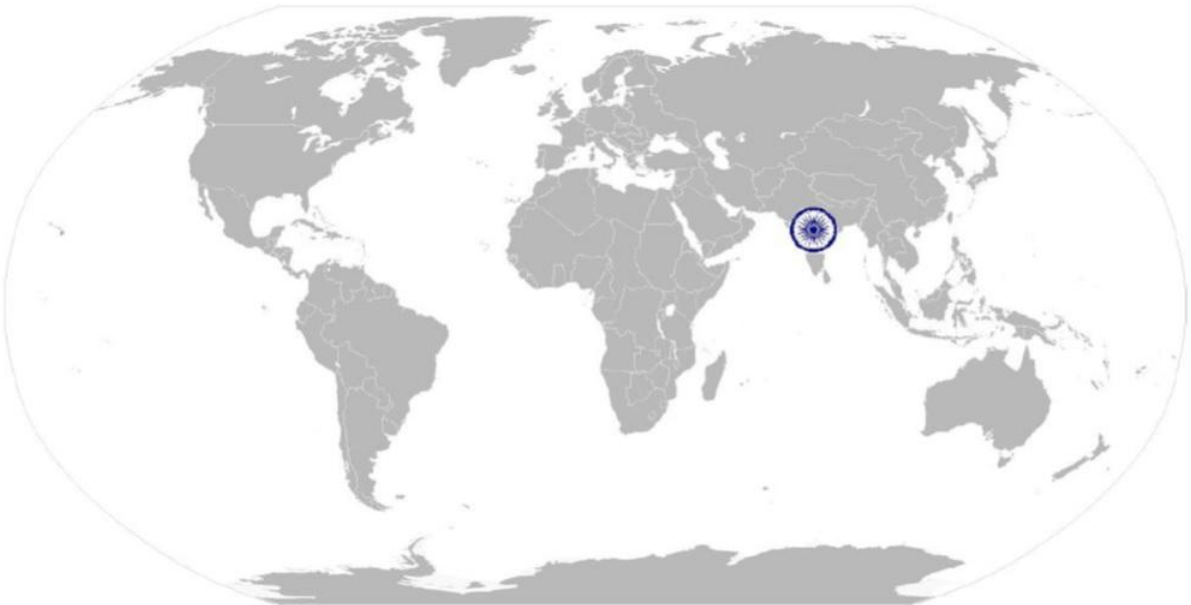
	<p>KB8. Pre-preparation required for the nail finish process</p> <p>KB9. Method(s) of applying nail finishes in the range and removing nail polish</p> <p>KB10. Importance of aftercare and maintenance requirements</p> <p>KB11. Recommended time intervals between nail services</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Read, write and communicate orally</p> <p>SA2. Listen and question to understand client needs</p> <p>SA3. Apply problem solving capabilities</p>
B. Professional Skills	<p>On the job the individual needs to be able to:</p> <p>SB1. Adopt customer service oriented approach to provide customized treatment</p> <p>SB2. Come up with a customized line of treatment depending upon the customer requirement</p> <p>SA6. Take care of the customer's expectation for the treatment.</p> <p>SA7. Consult the customer before beginning with the treatment.</p> <p>SB3. Perform different types of manicure and pedicure</p> <p>SB4. Suggest appropriate aftercare to customers</p>

NOS Version Control

NOS Code	BWS/N0104		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
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Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain health and safety at the workplace in order to reduce potential risks to self and others.

BWS/N0106 - Maintain health and safety at the workplace

National Occupational Standard

Unit Code	BWS/N0106
Unit Title (Task)	Maintain health and safety at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain health and safety at the workplace in order to reduce potential risks to self and others.
Scope	<ol style="list-style-type: none"> 1. Workplace health and safety <ol style="list-style-type: none"> (a) Being aware of risks/ threats (b) Identification (c) Response
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining health and safety at the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Set up the work area to meet legal, hygiene and treatment requirements</p> <p>PC2. Conform to accepted industry and organizational requirements related to personal hygiene and protection</p> <p>PC3. Clean and sterilize all tools and equipment before use</p> <p>PC4. Maintaining accepted industry hygiene and safety practices throughout the work routine</p> <p>PC5. Positioning equipment and materials for ease and safety of use</p> <p>PC6. Ensuring your own posture and position minimizes fatigue and the risk of injury whilst working</p> <p>PC7. Disposing of waste materials safely and correctly</p> <p>PC8. Leaving the work area in a condition suitable for further use</p> <p>PC9. Identify potential harmful working practices in your workplace</p> <p>PC10. Report health and safety risks/ hazards to concerned personnel</p> <p>PC11. Carry out your work in accordance with workplace instructions, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products and legal requirements</p> <p>PC12. Monitor for contra-indications related to beauty treatments and follow preventive measures</p> <p>PC13. Make sure your self-actions do not endanger the health and safety of you or others in your workplace</p> <p>PC14. Make sure you follow environmentally-friendly working practices</p>
Knowledge and Understanding w.r.t the Scope	

BWS/N0106 - Maintain health and safety at the workplace

Element	Knowledge and Understanding (K)
<p>A. Organisational Context (Knowledge of the company / organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Correct methods of work area set up, preparation and use the equipment and materials</p> <p>KA2. Waste reduction and disposal techniques</p> <p>KA3. House-keeping and tidy maintenance of work areas</p> <p>KA4. Your responsibilities and duties for health and safety in the workplace</p> <p>KA5. Potential workplace hazards and the safe working practices to be followed</p> <p>KA6. Role specific health and safety hazards and precautions to take</p> <p>KA7. Importance and process of reporting risks</p> <p>KA8. Communication protocol and contact persons for reporting risks</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various legal, hygiene and treatment requirements of the workplace</p> <p>KB2. Importance of effective sterilizing and disinfecting, methods, chemicals and related equipment</p> <p>KB3. Correct method of maintaining equipment and materials in a clean and hygienic condition</p> <p>KB4. Pre-treatment process preparation for self and client</p> <p>KB5. Potential discomfort and injuries to self and clients and methods to avoid them</p> <p>KB6. Techniques related to client positioning and risks of poor positioning</p> <p>KB7. Prescribed hygiene standards, adherence and the principles for avoiding cross-infections</p> <p>KB8. Contra-indications related to beauty treatments</p> <p>KB9. Process to handle contra-indications requiring medical referral</p> <p>KB10. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products that must be followed</p> <p>KB11. Potential risks to the environment risks based on your actions</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>On the job the individual needs to be able to:</p> <p>SA1. Understand the value of physical fitness, personal hygiene and good habits</p> <p>SA2. Apply the knowledge of health and hygiene while providing services</p>
<p>B. Professional</p>	<p>On the job the individual needs to be able to:</p>

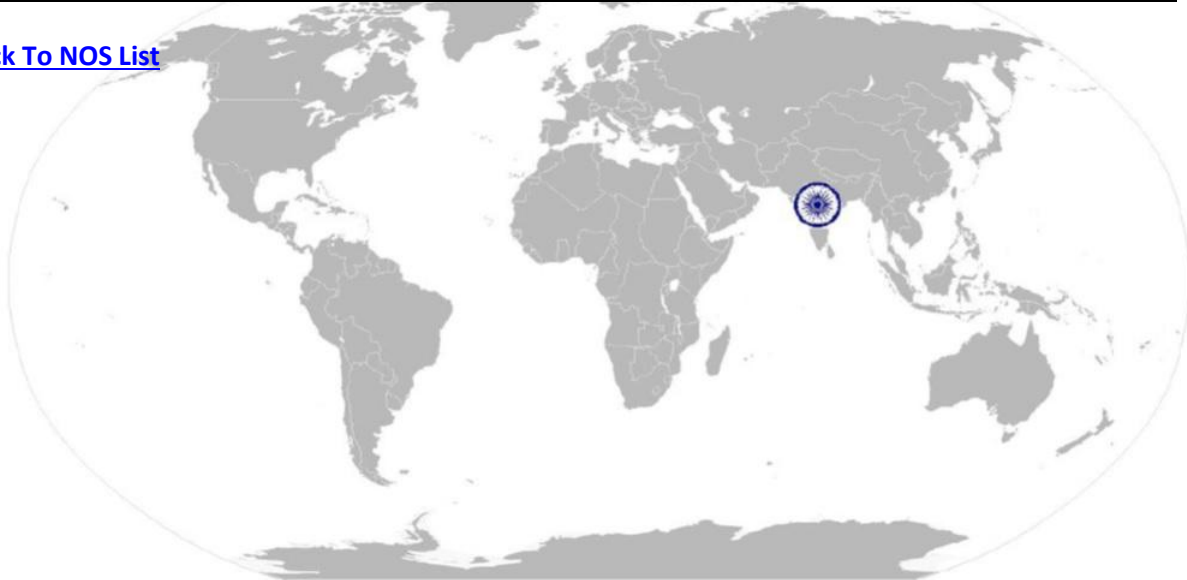
BWS/N0106 - Maintain health and safety at the workplace

Skills	<p>SB1. Evaluate and appreciate potential health and safety risks</p> <p>SB2. Report to supervisors and other authorized personnel for assistance in case of any health or safety issue</p>
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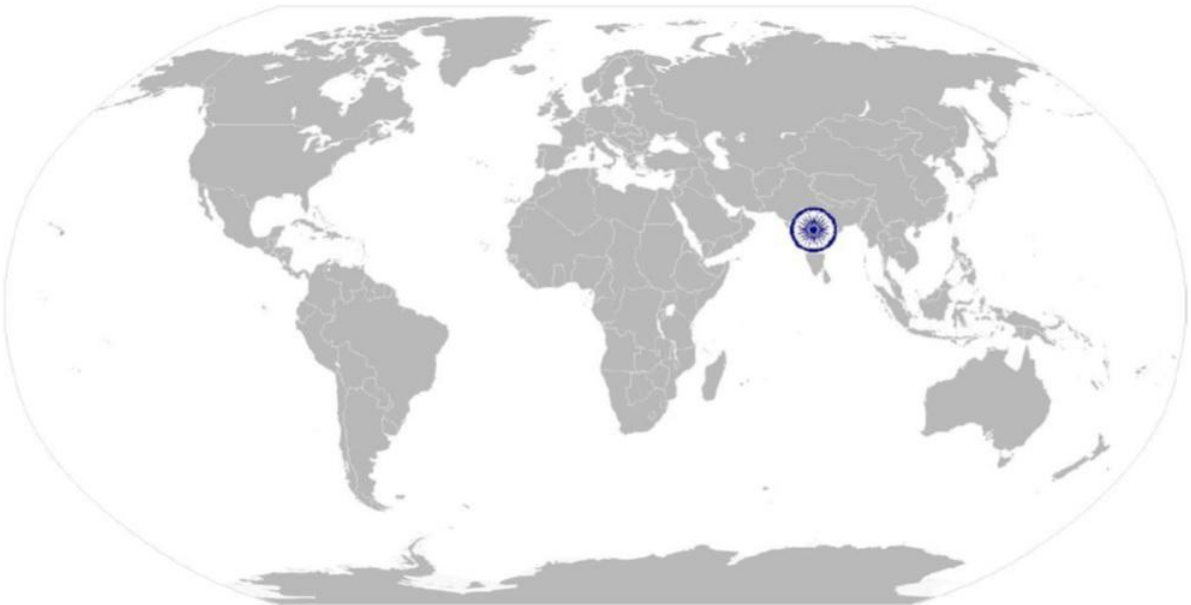
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NOS Code	BWS/N0106		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.

BWS/N0107 - Create a positive impression at the workplace

National Occupational Standard

Unit Code	BWS/N0107
Unit Title (Task)	Create a positive impression at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for individuals to meet the personal grooming and behavior requirements, execute tasks as per the organization's standards and communicate/record information in order to create a positive impression at the workplace.
Scope	<ul style="list-style-type: none"> (a) Maintaining good appearance and behavior (b) Executing tasks as per organization's standards (c) Communicating and recording information
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Appearance and behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. Maintain good health and personal hygiene PC2. Comply with organisation's standards of grooming and personal behavior PC3. Meet the organisation's standards of courtesy, behaviour and efficiency PC4. Stay free from intoxicants while on duty PC5. Wear and carry organisation's uniform and accessories correctly and smartly
Task execution as per organization's standards	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. Take appropriate and approved actions in line with instructions and guidelines PC2. Record details related to tasks, as per procedure PC3. Participate in workplace activities as a part of the larger team PC4. Report to supervisor immediately in case there are any work issues PC5. Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender
Communication and Information record	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. Communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines PC2. Communicate role related information to stakeholders in a polite manner and resolve queries, if any PC3. Assist and guide clients to services or products based on their needs

BWS/N0107 - Create a positive impression at the workplace

	<p>PC4. Report and record instances of aggressive/ unruly behaviour and seek assistance</p> <p>PC5. Use communication equipment (phone, email etc) as mandated by your organization</p> <p>PC6. Carry out routine documentation legibly and accurately in the desired format</p> <p>PC7. File routine reports and feedback</p> <p>PC8. Maintain confidentiality of information, as required, in the role</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Importance of personal health and hygiene</p> <p>KA2. Organisation's standards of grooming and personal behavior</p> <p>KA3. Organisation's standards related to courtesy, behaviour and efficiency</p> <p>KA4. Ill-effects of intoxicants and potential actions at workplace</p> <p>KA5. Items of uniform & accessories and correct method of wearing/ carrying them</p> <p>KA6. Reporting/ recording formats and protocol for documentation</p> <p>KA7. Kinds of work issues that may arise and reporting structure</p> <p>KA8. Code of practices and guidelines relating to communication with people</p> <p>KA9. Organisation's requirements for recording and retaining information</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Ability to speak, read and write in the local vernacular language and English</p> <p>KB2. Appropriate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</p> <p>KB3. Different formats on which information is to be recorded</p> <p>KB4. Importance to maintain security and confidentiality of information</p> <p>KB5. Kinds of communication equipment (email, phone etc) available and their effective use</p> <p>KB6. Selling/ influencing techniques to provide additional services/ products to clients</p>

BWS/N0107 - Create a positive impression at the workplace

Skills (S)	
A. Core Skills / Generic Skills	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately SA2. Read and interpret information accurately SA3. Follow instructions accurately SA4. Use gestures or simple words to communicate where language barriers exist SA5. Fluently speak and understand basic English and the regional language SA6. Display courteous and helpful behaviour at all times SA7. Display positive body language</p>
B. Professional Skills	<p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions related to your responsibilities SB2. Build strong relationships with customers and team mates</p>

NOS Version Control

NOS Code	BWS/N0107		
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Sector	Beauty and Wellness	Drafted on	20th March 2014
Sub-sector	Salons and Beauty Centers	Last reviewed on	24th March 2014
Occupation	Skin Services	Next review date	24th March 2015

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