

# SKIN CARE

## Assessment Package

### National Vocational Certificate Level 2

Version 1 - March 2014

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**Document Version**

March, 2014

**Islamabad, Pakistan**

# SKIN CARE

## Assessment Package

National Vocational  
Certificate Level 2

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# 1

## ASSESSMENT SUMMARY AND RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF QUALIFICATION:: SKIN CARE		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>• Manage the salon; perform disinfection/sanitization and safety in salon</li> <li>• Analyze, identify and scan different types of skin after obtaining the previous history of the client</li> <li>• Perform basic facials as per client's skin needs.</li> <li>• Perform treatment facial manual/ machinery</li> <li>• Selection and procurement of thread and wax to perform epilate skin</li> <li>• Perform manicure / pedicure</li> <li>• Perform body massage with different movements</li> <li>• Communication skills with client, assess, explain, suggest and sell best suitable treatment to client and work as team</li> <li>• Develop professionalism</li> <li>• Develop Enterpreureship</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>• Answer all questions your assessor may have during the practical assessment</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>• All course assignments/Assessments/tests are completed</li> <li>• Provided a complete business plan</li> </ul>		

# 2

# CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name .....

ALL WORK ASSESSED FOR THESE COMPETENCY STANDARDS MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this Qualification you are required to perform the following tasks within **four(4)hours** timeframe:

- Provide pre-bridal skin care services to the client, including:
- Perform manicure/pedicure
- Perform any two types of the following facial treatments;
  - ✓ sensitive skin facial
  - ✓ combination skin facial
  - ✓ pigmentation treatment
  - ✓ acne treatment
  - ✓ aging/wrinkled skin treatment
  - ✓ sun burnt/tanned skin facial
- ✓ Perform threading and waxing( full arms using cold wax/ eyebrows using thread)

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of providing skin care services to clients under observation by an assessor:</p>	<p>During a practical assessment on, under observation by an assessor, I will correctly perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Perform any two types of the following basic and treatment facials</li> <li>• Perform sensitive skin facial                             <ul style="list-style-type: none"> <li>✓ Demonstrate factors causing skin problems like laser treatment or natural disposition, weather cosmetics allergy &amp; lack of moisturizer from poster.</li> </ul> </li> <li>• Perform combination skin facial                             <ul style="list-style-type: none"> <li>✓ Explain treatments that reduce oil from the problematic area (T-zone checks etc.)</li> <li>✓ Demonstrate treatment to penetrate the oily moisturizer to maintain dry area and flakiness of skin. (T-zone, checks etc.</li> </ul> </li> <li>• Perform pigmentation treatment                             <ul style="list-style-type: none"> <li>✓ Demonstrate treatment of pigmentation (progressive rather than aggressive).</li> <li>✓ Demonstrate standard micro derma abrasion facial treatment for pigmentation.</li> <li>✓ Describe the Use of moisturizer with SPF. (Day-night).</li> </ul> </li> <li>• Perform acne treatment                             <ul style="list-style-type: none"> <li>✓ Recognize the moisture level (pH) to stop sebaceous glands to produce access oil</li> <li>✓ Demonstrate the procedure of operating vacuum machine to suck the acne</li> <li>✓ Illustrate the use of high frequency machine on acne skin</li> <li>✓ Demonstrate the standard steps of applying hygienic methods.</li> <li>✓ Identify and describe types of sun screen</li> </ul> </li> <li>• Perform aging/wrinkled skin treatment                             <ul style="list-style-type: none"> <li>✓ Demonstrate treatment for anti-aging skin .</li> <li>✓ Illustrate the use of vitamin infused serum, collagen serums / creams and rejuvenating facial massage techniques.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>✓ Demonstrate the use of micro derma abrasion for the removal of wrinkles from aged skin.</li> <li>✓ Demonstrate glycolic acid facial treatment for anti-aging (use of direct galvanic electrical current to introduce water-soluble substances through the skin surface in an effort to improve ingredient, absorption and moisture retention).</li> <li>• Perform sun burnt/tanned skin facial <ul style="list-style-type: none"> <li>✓ Perform techniques for the treatment of sun burned skin.</li> <li>✓ Demonstrate the use of sun blocks.</li> <li>✓ Advise the ways of prevention from sunburn to the client.</li> </ul> </li> <li>• Below mentioned points must followed for all facial treatments: <ul style="list-style-type: none"> <li>✓ Prepare the client for required service according to salon policies.</li> <li>✓ Examine the skin condition using standard procedures.</li> <li>✓ Identify the factors causing skin issues, for which specific treatment is required.</li> <li>✓ Select and arrange appropriate material, tools and equipment for required treatment.</li> <li>✓ Communicate with client during treatment facial and provide home care advice.</li> <li>✓ Perform steaming on face as per industry standards</li> <li>✓ Demonstrate the techniques of extracting white /black heads manually or by vacuum</li> <li>✓ Remove dead cells of skin by exfoliating/ scrubbing</li> <li>✓ Provide post care advice to the client as per the provided facial type</li> </ul> </li> <li>• Perform manicure/pedicure <ul style="list-style-type: none"> <li>✓ Carry out a visual study of hands and nails to identify factors that will influence the treatment.</li> <li>✓ Provide protective materials for hygiene purposes</li> <li>✓ Select and prepare appropriate sanitized tools and equipment, supplies and material according to salon procedures</li> <li>✓ Ensure clients' safety and comfort during the entire process</li> <li>✓ Remove nail polish completely with nail polish remover if required</li> <li>✓ Apply cuticle cream and clean cuticle area of excess dead skin using appropriate tools</li> <li>✓ Trim and file nails following customer's desired shape and style</li> <li>✓ Perform massage for required amount of time using smooth and flowing movements following different massage movements and procedure</li> <li>✓ Perform different nail art designs and techniques. (Use products, tools, equipment and techniques to suit client treatment needs and nail conditions) Select and agree colors of the nail polish according to customer desires or requirements</li> <li>✓ Apply polish from the base to the edge of the nail using light sweeping stroke around the cuticle</li> <li>✓ Demonstrate procedures to ensure any cuts, product allergy and infectious treated and covered with appropriate soothing products.</li> <li>✓ Apply top or seal coat with long strokes in the same manner as the base coat</li> <li>✓ Check and analyse outcome against agreed nail service result</li> <li>✓ Advise client on nail maintenance practices</li> </ul> </li> <li>• Perform threading and waxing( full arms using cold wax/ eyebrows using thread) <ul style="list-style-type: none"> <li>✓ Identify the techniques required for threading and waxing with the objective of keeping the clients at ease as well as obtaining best results.</li> <li>✓ Shape the eyebrows according to face cuts and eye shape.</li> <li>✓ Select suitable powder to absorb oil from the skin.</li> <li>✓ Apply soothing lotion to prevent redness or rashes.</li> <li>✓ Select and use the type of wax as per the service requirement</li> <li>✓ Prepare the client for required service according to salon policies.</li> <li>✓ Examine the skin condition using standard procedures.</li> <li>✓ Recognize bruises and rashes.</li> <li>✓ Select and arrange appropriate material, tools and equipment for required service.</li> <li>✓ Perform waxing in correct direction.</li> <li>✓ Evaluate the results using standard procedures and classifications.</li> </ul> </li> <li>• Below mentioned points will be followed for completing all tasks <ul style="list-style-type: none"> <li>✓ Identify client's skin type and condition for the required service.</li> <li>✓ Select and use the products, tool and equipment as per the required service and</li> </ul> </li> </ul>
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	<p>in accordance with manufacturers' instructions, skin condition and type, and industry practices.</p> <ul style="list-style-type: none"> <li>✓ Demonstrate procedures for safe handling and storage of materials and products containing chemicals are disposed in accordance as per manufacturers' instructions and salon requirements.</li> <li>✓ Provide aftercare advices according to given treatment.</li> <li>✓ Ensure client's satisfaction in response to finished look.</li> <li>✓ Report supervisor in case of any contingency.</li> <li>✓ Organize work area before and after service.</li> <li>✓ Demonstrate respect, courtesy, discretion and confidentiality while interacting with client throughout the service.</li> <li>✓ Ensure that professional image is according to the industry health and safety standards.</li> <li>✓ Ensure that personal presentation and hygiene meet the salon policies and industry standards for skin care services.</li> </ul> <ul style="list-style-type: none"> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p><b>2. Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• All course assignments/Assessments/tests are completed</li> <li>• A complete business plan is provided. <ul style="list-style-type: none"> <li>✓ Executive Summary</li> <li>✓ Company Overview</li> <li>✓ Market Analysis</li> <li>✓ Marketing Plan</li> <li>✓ Operations Plan</li> <li>✓ Financial Plan</li> </ul> </li> </ul>
<p><b>3. Answer any questions your Assessor may have during the practical assessment</b></p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>



# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

**INSTRUCIONS  
FOR  
ASSESSOR**

This section contains minimum evidence requirements. Oral questions for the candidate during the practical assessment must be related to the task in hand. They should only be used to.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS ON CANDIDATE PERFORMANCE
<b>1. Complete practical task of providing skin care services to clients under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks.			
Perform any two types of the following basic and treatment facials	Performed two types of the following basic and treatment facials			
Perform sensitive skin facial	Demonstrated factors causing skin problems like laser treatment or natural disposition, weather cosmetics allergy & lack of moisturizer from poster.			
Perform combination skin facial	Explained treatments that reduce oil from the problematic area (T-zone checks etc.)			
	Demonstrated treatment to penetrate the oily moisturizer to maintain dry area and flakiness of skin. (T-zone, checks etc.			
Perform pigmentation treatment	Demonstrated treatment of pigmentation (progressive rather than aggressive)			
	Demonstrated standard micro derma abrasion facial treatment for pigmentation			
	Described the use of moisturizer with SPF. (Day-night).			
Perform acne treatment	Recognized the moisture level (pH) to stop sebaceous glands to produce excess oil.			
	Demonstrated the procedure of operating vacuum machine to suck the acne			
	Illustrated the use of high frequency machine on acne skin			
	Demonstrated the standard steps of applying hygienic methods.			
	Identified and describe types of sun screen			
Perform aging/wrinkled skin treatment	Demonstrated treatment for anti-aging skin			
	Illustrated the use of vitamin infused serum, collagen serums / creams and rejuvenating facial massage techniques			

	Demonstrated the use of micro derma abrasion for the removal of wrinkles from aged skin.			
	Demonstrated glycolic acid facial treatment for anti-aging (use of direct galvanic electrical current to introduce water-soluble substances through the skin surface in an effort to improve ingredient, absorption and moisture retention)			
Perform sun burnt/tanned skin facial	Perform techniques for the treatment of sun burned skin.			
	Demonstrated the use of sun blocks.			
	Advised the ways of prevention from sunburn to the client			
Mentioned criteria must followed for all facial treatments:	Prepared the client for required service according to salon policies.			
	Examined the skin condition using standard procedures.			
	Identified the factors causing skin issues, for which specific treatment is required.			
	Selected and used appropriate material, tools and equipment for required treatment.			
	Communicated with client during treatment facial and provided home care advice.			
	Performed steaming on face as per industry standards			
	Demonstrated the techniques of extracting white /black heads manually or by vacuum			
	Removed dead cells of skin by exfoliating/ scrubbing			
Perform manicure/pedicure	Provided post care advice to the client as per the provided facial type			
	Carried out a visual study of hands and nails to identify factors that will influence the treatment.			
	Provided protective materials for hygiene purposes			
	Selected and prepare appropriate sanitized tools and equipment, supplies and material according to salon procedures			
	Ensured clients' safety and comfort during the entire process			
	Removed nail polish completely with nail polish remover if required			
	Trimmed and file nails following customer's desired shape and sty			
	Applied cuticle cream and clean cuticle area of excess dead skin using appropriate tools			
	Performed massage for required amount of time using smooth movements following different massage movements and procedure			
	Performed different nail art designs and techniques. (Use products, tools, equipment and techniques to suit client treatment needs and nail conditions) Select and agree colors of the nail polish according to customer desires or requirements			

	Applied polish from the base to the edge of the nail using light sweeping stroke around the cuticle			
	Demonstrated procedures to ensure any cuts, product allergy and infectious treated and covered with appropriate soothing products.			
	Applied top or seal coat with long strokes in the same manner as the base coat			
	Checked and analyzed outcome against agreed nail service result			
	Advised client on nail maintenance practices			
Perform threading and waxing( full arms using cold wax/ eyebrows using thread)	Identified the techniques required for threading and waxing with the objective of keeping the clients at ease as well as obtaining best results.			
	Shaped the eyebrows according to face cuts and eye shape.			
	Selected softening powder to absorb oil from the skin.			
	Applied soothing lotion to prevent redness or rashes.			
	Selected and use the type of wax as per the service requirement			
	Prepared the client for required service according to salon policies.			
	Examined the skin condition using standard procedures.			
	Recognized bruises and rashes.			
	Selected and arrange appropriate material, tools and equipment for required service.			
	Performed waxing in correct direction.			
	Evaluated the results using standard procedures and classifications.			
Below mentioned points will be followed for completing all tasks	Identified client's skin type and condition for the required service.			
	Selected and use the products, tool and equipment as per the required service and in accordance with manufacturers' instructions, skin condition and type, and industry practices.			
	Demonstrated procedures for safe handling and storage of materials and products containing chemicals are disposed in accordance as per manufacturers' instructions and salon requirements.			
	Provided aftercare advices according to given treatment.			
	Ensured client's satisfaction in response to finished look.			
	Reported supervisor in case of any contingency.			
	Organized work area before and after service.			
	Demonstrated respect, courtesy, discretion and confidentiality while interacting with client throughout the service.			
	Ensured that professional image is according to the industry health and safety standards.			
	Ensured that personal presentation and hygiene meet the salon policies and industry standards for skin care services.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			

	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
2. Other Requirements	All course assignments/Assessments/tests are completed			
	Provided complete business plan which must include <ul style="list-style-type: none"> <li>✓ Executive Summary</li> <li>✓ Company Overview</li> <li>✓ Market Analysis</li> <li>✓ Marketing Plan</li> <li>✓ Operations Plan</li> <li>✓ Financial Plan</li> </ul>			
3. Answer any questions their Assessor may have during the practical assessment	<p>Candidate confidently answered questions correctly and demonstrated understanding of the topics and their application.</p> <p>Assessor to document all questions asked, if any, and the answers here:</p>			

# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRCUTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
<b>1. Context of Assessment</b>	This task will be performed in real time

2. List of tools and equipment (for five candidates)		
S. No	Items	Quantity
1	Galvanic Machine	1
2	Hi-Frequency Machine	1
3	Vacuum Machine	1
4	Brushing Machine	1
5	Steamer /Ozone	2
6	Sterilizer	1
7	Skin Scanner	2
8	Scissors small	3 sets
9	Black head extraction needle	5
10	Nail cutter / Cuticle cutter/ Cuticle remover/ cuticle needle/ filer/ Orange stick/ Foot Heeler/ Pumice stone/foot brusher/nail buffer.	5 kits
11	Shampoo Unit	2

3. List of consumable items (for five candidates)		
S. No	Items	Quantity
1	Cotton roll	3
2	Tissue paper	5 boxes
3	Cleanser 350- 500 ml	3 Bottles
4	Deep Cleanser 350 -500ml	3 Bottles
5	Tonner 250-300 ml	3 Bottles
6	Scrubs/ Exfoliates 250- 350 ml	3 Jars
7	Massage Creams 250-350 ml	3 Jars
8	Serums 30-60 ml	3 Jars
9	Masks	3 Jars
10	Sun Block	3 tubes
11	Bleach powder	3 Jars
12	Face Polish set	5
13	Developer 10 volume	3 bottles
14	Skin Shiner	3 bottles
15	Soothing lotion	3 bottles
16	Vit. E capsules	5
17	Rose water	5 bottles
18	Mud mask	3 Jars
19	Treatment Facials products(fruit product set)	5 sets
20	Sensitive skin products Set	5 sets
21	Combination skin product set	5 sets

22	Pigmentation/ whitening skin product set	5 sets
23	Acne/Oily skin product set	5 sets
24	Ageing/ wrinkled skin product set	5 sets
25	Tanned/ burnt skin product set ( whitening products)	5 sets
26	Manicure& Pedicure Hand/Foot soak-cleaner powder/ liquid	5 bottles
27	Hand foot scrub	5 bottles
28	Massage cream	5 jars
29	Paraffin wax	5
30	Nail varnish of different colors	3
31	Massage consumables Olive oil	5 bottles
32	Almond oil	5 bottles
33	Aroma Therapy oil, Jasmine, Juniper, Lavender, Rose marry and rose oil coco butter oil tea tree oil shear butter oil etc.	5 bottles
34	Thread white in colour	5
35	Wax strips roll	5
36	Wax hot	5
37	Wax Rubber	5
38	Sugar wax	5
39	Fruit wax	5
40	Talcum Powder	5
41	Aloe Vera Gel	5
42	Dettol	5
43	Alcohol pads	5 boxes
44		
45		



# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PERFORM BASIC FACIAL		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Perform basic facial.</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>All completed course assignments</li> <li>Client consultation (form)</li> <li>Contingency plan for an unusual situation (Written Report)</li> </ul>		



# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to perform the following tasks within **one and half (1-1/2) hour's** timeframe.

- Perform basic facial on two different types of skin, in accordance with salon policies and industry standards

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of Perform Basic Facial under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Perform basic facial on two skin types, which must include following steps:               <ul style="list-style-type: none"> <li>• Prepare client for basic facial                   <ul style="list-style-type: none"> <li>✓ Fill in the consultation form for each client.</li> <li>✓ Examine the skin condition and assess type of skin, oily, dry, combination, sensitive and aged.</li> <li>✓ Monitor infections or allergies and prepare the report.</li> <li>✓ Cover the client appropriately for cleansing.</li> <li>✓ Remove client's jewelry before beginning the treatment and return upon completion</li> </ul> </li> <li>• Select facial products                   <ul style="list-style-type: none"> <li>✓ Select and use product for facial as per skin type and need.</li> <li>✓ Demonstrate the use of SPF level according to skin condition.</li> </ul> </li> <li>• Perform facial cleansing                   <ul style="list-style-type: none"> <li>✓ Explain the importance of cleansing the skin (remove the makeup)</li> <li>✓ Perform deep cleansing remove all dirt from skin as well as inside skin pores applying standard procedures</li> </ul> </li> <li>• Perform skin polishing                   <ul style="list-style-type: none"> <li>✓ Apply skin polishing / bleaching agent (herbal and chemical) as per standard specification and time line.</li> <li>✓ Apply small portion of bleach /skin polish as tester to check reaction.</li> <li>✓ Identify types of bleaches (powder and cream)available in market</li> <li>✓ Perform mixing of bleach in proper ratio advised by manufacturer</li> <li>✓ Evaluate and note outcome of bleaching.</li> </ul> </li> <li>• Sooth skin                   <ul style="list-style-type: none"> <li>✓ Soothe the skin with the help of water magic hammer (icing soothing lotion/crème)</li> <li>✓ Demonstrate the techniques of soothing the skin</li> <li>✓ Identify different soothing lotions according to problem</li> </ul> </li> <li>• Perform steaming                   <ul style="list-style-type: none"> <li>✓ Perform steaming on face as per industry standards</li> <li>✓ Analyze the correct/standard distance of steaming</li> <li>✓ Monitor steaming time on different types of skin</li> <li>✓ Operate ozone steamer as per manufacturer guidelines</li> </ul> </li> <li>• Perform Black Head Extraction                   <ul style="list-style-type: none"> <li>✓ Demonstrate the techniques of extracting white /black heads manually or by vacuum</li> <li>✓ Operate the vacuum machine and suck the white / black heads in right order.</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>✓ Identify the reason of production of black &amp; white heads on skin.</li> <li>• Perform Skin Toning <ul style="list-style-type: none"> <li>✓ Apply toner with the help of cotton</li> <li>✓ Demonstrate the correct method of toning</li> </ul> </li> <li>• Perform Scrubbing <ul style="list-style-type: none"> <li>✓ Remove dead cells of skin by exfoliating/ scrubbing</li> <li>✓ Demonstrate specific hand movement during scrubbing</li> </ul> </li> <li>• Apply Mask <ul style="list-style-type: none"> <li>✓ Apply mask using standard procedures</li> <li>✓ Remove mask using standard procedures</li> </ul> </li> <li>• Apply Sun Block <ul style="list-style-type: none"> <li>✓ Protect treated skin by applying sun block / day moisturizer using standard procedures.</li> <li>✓ Illustrate the importance of daily moisturize / sun block.</li> <li>✓ Differentiate different SPF according to skin type.</li> <li>✓ Recommend the sun block to client according to their daily activity.</li> </ul> </li> <li>• Use Pressure to relax the client <ul style="list-style-type: none"> <li>✓ Relax the client with pressing different pressure points and movements</li> </ul> </li> <li>• Below mentioned points must followed for all facial treatments: <ul style="list-style-type: none"> <li>✓ Preparing the client appropriately.</li> <li>✓ Examining the skin condition and type of skin; oily, dry, combination, sensitive and aged.</li> <li>✓ Monitoring infections or allergies and preparing the report.</li> <li>✓ Applying technical skills in accordance with industry standards and salon policies.</li> <li>✓ Communicating with client throughout service including the consultation.</li> <li>✓ Organizing work area before and after service.</li> <li>✓ Meeting set industry timeframes for each service type.</li> <li>✓ Following OHS standards throughout the service.</li> <li>✓ Report any unusual situation to relevant person.</li> </ul> </li> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p><b>2. Any other Requirements</b></p>	<ul style="list-style-type: none"> <li>• All completed course assignments</li> <li>• Client consultation (form)</li> <li>• Contingency plan for an unusual situation (Written Report)</li> </ul>
<p><b>3. Answer any questions your Assessor may have during the practical assessment</b></p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application:</p>

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
<b>1. Complete practical task of performing basic facial under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Prepare client for basic facial	Filled the consultation form for each client.			
	Examined the skin condition and assessed type of skin; oily, dry, combination, sensitive and aged.			
	Monitored infections or allergies and prepared the report.			
	Covered the client appropriately for cleansing.			
	Removed client's Jewelry before start of the treatment and return upon completion.			
Facial products	Selected and used appropriate product for facial as per the skin type.			
	Demonstrated the use of SPF level according to skin condition.			
Perform facial cleansing	Explained the importance of cleansing the skin (remove the makeup)			
	Performed deep cleansing and removed all dirt from skin as well as in side skin pores applying standard procedures			
Perform skin polishing	Applied skin polishing / bleaching agent (herbal and chemical) as per standard specification and time line.			
	Applied small portion of bleach / skin polish as tester to check reaction			
	Identified types of bleaches (powder and cream)available in market			
	Mixed bleach in proper ratio as advised by manufacturer			
	Evaluated and noted outcome of bleaching.			
Sooth skin	Soothed the skin with the help of water magic hammer (icing soothing lotion/crème)			
	Demonstrated the techniques of soothing the skin			
	Identified different soothing lotions according to skin conditions.			
Perform steaming	Performed steaming on face as per industry standards			
	Analyzed the correct/standard distance of steaming			
	Monitored steaming time on different types of skin			
	Operated ozone steamer as per manufacturer guidelines			
Perform Black Head Extraction	Demonstrated the techniques of extracting white /black heads manually or by vacuum			
	Operated the vacuum machine and suck the white / black heads in right order.			

	Identified the reason of production of black & white heads on skin.			
Perform Skin Toning	Applied toner with the help of cotton			
	Demonstrated the correct method of toning			
Perform Scrubbing	Removed dead cells of skin by exfoliating/ scrubbing			
	Demonstrated specific hand movement during scrubbing			
Apply Mask	Applied mask using standard procedures			
	Removed mask using standard procedures			
Apply Sun Block	Protected treated skin by applying sun block / day moisturizer using standard procedures.			
	Illustrated the importance of daily moisturize / sun block.			
	Differentiated different SPF according to skin type.			
	Recommend the sun block to client according to their daily activity.			
Use Pressure to relax the client	Relaxed the client with pressing different pressure points and movements			
These points are followed during whole treatment:	Prepared the client for the service.			
	Examined the skin condition and type of skin; oily, dry, combination, sensitive and aged.			
	Monitored infections or allergies and preparing the report.			
	Communicated with client throughout service including the consultation.			
	Organized work area before and after service.			
	Met set industry timeframes for each service type.			
	Followed OHS standards throughout the service.			
	Reported any unusual situation to relevant person.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>2. Any other Requirements</b>	All completed course assignments			
	Client consultation (form)			
	Contingency plan for an unusual situation (Written Report			

<p><b>3. Answer any questions their Assessor may have during the practical assessment</b></p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRUCTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
<b>1. Context of Assessment</b>	This task will be performed in real time

2. List of tools and equipment required for 5 candidates		
S. No	Name of Items ( tools and equipment)	Quantity
1	Towel	10
2	Head Band	5
3	Bowl	10
4	Sponge	10
5	Applicator Brush	5
6	Plastic Glove	5 sets
7	Face Steamer	2
8	Apron	5
9	Gown	5
10	Wooden Spatula	5
11	Galvanic Machine	1
12	Micro derma Abrasion Machine	1

3. List of consumable items required		
S. No	Consumable Items	Quantity
1	Whitening Powder	2 (500ml) jars
2	Volume 20	2 (500ml) bottles
3	Double Action Cream	2 (500ml) jars
4	Scrub	2 (500ml) jars
5	Cleanser	2 (500ml) bottles
6	Massage Cream	2 (500ml) jars
7	Face Mask	1 (500ml) jar
8	Skin Shiner	2 (500ml) bottles
9	Soothing lotion	2 (500ml) bottles
10	Booster	2 (500ml) bottles



<b>ASSESSMENT MATERIAL</b>	<h1>PERFORM TREATMENT FACIAL MANUALLY AND WITH THE HELP OF MACHINERY</h1>
<b>EVIDENCE GUIDE</b>	
Qualification Skin Care CS Code: Level: 2 Credit: 18 Version: 1	

<b>CONTENTS</b>	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgement Guide 4. List of required tools/equipment, material and context of assessment
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<b>ASSESSMENT AND ASSESSOR DETAILS</b>	Competent <input type="checkbox"/> <span style="float: right;">Not Yet Competent <input type="checkbox"/></span>																		
	Assessment <input type="checkbox"/> <span style="float: right;">Re-Assessment <input type="checkbox"/></span>																		
	Assessor's Name: _____ Assessor's Code _____ Assessor's Signature _____ Date <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="7" style="text-align: center;">YYYY</td> </tr> </table>											DD	MM	YYYY					
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<b>CANDIDATE DETAILS</b>	Candidate's Name: _____ <small style="display: flex; justify-content: space-between; width: 100%;"> <span>First Name</span> <span>Last Name</span> </small>																				
	Father's Name _____																				
	Institute Name and District _____																				
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	Registration Number issued by Assessment Body _____																				
Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>																					
Candidate's Consent I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.																					
Candidate's Signature: _____																					

<b>ASSESSMENT RESULTS SUMMARY FORM</b>	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to NAVTTC
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# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PERFORM TREATMENT FACIAL MANUALLY AND WITH THE HELP OF MACHINERY		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Perform treatment facial manually and with the help of machinery</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>All completed course assignments in the form of portfolio</li> <li>Client consultation (form)</li> <li>Contingency plan for an unusual situation (Written Report)</li> </ul>		



# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to perform the following tasks within **four(4) hours** timeframe:

- Perform **any four (4)** of the following facial treatments as per client requirements and industry standards.
  - ✓ Sensitive skin facial
  - ✓ Combination skin facial
  - ✓ Pigmentation treatment
  - ✓ Acne treatment
  - ✓ Aging/wrinkled skin treatment
  - ✓ Sun burnt/tanned skin facial

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of performing treatment facial manually and with the help of machinery under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks.</p> <p>Perform any four(4) treatment facials manually and with the help of machinery, including:</p> <ul style="list-style-type: none"> <li>• Perform sensitive skin facial                             <ul style="list-style-type: none"> <li>✓ Demonstrate factors causing skin problems like laser treatment or natural disposition, weather cosmetics allergy &amp; lack of moisturizer from poster.</li> </ul> </li> <li>• Perform combination skin facial                             <ul style="list-style-type: none"> <li>✓ Explain treatments that reduce oil from the problematic area (T-zone checks etc.)</li> <li>✓ Demonstrate treatment to penetrate the oily moisturizer to maintain dry area and flakiness of skin. (T-zone, checks etc.</li> </ul> </li> <li>• Perform pigmentation treatment                             <ul style="list-style-type: none"> <li>✓ Demonstrate treatment of pigmentation (progressive rather than aggressive).</li> <li>✓ Demonstrate standard micro derma abrasion facial treatment for pigmentation.</li> <li>✓ Describe the Use of moisturizer with SPF. (Day-night).</li> </ul> </li> <li>• Perform acne treatment                             <ul style="list-style-type: none"> <li>✓ Recognize the moisture level (pH) to stop sebaceous glands to produce excess oil</li> <li>✓ Demonstrate the procedure of operating vacuum machine to suck the acne</li> <li>✓ Illustrate the use of high frequency machine on acne skin</li> <li>✓ Demonstrate the standard steps of applying hygienic methods.</li> <li>✓ Identify and describe types of sun screen</li> </ul> </li> <li>• Perform aging/wrinkled skin treatment                             <ul style="list-style-type: none"> <li>✓ Demonstrate treatment for anti-aging skin.</li> <li>✓ Illustrate the use of vitamin infused serum, collagen serums / creams and rejuvenating facial massage techniques.</li> <li>✓ Demonstrate the use of micro derma abrasion for the removal of wrinkles from aged skin.</li> <li>✓ Demonstrate glycolic acid facial treatment for anti-aging (use of direct galvanic electrical current to introduce water-soluble substances through the skin surface in an effort to improve ingredient, absorption and moisture retention).</li> </ul> </li> <li>• Perform sun burnt/tanned skin facial                             <ul style="list-style-type: none"> <li>✓ Perform techniques for the treatment of sun burned skin.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>✓ Demonstrate the use of sun blocks.</li> <li>✓ Advise the ways of prevention from sunburn to the client.</li> <li>• Below mentioned points must followed for all facial treatments: <ul style="list-style-type: none"> <li>✓ Prepare the client for required service according to salon policies.</li> <li>✓ Examine the skin condition using standard procedures.</li> <li>✓ Identify the factors causing skin issues, for which specific treatment is required.</li> <li>✓ Select and arrange appropriate material, tools and equipment for required treatment.</li> <li>✓ Communicate with client during treatment facial and provide home care advice.</li> <li>✓ Evaluate the results using standard procedures and classifications.</li> <li>✓ Calculate the duration and time of treatment using manufacturer's specifications.</li> <li>✓ Provide aftercare advices according to given treatment.</li> <li>✓ Ask for and ensure client's satisfaction in response to finished look.</li> </ul> </li> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p><b>2. Any other Requirements</b></p>	<ul style="list-style-type: none"> <li>• All completed course assignments</li> <li>• Client consultation (form)</li> <li>• Contingency plan for an unusual situation (Written Report)</li> </ul>
<p><b>3. Answer any questions your Assessor may have during the practical assessment</b></p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application:</p>

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of performing treatment facial manually and with the help of machinery under observation by an assessor.	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Sensitive skin facial	Demonstrated the factors causing skin problems like laser treatment or natural disposition, weather cosmetics allergy and lack of moisturizer from poster			
Combination skin facial	Explained treatments that reduce oil from the problematic area (T-zone checks etc.)			
	Demonstrated treatment to penetrate the oily moisturizer to maintain dry area and flakiness of skin. (T-zone, checks etc.			
Pigmentation treatment	Demonstrated treatment of pigmentation (progressive rather than aggressive).			
	Demonstrated standard micro derma abrasion facial treatment for pigmentation as per client's requirement.			
	Described the use of moisturizer with SPF. (Day-night).			
Acne treatment	Recognised the moisture level (pH) to stop sebaceous glands to produce excess oil			
	Demonstrated the procedure of operating vacuum machine to suck the acne.			
	Illustrated the use of high frequency machine on acne skin			
	Demonstrated standard steps of applying hygienic methods.			
Aging/wrinkled skin treatment	Demonstrated treatment for anti-aging skin.			
	Illustrated the use of vitamin infused serum, collagen serums /creams and rejuvenating facial massage techniques.			
	Demonstrated the use of micro derma abrasion for the removal of wrinkles from aged skin.			
	Demonstrated glycolic acid facial treatment for anti-aging (use of direct galvanic electrical current to introduce water-soluble substances through the skin surface in an effort to improve ingredient, absorption and moisture retention).			
Sun burnt/tanned skin facial	Performed treatment of sun burned skin as per standard procedures.			
	Demonstrated the use of sun block			
	Advised the ways of prevention from sunburn to the client.			
These criteria will be followed for all tasks	Performed treatment facial manually and with the help of machinery as per the client's requirement and industry guidelines.			

	Prepared the client for required service according to salon policies.			
	Examined the skin condition using standard procedures.			
	Identified the factors causing skin issues, for which specific treatment is required.			
	Selected and arranged appropriate material, tools and equipment for required treatment.			
	Evaluated the results using standard procedures and classifications			
	Calculated the duration and time of treatment using manufacturer's specifications.			
	Provided aftercare advices according to given treatment.			
	Asked for an ensured client's satisfaction in response to finished look.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>2. Any other Requirements</b>	All completed course assignments in the form of portfolio			
	Client consultation (form)			
	Contingency plan for an unusual situation (Written Report)			
<b>3. Answer any questions their Assessor may have during the practical assessment</b>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			

# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRUCTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
<b>1. Context of Assessment</b>	This task will be performed in real time

2. List of tools and equipment ( for five candidates)		
S. No	Items	Quantity
1	Towel	10
2	Head Band	5
3	Bowl	10
4	Sponge	10
5	Applicator Brush	5
6	Plastic Glove	5 sets
7	Face Steamer	2
8	Apron	5
9	Gown	5
10	Wooden Spatula	5
11	Galvanic Machine	1
12	Micro derma Abrasion Machine	1

3. List of consumable items ( for five candidates)		
S. No	Items	Quantity
1	Whitening Powder	2 (500ml) jars
2	Volume 20	2 (500ml) bottles
3	Double Action Cream	2 (500ml) jars
4	Scrub	2 (500ml) jars
5	Cleanser	2 (500ml) bottles
6	Massage Cream	2 (500ml) jars
7	Face Mask	1 (500ml) jar
8	Skin Shiner	2 (500ml) bottles
9	Soothing lotion	2 (500ml) bottles
10	Booster	2 (500ml) bottles



<b>ASSESSMENT MATERIAL</b>  <b>EVIDENCE GUIDE</b>	<h1>PERFORM SKIN EPILATION</h1>
<b>Qualification</b> Skin Care <b>CS Code:</b> Level: 2 Credit: 4 Version: 1	

<b>CONTENTS</b>	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgement Guide 4. List of required tools/equipment, material and context of assessment
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<b>ASSESSMENT AND ASSESSOR DETAILS</b>	<b>Competent</b> <input type="checkbox"/> <span style="margin-left: 200px;"><b>Not Yet Competent</b> <input type="checkbox"/></span>																	
	<b>Assessment</b> <input type="checkbox"/> <span style="margin-left: 200px;"><b>Re-Assessment</b> <input type="checkbox"/></span>																	
	<b>Assessor's Name:</b> _____ <b>Assessor's Code</b> _____																	
	<b>Assessor's Signature</b> _____ <b>Date</b> <table border="1" style="display: inline-table; text-align: center;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td>DD</td> <td>MM</td> <td colspan="6">YYYY</td> </tr> </table>											DD	MM	YYYY				
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<b>CANDIDATE DETAILS</b>	<b>Candidate's Name:</b> _____ <small style="margin-left: 100px;">First Name</small> <span style="margin-left: 150px;"><small>Last Name</small></span>																				
	<b>Father's Name</b> _____																				
	<b>Institute Name and District</b> _____																				
	<b>CNIC/BFORM #</b> <table border="1" style="display: inline-table; text-align: center;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																				
	<b>Registration Number issued by Assessment Body:</b> _____																				
<b>Gender</b> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>																					
<b>Candidate's Consent</b> I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.																					
<b>Candidate's Signature:</b> _____																					

<b>ASSESSMENT RESULTS SUMMARY FORM</b>	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to NAVTTC
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# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: SELECTION, PROCUREMENT OF THREAD AND WAX AND THE COMPETENCY TO PERFORM SKIN EPILATION		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Perform skin epilation using waxing and threading techniques.</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>All completed course assignments</li> <li>Client consultation (form)</li> <li>Contingency plan for an unusual situation (Written Report)</li> </ul>		

# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to perform the following tasks within **one(1) hour** timeframe:

- Perform the following skin epilation techniques as per client requirements and industry standards.
  - ✓ Perform skin epilation using hot or cold wax
  - ✓ Perform skin epilation using threading techniques.

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of selection, procurement of thread and wax and skin epilation under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks :</p> <ul style="list-style-type: none"> <li>• Perform threading and waxing:                             <ul style="list-style-type: none"> <li>✓ Identify the techniques required for threading and waxing with the objective of keeping the clients at ease as well as obtaining best results.</li> <li>✓ Shape the eyebrows according to face cuts and eye shape.</li> <li>✓ Select suitable powder to absorb oil from the skin.</li> <li>✓ Apply soothing lotion to prevent redness or rashes.</li> </ul> </li> <li>• Below mentioned points must be followed for all treatments:                             <ul style="list-style-type: none"> <li>✓ Select and use the type of wax as per the service requirement</li> <li>✓ Prepare the client for required service according to salon policies.</li> <li>✓ Examine the skin condition using standard procedures.</li> <li>✓ Recognise bruises and rashes.</li> <li>✓ Select and arrange appropriate material, tools and equipment for required service.</li> <li>✓ Perform waxing in correct direction.</li> <li>✓ Evaluate the results using standard procedures and classifications.</li> <li>✓ Calculate the duration and time of treatment using manufacturer's specifications.</li> <li>✓ Provide aftercare advices according to given treatment.</li> <li>✓ Ensure client's satisfaction in response to finished look.</li> <li>✓ Report supervisor in case of any contingency.</li> <li>✓ Follow health and safety standards.</li> <li>✓ Applying your technical skills.</li> <li>✓ Communicating with client throughout service.</li> <li>✓ Organising work area before and after service.</li> <li>✓ Meeting set industry timeframes for each service type.</li> </ul> </li> <li>• General performance criteria:                             <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>



2. Complete knowledge assessment	<ul style="list-style-type: none"> <li>• Complete knowledge assessment on the following topics: <ul style="list-style-type: none"> <li>✓ Thread used in threading</li> <li>✓ Procurement of thread and wax</li> <li>✓ Different types of wax and application of each as per requirement.</li> <li>✓ Remedies for skin redness caused by waxing and threading</li> </ul> </li> </ul>
3. Any other Requirements	<ul style="list-style-type: none"> <li>• Provide verified evidence of the following tasks <ul style="list-style-type: none"> <li>✓ Treatment(s) and service(s) in accordance with OHS (Occupational Health &amp; Safety) standards in form of portfolio</li> <li>✓ Client consultation (form)</li> <li>✓ Contingency plan for an unusual situation (Written Report)</li> </ul> </li> </ul>
4. Answer any questions your Assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application:

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of selection, Procurement of thread and wax and skin Epilation under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks.			
Perform threading and waxing:	Identified the techniques required for threading and waxing to keep the clients at ease as well as obtaining best results.			
	Shaped the eyebrows according to face cuts and eye shape.			
	Selected suitable powder to absorb oil from the skin.			
	Applied soothing lotion to prevent redness or rashes.			
Mentioned points are followed for all facial treatments:	Selected and used the type of wax/thread as per the service requirement			
	Applied technical skills while following industry requirements and saloon policies			
	Communicated with client throughout service as per the industry standards.			
	Organized work area before and after service.			
	Met set industry timeframes for each service type.			
	Prepared the client for required service according to salon policies.			
	Examined the skin condition using standard procedures.			
	Recognised bruises and rashes.			
	Selected and arranged appropriate material, tools and equipment for required service.			
	Performed Waxing in correct direction			
	Evaluated the results using standard procedures and classifications			
	Calculated the duration and time of treatment using manufacturer's specifications.			
	Provided aftercare advices according to given treatment.			
	Ensured client's satisfaction in response to finished look.			
Reported supervisor in case of any contingency.				
Followed health and safety standards.				
General performance criteria	Followed health and safety procedure as per the requirements of given task			

	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>3. Any other Requirements</b>	All completed course assignments			
	Client consultation (form)			
	Contingency plan for an unusual situation (Written Report)			
<b>4. Answer any questions their Assessor may have during the practical assessment</b>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			

# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRUCTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
1. Context of Assessment	This task will be performed in real time

2. List of tools and equipment ( for five candidates)		
S. No	Items	Quantity
1	Towel	10
2	Head Band	5
3	Apron	5
4	Gown	5
5	Wooden Spatula	5
6	Wax Heater	2
7	Magnifying Glass	5
8	Thread	5

3. List of consumable items (for five candidates)		
S. No	Items	Quantity
1	Talcum Powder	5 bottles
2	Wax (Cold/Hot/Sugar/Fruit/)	5 (500ml) jars
3	Soothing lotion	5 (500ml) bottles
4	Wax Strips	5 packs



<b>ASSESSMENT MATERIAL</b>  <b>EVIDENCE GUIDE</b>	<h1>PERFORM MANICURE AND PEDICURE</h1>
Qualification Skin Care CS Code Level: 2 Credit: 4 Version: 1	

<b>CONTENTS</b>	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgement Guide 4. List of required tools/equipment, material and context of assessment
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<b>ASSESSMENT AND ASSESSOR DETAILS</b>	Competent <input type="checkbox"/> <span style="float: right;">Not Yet Competent <input type="checkbox"/></span>																		
	Assessment <input type="checkbox"/> <span style="float: right;">Re-Assessment <input type="checkbox"/></span>																		
	Assessor's Name: _____ Assessor's Code _____ Assessor's Signature _____ Date <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM						
DD	MM							YYYY											

<b>CANDIDATE DETAILS</b>	Candidate's Name: _____ <small style="display: flex; justify-content: space-between; width: 100%;"> <span>First Name</span> <span>Last Name</span> </small>																				
	Father's Name _____																				
	Institute Name and District _____																				
	CNIC/BFORM # <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																				
	Registration Number Issued by Assessment Body _____																				
Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>																					
Candidate's Consent I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal. Candidate's Signature: _____																					

<b>ASSESSMENT RESULTS SUMMARY FORM</b>	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to <b>NAVTTTC</b>
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<b>NAVTTTC OFFICE ONLY</b>	1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="4"></td> <td style="text-align: center;">YYYY</td> </tr> </table>									DD	MM					YYYY	2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="4"></td> <td style="text-align: center;">YYYY</td> </tr> </table>									DD	MM					YYYY
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# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PERFORM MANICURE AND PEDICURE		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Perform manicure and pedicure.</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>All completed course assignments</li> <li>Client consultation (form)</li> <li>Contingency plan for an unusual situation (Written Report)</li> </ul>		

# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to perform the following within **one(1) hour** timeframe:

- Perform manicure and pedicure treatments as per client requirement and industry standards.

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of performing manicure and pedicure under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Perform Manicure.               <ul style="list-style-type: none"> <li>✓ Soak hand manually/ with the help of machinery.</li> <li>✓ Apply hand cleanser.</li> <li>✓ Apply hand scrub.</li> <li>✓ Remove hair from hand or bleach the hair.</li> <li>✓ Shape up, file, treat nail and cut cuticle according to client's requirements.</li> <li>✓ Revamp and refurbish nail with buffer.</li> <li>✓ Demonstrate the use of paraffin wax and apply nail shiner.</li> </ul> </li> <li>• Perform Pedicure.               <ul style="list-style-type: none"> <li>✓ Soak foot manually/ machinery</li> <li>✓ Apply foot cleanser.</li> <li>✓ Apply foot scrub.</li> <li>✓ Remove hair from foot or bleach the hair.</li> <li>✓ Shape up, file, treat nail and cut cuticle according to client's requirements.</li> <li>✓ Revamp and refurbish nail with buffer.</li> <li>✓ Demonstrate the use of paraffin wax and apply nail shiner.</li> </ul> </li> <li>• Below mentioned points must be followed for all treatments.               <ul style="list-style-type: none"> <li>✓ Apply standard procedures in performing manicure and pedicure.</li> <li>✓ Communicate with client during manicure and pedicure service.</li> <li>✓ Analyse the nail and skin conditions.</li> <li>✓ Select and use the tools, equipment and product for the required service according to nail and skin analysis.</li> <li>✓ Prepare the client and work area for manicure and pedicure.</li> <li>✓ Evaluate the results using standard procedures and classifications.</li> <li>✓ Calculate the duration and time of treatment using manufacturer's specifications.</li> <li>✓ Provide aftercare advices according to given treatment.</li> <li>✓ Ensure client's satisfaction in response to finished look.</li> </ul> </li> <li>• General performance criteria:               <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>

<b>2. Any other Requirements</b>	<ul style="list-style-type: none"><li>• All completed course assignments</li><li>• Client consultation (form)</li><li>• Contingency plan for an unusual situation (Written report)</li></ul>
<b>3. Answer any questions your Assessor may have during the practical assessment</b>	My answers to questions are correct and demonstrate my understanding of the topics and their application:



# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
<b>1. Complete practical task of performing manicure and pedicure under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks.			
Perform manicure	Soaked hand manually/ with the help of machinery.			
	Applied hand cleanser as per requirement.			
	Applied hand scrub.			
	Removed hair from hand or bleached the hair.			
	Performed shaping up, filing, treating nail and cutting cuticle according to client's requirements.			
	Revamped and refurbish nail with buffer.			
	Demonstrated the use of paraffin wax and applied nail shiner.			
	Reorganised the workstation after completion of service.			
Perform pedicure	Applied foot cleanser.			
	Applied foot scrub.			
	Soaked foot manually/ machinery.			
	Removed hair from foot or bleach the hair.			
	Did shaping up, filing, treating nail and cutting cuticle according to client's requirements.			
	Revamped and refurbished nail with buffer.			
	Demonstrated the use of paraffin wax and applied nail shiner.			
	Reorganized the workstation after the completion of service.			
These points will be followed for all tasks	Applied all technical skills in performing manicure and pedicure.			
	Communicated with client during manicure and pedicure service.			
	Analysed the nail and skin conditions.			
	Selected and used the tools, equipment and product for the required service according to nail and skin analysis.			
	Prepared the client, work area for manicure and pedicure.			
	Evaluated the results using standard procedures and classifications.			
	Calculated the duration and time of treatment using manufacturer's specifications.			

	Provided after care advices according to given treatment			
	Ensured client's satisfaction in response to finished look.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>2. Any other Requirements</b>	All completed course assignments			
	Client consultation (form)			
	Contingency plan for an unusual situation (Written Report)			
<b>3. Answer any questions their Assessor may have during the practical assessment</b>	Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.			
	Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.			

# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRUCTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
<b>1. Context of Assessment</b>	This task will be performed in real time

2. List of tools and equipment (for five candidates)		
S. No	Items	Quantity
1	Towel	10
2	Head Band	5
3	Bowl	10
4	Sponge	10
5	Applicator Brush	5
6	Plastic Glove	5 Sets
7	Apron	5
8	Gown	5
9	Wooden Spatula	5
10	Mani/Padi tools Kit (Nail Cutter, Cuticle cutter, Cuticle pusher, Filer)	5
11	Buffer	5

3. List of consumable items (for five candidates)		
S. No	Items	Quantity
1	Massage Cream	2 (500ml) Jars
2	Whitening Powder	2 (500ml) Jars
3	Volume 20	2 (500ml) Bottles
4	Scrub	2 (500ml) Jars
5	Cuticle oil	2 Bottles
6	Skin Shiner	2 (500ml) Bottles
7	Soothing Lotion	2 (500ml) Bottles
8	Nail polish	5
9	Base Coat	5
10	Top Coat	5
11	Mani/Pedi Strips	5 sets



# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PERFORM BODY MASSAGE WITH VARIOUS MOVEMENTS		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Perform body massage with various movements</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>All completed course assignments</li> <li>Client consultation (form)</li> <li>Contingency plan for an unusual situation (Written Report)</li> </ul>		

# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to perform the following tasks within **two(2) hours** timeframe:

- Perform any **three (3)** of the below given massage treatments as per client's requirements and industry standards :
  - ✓ Heat massage
  - ✓ Swedish massage
  - ✓ Aroma therapy
  - ✓ Deep tissue massage
  - ✓ Reflexology

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of performing body massage with various movements under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks :</p> <p>Perform any three body massage services, in accordance with salon SOPs, including:</p> <ul style="list-style-type: none"> <li>• Heat massage                             <ul style="list-style-type: none"> <li>✓ Demonstrate the use of heat, electrical equipment or heated stones using standard procedures.</li> <li>✓ Remove toxic waste from the lymphatic system by applying required pressure</li> </ul> </li> <li>• Perform Swedish massage                             <ul style="list-style-type: none"> <li>✓ Apply long smooth strokes for clients 'comfort</li> <li>✓ Apply kneading and circular movements on superficial layers of muscles with lotions and oils</li> <li>✓ Apply massage gently and relax the client by using comfortable hand techniques.</li> <li>✓ Provide sufficient treatment recovery time in a relaxing environment.</li> <li>✓ Select different oils and massage creams available in market</li> <li>✓ Apply required pressure on the face, neck and décolleté area.</li> </ul> </li> <li>• Perform aroma therapy                             <ul style="list-style-type: none"> <li>✓ Incorporate essential oils into the oil that is massaged on skin.</li> <li>✓ Diffuse essential oils into the air to relieve tension.</li> <li>✓ Provide sufficient time for relaxation of muscles.</li> <li>✓ Satisfy the client by relaxing the muscles.</li> </ul> </li> <li>• Perform deep tissue massage                             <ul style="list-style-type: none"> <li>✓ Select different oils and massage creams according to massage requirements.</li> <li>✓ Apply required pressure on the muscles that have been strained or related to chronic pain or posture problems.</li> <li>✓ Apply massage on deep layers of muscles and connective tissue by using short strokes and intense pressure</li> </ul> </li> <li>• Perform reflexology                             <ul style="list-style-type: none"> <li>✓ Demonstrate mixing of different base oils and cream with aroma oil</li> <li>✓ Illustrate different aroma concentrates and their use</li> <li>✓ Describe the use of oils on some specific pressure points.</li> <li>✓ Select and sequence reflexology relaxation techniques according to tissue condition and clients sensitivity.</li> <li>✓ Discuss the use of leverage and pressure on clients feet as required to apply specific techniques,</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Below mentioned points must be followed for all massages: <ul style="list-style-type: none"> <li>✓ Demonstrate the setup of service area to meet standard requirements of massage and provide gowns to the clients</li> <li>✓ Apply standard massage techniques for required service</li> <li>✓ Monitor client's response and vary the procedure according to the situation.</li> <li>✓ Identify &amp; record effects of massage.</li> <li>✓ Select the products according to the client's requirement and salon policy.</li> <li>✓ Manage time throughout the massage treatment.</li> <li>✓ Perform cleansing face/body before starting massage.</li> <li>✓ Remove toxic waste from the lymphatic system by applying required pressure.</li> <li>✓ Select products according to client's requirement and salon policy.</li> <li>✓ Identify pressure points, major bones and muscle groups.</li> <li>✓ Apply body massage technical skills including strokes, movements and pressure points in accordance with massage techniques.</li> <li>✓ Apply knowledge of when face and décolleté are included in a body massage.</li> <li>✓ Communicate with client during body massage service.</li> <li>✓ Meet industry set timeframes.</li> <li>✓ Follow OHS standards all the time during service.</li> <li>✓ Report relevant person in case of any unusual situation.</li> <li>✓ Ensure client's satisfaction</li> <li>✓ Effleurage, vibrating and tapotement movements must be demonstrated:</li> </ul> </li> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p><b>2. Any other Requirements</b></p>	<ul style="list-style-type: none"> <li>• All completed course assignments</li> <li>• Client consultation (form)</li> <li>• Contingency plan for an unusual situation (Written Report)</li> </ul>
<p><b>3. Answer any questions your Assessor may have during the practical assessment</b></p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application:</p>

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
<b>1. Complete practical task of performing body massage with various movements under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Heat massage	Demonstrated the use of heat, electrical equipment or heated stones for massage.			
	Removed toxic waste from the lymphatic system by applying required pressure			
Swedish massage	Applied long smooth strokes as per clients 'comfort.			
	Applied kneading and circular movements on superficial layers of muscles with lotions and oils			
	Applied massage gently and relax the client by using comfortable hand techniques			
	Provided sufficient treatment recovery time in a relaxing environment.			
	Selected different oils and massage creams available in market			
	Applied required pressure on the face, neck and décolleté area			
Aroma therapy	Mixed essential oils into the oil that is massaged on skin.			
	Diffused essential oils into the air to relieve tension.			
	Provided sufficient time for relaxation of muscles.			
	Satisfied the client by relaxing the muscles.			
Deep tissue massage	Applied required pressure on the muscles that have been strained or related to chronic pain or posture problems.			
	Applied Massage on deep layers of muscles and connective tissue by using short strokes and intense pressure			
	Analysed the benefits of deep tissue massage.			
Reflexology	Demonstrated mixing different base oils and cream with aroma oil			
	Illustrated different aroma concentrates and their use			
	Illustrated different aroma concentrates and their use			
	Selected and sequenced reflexology relaxation techniques according to tissue condition and clients sensitivity.			
	Discussed the use of advantage and pressure on client's feet as required to apply specific techniques.			
Mentioned points are followed for all massages:	Selected different oils and massage creams according to massage requirements.			
	Demonstrated the setup of service area to meet standard requirements of massage and provide gowns to the clients			



	Applied standard massage techniques for required service			
	Monitored client's response and performed the procedure according to the situation.			
	Identified & recorded effects of massage.			
	Selected the products according to the client's requirement and salon policy.			
	Managed time throughout the massage treatment.			
	Performed cleansing face/body before starting massage.			
	Removed toxic waste from the lymphatic system by applying required pressure.			
	Selected products according to client's requirement and salon policy.			
	Identified pressure points, major bones and muscle groups.			
	Applied body massage technical skills including strokes, movements and pressure points in accordance with massage techniques.			
	Communicated with client during body massage service.			
	Performed the service within industry set timeframes.			
	Followed OHS standards all the time during service.			
	Reported relevant person in case of any unusual situation.			
	Ensured client's satisfaction			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
2. Any other requirement	All completed assignments			
	Client consultation (form)			
	Contingency plan for an unusual situation (Written Report)			

**3. Answer any questions their Assessor may have during the practical assessment**

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

# 4

## LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

<b>INSTRUCTIONS</b>	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> <li>Context of the assessment</li> <li>List of required tools and equipment.</li> <li>List of consumable items required during the service</li> </ul>
<b>1. Context of Assessment</b>	This task will be performed in real time

2. List of tools and equipment ( for five candidates)		
S. No	Items	Quantity
1	Towel	10
2	Head Band	5
3	Bowl	5
4	Sponge	10
5	Applicator Brush	5
6	Plastic Glove	5 Sets
7	Head Steamer	2
8	Apron	5
9	Gown	5

3. List of consumable items (for five candidates)		
S. No	Items	Quantity
1	Essential (Message) oils (According to service)	5 bottles
2	Message Creams	5 bottles



<b>ASSESSMENT MATERIAL</b>  <b>EVIDENCE GUIDE</b>	<h2 style="margin: 0;">GREET AND DEAL CLIENTS WITH GOOD COMMUNICATION SKILLS</h2>																																						
<b>Qualification</b> Skin Care <b>CS Code</b> <b>Level:</b> Credit: 5 <b>Version: 1</b>																																							
<b>CONTENTS</b>	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgement Guide 4. List of required tools/ equipment, material and context of assessment																																						
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# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: GREET AND DEAL CLIENTS WITH GOOD COMMUNICATION SKILLS		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Communication skills with client assessed, explained, suggested and sold best suitable treatment to client, and worked as a team.</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>Completed course assignments</li> </ul>		

# 2

# CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

## GUIDANCE TO CANDIDATE

To meet this standard you are required to do following within **40 minutes** timeframe:

- Perform role play to demonstrate the tasks of greeting and dealing clients with good communication skills including:
  - ✓ Communicate with client to know their need.
  - ✓ Assess actual requirement of client
  - ✓ Explain the services offered in salon.
  - ✓ Suggest best suitable treatment as per client's need.
  - ✓ Offer customers additional services.

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of greet and deal clients with good communication skills under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks :</p> <ul style="list-style-type: none"> <li>• Perform role play to;</li> <li>• Communicate with client to know their need.                             <ul style="list-style-type: none"> <li>✓ Identify the service required by client to make appointment according to the client's requirements.</li> <li>✓ Communicate the price, services and the products that will be used to the clients.</li> <li>✓ Operate the computer to E-mail the client.</li> <li>✓ Demonstrate the use of the telephone for making appointments.</li> <li>✓ Update the diary using salon standard procedures.</li> <li>✓ Communicate fluently in Urdu or local language to clients to the clients' satisfaction</li> </ul> </li> <li>• Assess actual requirement of client                             <ul style="list-style-type: none"> <li>✓ Assess the specific needs of the client including any disability or old age.</li> <li>✓ Identify the client's skin problem of the client.</li> <li>✓ Ensured necessary safety procedures of salon</li> </ul> </li> <li>• Explain the services offered in salon.                             <ul style="list-style-type: none"> <li>✓ Clarify the requirements of the client</li> <li>✓ illustrate to the client complete range of services available in the salon</li> </ul> </li> <li>• Suggest best suitable treatment as per client's need.                             <ul style="list-style-type: none"> <li>✓ Identify the client's skin condition according to industry standard classifications whether oily, dry, combination, wrinkled and sensitive.</li> <li>✓ Select suitable product and procedure required for relevant skin treatment according to industry standard procedures and manufacturers specifications.</li> <li>✓ Suggest suitable treatment to the client.</li> </ul> </li> <li>• Offer customers additional services.                             <ul style="list-style-type: none"> <li>✓ Describe the details of additional salon services suitable for the client.</li> <li>✓ Demonstrate and convince the clients for essential additional services.</li> <li>✓ Satisfy the clients to whom the services are rendered.</li> </ul> </li> <li>• Delight the Customer for long-term relation.                             <ul style="list-style-type: none"> <li>✓ Receive the customer with smile and lead to the workstation pleasantly.</li> <li>✓ Demonstrate ways to maintain the interest of client while waiting when all workstations are busy.</li> <li>✓ Make customers appointments carefully in accordance with service requirements, time flow and</li> </ul> </li> </ul>

	<p>salon capacity.</p> <ul style="list-style-type: none"> <li>✓ Interact with customer using appropriate words according to age group and the status of customer.</li> </ul> <ul style="list-style-type: none"> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p>2. Any other Requirements</p>	<ul style="list-style-type: none"> <li>• Provide verified evidence of the following task <ul style="list-style-type: none"> <li>✓ Communication methods, techniques, Dos and Don'ts in form of portfolio</li> <li>✓ Client consultation (form)</li> </ul> </li> </ul>
<p>3. Answer any questions your Assessor may have during the practical assessment</p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application:</p>

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
<b>1. Complete practical task of Greeting and deal clients with good communication skills under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Perform role play to:  Communicate with client to know their need	Identified the service required by client to make appointment according to the clients' requirements.			
	Communicated the price of services and the products that were used to the clients.			
	Operated the computer to E-mail the client.			
	Demonstrated use of the telephone for making appointments.			
	Updated the diary as per salon standard procedures.			
	Communicated fluently in Urdu or local language to the client			
Assess actual requirement of Client	Assessed the specific needs of the client including any disability or old age.			
	Identified the skin problem of the client.			
	Ensured necessary safety procedures of salon.			
Explaining the services offered in Salon	Clarified the requirements of the client.			
	Illustrated t complete range of available services in the salon to the client			
Suggesting best suitable treatment as per Client's need	Identified the client's skin condition according to industry standard classifications whether oily, dry, combination, wrinkled and sensitive.			
	Selected suitable product and procedure required for relevant skin treatment according to industry standard procedures and manufacturers specifications.			
	Suggested suitable treatment to the client.			
Offering customers additional services	Described details of other salon services suitable for the client.			
	Demonstrated and convinced the clients for essential additional services.			
	Satisfied the clients to whom the services were rendered.			
Delighting the Customer for long term relation	Received the customer with smile and lead to the workstation pleasantly.			
	Demonstrated ways of maintaining the interest of client while waiting when all workstations are busy.			
	Made customers appointments carefully in accordance with service requirements, time flow and salon capacity.			




	Interacted with customer using appropriate words according to age group and the status of customer.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>2. Any other Requirements</b>	<ul style="list-style-type: none"> <li>• Provide verified evidence of the following task <ul style="list-style-type: none"> <li>✓ Communication methods, techniques, Dos and Don'ts in form of portfolio</li> <li>✓ Client consultation (form)</li> </ul> </li> </ul>			

<p><b>3. Answer any questions their Assessor may have during the practical assessment</b></p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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## National Vocational and Technical Training Commission (NAVTTTC)

 5th Floor Evacuee Trust Complex Sector F-5/1, Islamabad.

 +92 51 9044 04

 +92 51 9044 04

 [info@navttc.org](mailto:info@navttc.org)

 [www.navttc.org](http://www.navttc.org)