



**COMPETENCY STANDARD
FOR
SKIN CARE
(Informal Sector)**

Level: 4

Competency Standard Code: CS-INF-SCARE-L4-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 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.
- 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 –4 in
Skin Care in Informal Sector**

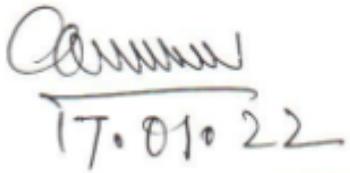
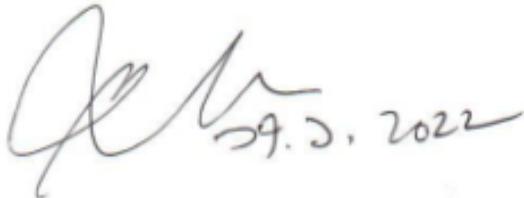
Level Descriptors of NSQF (BNQF 1-6)

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 – 4 in
Skin Care in Informal Sector**

Course Structure

SL	Unit Code and Title		UoC Level	Nominal (Hours)
Generic Competencies				40
1.	GU004L2V1	Perform negotiation skills	3	24
2.	GU015L4V1	Develop Entrepreneurship Skills	4	16
Sector Specific Competencies				25
3.	SUIS002L4V1	Maintain Effective Relationship with Clients/Customers	4	10
4.	SUIS003L4V1	Manage Beauty Care Business	4	15
Occupation Specific Competencies				235
5.	OUSC001L4V1	Provide Aroma Therapy	4	85
6.	OUSC002L4V1	Provide Bamboo Therapy	4	80
7.	OUSC003L4V1	Provide Stone Therapy	4	70
Total Nominal Learning Hours				300

Units & Elements at Glance

Generic Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GU004L2V1	Perform negotiation skills	1. Plan negotiations 2. Participate in negotiations	24
OU015L4V1	Develop Entrepreneurship Skills	1. Recognize concept of entrepreneurship 2. Functions of entrepreneur 3. Explain role of entrepreneur in economic development 4. Plan for business and marketing 5. Explain small business Interpret reasons of failure and success in small business	16

Sector Specific Competencies

SUIS002L4V1	Maintain Effective Relationship with Clients/Customers	1. Maintain a professional image 2. Meet client/customer requirements 3. Build credibility with customers clients	10
SUIS003L4V1	Manage Beauty Care Business	1. Promote beauty care business 2. Manage inventory 3. Manage financial management Manage human resources	15

Occupation Specific Competencies

OUSC001L4V1	Provide Aroma Therapy	<ol style="list-style-type: none"> 1. Prepare client 2. Select and collect materials and machines 3. Perform aroma therapy 4. Apply finishing touches 5. Perform post services activities 6. Perform clean and store 	85
OUSC002L4V1	Perform Bamboo Therapy	<ol style="list-style-type: none"> 1. Prepare client 2. Select and collect materials and machines 3. Perform bamboo therapy 4. Apply finishing touches 5. Perform post services activities 6. Perform clean and store 	80
OUSC003L4V1	Perform Stone Therapy	<ol style="list-style-type: none"> 1. Prepare client 2. Select and collect materials and machines 3. Perform stone therapy 4. Apply finishing touches 5. Perform post services activities 6. Perform clean and store 	70

Generic Competencies

Unit Code and Title	GCU14L2V1: Perform negotiation Skills
Nominal Hours	24 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills, and attitude required to practice negotiation skills.</p> <p>It includes plan and participate in negotiations</p>
Elements of Competency	<p>Performance Criteria</p> <p>Bold & Underlined terms are elaborated in the Range of Variables Training Components</p>
1. Plan negotiations	<p>1.1 Information on preparing for negotiation are identified and included in the plan</p> <p>1.2 Information on creating non-verbal environments for positive negotiating is identified and included in the plan</p> <p>1.3 Information on active listening is identified and included in the plan</p> <p>1.4 Information on different questioning techniques is identified and included in the plan</p> <p>1.5 Information is checked to ensure it is correct and up-to date</p>
2. Participate in negotiations	<p>2.1 Criteria for successful outcome are agreed upon by all parties</p> <p>2.2 Desired outcome of all parties is considered</p> <p>2.3 Appropriate language is used throughout the negotiation</p> <p>2.4 A variety of questioning techniques are used for justification</p> <p>2.5 The issues and processes are documented and agreed upon by all parties</p> <p>2.6 Possible solutions are discussed and their viability assessed</p> <p>2.7 Areas for agreement are confirmed and recorded</p> <p>2.8 Follow-up action is agreed upon by all parties</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. Preparing for negotiation	<p>1.1 Background information on other parties to the negotiation</p> <p>1.2 Good understanding of topic to be negotiated</p> <p>1.3 Clear understanding of desired outcome/s</p> <p>1.4 Personal attributes</p> <p>1.4.1 Self esteem</p> <p>1.4.2 Self esteem</p> <p>1.4.3 Objectivity</p> <p>1.5 Interpersonal skills</p>

	<ul style="list-style-type: none"> 1.5.1 Listening/reflecting 1.5.2 Non-verbal communication 1.5.3 Assertiveness 1.5.4 Behaviour labelling <p>1.6 Analytic skills</p> <ul style="list-style-type: none"> 1.6.1 Observing differences between content and process 1.6.2 Identifying bargaining information 1.6.3 Applying strategies to manage process 1.6.4 Applying steps in negotiating process
2. Non-verbal environments	<ul style="list-style-type: none"> 2.1 Friendly reception. 2.2 Warm and welcoming room 2.3 Refreshments offered 2.4 Lead in conversation before negotiation begins
3. Active listening	<ul style="list-style-type: none"> 3.1 Attentive 3.2 Don't interrupt 3.3 Good posture 3.4 Maintain eye contact 3.5 Reflective listening
4. Questioning techniques	<ul style="list-style-type: none"> 4.1 Direct 4.2 Indirect 4.3 Human Open-ended
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> <ul style="list-style-type: none"> 1.1 Demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome 1.2 Participated in negotiation with at least one person to achieve an agreed outcome
2. Underpinning Knowledge	<ul style="list-style-type: none"> 2.1 Codes of practice and guidelines for the organization 2.2 Organization policy and procedures for negotiations 2.3 Decision making and conflict resolution strategies procedures 2.4 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation 2.5 Flexibility 2.6 Empathy
3. Underpinning Skills	<ul style="list-style-type: none"> 3.1 Interpersonal skills to develop rapport with other parties 3.2 Communication skills (verbal and listening) 3.3 Observation skills 3.4 Negotiation skills

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 Room with facilities necessary for the negotiation process 5.2 Relevant specifications or work instructions
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Direct observation 6.2 Written test 6.3 Demonstration 6.4 Oral questioning 6.5 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor or nominated assessors
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	OU015L4V1: Develop Entrepreneurship Skills
Nominal Hours	16 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to develop entrepreneurship skills.</p> <p>It specially includes recognizing concept of entrepreneurship, functions of entrepreneur explaining role of entrepreneur in economic development, planning for business and marketing, explaining small business and Interpreting reasons of failure and success in small business.</p>
Elements of Competency	<p>Performance Criteria</p> <p>Bold and Underlined terms are elaborated in the Range of Variables</p>
1. Recognize concept of Entrepreneurship	<p>1.1 Entrepreneurship is defined</p> <p>1.2 Advantages of entrepreneurship is discussed</p> <p>1.3 Strength, Weakness, Opportunity and Threat (SWOT) is analyzed for business</p> <p>1.4 Methods of operating salon in profitable manner is discussed</p> <p>1.5 Importance of controlling expenses and cost saving methods is discussed</p> <p>1.6 The units of sale for different types of services are Identified</p> <p>1.7 Future prospects of business are Identified</p>
2. Explain functions of Entrepreneur	<p>2.1 Important aspects of business including selection business place, services to render & monetary matters are discussed</p> <p>2.2 Different business situation and importance of compiling data regarding clients, income, expenses are discussed</p> <p>2.3 Goals for sales of business is identified</p> <p>2.4 Source and way of financing in small business is identified</p> <p>2.5 Method for building a professional team is discussed</p>
3. Explain role of Entrepreneur in Economic Development	<p>3.1 Plan to play vital role to boost economy by creating and providing new job opportunities are discussed</p> <p>3.2 Method to develop hiring plan as per need of business and importance of depositing contributions in government departments are discussed</p> <p>3.3 Methods to generate maximum profits and expansion plan of business is discussed</p>
4. Plan for Business and marketing	<p>4.1 Business plan is prepared as per market demands.</p> <p>4.2 Areas of business or services which are more profitable and popular in clients are identified</p>

	<p>4.3 Services and products offered by the competitors is analyzed and business strategy is made accordingly</p> <p>4.4 Estimate of finance is prepared for required business</p> <p>4.5 Methods for attaining knowledge of current market trends are discussed</p>
5. Explain small business	<p>5.1 Small business is defined</p> <p>5.2 Money management and cash flows are explained</p> <p>5.3 Importance of customer satisfaction is discussed</p> <p>5.4 Customers comfort policies is explained</p> <p>5.5 Importance of maintenance of record of purchases, sales, inventory and list of regular customers are explained</p> <p>5.6 Branding of business is explained</p> <p>5.7 Methods to build team of honest workers on long term basis are explained</p>
6. Interpret reasons of failure and success in small business	<p>6.1 Fields of business causing loss is identified</p> <p>6.2 Key factor for selection of proper suitable location of business place easily accessible is discussed for customers.</p> <p>6.3 Factors annoying customers by action of workers are Identified</p> <p>6.4 Control of utility bills especially turning off extra lights and ACs when client is not in service discussed</p> <p>6.5 Importance to make purchases of best items keeping in view quality, quantity and prices are explained</p> <p>6.6 Communicate with the customers in effective conversation and good relations are discussed</p> <p>6.7 Time schedule is prepared for self-workers and services</p>
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> <p>1.1 Recognized concept of entrepreneurship</p> <p>1.2 Functioned of entrepreneur</p> <p>1.3 Explained role of entrepreneur in economic development</p> <p>1.4 Planned for business and marketing</p> <p>1.5 Explained small business</p> <p>1.6 Interpreted reasons of failure and success in small business</p>

<p>2. Underpinning Knowledge</p>	<p>2.1 Describe the methods of running salon on profitable manner.</p> <p>2.3 Identify the cost saving methods.</p> <p>2.4 List the services generally offered in salon.</p> <p>2.5 Illustrate factors for forecasting of future market trends</p> <p>2.6 Explain the planning techniques for services, rates and location identification for better business opportunities.</p> <p>2.7 Describe the importance of client's data and skills for efficient financial controls of business.</p> <p>2.8 Define the techniques for Increasing sales of business</p> <p>2.9 Explain the Importance of team building.</p> <p>2.10 Explain the role of creating job opportunities in economy.</p> <p>2.11 Explain the importance of appropriate and suitable work force for the business, prevailing labor laws and prevailing taxes levied on the business.</p> <p>2.12 Describe the important factors for expansion plan according to demand and supply position prevailing in market.</p> <p>2.13 Explain market trends</p> <p>2.14 Define profitable and popular services of business.</p> <p>2.15 Describe the procedure of implementation of business and marketing plan.</p> <p>2.16 Calculate Capital requirements for business.</p> <p>2.17 State the possible sources of finance</p> <p>2.18 Define the techniques of money management.</p> <p>2.19 Describe the importance of customer's satisfaction and demands of clients.</p> <p>2.20 Explain the Importance of customer's comfort level in terms of prices and services.</p> <p>2.21 Illustrate the techniques of maintaining records of purchases, sales and client's data.</p> <p>2.22 Describe the major Fields of business causing loss.</p> <p>2.23 Explain the importance of easily accessible location for setting up business.</p> <p>2.24 Define the importance of good behavior of workers with the customers.</p> <p>2.25 Explain the methods of cost saving steps in salon.</p> <p>2.26 Illustrate method of purchases of materials competitively and cost efficiently</p> <p>2.27 Describe the importance of pleasant communication skills.</p> <p>2.28 Explain the importance of time management and the role of proper time</p>
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3. Underpinning Skills	3.1 Applying skills of communicating 3.2 Applying skills of literacy and numeracy 3.3 Analyzing business environment 3.4 Planning for own business 3.5 Using the effective tools to make presentations 3.6 Identifying business places 3.7 Identifying target customers 3.8 Maintaining business plan 3.9 Handling business promoting media 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 (actual or simulated) 5.2 Fire extinguisher 5.3 Uninterrupted power supply 5.4 Internet facilities 5.5 Adequate Surveillance devices 5.6 Manuals, catalogs and magazine 5.7 Competency Based Learning Materials (CBLM)
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 training center or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified 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.	

Sector Specific Competencies

Unit Code and Title	SSIS002L4V1: Maintain effective relationship with clients/customers
Nominal Hours	10 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required in building and maintaining an effective relationship with clients. It includes maintain a professional image, meet client/ customer requirements and build credibility with customers/clients.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Maintain a professional image	<p>1.1 Uniform and personal grooming is maintained 1.2 Personal presence is maintained according to <u>employer standards</u> 1.3 Visible work area is kept tidy and uncluttered 1.4 Equipment is stored as per workplace standard</p>
2. Meet client/customer requirements	<p>2.1 Client requirements are identified and understood by referral to the <u>assignment instructions</u> 2.2 Client requirements are met 2.3 Change is done to <u>client's needs and requirements</u> monitored and <u>appropriate action taken</u> 2.4 All communication with the client or customer is cleared and complied with assignment requirements</p>
3. Build credibility with customers/ clients	<p>3.1 Client expectations for reliability, punctuality and appearance is adhered 3.2 Possible causes of client/customer dissatisfaction are identified, dealt with and recorded 3.3 Clients are fully informed of all relevant security matters</p>
Range of variables	
Variables	Range (may include but not limited to):
1. Personal Presence	<p>1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming</p>
2. Employer Standards	2.1 Standing Orders
3. Client Requirements	<p>3.1 Assignment Instructions 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations</p>

4. Assignment Instructions	4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions

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 Maintained a professional image 1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions 1.3 Dealt successfully with a variety of client/customer interactions 1.4 Monitored and acted on changing client or customer needs 1.5 Met client/customer requirements 1.6 Built credibility with customers/clients
2. Underpinning knowledge	2.1. Uniform and personal grooming requirements of the employer and the client 2.2. Occupational Health and safety requirement for the assignment 2.3. Assignment Instructions
3. Underpinning Skills	3.1. Attention to detail when completing client/employer documentation 3.2. Interpersonal and communication skills required in client contact assignments 3.3. Customer service skills required to meet client/customer needs 3.4. Punctuality 3.5. Customer Service 3.6. Telephone Technique 3.7. Problem Solving and Negotiation 3.8. Maintaining Records
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 (simulated or actual) 5.2 Different types of hand tools and power tools 5.3 Work books 5.4 Hand tools and power tools operating and maintenance manuals
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Direct observation 6.2 Written test 6.3 Demonstration 6.4 Oral questioning 6.5 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified assessor
<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	SSIS003L4V1: Manage Beauty Care Business
Nominal Hours	15 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to manage beauty care business.</p> <p>It specially includes promoting beauty care business, managing inventory, performing financial management and managing human resources.</p>
Elements of Competency	<p>Performance Criteria</p> <p>Bold and Underlined terms are elaborated in the Range of Variables</p>
1. Promote beauty care business	<p>1.1 Promotional strategy of business is planned and established</p> <p>1.2 Business target is fixed and implementation plan is established</p> <p>1.3 Communication strategy to promote business is established and implemented</p> <p>1.4 Competitors are identified and policy to handle competitors is formulated</p> <p>1.5 Market expansion strategies are formulated and implemented as required</p> <p>1.6 Follow up plan is formulated and executed as required</p>
2. Manage Inventory	<p>2.1 Economic ordering quantity of materials, semi-finished products and products are determined</p> <p>2.2 First in first out (FIFO) process is implemented as required</p> <p>2.3 Last in first out (LIFO) process is implemented as required</p> <p>2.4 Materials indenting method is described</p> <p>2.5 Record of inventory is maintained</p> <p>2.6 Invoice is maintained as required</p>
3. Perform Financial Management	<p>3.1 Financial management outcomes are evaluated based on the financial situations</p> <p>3.2 Financial management decisions are made based on the financial statements</p>
4. Manage Human Resources	<p>4.1 Human resource management requirements are identified</p> <p>4.2 Jobs and tasks are analyzed as per requirements</p> <p>4.3 Jobs and tasks are assigned within staffs</p> <p>4.4 Training requirements staffs are identified</p> <p>4.5 Training is provided to the staffs as per requirements</p>
Range of Variables	

Variables	Range (may include but not limited to):
1. Promotional strategy	1.1 Branding 1.2 Advertisement 1.3 Core Training 1.4 Interior Design and decoration 1.5 Signage & Graphic Design 1.6 Physical facilities 1.7 Furniture 1.8 Initial purchasing 1.9 Additional Budget Guidelines
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. Promoted beauty care business 1.2. Managed inventory 1.3. Performed financial management 1.4. Managed human resources
2. Underpinning Knowledge	2.1. Define business 2.2. Describe business promotion 2.3. Explain business communication 2.4. Characteristics and importance of SNS & video media 2.5. Analysis of business promotion in terms of times, environment and strategy targets 2.6. Inventory control 2.7. Economic ordering quantity 2.8. LIFO and FIFO 2.9. Define personnel training 2.10. Methods of training 2.11. Use of film, pictures & videos as promotional contents 2.12. Basic Knowledge for the analysis of consumer psychology
3. Underpinning Skills	3.1. Using the effective tools to make presentations 3.2. Identifying business places 3.3. Identifying target customers 3.4. Maintaining business plan 3.5. Handling business promoting media 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 (actual or simulated) 5.2 Fire extinguisher 5.3 Uninterrupted power supply 5.4 Internet facilities 5.5 Adequate Surveillance devices 5.6 Manuals, catalogs and magazine 5.7 Competency Based Learning Materials (CBLM)
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 training center or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified assessor
<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>	

Occupation Specific Competencies

Unit Code and Title	OUSC001L4V1: Provide Aroma Therapy
Nominal Hours	80 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to provide aroma therapy.</p> <p>It specially includes preparing client, selecting and collecting materials and machines, performing aroma therapy, applying finishing touches, performing post service activities and perform clean and store.</p>
Elements of Competency	<p>Performance Criteria</p> <p>Bold and Underlined terms are elaborated in the Range of Variables</p>
1. Prepare clients	<p>1.1 Types of clients are identified and restrictions are determined through consultation</p> <p>1.2 Client's face and body condition are analyzed following salon safety policies and procedures</p> <p>1.3 Personal Protective equipment is prepared and used according to OHS requirements and salon procedures</p> <p>1.4 Shape of face, head, length and width are assessed according to Clint's built and height</p> <p>1.5 Skin texture is analyzed according to skin care requirements</p> <p>1.6 Aroma therapy catalogue is presented to the client and the Beauty therapy style is selected and agreed upon by both parties</p> <p>1.7 Personal belongings of the client are recorded and stored as per workplace procedure</p> <p>1.8 Protective clothing is provided to client according to health and sanitation regulations</p>
2. Select and collect materials and machines	<p>2.1 Materials, tools and implements are selected and collected as per skin requirements</p> <p>2.2 Machine and devices are selected and collected as per Beauty therapy requirements</p> <p>2.3 Aroma therapy products are selected and collected as per workplace standard</p>
3. Perform aroma therapy	<p>3.1. Customer skin and body texture are analyzed as per standard procedure</p> <p>3.2. Beauty therapy products are prepared as per aroma therapy requirements ensuring therapy hygiene</p> <p>3.3. After therapy effects and necessary actions need to be taken is explained</p>

	3.4. Appropriate tools, machines, devices and implements are prepared ensuring clients therapy hygiene 3.5. Appropriate materials, tools and Beauty therapy implements are prepared and used according to client's desired Beauty therapy hygiene 3.6. Aroma therapy is performed according to Beauty therapy style and established or acceptable procedures 3.7. Client's safety and comfort are ensured during the entire process
4. Apply finishing touches	4.1 Performance of aroma therapy is checked for accuracy and finishing touches requirements 4.2 Clients feedback about therapy and comfort is requested 4.3 Finishing touches tools are prepared according to hygiene 4.4 Beauty therapy finishing product is applied as per client's requirements 4.5 Finishing care is performed as required following SOP
5. Perform post service activities	5.1 Client's satisfaction is confirmed as per workplace procedure 5.2 Client is advised on appropriate <u>Face and body maintenance</u> 5.3 Customers review about service is requested and recorded as per workplace procedure
6. Perform clean and store	6.1 Unused aroma therapy products are stored following salon procedures 6.2 Tools and equipment are cleaned, sanitized and stored according to OSH requirements 6.3 <u>Waste</u> materials are segregated and disposed according to OSH requirements

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 & body condition	2.1 Porous 2.2 Damaged 2.3 Dry 2.4 Oily 2.5 Normal 2.6 Chemically Treated

	2.7 De-hydrated
3. Personal Protective equipment	3.1 Facial mask 3.2 Apron 3.3 Towels 3.4 Head Band 3.5 Sanitary suit 3.6 Sanitary cap 3.7 Hair cap 3.8 Sanitary gloves 3.9 Gown 3.10 Back cover clothing 3.11 Non-slippery rubber sole shoe
4. Shape of face	4.1 Rectangle or Elongated 4.2 Inverted / Pear 4.3 Heart 4.4 Oval 4.5 Triangular 4.6 Square 4.7 Diamond 4.8 Round
5. Skin Texture	5.1 Fine 5.2 Medium 5.3 Coarse 5.4 Wiry
6. Aroma therapy Catalogue	6.1 Men's skin therapy Catalogue 6.2 Ladies skin therapy Catalogue
7. Materials, Tools and Implements	7.1 Equipment <ul style="list-style-type: none"> 7.1.1 Therapy bed 7.1.2 Cold wave equipment 7.1.3 Tray 7.1.4 Head-shaped 3D mannequin 7.1.5 Utility Chair 7.1.6 Cabinet for Accessories 7.1.7 Cabinet for Clean Linens 7.1.8 Container for soiled linens 7.2 Tools and Implements <ul style="list-style-type: none"> 7.2.1 Massage oil cup 7.2.2 Massage oil cup holder 7.2.3 Sanitary container 7.2.4 Sanitary cotton barrel 7.2.5 Spatula 7.2.6 Disinfectant apparatus 7.2.7 Adopter

	<p>7.2.8 Multi-Tap/Plug</p> <p>7.3 Materials</p> <p>7.3.1 Towels</p> <p>7.3.2 Wet wipes</p> <p>7.3.3 Cotton swab</p> <p>7.3.4 Sanitary cotton</p> <p>7.3.5 Micro cotton swab</p> <p>7.3.6 Sanitary cover</p> <p>7.3.7 Sanitary bag</p>
8. Aroma therapy products	<p>8.1 Massage oil</p> <p>8.1.1 Career oil</p> <p>8.1.2 Essence oil</p> <p>8.2 Massage oil setting</p> <p>8.3 Power repair cream</p> <p>8.4 Nutrition cream</p> <p>8.5 Purified water</p> <p>8.6 Vaseline</p>
9. Face and body maintenance	<p>9.1 Clean face and body regularly</p> <p>9.2 Use of face and body nutrition serum Product</p> <p>9.3 Use sun screen and sun guard</p> <p>9.4 Personalized face and body care products</p>
10. Waste	<p>10.1 Biodegradable</p> <p>10.2 Non-Biodegradable</p>

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>1.1 Prepared client</p> <p>1.2 Selected and collected materials and machines</p> <p>1.3 Performed aroma therapy</p> <p>1.4 Applied finishing touches</p> <p>1.5 Performed post service activities</p> <p>1.6 Performed clean and store</p>
2. Underpinning Knowledge	<p>2.1 Describe aroma therapy</p> <p>2.2 Application of aroma therapy</p> <p>2.3 Aroma therapy techniques</p> <p>2.4 Massaging techniques</p> <p>2.5 Skin type</p> <p>2.6 Body line and muscle</p> <p>2.7 Aroma therapy products and their use</p> <p>2.8 Aroma therapy tool and equipment</p> <p>2.9 Workplace policies and procedures</p> <p>2.10 After therapy effects</p> <p>2.11 Contraindication of aroma therapy</p> <p>2.12 After therapy treatments</p>

3. Underpinning Skills	<ul style="list-style-type: none"> 3.1 Receiving customers/client 3.2 Communicating with customers 3.3 Analyzing skin type and body lines 3.4 Maintaining personal health and hygiene 3.5 Maintaining customers health and hygiene 3.6 Handling tools and equipment's 3.7 Planning for own work 3.8 Maintaining green working practice
4. Required Attitudes	<ul style="list-style-type: none"> 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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 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 3D Mannequin 5.7 Internet facilities 5.8 Adequate Surveillance devices 5.9 Manuals, catalogs and magazine
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of Assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<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	OUSC002L4V1: Provide Bamboo Therapy
Nominal Hours	80 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to Provide Bamboo Therapy.</p> <p>It specially includes preparing client, selecting and collecting materials and machines, performing bamboo therapy, applying finishing touches, performing post services and performing clean and store.</p>
Elements of Competency	<p>Performance Criteria</p> <p>Bold and Underlined terms are elaborated in the Range of Variables</p>
1. Prepare client	<p>1.1 Types of clients are identified and restrictions are determined through consultation</p> <p>1.2 Client's face and body condition are analyzed following salon safety policies and procedures</p> <p>1.3 Personal Protective equipment is prepared and used according to OSH requirements and salon procedures</p> <p>1.4 Shape of face, head, length and width are assessed according to his/her built and height</p> <p>1.5 Skin texture is analyzed according to Skin therapy requirements</p> <p>1.6 Bamboo therapy catalogue is presented to the client and the bamboo therapy style is selected and agreed upon by both parties</p> <p>1.7 Protective clothing is provided to client according to health and sanitation regulations</p>
2. Select and collect materials and machines	<p>2.1 Materials, tools and implements are selected and collected as per skin therapy requirements</p> <p>2.2 Bamboos are selected and collected as per skin therapy requirements</p> <p>2.3 Bamboo therapy products are selected and collected as per workplace standard</p>
3. Perform bamboo therapy	<p>3.1 Customer skin and body texture are analyzed as per standard procedure</p> <p>3.2 Skin therapy products are prepared as per bamboo therapy requirements ensuring therapy hygiene</p> <p>3.3 Appropriate tools, bamboos and implements are prepared ensuring clients therapy hygiene</p> <p>3.4 Bamboo therapy is performed according to skin therapy style and established or acceptable procedures</p>

	3.5	Client's safety and comfort are ensured during the entire process
4. Apply finishing touches	4.1 4.2 4.3 4.4	Performance of bamboo therapy is checked for accuracy and finishing touches requirements Clients feedback about therapy and comfort is requested Finishing touches tools and materials are prepared according to hygiene Skin therapy finishing touches/techniques is applied as per client's requirements
5. Perform post service activities	5.1 5.2 5.3	Client's satisfaction is confirmed as per workplace procedure Client is advised on appropriate <u>Face and body maintenance</u> Customers review about service is requested and recorded as per workplace procedure
6. Perform clean and store	6.1 6.2 6.3	Bamboo and unused therapy products are stored following salon procedures Tools and equipment are cleaned, sanitized and stored according to OSH requirements <u>Waste</u> materials are segregated and disposed according to OSH requirements

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 & body condition	2.1 Porous 2.2 Damaged 2.3 Dry 2.4 Oily 2.5 Normal 2.6 Chemically Treated 2.7 De-hydrated
3.Personal Protective equipment	3.1 Facial mask 3.2 Apron 3.3 Towels 3.4 Head Band 3.5 Sanitary suit 3.6 Sanitary cap 3.7 Hair cap

	3.8 Sanitary gloves 3.9 Gown 3.10 Back cover clothing 3.11 Non-slippery rubber sole shoe
4.Skin texture	4.1 Fine 4.2 Medium 4.3 Coarse 4.4 Wiry
5.Bamboo therapy catalogue	5.1 Men's Skin therapy Catalogue 5.2 Ladies skin therapy Catalogue
6.Materials, Tools and Implements	6.1 Supplies/Materials 6.2 Equipment <ul style="list-style-type: none"> 6.2.1 Therapy bed 6.2.2 Tray 6.2.3 Head-shaped 3D mannequin 6.2.4 Utility Chair 6.2.5 Cabinet for Accessories 6.2.6 Cabinet for Clean Linens 6.2.7 Container for soiled linens 6.2.8 Towel steamer 6.3 Tools and Implements <ul style="list-style-type: none"> 6.3.1 Bamboos 6.3.2 Bamboo sticks 6.3.3 Massage oil cup 6.3.4 Massage oil cup holder 6.3.5 Sanitary container 6.3.6 Sanitary cotton barrel 6.3.7 Spatula 6.3.8 Disinfectant apparatus 6.4 Materials <ul style="list-style-type: none"> 6.4.1 Towels 6.4.2 Wet wipes 6.4.3 Cotton swab 6.4.4 Heating pad 6.4.5 Sanitary cotton 6.4.6 Micro cotton swab 6.4.7 Sanitary cover 6.4.8 Sanitary bag
7.Bamboo therapy products	7.1 Massage oil <ul style="list-style-type: none"> 7.1.1 Career oil 7.1.2 Essence oil 7.2 Massage oil setting 7.3 Power repair cream

	7.4 Nutrition cream 7.5 Purified water 7.6 Vaseline
8.Face and body maintenance	8.1 Clean face and body regularly 8.2 Use of face and body nutrition serum Product 8.3 Use sun screen and sun guard 8.4 Personalized face and body care products
9.Waste	9.1 Biodegradable 9.2 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 Selected and collected materials and machines 1.3 Performed bamboo therapy 1.4 Applied finishing touches 1.5 Performed post service activities 1.6 Performed clean and store
2. Underpinning Knowledge	2.1 Describe bamboo therapy 2.2 Application of bamboo therapy 2.3 Bamboo therapy techniques 2.4 Massaging techniques 2.5 Skin type 2.6 Stroking techniques 2.7 Body line and muscle 2.8 Bamboo therapy products and their use 2.9 Bamboo therapy tools and equipment 2.10 Workplace policies and procedures 2.11 After therapy effects 2.12 Contra-indications of Bamboo therapy 2.13 After therapy treatments
3. Underpinning Skills	3.1 Receiving customers/client 3.2 Communicating with customers 3.3 Analyzing skin type and body lines 3.4 Applying stroking techniques 3.5 Applying massaging techniques 3.6 Maintaining personal health and hygiene 3.7 Maintaining customers health and hygiene 3.8 Handling tools and equipment's 3.9 Planning for own work 3.10 Maintaining green working practice
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 3D Mannequin 5.7 Internet facilities 5.8 Adequate Surveillance devices 5.9 Manuals, catalogs and magazine
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Practical Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified assessor
<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	OUSC002L4V1: Provide Stone Therapy
Nominal Hours	70 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to provide stone therapy.</p> <p>It specially includes preparing client, selecting and collecting materials and machines, performing stone therapy, applying finishing touches, performing post services and performing clean and store.</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 Types of clients are identified and restrictions are determined through consultation</p> <p>1.2 Client's face and body condition are analyzed following salon safety policies and procedures</p> <p>1.3 Personal Protective equipment is prepared and used according to OSH requirements and salon procedures</p> <p>1.4 Shape of face, head, length and width are assessed according to his/her built and height</p> <p>1.5 Beauty texture is analyzed according to skin therapy requirements</p> <p>1.6 Stone therapy catalogue is presented to the client and the Skin therapy style is selected and agreed upon by both parties</p> <p>1.7 Protective clothing is provided to client according to health and sanitation regulations</p>
2. Select and collect materials and machines	<p>2.1 Materials, tools and implements are selected and collected as per skin therapy requirements</p> <p>2.2 Stones are selected and collected as per stone therapy requirements</p> <p>2.3 Stone therapy products are selected and collected as per workplace standard</p>
3. Perform stone therapy	<p>3.1 Customer skin and body texture are analyzed as per standard procedure</p> <p>3.2 Skin therapy products are prepared as per stone therapy requirements ensuring therapy hygiene</p> <p>3.3 Stones are heated and prepared as per therapy requirements following SOP</p> <p>3.4 After therapy effects and necessary actions need to be taken is explained</p>

	3.5 Appropriate materials, tools and skin therapy implements are prepared and used according to client's desired Beauty therapy hygiene 3.6 Stones therapy is performed according to skin therapy style and established or acceptable procedures 3.7 Client's safety and comfort are ensured during the entire process
4. Apply finishing touches	4.1 Performance of stone therapy is checked for accuracy and finishing touches requirements 4.2 Clients feedback about therapy and comfort is requested 4.3 Finishing touches tools and materials are prepared according to hygiene 4.4 Beauty therapy finishing touches/techniques is applied as per client's requirements
5. Perform post service activities	5.1 Client's satisfaction is confirmed as per workplace procedure 5.2 Client is advised on appropriate <u>Face and body maintenance</u> 5.3 Customers review about service is requested and recorded as per workplace procedure
6. Perform clean and store	6.1 Stones and unused therapy products are stored following salon procedures 6.2 Tools and equipment are cleaned, sanitized and stored according to OSH requirements 6.3 Waste materials are segregated and disposed according to OSH requirements

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 & body condition	2.1 Porous 2.2 Damaged 2.3 Dry 2.4 Oily 2.5 Normal 2.6 Chemically Treated 2.7 De-hydrated
3. Personal Protective equipment	3.1 Facial mask 3.2 Apron

	3.3 Towels 3.4 Head Band 3.5 Sanitary suit 3.6 Sanitary cap 3.7 Hair cap 3.8 Sanitary gloves 3.9 Gown 3.10 Back cover clothing 3.11 Non-slippery rubber sole shoe
4. Skin texture	4.1 Fine 4.2 Medium 4.3 Coarse 4.4 Wiry
5. Stone therapy Catalogue	5.1 Men's skin therapy Catalogue 5.2 Ladies skin therapy Catalogue
6. Materials, Tools and Implements	6.1 Supplies/Materials 6.2 Equipment <ul style="list-style-type: none"> 6.2.1 Therapy bed 6.2.2 Tray 6.2.3 Stone heater 6.2.4 Head-shaped 3D mannequin 6.2.5 Utility Chair 6.2.6 Cabinet for Accessories 6.2.7 Cabinet for Clean Linens 6.2.8 Container for soiled linens 6.2.9 Towel steamer 6.3 Tools and Implements <ul style="list-style-type: none"> 6.3.1 Stones 6.3.2 Stone sticks 6.3.3 Massage oil cup 6.3.4 Massage oil cup holder 6.3.5 Sanitary container 6.3.6 Sanitary cotton barrel 6.3.7 Spatula 6.3.8 Disinfectant apparatus 6.4 Materials <ul style="list-style-type: none"> 6.4.1 Towels 6.4.2 Wet wipes 6.4.3 Cotton swab 6.4.4 Heating pad 6.4.5 Sanitary cotton 6.4.6 Micro cotton swab 6.4.7 Sanitary cover

	6.4.8 Sanitary bag
7. Stone therapy products	7.1 Massage oil 7.1.1 Career oil 7.1.2 Essence oil 7.2 Massage oil setting 7.3 Power repair cream 7.4 Nutrition cream 7.5 Purified water 7.6 Vaseline
8. Face and body maintenance	8.1 Clean face and body regularly 8.2 Use of face and body nutrition and serum 8.3 Use sun screen and sun guard 8.4 Personalized face and body care products
9. Waste	9.1 Biodegradable 9.2 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 Selected and collected materials and machines 1.3 Performed stone therapy 1.4 Applied finishing touches 1.5 Perform post services 1.6 Performed clean and store
2. Underpinning Knowledge	2.1 Describe stone therapy 2.2 Application of stone therapy 2.3 Stone therapy techniques 2.4 Massaging techniques 2.5 Massaging oils 2.6 Skin type 2.7 Body texture 2.8 Stroking techniques 2.9 Body line and muscle 2.10 Stone therapy products and their use 2.11 Stone therapy tool and equipment 2.12 Workplace policies and procedures 2.13 After therapy effects 2.14 Contra-indications of stone therapy 2.15 After therapy treatments
3. Underpinning Skills	3.1 Receiving customers/client 3.2 Communicating with customers 3.3 Analyzing skin type and body texture

	3.4 Applying stroking techniques 3.5 Applying massaging techniques 3.6 Maintaining personal health and hygiene 3.7 Maintaining customers health and hygiene 3.8 Handling tools and equipment's 3.9 Planning for own work 3.10 Maintaining green working practice
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 3D Mannequin 5.7 Internet facilities 5.8 Adequate Surveillance devices 5.9 Manuals, catalogs and magazine
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 training center or in an actual or simulated work place after completion of the training module 7.2 Assessment should be done by NSDA certified assessor
<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>	

Development of Competency Standard

The Competency Standards for National Skills Certificate in Skin care, Level-4 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-4** 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: hossainsm61@gmail.com	Member
13.	Md. Quamruzzaman, Director (Skills Standard), NSDA, Cell: +88 01819189320 Email: qzaman40@yahoo.com	Member

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

Dhaka-1207

E-mail: ecnsda@nsda.gov.bd

Website: www.nsda.gov.bd