



COMPETENCY STANDARD
FOR
Hair Dressing
(Informal Sector)

Level: 3

Competency Standard Code: CSIS0005L3V1

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. "**Hair Dressing**" 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 –3 in Hair Dressing in Informal Sector

Level Descriptors of NTVQF / NSQF (BNQF 1-6)


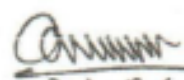
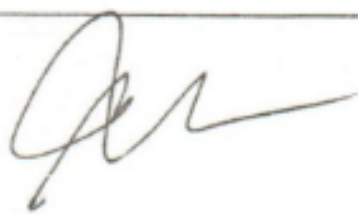
Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate 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
NTVQF	- National Technical and Vocational Qualifications Framework
OSH	– Occupational Safety and Health
PPE	– Personal Protective Equipment
SCVC	- Standards and Curriculum Validation Committee
STP	– Skills Training Provider
SOP	– Standard Operating Procedure
UoC	- Unit of Competency

Approval of Competency Standard

Members of the Approval Committee:

Member	Signature
Dulal Krishna Saha Executive Chairman (Secretary) National Skills Development Authority	 21.06.21
Md. Nurul Amin Member (Admin & Finance) and (Registration & Certification) Joint Secretary National Skills Development Authority	 21.06.21
Alif Rudaba Member (Planning & Skills Standard) Joint Secretary National Skills Development Authority	


Dulal Krishna Saha

Executive Chairman (Secretary)

National Skills Development Authority (NSDA)

Date:

**Competency Standards for National Skill Certificate – 3 in
Hair Dressing in Informal Sector**

Course Structure

SL	Unit Code and Title		UoC Level	Nominal (Hours)
Generic Competencies				24
1.	GU004L2V1	Perform negotiation skills	3	24
Sector Specific Competencies				30
2.	SUICT004L3V1	Maintain Effective Relationship with Clients/Customers	3	30
Occupation Specific Competencies				216
3.	OUHD001L3V1	Perform Premium Hair Cut	3	56
4.	OUHD002L3V1	Perform Premium Hair Bleaching	3	50
5.	OUHD003L3V1	Perform Up-Style	3	50
6.	OUHD004L3V1	Perform Permanent Wave (Hair Straightening)	3	50
7.	OUHD005L3V1	Manage Hair Dressing Business	3	10
Total Nominal Learning Hours				270

Units & Elements at Glance

Generic Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GU004L2V1	Perform negotiation skills	<ol style="list-style-type: none"> 1. Plan negotiations 2. Participate in negotiations 	24

Sector Specific Competencies

SUICT004L3V1	Maintain Effective Relationship with Clients/Customers	<ol style="list-style-type: none"> 1. Maintain a professional image 2. Meet client/customer requirements 3. Build credibility with customers clients 	30
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Occupation Specific Competencies

OUHD001L3V1	Perform Premium Hair Cut	<ol style="list-style-type: none"> 1. Prepare client 2. Perform premium hair cut 3. Check hair 4. Apply finishing touches 5. Perform post service activities 	56
OUHD002L3V1	Perform Premium Hair Bleaching	<ol style="list-style-type: none"> 1. Prepare client 2. Apply premium bleach hair 3. Perform post service activities 	50
OUHD003L3V1	Perform up style	<ol style="list-style-type: none"> 1. Understand up-style 2. Prepare client 3. Perform up-style 4. Perform post services activities 	50
OUHD004L3V1	Perform permanent wave	<ol style="list-style-type: none"> 1. Prepare client 2. Apply hair waving product 3. Iron hair 4. Apply hair fixing solution 5. Perform post service activities 	50
OUHD005L3V1	Manage Hair Dressing business	<ol style="list-style-type: none"> 1. Interpret Business organization 2. Manage inventory 3. Organize human resource 4. Maintain quality of business 	10

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 <u>Bold & Underlined</u> terms are elaborated in the Range of Variables Training Components</p>
1. Plan negotiations	<p>1.1 Information on <u>preparing for negotiation</u> are identified and included in the plan</p> <p>1.2 Information on creating <u>non-verbal environments</u> for positive negotiating is identified and included in the plan</p> <p>1.3 Information on <u>active listening</u> is identified and included in the plan</p> <p>1.4 Information on different <u>questioning techniques</u> 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> <p>1.5.1 Listening/reflecting</p> <p>1.5.2 Non-verbal communication</p> <p>1.5.3 Assertiveness</p> <p>1.5.4 Behaviour labelling</p> <p>1.6 Analytic skills</p>

	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	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	3.1 Attentive 3.2 Don't interrupt 3.3 Good posture 3.4 Maintain eye contact 3.5 Reflective listening
4. Questioning techniques	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	Assessment required evidence that the candidate: 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	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	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	<p>The following resources must be provided:</p> <p>5.1 Room with facilities necessary for the negotiation process</p> <p>5.2 Relevant specifications or work instructions</p>
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Direct observation</p> <p>6.2 Written test</p> <p>6.3 Demonstration</p> <p>6.4 Oral questioning</p> <p>6.5 Portfolio</p>
7. Context of Assessment	<p>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</p> <p>7.2 Assessment should be done by NSDA certified assessor or nominated assessors</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Sector Specific Competencies

Unit Code and Title	SSU02I07L1V1: Maintain effective relationship with clients/customers
Nominal Hours	30 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required in building and maintaining an effective relationship with clients.</p> <p>It includes maintain a professional image, meet client/ customer requirements and build credibility with customers/clients.</p>
Elements of Competency	<p>Performance Criteria</p> <p><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</p> <p>1.2 <u>Personal presence</u> is maintained according to <u>employer standards</u></p> <p>1.3 Visible work area is kept tidy and uncluttered</p> <p>1.4 Equipment is stored</p>
2. Meet client/customer requirements	<p>2.1 <u>Client requirements</u> are identified and understood by referral to the <u>assignment instructions</u></p> <p>2.2 Client requirements are met</p> <p>2.3 Change is done to <u>client's needs and requirements</u> monitored and <u>appropriate action taken</u></p> <p>2.4 All communication with the client or <u>customer</u> 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</p> <p>3.2 Possible causes of client/customer dissatisfaction are identified, dealt with and recorded</p> <p>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</p> <p>1.2 Posture</p> <p>1.3 Body Language</p> <p>1.4 Demeanor</p> <p>1.5 Grooming</p>
2. Employer Standards	2.1 Standing Orders
3. Client Requirements	<p>3.1 Assignment Instructions</p> <p>3.2 Post Orders</p> <p>3.3 Scope to modify instructions/orders in light of changed situations</p>
4. Assignment Instructions	<p>4.1 Writing</p> <p>4.2 Verbally</p> <p>4.3 Electronically</p>

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
7. Customers	7.1 All members of the public
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
Accreditation Requirements Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Occupation Specific Competencies

Unit Code and Title	OUID001L3V1: Perform Premium Hair Cut
Nominal Hours	56 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform premium haircut.</p> <p>It specially includes preparing client, cutting premium haircut, checking hair, applying finishing touches and performing post services activities.</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 Appropriate courtesy is extended to the client at all times</p> <p>1.2 <u>Shape of face</u>, head, length and width are assessed according to his/her built and height</p> <p>1.3 <u>Texture of hair</u> is analyzed according to style requirements and kind of cutting to be administered.</p> <p>1.4 <u>Hair catalog</u> is presented to the client and the <u>hair cut style</u> is selected and agreed upon by both parties.</p> <p>1.5 <u>Protective clothing</u> is provided and used according to health and sanitation regulations.</p> <p>1.6 Hair is shampooed and/or conditioned following salon procedures</p>
2. perform premium hair cut	<p>2.1 Appropriate <u>materials, tools and hair implements</u> are prepared and used according to client's desired haircut and OSH requirements.</p> <p>2.2 Haircut is performed according to haircut style and <u>established or acceptable procedures</u></p> <p>2.3 Client's safety and comfort are ensured during the entire process</p> <p>2.4 Where necessary, first-aid treatment is provided to the client</p>
3. Check hair	<p>3.1 Hair is blow-dried and checked for accuracy and finishing touches.</p> <p>3.2 <u>Finishing cutting tools</u> are used according to haircut style</p>
4. Apply finishing touches	<p>4.1 <u>Hair finishing product</u> is applied as per client's requirements and style</p> <p>4.2 Client's acceptance is confirmed and adjustments are made if required</p>
5. Perform post services activities	<p>5.1 Client is advised on proper hair care and maintenance</p> <p>5.2 Tools, implements and equipment's are cleaned, sterilized and stored in accordance with salon policy</p> <p>5.3 Waste items are properly disposed of in accordance with OSH required practice</p>

	5.4 Working area is cleaned in preparation for the next client
Range of Variables	
Variables	Range (may include but not limited to):
1. Shape of face	1.1 Rectangle or Elongated 1.2 Inverted/Pear 1.3 Heart 1.4 Oval 1.5 Triangular 1.6 Square 1.7 Diamond 1.8 Round
2. Texture of hair	2.1 Fine 2.2 Medium 2.3 Coarse 2.4 Wiry 2.5 Damaged 2.6 Dry
3. Hair Catalog	3.1 Men's Cut Catalog 3.2 Ladies Cut Catalog 3.3 Kid's Cut Catalog
4. Hair Cut Style	4.1 Pin on cut 4.2 Short cut 4.3 Undercut 4.4 Pixie cut 4.5 Fade hair cut <ul style="list-style-type: none"> 4.5.1 Low fade 4.5.2 Medium fade 4.5.3 High fade 4.5.4 Taper short fade 4.5.5 Drop fade 4.6 Application cut
5. Protective clothing	5.1 Towels 5.2 Apron 5.3 Cap 5.4 Neck tissue 5.5 Face mask
6. Materials, Tools and Implements	6.1 Supplies/Materials <ul style="list-style-type: none"> 6.1.1 Powder 6.1.2 Blade 6.1.3 Razor 6.2 Implements <ul style="list-style-type: none"> 6.2.1 Clamps 6.2.2 Clips 6.3 Tools <ul style="list-style-type: none"> 6.3.1 Blower dryer

	6.3.2 Spray bottle 6.3.3 Hair brush 6.3.4 Barber brush 6.3.5 Scissors 6.3.6 Comb 6.3.7 Hair iron 6.3.8 Sectioning 6.3.9 Trimmer
7 Established or acceptable procedures in haircutting	7.1 Shampoo hair and towel dry 7.2 Section hair according to haircut style 7.3 Apply cutting technique and style to achieve desired haircut
8 Finishing Cutting Tools	8.1 Thinning Scissor 8.2 Cutting Scissor 8.3 Razor 8.4 Clippers
9 Hair finishing products	9.1 Gel/Hair setting lotion 9.2 Mousse 9.3 Spray Net/hair spray 9.4 Hair Polish/Serum 9.5 Hair wax (soft and dry)
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 Cut premium hair cut 1.3 Checked hair 1.4 Applied finishing touches 1.5 Performed post services activities
2. Underpinning Knowledge	2.1 Salon Policies and Procedures 2.2 Principles of hair analysis 2.3 Haircut styles 2.4 Different types equipment's and cutting tools: Their uses and specifications 2.5 First Aid treatment 2.6 Client relation and handling and consultation technique 2.7 Principle of sanitation procedures 2.8 Code of ethics
3. Underpinning Skills	3.1 Using appropriate cutting tools, equipment implements 3.2 Analyzing client facial shape and hair analysis 3.3 Consulting and dealing with clients 3.4 Demonstrating sanitation 3.5 Observing code of ethics

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 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.	

Unit Code and Title	OUHD002L3V1: Perform Premium Hair Bleaching
Nominal Hours	50 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform premium hair bleaching.</p> <p>It specially includes preparing client, applying premium hair bleaching and performing post-service activities.</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 Client is consulted on <u>health condition</u> and <u>previous hair chemical treatment</u> availed</p> <p>1.2 Client is advised on possible service options and outcome results</p> <p>1.3 <u>Hair</u> and <u>scalp conditions</u> is checked and analyzed</p> <p>1.4 Client is advised to remove all personal accessories</p> <p>1.5 Client is provided with <u>protective clothing and gadgets</u> following salon procedures</p> <p>1.6 Where necessary, client's hair is shampooed without scratching the scalp and blow-dried</p>
2. Apply premium bleach hair	<p>2.1 <u>Supplies, materials, tools, equipment,</u> and implements are prepared and used according to OHS requirements</p> <p>2.2 <u>Bleaching product</u> is mixed with right volume of <u>developer</u> according to manufacturers' instructions and client's hair texture</p> <p>2.3 Hair bleaching is performed according to <u>established or acceptable procedures</u> and product specifications</p> <p>2.4 Clients' safety and comfort are ensured during the</p> <p>2.5 Where necessary, first-aid treatment is provided to client or referred to health personnel</p>
3. Perform post services activities	<p>3.1 Client is advised on hair care and maintenance</p> <p>3.2 Tools and equipment and implements are sanitized and stored after use according to salon procedures</p> <p>3.3 Wastes are disposed of according to OSH requirements</p> <p>3.4 Workstation is cleaned and prepared for next activity</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Health Condition	<p>1.1 Childs</p> <p>1.2 Pregnant</p> <p>1.3 Persons with skin allergies/ irritation</p> <p>1.4 Persons with Asthma</p>

2. Previous Hair Chemical Treatment	2.1 Straightening 2.2 Perming 2.3 Relax 2.4 Coloring 2.5 Rebinding 2.6 Hair bleaching
3. Hair Conditions	3.1 Excellent 3.2 Normal 3.3 Dry 3.4 Porous 3.5 Damaged 3.6 Tinted
4. Scalp conditions	4.1 Open wounds 4.2 Irritated scalp 4.3 Dried scalp 4.4 Oily scalp 4.5 Allergic scalp 4.6 Sensitive scalp
5. Protective Clothing and Gadgets	5.1 Towel 5.2 Neck Strip (Cloth/tissue) 5.3 Cape 5.4 Towels 5.5 Apron 5.6 Gloves 5.7 Ear Pads 5.8 Disposable face Mask
6. Supplies/Materials	6.1 Bleaching Product 6.2 Developer 6.3 Shampoo 6.4 Conditioner 6.5 Cling Wrap 6.6 Aluminum foil/Paper strip
7. Tools, Equipment, Implements	7.1 Gloves 7.2 Mixing Bowl 7.3 Tinting Brush 7.4 Timer 7.5 Clamps or Clips 7.6 Infrared ray equipment 7.7 Blower dryer 7.8 Measuring Glass 7.9 Weighing Cup 7.10 Hook 7.11 Frosting Cap 7.12 Steamer
8. Bleaching Product	8.1 Powder 8.2 Cream

	8.3 Liquid
9. Developers	9.1 6% or 20 volumes 9.2 9% or 30 volumes 9.3 12% or 40 volumes
10. Established or acceptable procedures in hair bleaching	10.1 Section hair 10.2 Apply mixed bleaching product according to client's specification 10.3 Determine bleaching development through visual check and touch following level of lightness according to desired outcome 10.4 Check bleached for evenness from roots to ends all over and corrective measures are applied on areas with uneven results 10.5 Rinse hair thoroughly and dry according to client's requirement 10.6 Where necessary, apply hairstyling product on bleached hair and style according to client's desire.
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 Applied premium bleach hair 1.3 Performed post services activities
2. Underpinning Knowledge	2.1 Professional knowledge about the dyeing & constituents 2.2 Hair and Scalp Analysis 2.3 Bleaching Procedures 2.4 Levels of Lightening 2.5 Mixing Procedures 2.6 Safety Sanitation procedure 2.7 Code of Ethics 2.8 Different Forms of Bleaching Products 2.9 Different Types of Developers 2.10 Types of Hair and Scalp Conditions 2.11 First-aid Treatment
3. Underpinning Skills	3.1 Hair Sectioning 3.2 Handling of Tools and Equipment 3.3 Using of Supplies and Materials 3.4 Waste Disposal Practice 3.5 Draping Procedure 3.6 Bleaching Application 3.7 Observing Code of Ethics 3.8 Applying First-aid Treatment
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 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.	

Unit Code and Title	OUHD003L3V1: Perform Up-Style
Nominal Hours	50 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to Perform Up-Style.</p> <p>It specially includes understanding up-style, preparing client, performing up-style and post services activities.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Illustrate Up-Style	<p>1.1 Up-style term is interpreted</p> <p>1.2 Technique and presentation technique of up-style is explained</p> <p>1.3 Explain the safety considerations that must be taken into account when styling and dressing hair</p>
2. Prepare client	<p>2.1 <u>Client</u> is advised to remove all <u>personal accessories</u></p> <p>2.2 <u>Protective clothing and gadgets</u> are used to ensure clients safety and comfort</p> <p>2.3 Client <u>hair texture</u> and <u>hair condition</u>, together with scalp are checked and analyzed</p> <p>2.4 Previous hair treatment is confirmed with the client before doing the desired service</p> <p>2.5 Up-style catalogue is provided and clients desired style is confirmed</p>
3. Perform up-style	<p>3.1 Necessary <u>tools, Supplies and materials</u> are prepared and used according to workplace requirements</p> <p>3.2 <u>Types of hair</u> is identified</p> <p>3.3 Up-style is performed as per client's requirement</p> <p>3.4 Hair styling techniques are used</p> <p>3.5 Hair style is checked and adjusted as required</p> <p>3.6 Finished style is created for the satisfaction of the client</p> <p>3.7 Client's safety and comfort are ensured during the service as required</p> <p>3.8 Where necessary, first-aid treatment is provided to client or referred to health personnel</p> <p>3.9 Used all styling techniques Portfolio reference Setting Blow drying Pin curling Finger waving Use of heated styling equipment</p>
4. Perform post services activities	<p>4.1 Client is advised on <u>hair care and maintenance</u></p> <p>4.2 Tools, implements and equipment's are cleaned, sterilized/sanitized and stored after use in accordance with salon procedures</p> <p>4.3 Waste items are properly disposed of in accordance with workplace standard</p>

	4.4 Working area is cleaned in preparation for the next client.
Range of Variables	
Variables	Range (may include but not limited to):
1. Client	1.1 Childs 1.2 Teenagers 1.3 Adult men and women
2. Personal accessories	2.1 Earrings 2.2 Necklace 2.3 Nose pin 2.4 Wrist watch 2.5 Ornaments
3. Protective clothing and gadgets	3.1 Towel 3.2 Customer Gown 3.3 Hair Dresser`s Sanitary Mask 3.4 Customer Hair Cover 3.5 Hair Cape 3.6 Headband 3.7 Customer Protect Shoulder 3.8 Customer Hair Cover
4. Hair Texture	4.1 Fine 4.2 Medium 4.3 Thick 4.4 Damaged
5. Hair Condition	5.1 Dry 5.2 Oily 5.3 Porous/Damaged 5.4 Sensitized
6. Tools	6.1 Blow Dry 6.2 Tail Combs and Up-Styling Comb 6.3 Ordinary Hair Set Roller 6.4 Hair Straightener 6.5 Tweezer 6.6 Disposable rubber gloves 6.7 Customer Protect Shoulder 6.8 Customer Hair Cover 6.9 Customer Gown 6.10 Hair Dresser Apron 6.11 Hair Brushes 6.12 Towel 6.13 Hair Moisturizer 6.14 Disposable sanitary mask 6.15 Hair wax 6.16 Sprayer 6.17 Hair Net

	6.18 Hair Core 6.19 Pins for up-style decoration 6.20 Wig
7. Supplies and Materials	7.1 Styling Products 7.2 Neutralizer 7.3 Tissue
8. Types of hair	8.1 Wavy 8.2 Curly 8.3 Straight
9. Hair care and maintenance	9.1 Hair Spa 9.2 Hair Reborn 9.3 Hot-Oil Treatment

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: <ul style="list-style-type: none"> 1.1 Understand up-style 1.2 Prepared client 1.3 performed up style 1.4 Performed post services activities
2. Underpinning Knowledge	<ul style="list-style-type: none"> 2.1 Safety considerations that must be taken into account when styling and dressing hair 2.2 Salon's requirement 2.3 Design elements & principles required for up-style 2.4 Advance operations for up-style 2.5 Presentation techniques of up-style <ul style="list-style-type: none"> 2.5.1 Setting 2.5.2 Blow drying 2.5.3 Pin curling 2.5.4 Finger waving 2.6 Winding technique 2.7 Hair accessories and their use 2.8 Design elements required for up-style 2.9 Effect humidity on the hair during setting 2.10 Style of lower volume sense 2.11 Style of lower volume sense & natural down-style design 2.12 Characteristics & use of hair styling product 2.13 Presentation & design of hair styles 2.14 Balance & harmony of up-style design 2.15 Utilization, trimming & storage of hair accessories, pieces, & props

3. Underpinning Skills	3.1 Communicating and behaving with clients in a professional manner 3.2 Using tools and materials 3.3 Performing hair sectioning 3.4 Blow-drying technique 3.5 Consulting with clients 3.6 Observing code of ethics 3.7 Applying first-aid treatment
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 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.

Unit Code and Title	OUHD004L3V1: Perform Permanent Wave
Nominal Hours	50 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to Perform permanent wave.</p> <p>It specially includes preparing client, applying hair waving product, ironing hair, applying hair fixing solution and performing post service activities.</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 Client is advised to remove all <u>personal accessories</u></p> <p>1.2 <u>Protective clothing and gadgets</u> are used to ensure clients safety and comfort</p> <p>1.3 Client <u>hair texture</u> and <u>Hair condition</u>, together with scalp are checked and analyzed</p> <p>1.4 Previous hair treatment is confirmed with the client before doing the desired service</p> <p>1.5 Client is draped and shampooed without scratching the scalp</p>
2. Apply hair waving product	<p>2.1 Necessary <u>tools, Supplies and materials</u> are prepared and used according to workplace requirements</p> <p>2.2 <u>Different forms of products</u> are identified and/or mixed based on <u>types of hair</u> and desired <u>Waving</u> service in accordance with manufacturers' instruction</p> <p>2.3 Hair straightening is performed in accordance with product specifications and <u>established or acceptable procedures</u></p> <p>2.4 Client's safety and comfort are ensured during the</p> <p>2.5 Where necessary, first-aid treatment is provided to client or referred to health personnel</p>
3. Iron hair	<p>3.1 Hair is blow-dried according to salon procedures</p> <p>3.2 <u>Protective hair product</u> is applied through the hair before actual ironing</p> <p>3.3 Iron plate is set in accordance with hair condition</p> <p>3.4 Hair is sub-sectioned according to salon procedures</p> <p>3.5 Hair is ironed in accordance with salon procedures</p>
4. Apply hair fixing solution	<p>4.1 Fixing solution is applied on the hair in accordance with manufacturer's instructions</p> <p>4.2 Processing time is followed according to manufacturer's instructions</p> <p>4.3 Hair is rinsed thoroughly and applied with necessary treatment products according to manufacturers' instructions</p>

	4.4 Result is checked and hair is styled according to clients' desired outcome
5. Perform post services activities	5.1 Client is advised on <u>hair care and maintenance</u> 5.2 Tools, implements and equipment's are cleaned, sterilized/sanitized and stored after use in accordance with salon procedures 5.3 Waste items are properly disposed of in accordance with workplace standard 5.4 Working area is cleaned in preparation for the next client
Range of Variables	
Variables	Range (may include but not limited to):
1 Personal accessories	1.1 Earrings 1.2 Necklace 1.3 Nose pin 1.4 Wrist watch 1.5 Ornaments
2 Protective clothing and gadgets	2.1 Rubber Cape 2.2 Bath Towel 2.3 Ear Pads 2.4 Apron 2.5 Gloves 2.6 Face Mask
3 Hair Texture	3.1 Fine 3.2 Medium 3.3 Thick 3.4 Damaged
4 Hair Condition	4.1 Dry 4.2 Porous/Damaged 4.3 Sensitized
5 Tools	5.1 Mixing Bowl 5.2 Scoop or Spatula 5.3 Tail Comb 5.4 Blower dryer 5.5 Hair Brush 5.6 Clips or Clamps 5.7 Large Tooth Comb 5.8 Hair Iron 5.9 Water spray bottle
6 Supplies and Materials	6.1 Shampoo 6.2 Conditioner 6.3 Styling Products 6.4 Neutralizer 6.5 Tissue
	7.1 Cream 7.2 Liquid

7 Different forms of straightening product	7.3 Powder
8 Types of hair	8.1 Wavy 8.2 Curly 8.3 Straight
9 Waving	9.1 Magic Straight Permanent waving 9.2 Volume Permanent waving 9.3 Roll Permanent waving 9.4 Design Permanent waving 9.5 Digital Setting Permanent waving 9.6 Volume Magic Permanent waving
10 Types of hair straightening services	10.1 Relaxing 10.2 Rebinding 10.3 Permanent Blow Dry
11 Established or acceptable procedures in hair straightening	11.1 Section hair 11.2 Apply hair straightening product on the hair and leave-on on specified time 11.3 Check hair to monitor progress of straightening 11.4 Follow development time according to product specifications and hair condition 11.5 Rinse hair thoroughly and towel dry
12 Protective hair product	12.1 Liquid form 12.2 Talcum Powder 12.3 Cream
13 Hair care and maintenance	13.1 Hair Spa 13.2 Hair Reborn 13.3 Hot-Oil Treatment
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 Applied hair straightening product 1.3 Ironed hair 1.4 Applied hair fixing solution 1.5 Performed post services activities
2. Underpinning Knowledge	2.1 Code of Ethics 2.2 Salon Procedures/Policies 2.3 Hair Sectioning 2.4 Hair Blow-dry Technique 2.5 Hair Types and Texture 2.6 Straightening product 2.7 Types of hair straightening services 2.8 Hair and Scalp Condition 2.9 Different Tools and Materials: Their uses and specifications 2.10 Different Supplies and Products

	2.11 Straightening Product and Its Application Procedures 2.12 Hair Spa 2.13 Hot-Oil Treatment 2.14 Protective hair and scalp product 2.15 Hair Iron Temperature 2.16 Development Time Requirements 2.17 First-aid Treatment
3. Underpinning Skills	3.1 Using tools and materials 3.2 Performing hair sectioning 3.3 Blow-drying technique 3.4 Shampooing technique 3.5 Consulting with clients 3.6 Observing code of ethics 3.7 Applying first-aid treatment
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 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OUHD005L3V1: Manage Hair Dressing business
Nominal Hours	10 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to manage hair dressing business.</p> <p>It specially includes interpreting business organization, managing inventory, organizing human resource and maintain quality of business.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Interpret Business organization	1.1 The term of business organization is explained 1.2 Types of business is described 1.3 Competitors of the alike business is identified 1.4 SWOT is analyzed 1.5 Source of finance is identified
2. Manage inventory	2.1 Inventory is defined 2.2 Stock register is maintained 2.3 FIFO and LIFO are maintained
3. Organize human resource	3.1 Human resources are defined 3.2 Duties and responsibilities of staffs are allocated 3.3 Staffs are supervised
4. Maintain quality of business	4.1 Quality term is defined 4.2 Quality issues are identified 4.3 Professionalism is maintained 4.4 Workplace quality is maintained
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	Assessment required evidence that the candidate: 1.1 Interpreted Business organization 1.2 Managed inventory 1.3 Organized human resource 1.4 Maintained quality of business
2. Underpinning Knowledge	2.1 Define business 2.2 Business organization 2.3 Describe personal management 2.4 Inventory control 2.5 FIFO (First in first out) 2.6 LIFO (Last in first out)

	2.7 Quality 2.8 Financing in business 2.9 SWOT (Strength, Weakness, Opportunity and Threat) analysis 2.10 Social network service (SNS)
3. Underpinning Skills	3.1 Using tools and materials 3.2 Performing hair sectioning 3.3 Blow-drying technique 3.4 Shampooing technique 3.5 Consulting with clients 3.6 Observing code of ethics 3.7 Applying first-aid treatment
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 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 skills national 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 **Hair Dressing** Standard is Developed by NSDA on 9 and 10 June 2021.

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

The Competency Standards for National Skills Certificate in **Hair Dressing** Standard is validated by SCVC on 20 and 21 June, 2021.

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This Competency Standard for **Hair Dressing** 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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