



COMPETENCY STANDARD FOR SKIN CARE

(Informal Sector)

Level: 3

Competency Standard Code: CS-INF-SCARE-L3-EN-V1

**National Skills Development Authority
Prime Minister's Office, Bangladesh**

Table of Contents

Introduction.....	3
Overview	4
Level Descriptors of NSQF (BNQF 1-6).....	5
List of Abbreviations	6
Approval of Competency Standard.....	7
Course Structure.....	8
Units & Elements at Glance.....	9
Generic Competencies	10
Unit Code and Title.....	11
GU008L2V1: Work in a Team Environment	11
Occupation Specific Competencies	13
OUSC001L3V1: Provide Customer Service	14
OUSC002L3V1: Operate Skin Care Machines and Devices.....	17
OUSC003L3V1: Perform technology supported professional Skin care	20
OUSC004L3V1: Provide Scalp Care Service.....	27
Development of Competency Standard	32
Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC)	33
Copyright	34

Introduction

The National Skills Development Authority (NSDA) aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skill ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Skin Care**" is selected as one of the priority occupations of **Informal** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A **competency standard** is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in **Informal Sector**.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skill Certificate – 3 in Skin Care in Informal Sector


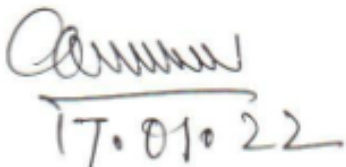


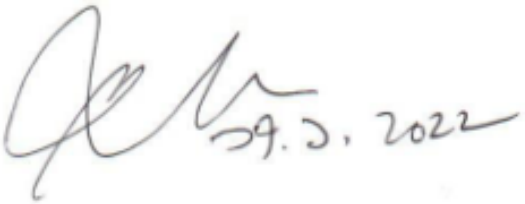
Level Descriptors of NSQF (BNQF 1-6)

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

CS	- Competency Standard
GAD	- Gender and Development
ISC	- Industry Skills Council
NSDA	- National Skills Development Authority
NSQF	- National Skills Qualifications Framework
OSH	- Occupational Safety and Health
PPE	- Personal Protective Equipment
SCVC	- Standards and Curriculum Validation Committee
SPF	- Sun protection factor
STP	- Skills Training Provider
SOP	- Standard Operating Procedure
UoC	- Unit of Competency

Approval of Competency Standard

Name and Designation	Signature
Dulal Krishna Saha Executive Chairman (Secretary) National Skills Development Authority	
Md. Nurul Amin Member (Registration & Certification) Joint Secretary National Skills Development Authority	
Quamrun Naher Siddiqua Member (Coordination & Assessment) Joint Secretary National Skills Development Authority	
Dr. Md. Ziauddin Member (Admin & Finance) Joint Secretary National Skills Development Authority	
Alif Rudaba Member (Planning & Skills Standard) Joint Secretary National Skills Development Authority	

**Competency Standards for National Skill Certificate – 3 in
Skin aesthetics in Informal Sector
Course Structure**

SL	Unit Code and Title		UoC Level	Nominal (Hours)
Generic Competencies				20
1.	GU008L2V1	Work in the team environment	2	20
Occupation Specific Competencies				240
2.	OUSC001L3V1	Provide Customer Service	3	15
3.	OUSC002L3V1	Operate Skin Care Machines and Devices	3	35
4.	OUSC003L3V1	Perform Technology Supported Professional Skin Care Therapy	3	160
5.	OUSC004L3V1	Provide Scalp Care Service	3	40
Total Nominal Learning Hours				270

Units & Elements at Glance

Generic Competencies

Code	Unit of Competency	Elements of Competency	Nominal (Hours)
GU008L2V1	Work in team environment	<ol style="list-style-type: none"> 1. Define team role and scope 2. Identify individual role and responsibility 3. Participate in team discussions 4. Work as a team member 	20

Occupation Specific Competencies

Code	Unit of Competency	Elements of Competency	Nominal (Hours)
OUSC001L3V1	Provide Customer Service	<ol style="list-style-type: none"> 1. Communicate with customer 2. Response customer with due respect 3. Analyze customer psychological behavior 4. Perform customer service 5. Ensure customer satisfaction 	15
OUSC002L3V1	Operate skin Care Machines and Devices	<ol style="list-style-type: none"> 1. Identify skin care machines and devices 2. Operate skin care machine and devices 3. Maintain machine and devices 	35
OUSC003L3V1	Perform Technology Supported Professional Skin aesthetics	<ol style="list-style-type: none"> 1. Prepare client 2. Select and collect materials and machines 3. Perform face and body line care 4. Perform pimple care 5. Perform abdominal obesity care 6. Perform cleansing and deep cleansing 7. Perform pack and mask 8. Perform lymph care 9. Perform waxing and massaging 	160
OUSC004L3V1	Provide Scalp Care Service	<ol style="list-style-type: none"> 1. Prepare client 2. Ensure skin therapy hygiene 3. Provide scalp care service 4. Apply finishing touches 5. Perform post service activities 	40
Total Hours			250

Generic Competencies

Unit Code and Title	GU008L2V1: Work in a Team Environment
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSAs) required in working in a team environment.</p> <p>It includes defining team role and scope, identifying individual role and responsibility. Participating in team discussions and working as a team member.</p>
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Define team role and scope	1.1. Role and objectives of the team are defined 1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources
2. Identify individual role and responsibility	2.1 Individual roles and responsibilities of <u>team members</u> are identified 2.2 Reporting relationships among team members are defined and clarified 2.3 Reporting relationships external to the team are defined and clarified
3. Participate in team discussions	3.1 Ideas related to team plans are contributed 3.2 Recommendations for improving team work are put forward
4. Work as a team member	4.1. Effective forms of communication are used to interact with team members 4.2. Communication channels are followed 4.3. OHS practices are followed
Range of Variables	
Variables	Range (may include but not limited to):
1. Sources of information	1.1 Standard Operating Procedures 1.2 Job Description 1.3 Operations Manual 1.4 Organizational Structure
2. Team Members	2.1. Coach/mentor 2.2. Supervisor/Manager 2.3. Peers/Colleagues 2.4. Employee representative
3. Workplace context	3.1 National Laws and Statutes 3.2 Standard Operating Procedures 3.3 Workplace Rules and Regulations
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 demonstrated knowledge in working in a team environment</p> <p>1.2 satisfied the requirements mentioned in the performance criteria and range of variables</p>
2. Underpinning knowledge	<p>2.1 Team Structure, Role and Responsibility</p> <p>2.2 Individual Members' Roles and Responsibilities</p> <p>2.3 Communication Flow and Reporting Structures</p> <p>2.4 Team Planning</p> <p>2.5 Interpersonal Communication Skills</p> <p>2.6 Team Meeting Procedures</p> <p>2.7 OHS Practices</p>
3. Underpinning skills	<p>3.1 Identifying the role and responsibility of the team</p> <p>3.2 Identifying roles and responsibilities of individual members</p> <p>3.3 Participating in team discussions</p> <p>3.4 Working as a team member</p>
4. Underpinning Attitudes	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Eagerness to learn</p> <p>4.4 Tidiness and timeliness</p> <p>4.5 Respect for rights of peers and seniors in workplace</p> <p>4.6 Communication with peers and seniors in Workplace</p>
5. Resource implications	<p>5.1 Pens</p> <p>5.2 Telephone</p> <p>5.3 Computer</p> <p>5.4 Writing materials</p> <p>5.5 Online communication</p>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1. Workplace observation</p> <p>6.2. Demonstration</p> <p>6.3. Oral questioning</p> <p>6.4. Written test</p> <p>6.5. Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment center</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>

Accreditation Requirements

Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Occupation Specific Competencies

Unit Code and Title	OUSC001L3V1: Provide Customer Service
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude in provide customer service.</p> <p>It includes communicating with customer, responding customer with due respect, analyzing customer psychology behavior, performing customer service and ensure customer satisfaction.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Communicate with customer	<p>1.1. Customer service management system is defined</p> <p>1.2. Importance of customer service is explained</p> <p>1.3. Needs of communication is identified</p> <p>1.4. Potential customers are identified</p> <p>1.5. Customers are communicated with <u>diversified techniques</u></p>
2. Response customer with due respect	<p>2.1 Customers required service and needs are responded with due <u>courteous manner</u></p> <p>2.2 Customers required service and needs are recorded in accordance with workplace procedures</p> <p>2.3 Customers are entertained as per workplace procedures</p>
3. Analyze customer psychological behavior	<p>3.1 The posture and gesture of customer is recognized</p> <p>3.2 Customer management policy and procedures are interpreted</p> <p>3.3 Customer's attitude and psychology is recognized</p> <p>3.4 Payment method is explained and agreed with customers</p>
4. Perform customer service	<p>4.1 Customer's security and confidentiality are ensured as per workplace standard</p> <p>4.2 Customer special needs are identified and ensured in consultation with customer</p> <p>4.3 Customer's belongings are recorded and stored as per workplace procedure</p> <p>4.4 Customer's clothing's are delivered as required</p> <p>4.5 Workplace health and hygiene are ensured as per workplace standard</p> <p>4.6 Customer service is provided as required</p> <p>4.7 Courtesy kind and sincere services are provided to ensure customers positive impression on the business</p>

	place
5. Ensure customer satisfaction	5.1 Customers comments are requested about service provided 5.2 Customer satisfaction is reviewed and evaluated as per workplace standard 5.3 Customer service policy is replanned and readjusted based on evaluation
Range of Variables	
Variable	Range (may include but not limited to):
1. Diversified techniques	1.1 SMS 1.2 Telephone 1.3 Email 1.4 Websites 1.5 Social Network Service (SNS)
2. Courteous manner	2.1 Greet customers with brighter smiling face 2.2 Polite greetings 2.3 Use decent words
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Communicated with customer 1.2 Response customer with due respect 1.3 Analyzed customer psychological behavior 1.4 Performed customer service 1.5 Ensured customer satisfaction
2. Underpinning Knowledge	2.1 Define customer's security and confidentiality 2.2 State courteous manner 2.3 Explain courteous manner 2.4 Describe media of communication 2.5 Explain customer service management system 2.6 Interpret customer response manual according to greeting & counseling upon customers' visit. 2.7 Interpret customer response manual according to the payment & customer sendoff 2.8 Describe record keeping procedure 2.9 Explain Customers' psychology 2.10 Describe methods of communication
3. Underpinning Skills	3.1 Carrying conversation satisfying customers 3.2 Customer response according to the management process. 3.3 Customer response according to the payment &

	<p>customer sendoff.</p> <p>3.4 Handling customer</p> <p>3.5 Communicating with customers</p>
4. Required Attitudes	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Promptness in carrying out activities</p> <p>4.3 Sincere and honest to duties</p> <p>4.4 Environmental concerns</p> <p>4.5 Eagerness to learn</p> <p>4.6 Tidiness and timeliness</p> <p>4.7 Respect for rights of peers and seniors in workplace</p> <p>4.8 Communication with peers and seniors in workplace</p>
5. Resource Implications	<p>The following resources must be provided:</p> <p>5.1 Workplace (simulated or actual)</p> <p>5.2 Models</p> <p>5.3 Tools, equipment and supplies/materials relevant to the activity to be performed</p> <p>5.4 Availability of materials</p> <p>5.5 Fire extinguisher</p> <p>5.6 Uninterrupted power supply</p>
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written Test</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p> <p>6.4 Portfolio</p>
7. Context of Assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OUSC002L3V1: Operate Skin Care Machines and Devices
Nominal Hours	40 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to operate skin care machines and devices.</p> <p>It specially includes identifying skin care machines and devices, operating skin care machine and devices, and maintaining machine and devices.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Identify skin care machines and devices	<p>1.1 <u>Skin care machine and devices</u> are identified</p> <p>1.2 Uses of skin care machine and devices are described</p>
2. Operate skin care machine and devices	<p>2.1 Major parts of skin care machine and devices are identified</p> <p>2.2 Functions of major parts of skin care machine and devices are described</p> <p>2.3 Working procedures of skin care machine and devices are described</p> <p>2.4 Skin care machine and devices are selected as per <u>requirements</u></p> <p>2.5 Skin care machine and devices are operated as per manufactures operating manual</p> <p>2.6 skin care machine and devices are cleaned as per workplace standard following manufacturer's instruction</p> <p>2.7 Workplace is cleaned and disinfected as per workplace procedures</p>
3 Maintain machine and devices	<p>3.1 Maintenance requirements of machine and devices are interpreted as per manufacturers instruction</p> <p>3.2 Machine maintenance is performed as per manufacturers manual</p> <p>3.3 Machine and devices are safely stored in designated as per workplace procedures</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Skin care machine and devices	<p>1.1 Skin analyzer</p> <p>1.2 Velashape slimming machine</p> <p>1.3 Hydra facial machine</p>

	1.4 Galvanic body machine 1.5 Infrared machine 1.6 Saloon facial machine 1.7 Facial streamer 1.8 Suction machine 1.9 Ice roller 1.10 Ultrasonic skin scrubber 1.11 Skin scanner 1.12 Hair streamer 1.13 Sanitizing machine 1.14 Sterilizing machine 1.15 Towel warmer
2. Requirements	2.1 Scalp type 2.2 Skin type 2.3 Technique to be used 2.4 Meridian scraping method 2.5 Scalp, body and face acupressure sequence
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Identified skin care machine and devices 1.2 Operated skin care machine and devices 1.3 Maintained machine and devices
2. Underpinning Knowledge	2.1 List of skin care machine and devices 2.2 Classify skin care machine and devices 2.3 Describe use of skin care machine and devices 2.4 List major components skin care machine and devices 2.5 Describe functions of major components 2.6 Explain care and safety of skin care machine and devices 2.7 Describe the working principle of machines and devices 2.8 Explain the effect of using machines and devices on human body 2.9 Define acupressure 2.10 Meridian scraping method
3. Underpinning Skills	3.1 Interpreting instructions and manuals 3.2 Selecting machines and devices 3.3 Following OSH issues 3.4 Planning for work 3.5 Obeying workplace code of conduct 3.6 Ability to work with others 3.7 Handling tools and equipment
4. Required Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities

	4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 Models 5.3 Machines and devices, tools, equipment and supplies/materials relevant to the activity to be performed 5.4 Availability of materials 5.5 Fire extinguisher 5.6 Uninterrupted power supply
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OUSC003L3V1: Perform technology supported professional Skin care
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform technology supported professional skin care</p> <p>It specially includes preparing client, selecting and collecting materials and machines, performing face and body line care, performing pimple care, performing abdominal obesity care, performing cleansing and deep cleansing, performing pack and mask, performing lymph care and performing waxing and massaging.</p>
Nominal Hours	160 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Prepare client	<p>1.1 <u>Types of clients</u> are identified and restrictions are determined through consultation</p> <p>1.2 Client's <u>face</u> and <u>body condition</u> are analyzed following salon safety policies and procedures</p> <p>1.3 <u>Protective clothing</u> is prepared and used according to OHS requirements and salon procedures</p> <p>1.4 <u>Shape of face</u>, head, length and width are assessed according to his/her built and height</p> <p>1.5 <u>skin texture</u> is analyzed according to style requirements and kind of cutting to be administered</p> <p>1.6 <u>skin care catalogue</u> is presented to the client and the <u>skin care style</u> is selected and agreed upon by both parties</p> <p>1.7 <u>Protective clothing</u> is provided and used according to health and sanitation regulations</p>
2. Select and collect materials and machines	<p>2.1 <u>Materials, tools and implements</u> are selected and collected as per skin care requirements</p> <p>2.2 <u>Machine and devices</u> are selected and collected as per skincare requirements</p> <p>2.3 <u>skin care products</u> are selected and collected as per workplace standard</p>
3. Perform face and body line care	<p>3.1 Customer skin is analyzed as per standard procedure</p> <p>3.2 Skin therapy products are prepared as per face and body line care requirements</p> <p>3.3 Line care is performed as per skin type and following SOP</p> <p>3.4 Finishing Care is performed as required</p>

	<p>3.5 Customer satisfaction is ensured as per standard procedure</p> <p>3.6 Customer review is requested and recorded as per workplace procedure</p>
4. Perform face care	<p>4.1 Customer skin is analyzed as per standard procedure</p> <p>4.2 <u>Face care</u> products are prepared as per pimple care requirements</p> <p>4.3 Face care is performed as per skin type and following SOP</p> <p>4.4 Finishing Care is performed as required</p> <p>4.5 Customer satisfaction is ensured as per standard procedure</p> <p>4.6 Customer review is requested and recorded as per workplace procedure</p>
5 Perform abdominal obesity care	<p>5.1 Customer skin is analyzed as per standard procedure</p> <p>5.2 Abdominal obesity care products are prepared as per requirement</p> <p>5.3 Abdominal obesity care is performed as per skin type and following SOP</p> <p>5.4 Finishing Care is performed as required</p> <p>5.5 Customer satisfaction is ensured as per standard procedure</p> <p>5.6 Customer review is requested and recorded as per workplace procedure</p>
6 Perform cleansing and deep cleansing	<p>6.1 Customer skin is analyzed as per standard procedure</p> <p>6.2 Cleansing products are prepared as per job requirement</p> <p>6.3 Cleansing and deep cleansing for face and body is performed as per skin type and following SOP</p> <p>6.4 Finishing Care is performed as required</p> <p>6.5 Customer satisfaction is ensured as per standard procedure</p> <p>6.6 Customer review is requested and recorded as per workplace procedure</p>
7 Apply pack and mask	<p>7.1 Customer skin is analyzed as per standard procedure</p> <p>7.2 Pack and mask products are prepared as per requirement</p> <p>7.3 Pack and mask for face and body is applied as per skin type Following SOP</p> <p>7.4 Finishing Care is performed as required</p> <p>7.5 Customer satisfaction is ensured as per standard procedure</p> <p>7.6 Customer review is requested and recorded as per workplace procedure</p>

8 Perform lymph care	8.1 Customer skin is analyzed as per standard procedure 8.2 Lymph care products are prepared as per requirement 8.3 Lymph care for face and body is performed as per skin types and following SOP 8.4 Finishing Care is performed as required 8.5 Customer satisfaction is ensured as per standard procedure 8.6 Customer review is requested and recorded as per workplace procedure
9 Perform waxing and massaging	9.1 Customer skin is analyzed as per standard procedure 9.2 Waxing and massaging products are prepared as per job requirements 9.3 Waxing and massage is performed as per requirement following SOP 9.4 Finishing Care is performed as required 9.5 Customer satisfaction is ensured as per standard procedure 9.6 Customer review is requested and recorded as per workplace procedure
Range of Variables	
Variables	Range (may include but not limited to):
1. Types of Clients	1.1 Adult 1.2 Senior citizen 1.3 Young Adult 1.4 Teenagers
2. Face	2.1 Normal 2.2 Oily 2.3 Dry 2.4 Allergic 2.5 Combined
3. Body condition	3.1 Porous 3.2 Damaged 3.3 Dry 3.4 Oily 3.5 Normal 3.6 Chemically Treated
4. Protective Clothing	4.1 Facial mask 4.2 Apron 4.3 Towels 4.4 Head Band 4.5 Neck tissue 4.6 Back cover clothing

5. Shape of face	5.1 Rectangle or Elongated 5.2 Inverted / Pear 5.3 Heart 5.4 Oval 5.5 Triangular 5.6 Square 5.7 Diamond 5.8 Round
6. skin Texture	6.1 Fine 6.2 Medium 6.3 Coarse 6.4 Wiry
7. Skin care Catalogue	7.1 Men's skin therapy Catalogue 7.2 Ladies skin therapy Catalogue
8. skin care style	8.1 Manual Technique 8.2 Keratin Care 8.3 skin care with pack & mask 8.4 Lymph care 8.5 Hair Removal & Eyebrow Care 8.6 Finishing Care
9. Protective clothing	9.1 Facial mask 9.2 Apron 9.3 Towels 9.4 Head Band 9.5 Neck tissue 9.6 Back cover clothing
10. Materials, Tools and Implements	10.1 Supplies/Materials 10.2 Equipment <ul style="list-style-type: none"> 10.2.1 Cold wave equipment 10.2.2 Head-shaped 3D mannequin 10.2.3 Utility Chair 10.2.4 Cabinet for Accessories 10.2.5 Cabinet for Clean Linens 10.2.6 Container for soiled linens 10.3 Tools and Implements <ul style="list-style-type: none"> 10.3.1 skin care machine 10.3.2 Sanitary suit 10.3.3 Sanitary cap 10.3.4 Mask 10.3.5 Tray 10.3.6 Sanitary gloves 10.3.7 Massage oil cup 10.3.8 Massage oil cup holder

	10.3.9 Sanitary container 10.3.10 Micro cotton swab 10.3.11 Cotton swab 10.3.12 Sanitary cotton 10.3.13 Sanitary cotton barrel 10.3.14 Spatula 10.3.15 Sanitary bag 10.3.16 Hand & apparatus disinfectant 10.3.17 Adopter 10.3.18 Sanitary cover 10.3.19 Wet wipes 10.3.20 Multi-tap 10.4 Materials 10.4.1 Purified water 10.4.2 Cleanser 10.4.3 Vaseline 10.4.4 Massage oil 10.4.5 Massage cream 10.4.6 Toner 10.4.7 Skin scribing products 10.4.8 Mask as per skin type 10.4.9 Moisturizer as per skin type 10.1 Towels
11. Machine and devices	11.1 Skin analyzer 11.2 Velashape slimming machine 11.3 Hydra facial machine 11.4 Galvanic body machine 11.5 Infrared machine 11.6 Saloon facial machine 11.7 Facial streamer 11.8 Suction machine 11.9 Ice roller 11.10 Ultrasonic skin scrubber 11.11 Skin scanner 11.12 Hair streamer 11.13 Sanitizing machine 11.14 Sterilized machine 11.15 Towel warmer
12. skin care products	12.1 Massage oil t setting 12.2 Purified water 12.3 Power repair 12.4 Cleanser 12.5 Vaseline 12.6 Massage oil

	12.7 Massage cream 12.8 Toner 12.9 Skin scribing products 12.10 Mask as per skin type 12.11 Nutrition cream 12.12 Moisturizer as per skin type
13. Face care	13.1 Pimple care 13.2 Antiaging care 13.3 Melasma care 13.4 Black spots care 13.5 Sun burn care
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Prepared client 1.2 Selected and collected materials and machines 1.3 Performed face and body line care 1.4 Performed pimple care 1.5 Performed abdominal obesity care 1.6 Performed cleansing and deep cleansing 1.7 Performed pack and mask 1.8 Performed lymph care 1.9 Performed waxing and massaging
2. Underpinning Knowledge	2.1 Describe shapes face 2.2 Explain skin texture 2.3 Skin care products and their use 2.4 Selection criteria of skin products as per skin type 2.5 Skin care implements and their use 2.6 Define face and body line 2.7 Procedures of body and face line care 2.8 Pimple 2.9 Antiaging 2.10 Black spot 2.11 Melasma 2.12 Sun burn 2.13 Procedures of face care 2.14 Procedures of lower abdominal care 2.15 Procedures of lymph care 2.16 Procedures of waxing 2.17 Contra indications of skin care 2.18 Standard operating procedure

	2.19 Customer satisfaction and customer reviewing procedures
3. Underpinning Skills	3.1 Maintaining personal hygiene 3.2 Communicating with clients 3.3 Maintaining effective relations with clients 3.4 Handling tools and equipment 3.5 Using materials and implements 3.6 Using skin therapy products 3.7 Performing skin therapy 3.8 Performing waxing and massaging 3.9 Handling customer
4. Required Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 Models 5.3 Tools, equipment and supplies/materials relevant to the activity to be performed 5.4 Availability of materials 5.5 Fire extinguisher 5.6 Uninterrupted power supply
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OUSC004L3V1: Provide Scalp Care Service
Nominal Hours	40 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to provide scalp care service.</p> <p>It specially includes preparing client, ensuring skin therapy hygiene, providing scalp care service, applying finishing touches and performing post service activities.</p>
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables
1. Prepare client	<p>1.1 <u>Types of clients</u> are identified and restrictions are determined through consultation</p> <p>1.2 Client's <u>scalp</u> and <u>face and body condition</u> are analyzed following salon safety policies and procedures</p> <p>1.3 <u>Protective clothing</u> is prepared and used according to OHS requirements and salon procedures</p> <p>1.4 <u>Shape of face</u>, head, length and width are assessed according to his/her built and height</p> <p>1.5 <u>skin texture</u> is analyzed according to style requirements and kind of cutting to be administered</p> <p>1.6 <u>skin care catalogue</u> is presented to the client and the <u>skin care style</u> is selected and agreed upon by both parties</p> <p>1.7 <u>Protective clothing</u> is provided and used according to health and sanitation regulations</p>
2. Ensure skin care hygiene	<p>2.1 Appropriate <u>materials, tools and skin care implements</u> are prepared according to client's desired skin therapy hygiene</p> <p>2.2 Client's safety and comfort are ensured during the entire process</p>
3. Provide Scalp Care Service	<p>3.1 Scalp skin is analyzed as per standard procedure</p> <p>3.2 Scalp care service requirements are determined and agreed with clients</p> <p>3.3 Scalp care is performed according to skin care style and established or acceptable procedures</p> <p>3.4 Scalp pore management is carried out following SOP</p> <p>3.5 Scalp hair follicle management is carried out following SOP</p> <p>3.6 Scalp hair root care management is carried out following SOP</p> <p>3.7 Scalp finishing care is management is carried out following</p>

	SOP
4. Apply finishing touches	4.1 Scalp care hygiene is checked for accuracy and finishing touches 4.2 <u>Scalp care finishing product</u> is applied as per client's requirements and style 4.3 Client's acceptance is confirmed and adjustments are made as required
5. Perform post service activities	5.1 Scalp therapy products used are stored following salon procedures 5.2 Tools and equipment are cleaned, sanitized and stored according to OSH requirements 5.3 <u>Waste</u> materials are segregated and disposed according to OSH requirements 5.4 Client is advised on appropriate Scalp maintenance 5.5 Client is advised to frequent use of scalp nutrition serum
Range of Variables	
Variables	Range (may include but not limited to):
1. Types of Clients	1.1 Adult 1.2 Senior citizen 1.3 Young Adult 1.4 Teenagers
2. Scalp	2.1 Normal 2.2 Oily 2.3 Dry 2.4 Allergic 2.5 Combined
3. Face & body condition	3.1 Porous 3.2 Damaged 3.3 Dry 3.4 Oily 3.5 Normal 3.6 Chemically Treated
4. Protective Clothing	4.1 Facial mask 4.2 Apron 4.3 Towels 4.4 Head Band 4.5 Neck tissue 4.6 Back cover clothing
5. Shape of face	5.1 Rectangle or Elongated 5.2 Inverted/Pear 5.3 Heart

	5.4 Oval 5.5 Triangular 5.6 Square 5.7 Diamond 5.8 Round
6. skin therapy Texture	6.1 Fine 6.2 Medium 6.3 Coarse 6.4 Wiry
7. Skin therapy Catalogue	7.1 Men's skin therapy Catalogue 7.2 Ladies skin therapy Catalogue
8. Skin therapy Style	8.1 Manual Technique (Face & Body) 8.2 Keratin Care (Face & Body) 8.3 Pack & mask (face & body) 8.4 Lymph care (face & body) 8.5 Hair Removal & Eyebrow Care 8.6 Finishing Care
9. Protective clothing	9.1 Facial mask 9.2 Apron 9.3 Towels 9.4 Head Band 9.5 Neck tissue 9.6 Back cover clothing
10. Materials, Tools and skin therapy Implements	10.1 Supplies/Materials 10.2 Equipment 10.2.1 Cold wave equipment 10.2.2 Mannequins 10.2.3 Utility Chair 10.2.4 Cabinet for Accessories 10.2.5 Cabinet for Clean Linens 10.2.6 Container for soiled linens 10.3 Tools and Implements 10.3.1 skin therapy machine 10.3.2 Sanitary suit 10.3.3 Sanitary cap 10.3.4 Mask 10.3.5 Tray 10.3.6 Sanitary gloves 10.3.7 Massage oil cup 10.3.8 Massage oil cup holder 10.3.9 Sanitary container 10.3.10 Micro cotton swab 10.3.11 Cotton swab

	10.3.12Sanitary cotton 10.3.13Sanitary cotton barrel 10.3.14Spatula 10.3.15Sanitary bag 10.3.16Hand & apparatus disinfectant 10.3.17Adopter 10.3.18Sanitary cover 10.3.19Wet wipes 10.3.20Multi-tap 10.3.21Head-shaped 3D mannequin 10.4 Materials 10.4.1 Purified water 10.4.2 Vaseline 10.4.3 Massage oil 10.4.4 Towels
11. skin therapy finishing products	11.1Massage oil setting 11.2Power repair 11.3Nutrition cream
12. Waste	12.1 Biodegradable 12.2 Non-Biodegradable
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Prepared client 1.2 Ensured skin care hygiene 1.3 Provided scalp care service 1.4 Applied finishing touches 1.5 Performed post service activities
2. Underpinning Knowledge	2.1 Define scalp 2.2 Classification of the scalp 2.3 Scalp care 2.4 Selection of scalp products as per scalp type 2.5 Use of different scalp care products 2.6 Product composition for healthy hair roots 2.7 Hair follicles 2.8 Conditions of healthy hair follicles 2.9 Hair follicles care according to the hair thicknesses & scalp states 2.10 Purpose & effects of finish care after completion of scalp care 2.11 Scalp care according to seasons 2.12 Contra indications after scalp care

	2.13 After care maintenance of scalp and hair
3. Underpinning Skills	3.1 Mixing of the products per scalp type & for scalp scaling. 3.2 Selecting product & hair follicles care according to the hair thicknesses & scalp states. 3.3 Selecting product & hair root care according to the hair thicknesses & scalp states 3.4 Applying finish care according to the situations such as customer's scalp type, season, time band, etc. 3.5 Safely & accurately use instruments as well as the relevant skills 3.6 Safely & accurately use the instruments & the relevant skills. 3.7 Methods of using the devices & the relevant skills.
4. Required Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 Models 5.3 Tools, equipment and supplies/materials 5.4 Availability of materials 5.5 Fire extinguisher 5.6 Uninterrupted power supply
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Development of Competency Standard

The Competency Standards for National Skills Certificate in Skin care, Level-3 is developed by NSDA on 06 to 09 December 2021.

Members of the Competency Standard Development Committee

1.	Kaniz Almas Khan, Managing Director, Persona Hair & Beauty, Cell: 01711522580, Email: nusrat@persona.com.bd	Member
2.	Rahima Sultana, CEO, Harmony Spa and Epique Institute, Cell: 01711563309, Email: harmony.spa01@gmail.com	Member
3.	Sultana Shahina Afrin (Mousumi), Managing Director, Herb's Ayurvedic Skin and Hair Clinic, Cell: 01711736560, Email: herbsbd@gmail.com	Member
4.	Sadia Islam, Owner of AQSA, Cell: 01791728085, Email: sadia.ujjwala@gmail.com	Member
5.	Farhana Trina, CEO Jesica Makeover Studio and Training Center, Cell: 01705792645, Email: farhana.trina2019@gmail.com	Member
6.	Mr. LEE SUNG YEOB, CEO, IPSN, Korea	Member
7.	Mr. SIM JIN KWANG, Director, IPSN, Expert, Korea	Member
8.	Mr. LEE SEON JEO, Makeup professor, IPSN, Korea	Member
9.	Mr. KIM SE JUNG, Expert, Korea	Member
10.	Mr. PYO MYOUNG SUK, Expert, Korea	Member
11.	Mr. NAM MI OK, Expert, Korea	Member
12.	Dr. Md. Shahadat Hossain, Specialist (CS, CBC & Assessment), NSDA, Cell: +88 01715360652, Email: hossainsm61@gmail.com	Member
13.	Md. Amir Hossain, Process Expert, NSDA, Cell: +88 01631-670 445, Email: razib.consultant@yahoo.com	Member
14.	Md. Quamruzzaman, Director (Skills Standard), NSDA, Cell: +88 01819189320 Email: qzaman40@yahoo.com	Member

Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC)

The Competency Standards for National Skills Certificate in **Skin care, Level-3** is validated by SCVC on 11-12 January 2022.

Members of the SCVC

1.	Mirza Nurul Ghani Shovon, Chairman, Informal ISC, Cell: 01711 263861, Email: nasicbbd@gmail.com	Chairperson
2.	Kaniz Almas Khan, Managing Director, Persona Hair & Beauty, Cell: 01711522580, Email: nusrat@persona.com.bd	Member
3.	Rahima Sultana, CEO, Harmony Spa and Epique Institute, Cell: 01711563309, Email: harmony.spa01@gmail.com	Member
4.	Sultana Shahina Afrin (Mousumi), Managing Director, Herb's Ayurvedic Skin and Hair Clinic, Cell: 01711736560, Email: herbsbd@gmail.com	Member
5.	Rozy Hossain, Jesica Skin care and Training center, Jessore. Cell: 01711340280, Email: rozyhossain3@gmail.com	Member
6.	Mr. LEE SUNG YEOB, CEO, IPSN, Korea	Member
7.	Mr. SIM JIN KWANG, Director, IPSN, Expert, Korea	Member
8.	Mr. LEE SEON JEO, Makeup professor, IPSN, Korea	Member
9.	Mr. KIM SE JUNG, Expert, Korea	Member
10.	Mr. PYO MYOUNG SUK, Expert, Korea	Member
11.	Mr. NAM MI OK, Expert, Korea	Member
12.	Dr. Md. Shahadat Hossain, Specialist (CS, CBC & Assessment), NSDA, Cell: +88 01715360652, Email: hossainm61@gmail.com	Member
13.	Md. Quamruzzaman, Director (Skills Standard), NSDA, Cell: +88 01819189320 Email: qzaman40@yahoo.com	Member

Copyright

This Competency Standard for **Skin care** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order for individuals who graduated through the established standard via competency-based assessment to be suitably qualified for a relevant job.

This document is owned by the NSDA of the People's Republic of Bangladesh and developed in association with **IPSN Korea**.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Other interested parties must obtain permission from the owner of this document for reproduction of information in any manner, in whole or in part, of this Competency Standard, in English or other language.

This document is available from:

National Skills Development Authority

Biniyog Bhabon

E-6/B, Agargoan, Ser-E-Bangla Nogor

Dhaka-1207

E-mail: ecnsda@nsda.gov.bd

Website: www.nsda.gov.bd