



COMPETENCY STANDARD FOR SKIN CARE (Informal Sector)

Level: 2

Competency Standard Code: CS-INF-SCARE-L2-EN-V1

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

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Introduction

The 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 (NSQF) 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 – 2 in
Skin care in Informal Sector**


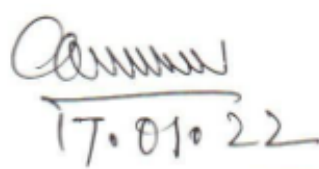


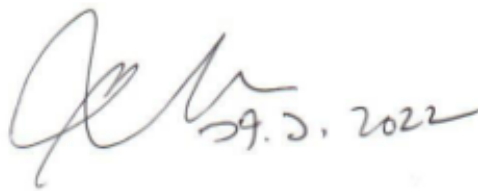
Level Descriptors of NSQF (BNQF 1-6)

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 – 2 in
Skin Care in Informal Sector
Course Structure**

SL	Unit Code and Title		UoC Level	Nominal (Hours)
Generic Competencies				70
1.	GU001L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1	15
2.	GU002L2V1	Communicate in the workplace	1	20
3.	GU005L3V1	Carryout Workplace Interaction in English	3	15
4.	GU006L3V1	Apply Basic IT Skills	1	20
Sector Specific Competencies				15
5.	SUIS001L1V1	Work in the Beauty Care Areas	1	15
Occupation Specific Competencies				275
6.	OUSC001L2V1	Use Skin Care Materials, Tools and Equipment	2	15
7.	OUSC002L2V1	Interpret Skin Theory	2	30
8.	OUSC003L2V1	Perform Skin Analysis and Counselling	2	30
9.	OUSC004L2V1	Perform Basic Skin Care Techniques	2	200
Total Nominal Hours				360

Units & Elements at Glance

Generic Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GU002L2V1	Apply occupational safety and health (OSH) procedure in the workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Follow OSH procedures 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
GU012L2V1	Communicate in the workplace	<ol style="list-style-type: none"> 1. Receive verbal instructions 2. Interpret verbal and written information/instruction 3. Convey instructions using verbal and written forms of communication 4. Complete written documentation 5. Participate in work place meetings and discussions 	20
GU005L2V1	Carry out workplace interaction in English	<ol style="list-style-type: none"> 1. Interpret workplace communication and etiquette 2. Interpret workplace documents 3. Participate in workplace meetings and discussions 4. Practice professional ethics at workplace 	15
GU006L3V1	Apply Basic IT skills	<ol style="list-style-type: none"> 1. Identify and use most commonly used IT tools 2. Operate computer 3. Work with word processing software 4. Use spread sheet to create/prepare worksheets 5. Use presentation packages to create/prepare presentation 6. Print the documents 7. Use the internet and access E-mail 	20
Total Hours:			70

Sector Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
SUIS001L1V1	Work in the Beauty Care Areas	<ol style="list-style-type: none">1. Describe the organization structure within the sector2. Identify processes and procedures3. Identify workplace requirements4. Organize own workload	15
Total Hours:			15

Occupation Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
OUSC001L2V1	Use Skin care materials, Tools and Equipment	<ol style="list-style-type: none"> 1. Identify materials, tools and equipment for skin care 2. Use materials, tools and skin care implements 3. Apply finishing touches 4. Clean and store tools, equipment and implements 	15
OUSC002L2V1	Interpret skin theory	<ol style="list-style-type: none"> 1. Explain general dermatology 2. Interpret anatomy and physiology of skin 3. Interpret Skin care cosmetology 	30
OUSC003L2V1	Perform skin analysis and counselling	<ol style="list-style-type: none"> 1. Prepare client 2. Analyze skin type 3. Provide counselling of customer 4. Provide self-care training 	30
OUSC004L2V1	Perform basic Skin care techniques	<ol style="list-style-type: none"> 1. Prepare client 2. Perform keratin care 3. Perform cleansing and deep cleansing 4. Perform pack and mask 5. Perform lymph care 6. Perform hair removal and eyebrow care 5. Perform waxing and massaging 	200
Total Hours:			275

Generic Competencies

Unit Code and Title	GC002L2V1: Apply Occupational Safety and Health (OSH) Procedure in The Workplace
	<p>This unit covers the knowledge, skills and attitudes (KSA) required in applying occupational safety and health (OSH) procedures in the workplace.</p> <p>It specifically includes identifying OSH policies and procedures, following OSH procedure, reporting to emergencies, and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures.	1.1. <u>OSH policies</u> and <u>safe operating procedures</u> are accessed and stated 1.2. <u>Safety signs and symbols</u> are identified and followed 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices 2.3 A clear and tidy workplace is maintained as per workplace standard 2.4 PPE is maintained to keep them operational and compliant with OSH regulations
3. Report hazards and risks.	3.1 <u>Hazards</u> and risks are identified, assessed and controlled 3.2 Incidents arising from hazards and risks are reported to designated authority
4. Respond to emergencies	4.1 Alarms and warning devices are responded 4.2 Workplace <u>emergency procedures</u> are followed 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures 4.4 First aid procedures is applied during emergency situations
5. Maintain personal well-being	5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures. 5.2 Corrective actions are implemented to correct unsafe condition in the workplace 5.3 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements

Range of Variables	
Variables	Range (may include but not limited to):
1. OSH Policies	1.1. Bangladesh standards for OSH 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 evacuation`
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year

	8.2 Accident reports, if any 8.3 Eye vision certificate
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	Assessment required evidence that the candidate: 1.1 stated OSH policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OSH 2.2 OSH Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of Hazards 2.7 PPE and there uses 2.8 Personal Hygiene Practices 2.9 OSH Awareness
3. Underpinning skills	3.1 Accessing OSH policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, equipment, materials and documentation required 5.4 OSH Policies and Procedures

6. Methods of assessment	<p>Competency should be assessed by:</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 qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit code and Title	GU012L2V1: Communicate in The Workplace
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSAs) required to communicate in the workplace.</p> <p>It includes the use of verbal and written forms of communication to receive, interpret, convey, and document information/ instruction using appropriate communication equipment.</p>
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables Training Components</p>
1. Receive verbal instructions.	1.1 Instructions are accessed and interpreted 1.2 Questions are asked to clarify understanding or gain more information 1.3 Information/instruction is recorded
2. Interpret verbal and written information/ instruction	2.1 <u>Written instructions</u> are interpreted 2.2 Work <u>signage's</u> are properly responded 2.3 Routine written instructions are followed in sequence 2.4 Feedback is given to workplace supervisor
3. Convey instructions using verbal and written forms of communication	3.1 Relevant <u>communication</u> methods are used to transmit instructions 3.2 Appropriate non-verbal communication is used 3.3 Channels of communication are identified and followed 3.4 Communication <u>tools and equipment</u> are operated and faults are identified and reported 3.5 Information is conveyed using appropriate <u>forms</u>
4. Complete written documentation	4.1 All required <u>documentation</u> is completed 4.2 Workplace data are recorded 4.3 Written information/instruction is passed to personnel
5. Participate in work place meetings and discussions	5.1 Meetings are attended regularly and on time 5.2 Meeting inputs are consistent with the meeting purpose and established protocols 5.3 Opinions are expressed without interruption 5.4 Meeting outputs are processed and implemented
Range of Variables	
Variable	Range (may include but not limited to):
1. Written instructions	1.1 Supervisor's/Manager's Instructions 1.2 Memoranda 1.3 Rules and Regulations 1.4 Signage

	1.5 Approved Work Plan 1.6 External communications
2. Workplace guidelines	2.1 Labor Policies and Guidelines 2.2 Written Instructions 2.3 Operations Manual 2.4 Organizational Manuals 2.5 Quality Assurance Handbook
3. Signage	3.1 On-site direction signs 3.2 Common site warnings 3.3 Location signs 3.4 Traffic signs
4. Communication	4.1 Verbal instructions 4.2 Written instructions 4.3 Online communication
5. Tools and machinery	5.1 Telephone 5.2 Mobile Phone 5.3 Fax machines 5.4 Two-way radio 5.5 Computers 5.6 Forms 5.7 Memo 5.8 Two-way radio
6. Forms	6.1 Memorandum 6.2 Requisitioning Form 6.3 Personnel Form 6.4 Safety Report Form
7. Documentation	7.1 Reports (Monthly, Quarterly, Half-Yearly, Annual) 7.2 Plans (Strategic Plan, Operational Plan, Monthly Schedule) 7.3 Monitoring and Evaluation Report 7.4 Minutes of Meetings
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 demonstrated knowledge of workplace procedures in receiving, interpreting and conveying verbal & written communication. 1.2 satisfied the requirements mentioned in the Performance Criteria and Range of Variables.
2. Underpinning Knowledge	2.1 Workplace Communication Policies, Standards and Procedures

	2.2 Verbal and Non-verbal communication 2.3 Modes of Communication 2.4 Communication Equipment: Types, Uses and Faults 2.5 Channels of Communication
3. Underpinning Skills	3.1 Receiving verbal instructions. 3.2 Interpreting verbal and written information/ instruction 3.3 Conveying instructions using verbal and written forms of communication 3.4 Completing written documentation 3.5 Participating in workplace meetings and discussions
4. Underpinning Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Pens 5.2 Telephone 5.3 Computer 5.4 Writing materials 5.5 Online communication
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Workplace observation 6.2 Demonstration 6.3 Oral questioning 6.4 Written test 6.5 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 qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU005L3V1: Carryout Workplace Interaction in English
Nominal Hours	15 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to carry out workplace interaction.</p> <p>It specifically includes – interpreting workplace communication and etiquette; reading and understand workplace documents; participating in workplace meetings and discussions; and practicing professional ethics at workplace.</p>
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables Training Components</p>
1. Interpret workplace communication and etiquette	<p>1.1 Workplace code of conducts are interpreted as per organizational guidelines</p> <p>1.2 Appropriate lines of communication are maintained with supervisors and colleagues</p> <p>1.3 Workplace interactions are conducted in a <u>courteous manner</u> to gather and convey information</p> <p>1.4 Questions about routine <u>workplace procedures and matters</u> are asked and responded as required</p>
2. Interpret Workplace Documents	<p>2.1 Workplace documents are interpreted as per standard.</p> <p>2.2 Assistance is taken to aid comprehension when required from peers / supervisors</p> <p>2.3 Visual information / symbols / signage's are understood and followed</p> <p>2.4 Specific and relevant information are accessed from <u>appropriate sources</u></p> <p>2.5 Appropriate medium is used to transfer information and ideas</p>
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time and followed meeting procedures and etiquette</p> <p>3.2 Own opinions are expressed and listened to those of others without interruption</p> <p>3.3 Inputs are provided consistent with the meeting purpose and interpreted and implemented meeting outcomes</p>
4. Practice professional ethics at workplace	<p>4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others</p> <p>4.2 Tasks are performed in accordance with workplace procedures</p>

	4.3 Confidentiality is respected and maintained 4.4 Situations and actions considered inappropriate or which present a conflict of interest are avoided
Range of Variables	
Variable	Range (may include but not limited to):
1. Courteous Manner	1.1 Effective questioning 1.2 Active listening 1.3 Speaking skills
2. Workplace Procedures and Matters	2.1 Notes 2.2 Agenda 2.3 Simple reports such as progress and incident reports 2.4 Job sheets 2.5 Operational manuals 2.6 Brochures and promotional material 2.7 Visual and graphic materials 2.8 Standards 2.9 OSH information 2.10 Signs
3. Appropriate Sources	3.1 HR Department 3.2 Managers 3.3 Supervisors
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 followed workplace code of conducts is as per organizational guidelines 1.2 maintained workplace documents as per standard 1.3 followed workplace instructions and symbols 1.4 followed and implemented meeting outcomes
2. Underpinning Knowledge	2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 meeting procedure and etiquette
3. Underpinning Skills	3.1 Interpreting performance of workplace communication and etiquette 3.2 Interpreting workplace instructions and symbol 3.3 Interpreting workplace code of conducts is as per organizational guidelines 3.4 Interpreting workplace documents as per standard 3.5 Interpreting and implementing meeting outcomes

4. Underpinning 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 Relevant tools, Equipment, software and facilities needed to perform the activities. 5.2 Required learning materials.
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 a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/nominated assessor
Accreditation Requirements National Skills Development Authority (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 any NTVQF qualification must accredit training Providers. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU006L3V1: Apply Basic IT Skills
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the basic knowledge, skills and attitude required to work with IT Tools.</p> <p>It specifically includes Identifying and using most commonly used IT Tools, operating computer, working with word processing software, using spread sheet to create /prepare worksheets, using presentation packages to create / prepare presentation, printing the documents and using the internet and access e-Mail.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.</p>
1. Identify and use most commonly used IT Tools	<p>1.1 Context of IT is interpreted</p> <p>1.2 Commonly used <u>IT tools</u> are identified</p> <p>1.3 Safe work practice and OSH Standards are followed</p>
2. Operate Computer.	<p>2.1 <u>Peripherals</u> are checked and connected with computer as per standard</p> <p>2.2 Power cords / adapter are connected with computer and power outlets socket safely.</p> <p>2.3 Computer is switched on gently.</p> <p>2.4 PC <u>desktop / GUI</u> settings are arranged and customized as per requirement.</p> <p>2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement.</p> <p>2.6 Properties of files and folders are viewed and searched.</p> <p>2.7 Disks are defragmented, formatted as per requirement.</p>
3. Work with word processing software.	<p>3.1 Word Processing software is selected and started</p> <p>3.2 Basic typing technique is demonstrated</p> <p>3.3 <u>Documents</u> are created as per requirement in personal use and office environment</p> <p>3.4 <u>Contents</u> are entered.</p> <p>3.5 Documents are <u>formatted</u>.</p> <p>3.6 Paragraph and page settings are completed</p> <p>3.7 Saving and retrieving technique of a document are interpreted</p>
4. Use spread sheet to create /prepare worksheets	<p>4.1 Spreadsheet are selected and started.</p> <p>4.2 Worksheets are created as per requirement in Personal use and office environment.</p> <p>4.3 Data are entered</p>

	<p>4.4 Functions are used for calculating and editing logical operation</p> <p>4.5 Sheets are formatted as per requirement.</p> <p>4.6 Charts are created.</p> <p>4.7 Charts/ Sheets are previewed</p>
5. Use presentation packages to create / prepare presentation	<p>5.1 Appropriate presentation software packages are selected and started</p> <p>5.2 Presentation is created as per requirement in personal use and office environment</p> <p>5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements.</p> <p>5.4 Presentations are formatted and animated.</p> <p>5.5 Presentations are previewed.</p>
6. Print the documents	<p>6.1 Printer is connected with computer and power outlet properly.</p> <p>6.2 Power is switched on at both the power outlet and printer.</p> <p>6.3 Printer is installed and added.</p> <p>6.4 Correct printer settings are selected and document is printed.</p>
7. Use the Internet and Access E-Mail	<p>7.1 Appropriate internet browsers are selected</p> <p>7.2 Search engines are used to access information</p> <p>7.3 Video / Information are Shared /downloaded / uploaded from / to web site/social media.</p> <p>7.4 Web based resources are used</p> <p>7.5 Email services are identified and selected to create a new email address</p> <p>7.6 Document is prepared, attached and sent to different types of recipients.</p> <p>7.7 Email is read, forwarded, replied and deleted as per requirement.</p> <p>7.8 Custom email folders are created and manipulated.</p> <p>7.9 Email message is printed.</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. IT tools	<p>1.1 Phone</p> <p>1.2 Cell Phone</p> <p>1.3 TABs</p> <p>1.4 Radio</p> <p>1.5 Television</p> <p>1.6 Computers</p> <p>1.7 Laptops</p>

	1.8 Notebooks 1.9 Internet 1.10 Software 1.11 Satellite
2. Peripherals	2.1. Monitor 2.2. Keyboard 2.3. Mouse 2.4. Modem 2.5. Scanner 2.6. Printer
3. Desktop / GUI settings	3.1 Icons 3.2 Taskbar 3.3 View 3.4 Resolutions
4. Documents	4.1 Word documents 4.2 Standard CV / Bio-Data with different text & fonts, image and table. 4.3 Application / Official letter with proper paragraph and indenting, spacing, styles, Illustrations, Tables, Header & Footers and symbols. 4.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering.
5. Contents	5.1 Illustrations and styles 5.2 Text 5.3 Table 5.4 Symbols 5.5 Header & Footer
6. Formatted.	6.1 Bold 6.2 Italic 6.3 Underline 6.4 Font size, colour, 6.5 Change case 6.6 Alignment and intend
7. Functions	7.1. Mathematics 7.2. Logical 7.3. Simple Statistical
8. Browsers	8.1 Internet Explorer 8.2 Firefox 8.3 Google Chrome 8.4 Opera 8.5 Safari 8.6 Omni Web

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 created, opened, copied, renamed, deleted and sorted files and folders as per requirement. 1.2 completed application software Installations as per standard 1.3 performed simple trouble shooting with Computer 1.4 created email accounts. 1.5 used email account for online platforms purpose
2. Underpinning Knowledge	2.1 Basic competent of PC 2.2 IT and IT Tools 2.3 Different type of software and application packages 2.4 Use of word processor, spread sheet and presentation software 2.5 Different type of math and logical functions 2.6 Computer Trouble Shooting 2.7 Techniques to access internet
3. Underpinning Skills	3.1 Identifying and use IT Tools 3.2 Demonstrating typing on word processing software 3.3 Saving and retrieving documents on Word Processing software. 3.4 Demonstrated ability to create email accounts 3.5 Opening an email account and use it for different purpose. 3.6 Configured appropriate printer settings and printed the document 3.7 Used functions for calculating and editing logical operation in spread sheet
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 IT Tools 5.3 Computers with word processing application 5.4 Internet connection 5.5 Presentations

	5.6 Learning manuals
6. Methods of Assessment	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 a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/nominated assessor
Accreditation Requirements National Skills Development Authority (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 any NTVQF qualification must accredit training Providers. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Sector Specific Competencies

Unit Code and Title	SUCS0012L2V1: Work in the Beauty Care Areas
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the skills, knowledge and altitude to working in the beauty care areas.</p> <p>It includes the organizational structure within the beauty salons, identify processes and procedures, tools, equipment and materials, organize own workload and practice OSH.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Describe the organization structure within the sector	<p>1.1 Scope, nature and <u>major fields</u> of the beauty care is determined</p> <p>1.2 Profile of the beauty industry in relation to Bangladesh <u>employment conditions</u> is determined</p> <p>1.3 Trends and technologies relevant to the sector are explained</p> <p>1.4 Relevant policies and guidelines are identified and interpreted</p> <p>1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood, and clarified</p>
2. Identify processes and procedures	<p>2.1 Processes in the beauty industry are identified, described and explained based on specifications</p> <p>2.2 Work steps are correctly identified based on <u>Manuals</u> of Instruction.</p> <p>2.3 Adjustments are interpreted</p>
3. Identify workplace requirements	<p>4.1 <u>Workplace requirements</u> are identified and clarified</p> <p>4.2 Roles and responsibilities of all personnel are described</p> <p>4.3 Workplace's practices are identified</p> <p>4.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns</p>
4. Organize own workload	<p>5.1 Own work activities are planned and progress of work is communicated to relevant staff</p> <p>5.2 Work activities are completed</p> <p>5.3 Difficulties and bottlenecks are identified, and solutions are put forwarded</p> <p>5.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon</p>
Range of Variables	
Variables	Range (may include but not limited to):

1. Major Fields	1.1 Skin Care 1.2 Nail Care 1.3 Hair Services 1.4 Hair Removing
2. Employment conditions	2.1 Code of Practice 2.2 Salary/Wage System 2.3 Labor Practices 2.4 Anti-Discrimination Policy 2.5 Gender Issues 2.6 Collective Bargaining and Other Practices 2.7 Awards 2.8 Procedures for Handling Disputes 2.9 Innovations in the Informal Sector
3. Instructions	3.1 Office programs 3.2 Specifications and requirements 3.3 Standard operating procedures 3.4 Manuals of Instruction 3.5 Operations Manual 3.6 Environmental Guidelines 3.7 GAD Guidelines
4. Manuals	4.1 Manual of Instruction 4.2 Manual of Specification 4.3 Operations Manual 4.4 Repair Manual 4.5 Quality Manual
5. Workplace requirements	5.1 Goals and objectives 5.2 Strategic and Operational Plans 5.3 Systems and Processes 5.4 Monitoring and Evaluation 5.5 Reports and Documentation
6. Problem-solving strategies	7.1 Asking questions 7.2 Feedback and Feed forward system 7.3 Reference to Standard Operating Procedures 7.4 Accessing Information 7.5 Review 7.6 Brainstorming
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 processes and procedures in the beauty industry

	1.2 identified tools, equipment and materials 1.3 identified workplace requirements 1.4 practiced OSH in performing works
2. Underpinning knowledge	2.1 Basic software operation 2.2 Scope and Major Divisions of the Beauty Industry 2.3 Policies and Guidelines 2.4 Manuals Used in the Beauty Industry 2.5 Relevant Terminologies and Acronyms 2.6 Types and Uses of Beauty industries tools and materials 2.7 Workplace Practices 2.8 Occupational Health and Safety Practices 2.9 Recording and reporting practices
3. Underpinning skills	3.1 Checking input electrical parameters of the device in accordance with peripheral device specification. 3.2 Describing organization structure within the Beauty industry 3.3 Identifying processes and procedures 3.4 Identifying tools, equipment and materials 3.5 Identifying workplace practices 3.6 Organizing own workload 3.7 Practicing OSH
4. Underpinning 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 (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions 5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by 6.1 Workplace observation 6.2 Demonstration 6.3 Oral questioning 6.4 Written test 6.5 Portfolio

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>
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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 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	OUSC001L2V1: Use Skin Care Materials, Tools and Equipment
Nominal Hours	15 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude in use skin care materials, tools and equipment.</p> <p>It includes identifying materials, tools and equipment for beauty therapy, using materials, tools and skin care implements, applying finishing touches and cleaning and storing tools, equipment and implements.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Identify materials, tools and equipment for skin care	<p>1.1. Appropriate <u>Personal Protective Equipment (PPE)</u> is selected and worn</p> <p>1.2. Personal hygiene is maintained as per workplace standard</p> <p>1.3. <u>Materials</u> are identified as per desired skin care hygiene requirements</p> <p>1.4. <u>Tools and equipment</u> are identified as per skin care hygiene requirements</p>
2. Use materials, tools and skin care implements	<p>2.1 Appropriate materials, tools and skin care implements are selected as per desired skin care hygiene requirements</p> <p>2.2 Tools and skin care implements are disinfected as per workplace standard</p> <p>2.3 Appropriate materials, tools and skin care implements are used as per workplace standard procedure</p>
3. Apply finishing touches	<p>3.1 <u>Skin care finishing product</u> is identified and selected as per requirements</p> <p>3.2 Finishing touches tools are identified and selected</p> <p>3.3 Skin care finishing product is applied as per standard operating procedure</p>
4. Clean and store tools, equipment and implements	<p>4.1 Tools, implements and equipment's are cleaned, sterilized and stored in accordance with salon policy</p> <p>4.2 Waste items are properly disposed of in accordance with OSH required practice</p> <p>4.3 Working area is cleaned in preparation for the next client</p>
Range of Variables	

Variables	Range (may include but not limited to):
1. Personal protective equipment (PPE)	1.1. Facial mask 1.2. Apron 1.3. Towels 1.4. Head Band 1.5. Neck tissue 1.6. Back cover clothing
2. Materials	2.1. Purified water 2.2. Vaseline 2.3. Massage oil 2.4. Towels
3. Tools and Equipment	3.1 Equipment 3.1.1 Cold wave equipment 3.1.2 Head-shaped 3D mannequin 3.1.3 Utility Chair 3.1.4 Cabinet for Accessories 3.1.5 Cabinet for Clean Linens 3.1.6 Container for soiled linens 3.2 Tools and Implements 3.2.1 Skin care machine 3.2.2 Sanitary suit 3.2.3 Sanitary cap 3.2.4 Mask 3.2.5 Tray 3.2.6 Sanitary gloves 3.2.7 Massage oil cup 3.2.8 Massage oil cup holder 3.2.9 Sanitary container 3.2.10 Micro cotton swab 3.2.11 Cotton swab 3.2.12 Sanitary cotton 3.2.13 Sanitary cotton barrel 3.2.14 Spatula 3.2.15 Sanitary bag 3.2.16 Hand & apparatus disinfectant 3.2.17 Adopter 3.2.18 Sanitary cover 3.2.19 Wet wipes 3.2.20 Multi-tap
4. Skin care finishing products	4.1 Massage oil t setting 4.2 Power repair 4.3 Nutrition cream

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	<ul style="list-style-type: none">1.1 Identified the concept & management of beauticians' hygiene.1.2 Prepared & complied with the cleaning checklist to maintain cleanliness.1.3 Cleaned, managed & stored articles for customers' use & medical supplies.1.4 Disinfected tools & instruments1.5 Checked up the safety state of electric instruments, for prevention of electrical accidents1.6 Checked up the floor state for prevention of slipping accidents
2. Underpinning knowledge	<ul style="list-style-type: none">2.1 Personal hygiene management2.2 Personal health management2.3 Explain infection routes & disinfection2.4 Describe disinfection upon use of tools & devices2.5 Describe spatial structure of the beauty shop2.6 State disinfection2.7 State sterilization2.8 State solution2.9 State solute2.10 State colloidal solution2.11 State emulsion2.12 Explain physical disinfection methods2.13 Describe the precautionary measures to avoid electric shocks and hazards2.14 Skin care products and their uses2.15 Skin care implements and their uses2.16 Skin care tools and equipment and their use
3. Underpinning skills	<ul style="list-style-type: none">3.1 Selecting personal protective equipment (PPE)3.2 Maintaining personal hygiene3.3 Handling tools and equipment3.4 Using appropriate materials, tools and skin care implements3.5 Disinfecting tools and skin care implements3.6 Applying skin care finishing products3.7 Cleaning tools, implements and equipment's3.8 Cleaning working area
4. Underpinning attitudes	<ul style="list-style-type: none">4.1 Commitment to occupational health and safety4.2 Promptness in carrying out activities4.3 Sincere and honest to duties4.4 Environmental concerns4.5 Eagerness to learn4.6 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	5.1 Workplace (actual or simulated) 5.2 Tools and equipment 5.3 Quality materials for performing work activities 5.4 Fire extinguisher 5.5 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 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	OUSC002L2V1: Interpret Skin Theory
Nominal Hours	30 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes in the interpret skin theory.</p> <p>This includes explaining general dermatology, interpreting anatomy and physiology of skin and interpreting Skin care cosmetology.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Explain general dermatology	1.1 Dermatology is defined 1.2 Skin is defined 1.3 Types of skin is described 1.4 Cells and tissues of skin are defined 1.5 Structure of the skin is explained 1.6 Explain common skin problems
2. Interpret anatomy and physiology of skin	2.1. Anatomy of skin is explained 2.2. Physiology of skin is interpreted 2.3. Functions of skin is described
3. Interpret Skin care cosmetology	3.1. Skin health is described 3.2. Skin care cosmetology is interpreted 3.3. Selection criteria Skin care products depending on skin type 3.4. Skin care cosmetology is explained
Range of Variables	
Variables	Range (may include but not limited to):
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	<p>Assessment required evidence that the candidate:</p> 1.1 Prepared client 1.2 Defined dermatology and skin 1.3 Defined cell tissues and structure of skin 1.4 Identified cosmetology, types & functions of cosmetics. 1.5 Identified definitions of anatomy and physiology, and about the configuration of human body. 1.6 Descried skin health and Skin care cosmetology

2. Underpinning knowledge	2.1 Physiology for Skin care 2.2 Skin function 2.3 Skin problems 2.4 Interpret skin health and beauty 2.5 Skin analysis 2.6 Counseling 2.7 Cleansing 2.8 Product characteristics per cosmetic 2.9 Rules and regulations for public health & hygiene
3. Underpinning skills	3.1 Improving customers' satisfaction by acquiring suitable skills after acquisition of fundamental theories on dermatology. 3.2 Acquiring the skills according to the learned theories 3.3 Identifying anatomical physiology for other systems 3.4 Acquiring the skills for business establishment & instrument management on the corresponding level
4. Underpinning 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	5.1 Workplace (actual or simulated) 5.2 Tools and equipment 5.3 Quality materials for performing work activities 5.4 Fire extinguisher 5.5 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 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	OUSC003L1V1: Perform Skin Analysis and Counseling
Nominal Hours	30 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform skin analysis and counselling.</p> <p>It specially includes preparing client, analyzing skin type (Face and body), providing counselling of customer and providing self-care training.</p>
Elements of Competency	<p>Performance Criteria <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 skin problems 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 care 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 Protective clothing is provided and used according to health and sanitation regulations</p>
2. Analyze Face and Body Skin Type	<p>2.1 Customer's skin is analyzed</p> <p>2.2 <u>Skin types</u> are determined</p> <p>2.3 Purpose and effects of the type skin is identified</p> <p>2.4 Counselling requirements for the customers is determined</p>
3. Provide Counseling to Customer	<p>3.1 Counseling for Skin care is Implemented according to workplace procedure</p> <p>3.2 Customer Skin care card is prepared by referring to the customer's requirements</p> <p>3.3 Courteous conversation skills are applied to provide counselling with customer</p> <p>3.4 Customer satisfaction is ensured as per clients desired requirements</p>
4. Provide Self-Care Training	<p>4.1 Importance of self-care is explained to customer</p> <p>4.2 Customer self-care training need is identified</p> <p>4.3 Self-care training is provided as per workplace procedure</p> <p>4.4 Home schedule to maintain self-care is prepared</p>

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 care Texture	6.1 Fine 6.2 Medium 6.3 Coarse 6.4 Wiry
7. Skin care Catalogue	7.1 Men's Skin care Catalogue 7.2 Ladies Skin care Catalogue
8. Skin care 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. Skin types	9.1 Normal 9.2 Oily 9.3 Dry 9.4 Combination 9.5 Sensitive 9.6 Dehydration
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 Purpose & effects of the skin type analysis. 1.3 Analysis method for customers; skin types based on the skin analysis table. 1.4 Implemented counseling for Skin care according to the procedure & prepare the customer care card by referring to the customer's requirements. 1.5 Acquire the conversation skills to softly carry out counseling with customers. 1.6 Educate the customers on how to conduct self-care for skin at home, while conducting the Skin care
2. Underpinning Knowledge	2.1 Types of skin 2.2 Characteristics of different types of skin 2.3 Skin texture 2.4 Customer counseling card 2.5 Procedure to Prepared customer cards after proper understanding of the counseling procedure for Skin care 2.6 Importance of skin care 2.7 Skin care programs 2.8 Selection of cosmetics according to skin type 2.9 Skin care at home
3. Underpinning Skills	3.1 Acquiring skills allowing identification of customers' skin types in the field. 3.2 Identifying customers' needs and establish care plans according to the requirements. 3.3 Recognizing & educating on how to conduct self-care.
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 (actual or simulated) 5.2 Tools and equipment 5.3 Quality materials for performing work activities 5.4 Fire extinguisher 5.5 Uninterrupted power supply 5.6 Model
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration (Practical 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	OUSC004L1V1: Perform Basic Skin Care Technique
Nominal Hours	200 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude in perform basic Skin care technique</p> <p>It specifically preparing client, performing keratin care, performing cleansing and deep cleansing, performing pack and mask, performing lymph care, performing hair removal and eyebrow care and performing waxing and massaging.</p>
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 OSH 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 technique</u> is selected and agreed upon by both parties</p> <p>1.7 Protective clothing is provided and used according to health and sanitation regulations</p>
2. Perform keratin care	<p>2.1. <u>Materials, tools and implements</u> are selected and collected as per skin care requirements</p> <p>2.2. <u>Skin care products</u> are selected and collected as per workplace standard</p> <p>2.3. Keratin products are prepared as per requirement</p> <p>2.4. Keratin care for face & body is performed as per skin type and following workplace procedure</p> <p>2.5. Finishing Care is performed as required</p> <p>2.6. Customer satisfaction is ensured as per standard procedure</p> <p>2.7. Customer review is requested and recorded as per workplace procedure</p>
3. Perform cleansing and deep cleansing	<p>3.1. Materials, tools and implements are selected and collected as per skin care requirements</p>

	<p>3.2. Skin care products are selected and collected as per workplace standard</p> <p>3.3. Cleansing products are prepared as per job requirement</p> <p>3.4. Cleansing and deep cleansing for face and body is performed as per skin type and following workplace procedure</p> <p>3.5. Finishing Care is performed as required</p> <p>3.6. Customer satisfaction is ensured as per standard procedure</p> <p>3.7. Customer review is requested and recorded as per workplace procedure</p>
4. Perform skin care with pack and mask	<p>4.1. Materials, tools and implements are selected and collected as per skin care requirements</p> <p>4.2. Skin care products are selected and collected as per workplace standard</p> <p>4.3. Pack and mask products are prepared as per requirement</p> <p>4.4. Pack and mask for face and body is applied as per skin type and following workplace procedure</p> <p>4.5. Finishing Care is performed as required</p> <p>4.6. Customer satisfaction is ensured as per standard procedure</p> <p>4.7. Customer review is requested and recorded as per workplace procedure</p>
5. Perform lymph care	<p>5.1. Materials, tools and implements are selected and collected as per skin care requirements</p> <p>5.2. Skin care products are selected and collected as per workplace standard</p> <p>5.3. Lymph care products are prepared as per requirements</p> <p>5.4. Lymph care is performed as per skin types and following workplace procedures</p> <p>5.5. Finishing Care is performed as required</p> <p>5.6. Customer satisfaction is ensured as per standard procedure</p> <p>5.7. Customer review is requested and recorded as per workplace procedure</p>
6. Perform hair removal and eyebrow care	<p>6.1. Materials, tools and implements are selected and collected as per skin care requirements</p> <p>6.2. Skin care products are selected and collected as per workplace standard</p> <p>6.3. Hair removal products are prepared as per job requirements</p> <p>6.4. Hair removal is performed as per standard procedure</p> <p>6.5. Eyebrow care is performed as per requirements</p> <p>6.6. Finishing Care is performed as required</p> <p>6.7. Customer satisfaction is ensured as per standard procedure</p> <p>6.8. Customer review is requested and recorded as per workplace procedure</p>

7. Perform waxing and massaging	7.1. Materials, tools and implements are selected and collected as per skin care requirements 7.2. Skin care products are selected and collected as per workplace standard 7.3. Waxing and massaging products are prepared as per job requirements 7.4. Foot, leg and arm waxing and massage is performed following standard procedure 7.5. Finishing Care is performed as required 7.6. Customer satisfaction is ensured as per standard procedure 7.7. 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 care Catalogue 7.2 Ladies Skin care Catalogue
8. Skin care technique	8.1 Manual Technique 8.2 Keratin Care 8.3 Care with Pack & mask 8.4 Lymph care 8.5 Hair Removal & Eyebrow Care 8.6 Finishing Care
9. Materials, Tools and Implements	9.1 Supplies/Materials 9.2 Equipment 9.2.1 Cold wave equipment 9.2.2 Mannequins 9.2.3 Utility Chair 9.2.4 Cabinet for Accessories 9.2.5 Cabinet for Clean Linens 9.2.6 Container for soiled linens 9.3 Tools and Implements 9.3.1 Skin care machine 9.3.2 Sanitary suit 9.3.3 Sanitary cap 9.3.4 Mask 9.3.5 Tray 9.3.6 Sanitary gloves 9.3.7 Massage oil cup 9.3.8 Massage oil cup holder 9.3.9 Sanitary container 9.3.10 Micro cotton swab 9.3.11 Cotton swab 9.3.12 Sanitary cotton 9.3.13 Sanitary cotton barrel 9.3.14 Spatula 9.3.15 Sanitary bag 9.3.16 Hand & apparatus disinfectant 9.3.17 Adopter 9.3.18 Sanitary cover 9.3.19 Wet wipes 9.3.20 Multi-tap 9.3.21 Head-shaped 3D mannequin

	9.3.22 Materials 9.3.23 Purified water 9.3.24 Vaseline 9.3.25 Massage oil 9.3.26 Towels
10.Skin care products	10.1 Massage oil 10.2 Power repair 10.3 Nutrition cream
11.Skin care	11.1 Skin care for face 11.2 Skin care for body
12.Deep cleansing	12.1 Chemical type - Alpha Hydroxy Acid (AHA) or Beta Hydroxy Acid (BHA) 12.2 Biological type - Enzyme 12.3 Physical type – Scrub, Gommage crops
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: <ol style="list-style-type: none"> 1.1 Prepared client 1.2 Performed keratin care 1.3 Performed cleansing and deep cleansing 1.4 Performed pack and mask 1.5 Performed lymph care 1.6 Performed hair removal and eyebrow care 1.7 Performed waxing and massaging 1.8 Purposed & effected of manual technique.
2. Underpinning knowledge	<ol style="list-style-type: none"> 2.1. Define skin care 2.2. Describe skin care tips and technique 2.3. Define cleansing 2.4. Define Toning 2.5. Define moistening 2.6. Purpose & effects of keratin care 2.7. Characteristics of the product used in different types of skins. 2.8. Differentiate between pack & mask 2.9. Characteristics of pack & mask 2.10. Selection of pack & mask according to the customer's skin type. 2.11. Use of pack & mask in different types of skins 2.12. Sequence & flow of caring for the lymph located in the face 2.13. Effects of lymph care 2.14. Methods of lymph care 2.15. Types wax

	<p>2.16. Use of wax</p> <p>2.17. Explain advantages of waxing</p> <p>2.18. The needs for processing before/after waxing.</p> <p>2.19. Purpose & effects of finish care after completion of Skin care</p> <p>2.20. Skin care as per season</p> <p>2.21. Skin care as per time band</p> <p>2.22. Caring Skin During a Seasonal Change</p>
3. Underpinning skills	<p>3.1 Using fundamental techniques (effleurage/ stroking / kneading / percussion / vibration)</p> <p>3.2 Removing keratin while not applying excessive irritation to the customer's skin as much as possible upon keratin care.</p> <p>3.3 Acquiring the allowing enforcement of the service according to the use instructions by proper recognition of the characteristics per product.</p> <p>3.4 Acquiring for four fundamental motions (rotary motion in the stopped state/circular motion/ drawing-up motion/ pumping motion) required upon facial lymph care.</p> <p>3.5 Acquiring the skills for flowing direction of lymph & the extent of pressure upon lymph massage.</p> <p>3.6 Acquiring the knowledge on the processing process before/after waxing as well as the skills for hard wax, soft wax, & sugar wax.</p> <p>3.7 Acquiring the skills to allow finish care according to the situation such as the customer's skin types, season, time band, etc.</p>
4. Underpinning 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>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>Competency should be assessed by:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p>

	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-2 is developed by NSDA on 06 to 09 December 2021.

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

The Competency Standards for National Skills Certificate in **Skin care, Level-2** is validated by SCVC on 11-12 January 2022.

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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.

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