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HAIR & BEAUTY SERVICES

Competency Standards

National Vocational Certificate Level 2-4

Version 1 - 2019



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INTRODUCTION

Hair & Beauty industry is one of the developed industries in Pakistan. In the early stage of industry development, beauty salons were relatively small in scale, mostly small shops either located in a shopping mall or occupying an upstairs flat. With the growing concern about one's personal appearance, the Hair & Beauty industry has grown significantly in recent years. Large beauty salon chains mushroomed alongside the emergence of a wide variety of Hair & Beauty products, tools and equipment in the market. Hair & Beauty salons also expanded their range of services to include training programmes in addition to Hair & Beauty care treatments and the sale of products. As a result, there are numerous training providers offering a vast variety of courses for Hair & Beauty experts. As Hair & Beauty is a highly skill-based industry, professional training is imperative to its development. Traditionally, Hair & Beauty experts have been trained as apprentices, and recently some companies have adopted international standards in their training programme. As a result, the standards of the education and training programmes vary to considerable extent. With the gradual emergence of a knowledge-based society, more effective flow of information and more sophisticated consumers, the industry has seen a burgeoning demand for professional Hair & Beauty services. In the long run, it must work towards internationalisation and professionalisation as well as improving the skills level of Hair & Beauty experts and enabling them to integrate theory with practice, so as to enhance the quality of Hair & Beauty services in Pakistan.

PURPOSE OF THE QUALIFICATION

The competency based NVQ has been developed to train the unskilled men and women of Pakistan on the technical and entrepreneurial skills to be employed / self-employed and inevitably set sustainable impact on their lives by increase in their livelihood income generation.

The purpose of these qualifications is to set professional standards for Hair & Beauty Experts, who will serve as key elements enhancing quality of Pakistan's Hair & Beauty industry. The specific objectives of developing these qualifications are as under:

- Improve the professional competence of Hair & Beauty industry
- Capacitate the local community and trainers in modern CBT trainings, methodologies and processes as envisaged under NVQF
- Provide flexible pathways and progressions in Hair & Beauty industry
- Enable the trainees to perform their duties in efficient manner
- Establish a standardized and sustainable system of training in Hair & Beauty industry in Pakistan

DATE OF VALIDATION

This national vocational qualification (NVQ) has been validated by the Qualifications Development Committee (QDC) on 05 of July 2018 and will remain in currency until December 2021.

CODE OF QUALIFICATIONS

Qualification Title	Code
National Vocational Certificate Level 2, in (Hair & Beauty Services) “Beautician (Women/Men)”	1012HBS04
National Vocational Certificate Level 3, in (Hair & Beauty Services) “ Senior Beautician (Women/Men)”	1012HBS05
National Vocational Certificate Level 4, in (Hair & Beauty Services) “Salon Manager (Women/Men)”	1012HBS06

ENTRY REQUIREMENTS

- The entry requirement to National Vocational Certificate Level-2 in Hair and Beauty Services (Beautician) is Middle or Matric.
- For National Vocational Certificate Level-3 in Hair and Beauty Services (Senior Beautician), the entry requirement is award of National Vocational Certificate Level-2 in Hair and Beauty Services (Beautician).
- For National Vocational Certificate Level-4 in Hair and Beauty Services (Salon Manager), the entry requirement is award of National Vocational Certificate Level-3 in Hair and Beauty Services (Senior Beautician).

QUALIFICATIONS DEVELOPMENT COMMITTEE

The following members participated in the qualification development of these qualifications:

S. No.	Name	Designation	Organization	Email	Contact No.
1.	Mohni Saif	Director Academics	IADM (Institute of Art Design & Management)	Mohni.saif@gmail.com	03012214449
2.	Munizeh Altmash	Educationist/instructor/trainer	DEPILEX College/Salon, Lahore	Munizeh.s@gmail.com	03214513888
3.	Isma Majeed	Creative makeup director/trainer and educationist	DEPILEX College/Salon, Lahore	Isma.majeed@gmail.com	03244424449
4.	Mahnoor Qadeer	Instructor/trainer and educationist/head of department	DEPILEX College/Salon, Lahore	Mahnoorgadeer68@gmail.com	03008071020
5.	Khwaja Ans Shafqat	Head of Education	DEPILEX Group of Companies	ans@depilexonline.com	03318003338
6.	Tahira Siddique	Instructor	VTI Shekhupura	Musaf-paak@yahoo.com	03344036483
7.	Bisma Sahir	Program Director	AKHUND Institute of Art & Design	info@akhund.org.pk bismasahirtv@gmail.com	03328759111
8.	Muqadas Ishaq	CBT expert/Hair & Makeup Artist	Freelance Consultant	Ishaq.muqadas@gmail.com	03244339952
9.	Shaheena Hafeez	Beautician	Simran's Health & Beauty Clinic	Simran's1125@gmail.com	03352255430
10.	Uzma Adrees	Master Trainer	TEVTA	Jeehan.203@gmail.com	03321416208
11.	Wajeeha Bano	Junior Instructor	VTI DGround	dground@pvtc.com.pk	03017181881
12.	Ayesha Aslam	Manager	Melange Beauty Lounge & Institute	Ayesha.aslam@step.edu.pk	03214707323

13.	Sara Bibi	Instructor	TEVTA, Charsada		03139110337
14.	Tuba	Trainer	TEVTA, Karachi		
15.	Mehwish Aisha Ahsan	CBT Expert/Certified Assessor	Freelance Consultant	mehwish.aisha.ahsan@gmail.com	03018451130
16.	Qamar Fatima	Technical Advisor	TVET SSP Lahore		
17.	Waheed Ahmed	Technical Advisor	TVET SSP Lahore		

QUALIFICATIONS VALIDATION COMMITTEE

The following members participated in the qualifications validation of these qualifications:

Sr. No.	Name	Designation	Organization	Email	Contact No.
1.	Farah Javed	CEO/Senior consultant/Assessor	Hunar Foundation	Shama_javed@hotmail.com	03022603367
2.	Saira Sammad Khan	Beauty Instructor	AIMS	sairasammad@gmail.com	03361460389
3.	Naba Umer	Instructor	DEPILEX Group of Companies	nubumer@gmail.com	03464944143
4.	Khwaja Ans Shafqat	Head of Education	DEPILEX Group of Companies	ans@depilexonline.com	03318003338
5.	Shahzaib Khan	Manager Men's Section (DHA)	DEPILEX Group of Companies	Shahzaibriaz24@gmail.com	03147554344
6.	Fizza Iqbal	Makeup Artist	360 Degrees (GUDDU SHANI PVT LTD)	fizzahigbalmua@gmail.com	03426784434
7.	Batool Adil	CS Executive/Beauty Expert/Nutritionist	360 Degrees (GUDDU SHANI PVT LTD)	Batool.adil@360degrees.pk	03018469392 03000533324
8.	Kiran Naz	Hair & Makeup Artist	Alishba Salon	Kiranarain1@hotmail.com	03314255752
9.	Afshan Aneel	Beauty Instructor	Afshan Aneel Studio	Afshananeel1@gmail.com	03217977980
10.	Mehwish Ahsan Aisha	CBT Expert/Certified Assessor	Freelance Consultant	mehwish.aisha.ahsan@gmail.com	03018451130

REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not Applicable

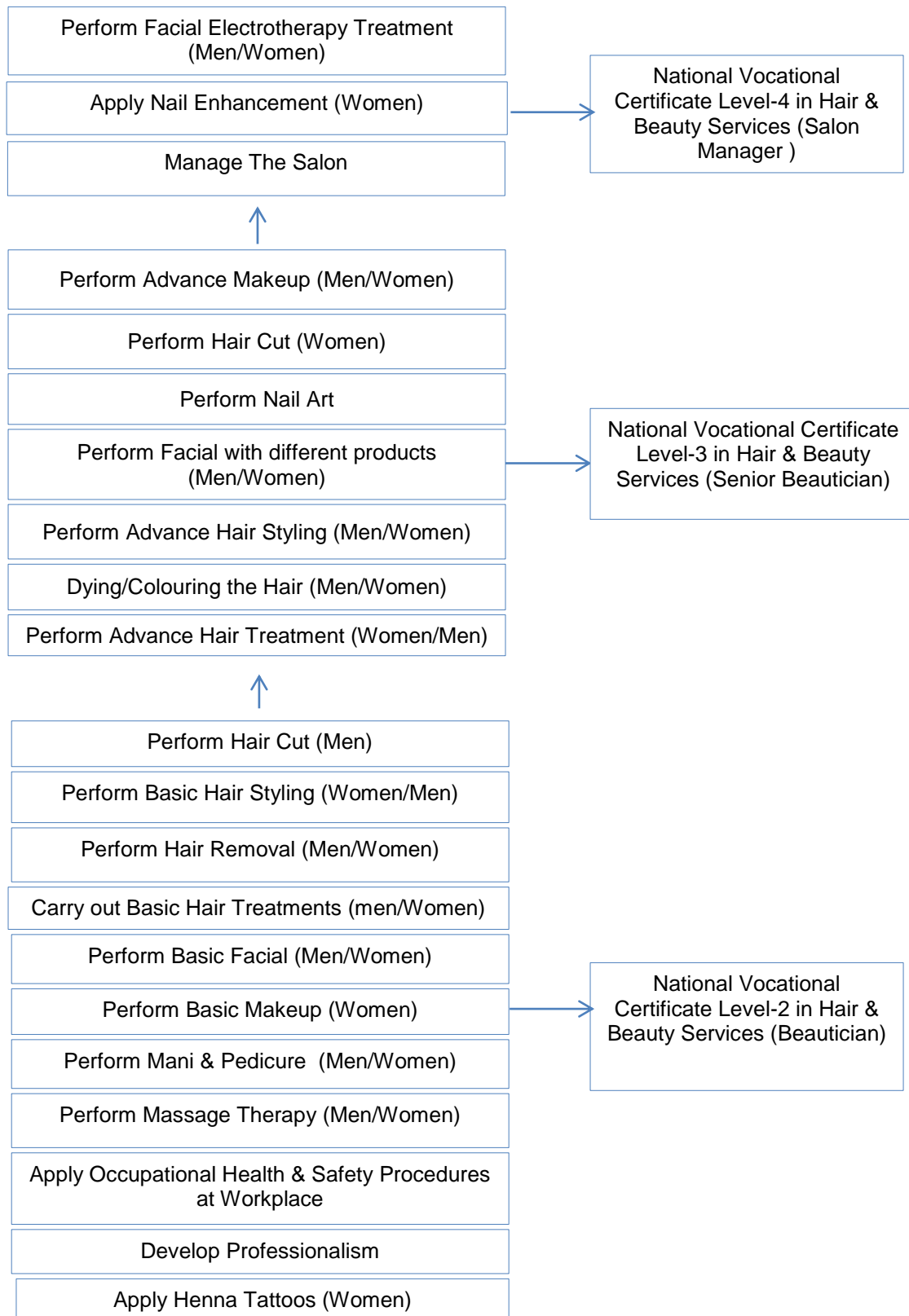
SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
101200354	Apply Occupational Health & Safety Procedures at Workplace	2	3	Generic
	Develop Professionalism	2	3	Generic
101200761	Perform Basic Hair Styling (Women/Men)	2	7	Technical
101200760	Perform Hair Removal (Men/Women)	2	5	Technical
101200759	Carry out Basic Hair Treatments (men/Women)	2	3	Technical
101200758	Perform Basic Facial (Men/Women)	2	4	Technical
101200757	Perform Basic Makeup (Women)	2	6	Technical
101200756	Perform Mani & Pedicure (Men/Women)	2	5	Technical
101200755	Perform Massage Therapy (Men/Women)	2	6	Technical
101200769	Perform Advance Makeup (Men/Women)	3	5	Technical

101200768	Perform Hair Cut (Women)	3	8	Technical
101200766	Perform Nail Art	3	5	Technical
101200765	Perform Facial with different products (Men/Women)	3	8	Technical
101200764	Perform Advance Hair Styling (Men/Women)	3	8	Technical
101200763	Dying/Colouring the Hair (Men/Women)	3	30	Technical
101200762	Perform Advance Hair Treatment (Women/Men)	3	6	Technical
101200772	Perform Facial Electrotherapy Treatment (Men/Women)	4	6	Technical
101200754	Apply Henna Tattoos (Women)	2	5	Technical
101200771	Apply Nail Enhancement (Women)	4	10	Technical
101200768	Perform Hair Cut (Men)	3	7	Technical
101200770	Manage The Salon	4	8	Functional
041600453	Occupational health and safety	2	3	Generic
041600455	Communicate in the workplace to support customers and team	2	3	Generic
041600459	Work effectively in a customer service - sales environment	2	7	Technical
041600460	Develop professionalism	2	5	Technical
041600461	Comply with health and safety regulations	2	3	Technical

PACKAGING OF QUALIFICATIONS

The national vocational qualifications are packaged as per following:



Competency Standard A: Apply Occupational Health & Safety Procedures at Workplace

Overview

This Competency Standard identifies the competencies required to apply occupational health and safety procedures at workplace in accordance with the organization's approved guidelines and procedures. You will be expected to identify hazards and evaluate risks in work place, comply with health and safety precautions, use of personal protective equipment and practicing safe work habits at workplace at all times. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
A1. Identify hazards in workplace environment	<p><i>You must be able to:</i></p> <p>P1. Read and interpret work processes and procedures correctly to identify risk of hazards at workplace.</p> <p>P2. Recognize engineering processes, tools, equipment and consumable materials that have the potential to cause harm.</p> <p>P3. Identify any potential hazards and take appropriate action to minimize the risk.</p>
A2. Comply with Occupational Health and Safety Precautions	<p><i>You must be able to:</i></p> <p>P1. Identify health and safety hazards in the Workplace so that the potential for personal injury, damage to equipment or the workplace is prevented, and corrective action is taken.</p>

P2. Deal with problems which are within your control, and report those that cannot be resolved to safety officer.

A3. Apply Personal *You must be able to:*

**Protective and Safety
Equipment (PPE)**

P1. Select personal protective equipment in terms of type and quantity according to work order.

P2. Wear, adjust, and maintain personal protective equipment to ensure correct fit and optimum protection in compliance with company procedures.

P3. Ensure personal protective equipment is cleaned and stored in proper place.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Importance of using Personal Protective Equipment(PPE)
- Organizational health and safety procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Safely maintaining the PPEs
- Techniques and methods to control risks of identified hazards in the workplace
- Types of PPE
- Work safety procedures and guidelines
- Health and safety

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Explain types and uses of PPEs used in Hair & beauty Industry
- Demonstrate use of PPEs while providing Hair & beauty services

Competency Standard B: Develop Professionalism

Overview

This competency standard deal with learning the competencies needed to carry out salon procedures professionally. That includes gathering market demands through researches and surveys as well as interacting with other salons and beauty experts. It will also allow you to learn how to upgrade your knowledge on the basis of all the knowledge gathered through all the carried out researches and participation in trainings, seminars and workshops. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
B1. Greet and receive clients and guests.	<p><i>You must be able to:</i></p> <p>P1. Receive Client professionally</p> <p>P2. Create pleasant environment as per salon SOPs</p>
B2. Market salon services, product and prices.	<p><i>You must be able to:</i></p> <p>P1. Conduct market research/surveys/feedbacks.</p> <p>P1. Evaluate market demands.</p> <p>P2. Compare prices and cost effectiveness of researched products and materials available in market (including fixed and consumable items)</p> <p>P2. Brainstorm the promotional offers that the salon may offer to the customers.</p> <p>P3. Design the promotional material.</p> <p>P4. Convince customers about the value of offer and develop trust.</p> <p>P5. Share and discuss promotional material and packages with the customers.</p> <p>P6. Get customers' feedback about the promotional services and products.</p>

B3. Participate in trainings, workshops and seminars on latest beauty treatments

You must be able to:

- P1. Identify the nature of training/ workshop/seminar and follow the directions carefully.**
- P1. Prepare notes for the usage of new products and procedures introduced in training/workshop/seminar.**
- P2. Apply procedures and techniques professionally.**
- P3. Identify contraindications during treatment.**
- P4. Identify the treatment and products in case of any side effect.**

B4. Interact with other salons and experts

You must be able to:

- P3. Update skills by consulting with experts.**
- P4. Develop report with other salons for professional development.**
- P5. Select suitable salon products, tools, equipment and furniture available in market.**

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Latest procedures and techniques used in salon
- Explain latest salon products
- Explain correct Timings for each service.
- Market demands
- Importance of print and electronic media in salon
- Protocol plan for dealing with all clients

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills

Competency Standard C: Manage the Salon

Overview

This competency standard identifies the competencies you need to manage Salon well lit, ventilated, infection free, hygienic, timely operational, clean and skill fully in accordance with approved procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
C1. Manage time effectively	<p><i>You must be able to:</i></p> <p>P1. Perform a given task on time according to the defined methodology/salon standards and quality plan of the salon and standard time defined for each service.</p> <p>P2. Formulate time schedule in accordance with duration required for each service.</p>
C2. Communicate effectively with co- workers/clients at workplace	<p><i>You must be able to:</i></p> <p>P1. Communicate effectively according to the rules of the workplace/salon while interacting with team members and management.</p> <p>P2. Apply verbal and non-verbal communication skills effectively to convey messages clearly and respond to guests/customers and team members' queries.</p> <p>P3. Listen/receive and interpret information from clients / colleagues / management correctly for reporting in written or oral according to SOPs.</p> <p>P4. Use appropriate workplace language and related technical vocabulary.</p> <p>P5. Communicate information regarding the salon services.</p>

<p>C3. Work in a team as per the workplace requirements</p>	<p><i>You must be able to:</i></p> <p>P1. Perform work according to assigned roles and responsibilities.</p> <p>P2. Handle contingencies together with the team members.</p>
<p>C4. Procure salon furniture, tools, equipment and products</p>	<p><i>You must be able to:</i></p> <p>P1. Prepare a list of items required for the salon such as furniture, tools, equipment and beauty product.</p> <p>P2. Prepare a time line for buying each item (short, middle and long term planning) with respect to its demand and need.</p> <p>P3. Conduct market research with respect to quality and price of per item.</p> <p>P4. Make emergency purchases from local market in case any material or product is exhausted in order to give uninterrupted services to Client.</p> <p>P5. Perform daily, weekly and monthly maintenance of equipment and tools according to standard procedures (especially of all electrical equipment).</p>
<p>C5. Manage client at reception as per standard procedures</p>	<p><i>You must be able to:</i></p> <p>P1. Book the appointment according to the availability of date & time & record in the appointment diary accordingly.</p> <p>P2. Communicate price or information of services/products to the client in a convincing manner for getting new clients and retaining the existing clients.</p> <p>P3. Record/ register customers' comments and maintain diary for appointments of Clients.</p>

C6. Maintain client's record as per standard procedures

You must be able to:

- P1. Obtain and record the required information from a new client on the client record card by asking questions about their medical history, beauty and personal care services previously availed.**
- P2. Update the client record card of an existing customer.**
- P3. Record the result of procedures, responses, reactions for analysis and plan the future treatment course applied to a client.**

C7. Maintain workplace security as per standard procedures

You must be able to:

- P1. Conduct a security evaluation of the premises.**
- P2. Develop an emergency plan and protocols for evacuation, calling emergency services and in case of theft.**
- P3. Hire security services including security personnel with related equipment (security cameras, monitoring equipment, sensors and weapons etc.)**
- P4. Identify and Follow fire and evacuation procedures in simulated conditions.**
- P5. Deal with hazards within own area of responsibility following salon policy.**

C8. Maintain revenue and expenses of salon as per standard procedures

You must be able to:

- P1. Record transactions with clients by issuing bill of services.**
- P2. Issue expense vouchers for daily purchases of salon supplies / other material.**
- P3. Take voucher of expenses incurred and place in respective file and subsequently hand over to management.**

<p>C9. Prepare workstation as per standard procedures</p>	<p><i>You must be able to:</i></p> <p>P1. Prepare the reception area according to salon SOPs. P2. Receive client record from the receptionist and select the place and product for treatment accordingly. P3. Prepare client for the treatment as per standard procedures.</p>
<p>C10. Reorganize workstation as per standard procedures</p>	<p><i>You must be able to:</i></p> <p>P1. Return client's record to receptionist. P2. Dispose off waste in appropriate manner. P3. Reorganise workstation according to salon SOPs. P4. Sterilize and sanitize of used tools/ equipment as per standard procedures.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Verbal and nonverbal communication skills
- Consultation techniques
- Code of conduct
- Knowledge of Hair & Beauty products
- Importance of Time management
- Waste disposal methods.
- Procedure of sterilization and sanitization of used tools/ equipment.
- Procedure of storing machinery to reuse after properly cleaning.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate verbal communication skills
- Demonstrate nonverbal communication skills

Competency Standard D: Perform Hair Removal (Women/men)

Overview

This competency standard identifies the competencies you need to perform hair removal in accordance with approved procedures. You will be expected to perform Face Threading, Waxing and Tweezing. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
D1. Perform Face threading as per standard procedures	<i>You must be able to:</i> P1. Perform eyebrows threading according to the requirement P2. Perform Upper lips threading according to the requirement P3. Perform full face threading according to the requirement P4. Perform Tweezing according to the requirement
D2. Perform Waxing as per standard procedures	<i>You must be able to:</i> P1. Conduct patch test as per set standards. P2. Perform face wax according to the requirement P3. Perform Body wax according to the requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Face Anatomy
- Types of threads for threading
- Types of tweezers
- Hair directions on different parts of face
- Types of wax and application techniques

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform eyebrows threading according to the requirement
- Perform Body wax according to the requirement

Competency Standard E: Perform Massage Therapy (Women/men)

Overview

This competency standard identifies the competencies you need to perform massage therapy in accordance with approved procedures. You will be expected to perform different techniques of massage and carry out full body massage. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
E1. Perform different techniques of massage as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Carry out effleurage according to set standards P2. Carry out Petrisage according to set standards P3. Perform tapotment according to set standards P4. Perform Vibration according to set standards P5. Perform friction according to set standards</p>
E2. Carry out full body massage as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Prepare the client & environment according to requirement P2. Perform Foot Massage according to set standards P3. Perform Leg Massage according to set standards P4. Perform Stomach massage according to set standards P5. Perform upper part of body massage according to set standards P6. Perform Back Massage according to set standards P7. Perform Back Legs Massage according to set standards</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Pressure points
- Different massage techniques
- Skin types and conditions

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform full body massage using different massage techniques as per requirement
- Identify pressure points.
- List the massage techniques.

Competency Standard F: Perform Basic Facial (Women/men)

Overview

This competency standard identifies the competencies you need to perform basic facial in accordance with approved procedures. You will be expected to perform skin care treatment, CTM, Apply Skin polisher, Basic Facial and Herbal Facial. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
F1. Prepare workplace/client for facial treatment as per standard procedures	<i>You must be able to:</i> P1. P1 Prepare the workplace as per salon standards P2. P2 Prepare the client as per requirement
F2. Carry out Cleansing, Toning and Moisturising (CTM) as per standard procedures	<i>You must be able to:</i> P1. Perform cleansing according to set standards P2. Apply Toner according to set standards P3. Apply Moisturizer according to set standards
F3. Apply Skin Polisher as per standard procedures	<i>You must be able to:</i> P1. Prepare the product for skin polisher P2. Perform Skin polishing P3. Apply Mask
F4. Carry out Basic Facial as per standard procedures	<i>You must be able to:</i> P1. Carry out the consultation according to set standards P2. Analyse the skin according to SOPs P3. Perform deep cleansing according to set standards P4. Perform toning according to set standards P5. Perform Exfoliation according to set standards P6. Perform steaming according to SOP P7. Perform facial massage according to set standards P8. Apply mask according to set standards
F5. Carry out Herbal Facial as per standard procedures	<i>You must be able to:</i> P1. P1 Carry out the consultation according to set standards

- P2. P2 Analyse the skin according to SOPs**
 - P3. P3 Perform deep cleansing according to set standards**
 - P4. P4 Perform toning according to set standards**
 - P5. P5 Perform Exfoliation according to set standards**
 - P6. P6 Perform steaming according to SOP**
 - P7. P7 Perform facial massage according to set standards**
 - P8. P8 Apply mask according to set standards**
-

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of facial products
- Ingredients of skin polisher
- Face Anatomy
- Importance of exfoliation

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform CTM.
- Perform Herbal Facial.

Competency Standard G: Perform Facial with products (Women/men)

Overview

This competency standard identifies the competencies you need to perform Product Treatment Facial in accordance with approved procedures. You will be expected to carry out whitening facial, Carry out Anti-Aging and Carry out peeling facial. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
G1. Carry out Whitening facial as per standard procedures	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Apply polisher according to set standards P2. Analyse the skin according to SOP P3. Perform deep cleansing according to set standards P4. Perform toning according to set standards P5. Perform Exfoliation according to set standards P6. Perform steaming according to SOP P7. Perform Black Head extraction according to the requirement P8. Perform facial massage according to set standards P9. Apply mask according to set standards
G2. Carry out Anti-Aging facial as per standard procedures	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Apply Polisher according to set standards P2. Analyse the skin according to SOP P3. Perform deep cleansing according to set standards P4. Perform toning according to set standards P5. Perform Exfoliation according to set standards P6. Perform steaming according to SOP

P7. Perform facial massage according to set standards

P8. Apply mask according to set standards

G3. Carry out Peeling facial as per standard procedures *You must be able to:*

P1. Analyse the skin according to SOP

P2. Perform cleansing according to set standards

P3. Perform toning according to set standards

P4. Perform steaming according to SOP

P5. Perform Black Head extraction according to the requirement

P6. Perform Peeling with manual brush

P7. Apply Mask according to skin type

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of products for different treatment facials
- Types of skin and skin conditions

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform treatment facial according to the assessor requirement.

Competency Standard H: Perform Facial Electrotherapy Treatment (Women/Men)

Overview

This competency standard identifies the competencies you need to perform Facial Electrotherapy Treatment in accordance with approved procedures. You will be expected to Perform High Frequency Treatment, Galvanic Treatment and Vacuum Suction Treatment. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
H1. Perform High Frequency treatment as per standard procedures	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Analyse the skin according to SOP P2. Cleansing according to set standards P3. Perform toning according to set standards P4. Perform Steaming according to set standards P5. Extract Black Heads according to set standards P6. Perform High Frequency Treatment according to manufacturer's manual P7. Apply Mask according to skin type
H2. Perform Galvanic treatment as per standard procedures	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Analyse the skin according to SOP P2. Cleansing according to set standards P3. Perform toning according to set standards P4. Perform Exfoliation according to set standards P5. Perform Steaming according to set standards P6. Extract black heads according to set standards P8. Perform Galvanic Treatment according to manufacturer's manual P7. Apply Mask according to set standards
H3. Perform Vacuum Suction treatment as per standard procedures	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Analyse the skin according to SOP P2. Perform cleansing according to set standards P3. Perform toning according to set standards

- P4. Perform Exfoliation according to set standards**
 - P5. Perform Steaming heads according to set standards**
 - P9. Carry out Vacuum suction treatment according to manufacturer's manual**
 - P6. Apply Mask according to set standards**
-

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Facial Electrotherapy Treatment
- Use of High Frequency
- Use of Galvanic Machine
- Procedure of Vacuum suction treatment
- Effects of exfoliation

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform electrotherapy according to the assessor requirement.

Competency Standard I: Perform Basic Makeup (Women/Men)

Overview

This competency standard identifies the competencies you need to Perform Basic Makeup in accordance with approved procedures. You will be expected to prepare workplace for makeup, maintain the makeup products, tools & equipment and Perform Natural Makeup. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
I1. Prepare the workplace as per standard procedures	<i>You must be able to:</i> P1. Sanitize the workplace according to set standards P2. Place Makeup products & tools according to the requirement
I2. Maintain the makeup product, tools & equipment before/after providing service	<i>You must be able to:</i> P1. Sterilize the makeup tools according to set standards P2. Clean the makeup products according to set standards
I3. Perform Natural Makeup as per standard procedures	<i>You must be able to:</i> P1. Prepare the client according to the requirement P2. Prepare the skin according to the requirement P3. Perform eye makeup according to the requirement P4. Perform Skin work (foundation, blush, highlight, etc) P5. Apply Lip colours according to the requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Skin types and conditions
- Makeup products for different skin types

- Variables which affect the makeup, (facial shape, Skin type , Skin condition, Occasion, Time, Market trends, Venue of event (indoor/outdoor), Climatic condition, Clients' demands)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform natural makeup.

Competency Standard J: Perform Advance Makeup (Women/Men)

Overview

This competency standard identifies the competencies you need to Perform Advance Makeup in accordance with approved procedures. You will be expected to analyse the skin, Perform Party Makeup, Perform Photographic Makeup, Perform Bridal Makeup and Perform Character/Theme Makeup. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
J1. Analyse the skin	<p><i>You must be able to:</i></p> <p>P1. Identify skin type/tone P2. Identify skin condition P3. Identify skin issues (if any)</p>
J2. Perform Party Makeup as per requirement	<p><i>You must be able to:</i></p> <p>P1. Perform color correction according to the requirement</p> <p>P2. Apply foundation according to the requirement</p> <p>P3. Add dimensions to face through colour products (blush, contour, highlight, etc.) according to the requirement</p> <p>P4. Apply Eye makeup according to the requirement</p> <p>P5. Apply lip colours according to the requirement</p>
J3. Perform Photographic Makeup as per requirement	<p><i>You must be able to:</i></p> <p>P1. Perform Editorial Makeup according to the requirement P2. Perform Runway Makeup according to the requirement P3. Perform Character makeup according to the requirement</p>

		<p>P4. Perform Periodic Makeup (Film, Stage, TV) according to the requirement</p> <p>P5. Perform Media Makeup according to the requirement</p> <p>P6. Perform Fantasy Makeup according to the requirement</p>
<p>J4. Perform Makeup as per requirement</p>	<p>Bridal/Groom as per requirement</p>	<p><i>You must be able to:</i></p> <p>P1. Perform Mehndi Makeup according to the requirement</p> <p>P2. Perform Barat Makeup according to the requirement</p> <p>P3. Perform Walima Makeup according to the requirement</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different skin colour (white, black, Asian, mixed), Skin type (dry, oily, combination, mature, young), Skin texture, Hair colour, Eye colour, Face shape, Shape of facial features.
- Contraindications (Handle makeup application)
- Product and tool range, cosmetic ingredients in makeup products, particularly in regard to their likely effects on the skin.
- Different face shapes, eye shape, nose and lip shapes.
- Colour Theory (Functions of colour corrective products).
- Procedure of contour and different products used for contouring.
- Colour design principles.
- Effects of light on cosmetics and make up

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform bridal makeup
- Perform fantasy makeup

Competency Standard K: Perform Manicure & Pedicure (Women/Men)

Overview

This competency standard identifies the competencies you need to perform Manicure & Pedicure in accordance with approved procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
L1. Carry out Manicure as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Perform Basic Manicure according to the SOPs P2. Perform French Manicure according to the SOPs P3. Perform Paraffin wax according to the SOPs P4. Fix Artificial Nails according to the requirement P5. Remove Artificial Nails according to the requirement</p>
L2. Carry out Pedicure as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Perform Basic Pedicure according to the SOPs P2. Perform French Pedicure according to the SOPs P3. Perform Paraffin wax according to the SOPs P4. Fix Artificial Nails according to the requirement P5. Remove Artificial Nails according to the requirement</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different nail shapes
- Different skin/nail conditions
- Contraindications of nails (Blue nail, Eczema, Hang nails, Warts, Diabetes, Allergies, Corns, Cuts, Haemophilia, Severe burns, Sunburn, severely bitten or

damaged nail, nail separation, recent surgery, fungal infections, discoloration, skin irritation etc.)

- Suitable consultation techniques (noting the condition of the nails, noting the shape of the nail, planning a treatment programme, discussing any home and after care.)
- Skin types and conditions, nail type and conditions, natural nail shape
- Factors which effect the nail growth. (Health, Age, Diet, Medication, Climate, Damage, Lifestyle.)
- Pressure points of hands and feet.
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Remove the cuticle.
- Buffering and shaping the nails.

Competency Standard L: Perform Nail Art

Overview

This competency standard identifies the competencies you need to perform Nail Art in accordance with approved procedures. You will be expected to make pattern for nail art and Perform Nail Art Pattern. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
L1. Create pattern for nail art	<i>You must be able to:</i> P1. Create research board according to the requirement P2. Create Mood board according to the requirement P3. Create final pattern according to the selected theme
L2. Apply Nail Art Pattern as required	<i>You must be able to:</i> P1. Provide Client consultation P2. Prepare nail according to requirement P3. Design the nail according to requirement P4. Provide after care advise

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Colour theory
- Different equipment and products used in nail art techniques.
- Procedure of different techniques e.g. colour polishers, flat stones, painting techniques, dotting, striping, marbling, free hand, glitters, foiling and colour blending

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Create pattern for nail art and apply on nai006C.

Competency Standard M: Apply Nail Enhancement

Overview

This competency standard identifies the competencies you need to Apply Nail Enhancement in accordance with approved procedures. You will be expected to Apply Nail Tips, Gel Nails and Acrylic Nails. Perform Gel Nails Designing and Perform Acrylic Nails Designing. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
M1. Apply Nail Tips	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Provide Client consultation according to the requirement P2. Analyse the skin & nail condition P3. Apply the nail tip according to the requirement P4. Remove the nail tips according to the requirement
M2. Apply Gel Nails	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Provide Client consultation according to the requirement P2. Prepare Gel nails according to manufacturer's instructions P3. Refill Gel nails according to manufacturer's instructions P4. Create design according to requirements P5. Remove gel nails according to manufacturer's instructions P6. Provide after care advice
M3. Apply Acrylic Nails	<p><i>You must be able to:</i></p> <ul style="list-style-type: none"> P1. Provide Client consultation according to the requirement P2. Apply/Fix Acrylic nails according to manufacturer's instructions P3. Create design according to requirements P4. Refill acrylic nails according to requirement P5. Remove acrylic nails according to requirement P6. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of material to create artificial nail
- Procedure of fixing and removing of artificial nail.
- Types of adhesive

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create and apply Gel Nail
- Create and apply Acrylic Nail

Competency Standard N: Apply Henna

Overview

This competency standard identifies the competencies you need to apply henna in accordance with approved procedures. You will be expected to Create Pattern for Henna and Apply Henna on Hands & Feet. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
N1. Create Henna Patterns	<i>You must be able to:</i> P1. Create Research Board P2. Create Mood Board P3. Make pattern according to the requirement
N2. Apply Henna	<i>You must be able to:</i> P1. Analyse the skin for any skin problem P2. Apply the Henna according to requirement

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different Henna application techniques
- History of Henna application
- Types of Henna (Chemical, organic, etc.)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Apply henna according to the assessor requirement.

Competency Standard O: Perform Hair Cut (Women)

Overview

This competency standard identifies the competencies you need to Perform Hair Cut (Women) in accordance with approved procedures. You will be expected to Perform Straightline, Perform Inward Cutting and Perform Outward Cutting. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
O1. Perform Straightline Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. ,Create Hair Sections according to the set</p> <p>P2. Perform Straight line cutting according to the set standards at angles & degrees</p> <p>P3. Create final look according to the cutting</p>
O2. Perform Inward Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Create Hair sectioning</p> <p>P2. Perform Inwards cutting according to the set standards of degrees & angles</p> <p>P3. Create final look according to the cuts</p>
O3. Perform Outward Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Create Hair sectioning</p> <p>P2. Perform Outwards cutting according to the set standards of degrees & angles</p> <p>P3. Create final look according to the cuts</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow's peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform straight cutting according to the requirement.
- Perform layer cutting according to the requirement.

Competency Standard P: Perform Hair Cut (Men)

Overview

This competency standard identifies the competencies you need to Perform Hair Cut (Men) in accordance with approved procedures. You will be expected to Perform Straightline, Perform Inward Cutting and Perform Outward Cutting. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
P1. Perform Straightline Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Create Hair Sections</p> <p>P2. Perform Straight line cutting according to the set standards at angles & degrees</p> <p>P3. Create final look according to the cutting</p>
P2. Perform Inward Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Create Hair sections</p> <p>P2. Perform Inwards cutting according to the set standards of degrees & angles</p> <p>P3. Create final look according to the cuts</p>
P3. Perform Spikes Cut as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Create Hair sections</p> <p>P2. Perform spikes cutting according to the set standards of degrees & angles</p> <p>P3. Create final look according to the cuts</p>

P4. Perform Under Cut as per standard procedures *You must be able to:*

P1. Create Hair sectioning

P2. Perform under cutting according to the set standards of degrees & angles

P3. Create final look according to the cuts

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern of men (Double crown, Nape whorls, Calf licks, Widow's peak)
- Importance of sectioning hair accurately according to Hair style.
- Aftercare advices according to hair condition.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform under cutting according to the requirement.
- Perform spikes cutting according to the requirement.

Competency Standard Q: Perform Basic Hair Styling (Women/Men)

Overview

This competency standard identifies the competencies you need to Perform Hair Styling in accordance with approved procedures. You will be expected to Perform Shampoo & Conditioning, Blow Dry, Temporary straightening, Temporary Curling and Braiding. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
Q1. Prepare yourself, client & work area for Hair Styling	<p><i>You must be able to:</i></p> <p>P1. Prepare yourself for hairstyling according to set standards</p> <p>P2. Prepare client for hair styling according to set standards</p> <p>P3. Prepare work area for Hair styling according to set standards</p>
Q2. Perform Shampoo & Conditioning as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Prepare the client for shampoo & conditioning</p> <p>P2. Perform Shampoo according to set standards</p> <p>P3. Perform Conditioning according to set standards</p>
Q3. Perform Blow Dry as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Perform Straight Blow Dry</p> <p>P2. Perform Inward Blow Dry</p> <p>P3. Perform Outward Blow Dry</p> <p>P4. Perform Inward and Outward Blow Dry</p>

Q4. Perform Temporary straightening as per standard procedures

You must be able to:
P1. Apply Thermal Protection Products according to manufacturer's instructions
P2. Perform Ironing according to the requirement
P3. Perform Finishing according to the requirement

Q5. Perform Temporary Curling as per standard procedures

You must be able to:
P1. Carry out temporary curling with tong according to the requirement
P2. Perform Roller Settings according to the requirement
P3. Perform Finger Curls according to the requirement
P4. Perform Curls using benders according to the requirement

Q6. Perform Braiding

You must be able to:
P1. Create Dutch Braiding
P2. Create French Tail
P3. Create Fish Tales

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow's peak)
- Effects of humidity on the hair
- Proper method of straightening to avoid damage to the hair cuticle
- Aftercare advice
- Basic structure of the hair

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform blow-dry.
- Perform braid.

Competency Standard R: Perform advance Hair Styling (Men/Women)

Overview

This competency standard identifies the competencies you need to Perform Advance Hair Styling in accordance with approved procedures. You will be expected to Perform Shampoo & Conditioning, Blow Dry, Temporary straightening, Temporary Curling and Braiding. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
R1. Provide Consultation for Hair styling	<p><i>You must be able to:</i></p> <p>P1. Analyse the scalp for any skin disease</p> <p>P2. Consult the client in case of any skin disease</p>
R2. Prepare yourself, client and workplace as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Prepare yourself for hairstyling as per standard procedures</p> <p>P2. Prepare client for hair styling as per standard procedures</p> <p>P3. Prepare work area for Hair styling as per standard procedures</p>
R3. Perform Permanent Straightening	<p><i>You must be able to:</i></p> <p>P1. Prepare Hair Styling Product</p> <p>P2. Carryout permanent straightening</p> <p>P3. Provide after care advice</p>

R4. Apply Temporary Hair Attachments as per standard procedures *You must be able to:*
P1. Clip on Hair attachment
P2. Clip on Hair extension
P3. Provide after care advice

R5. Perform UP Do's	<i>You must be able to:</i> P1. Create Buns P2. Create Up Do's P3. Provide After care advice
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R6. Apply Permanent Hair Attachment as per standard procedures *You must be able to:*
P1. Attach the hair extension with silicon as per standard procedures
P2. Remove the hair extension as per standard procedures
P3. Provide after care advice

R7. Create Avant Garde Hair Styles *You must be able to:*
P1. Provide client consultation
P2. Create plaiting
P3. Create theme based hairstyles
P4. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Hair growth pattern (Double crown, Nape whorls, Calf licks, Widow's peak)
- Types of Hair extensions
- Research methods
- Aftercare advice
- Basic structure of the hair
- Different types of sectioning and winding techniques
- Selection of styling tools.
- Selection of styling products
- Personalized styling

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Apply Temporary Hair Attachments
- Apply Permanent Hair Attachments

Competency Standard S: Dying/Colouring the Hair (Women/men)

Overview

This competency standard identifies the competencies you need to Perform Dying & Colouring the Hair (Women) in accordance with approved procedures. You will be expected to make the basic colour spectrum, Perform One colour Dye and Perform Low/High lights. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
S1. Perform One colour Dye as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Analyse the hair texture and natural colour depth</p> <p>P2. Conduct product patch test to observe results.</p> <p>P3. Create Hair sections</p> <p>P4. Prepare the colour mixture according to the requirement</p> <p>P5. Apply the colour according to the requirement</p> <p>P6. Wash hairs</p> <p>P7. Provide the final look</p> <p>P8. Provide after care advice</p>
S2. Perform Low/High lights as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Conduct product patch test to observe results.</p> <p>P2. Create Hair sections</p> <p>P3. Prepare the colour mixture according to the requirement</p> <p>P4. Neutralize the Hair according to the standards</p> <p>P5. Apply the colour according to the requirement</p>

P6. Perform Emulsification according to the requirement

P7. Wash the hairs

P8. Provide the final look

P9. Provide after care advice

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Consultation
- Colour theories
- The colour wheel
- Colour harmony
- Range of dyes, shades and proportions of hydrogen peroxide required.
- Difference between highlights and lowlights
- Aftercare advices

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform lowlights according to the requirement
- Perform highlights according to the requirement

Competency Standard T: Carry out Basic Hair Treatments (Women/men)

Overview

This competency standard identifies the competencies you need to treat the hair and scalp using appropriate treatments for dry/damage, anti-dandruff, oily hair and products for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Perform Oil & Organic hair treatments. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
T1. Perform oil hair treatment	<p><i>You must be able to:</i></p> <p>P1. Prepare the client for required hair treatment</p> <p>P2. Select the oil for required treatment</p> <p>P3. Perform Oil treatment according to SOPs</p> <p>P4. Provide final look according to requirement</p>
T2. Perform Organic hair treatment	<p><i>You must be able to:</i></p> <p>P1. Prepare the client for required hair treatment</p> <p>P2. Select the oil for required treatment</p> <p>P3. Perform Organic treatment according to SOPs</p> <p>P4. Provide final look according to requirement</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Basic hair structure and different hair textures (Coarse hair, Fine hair, Rough hair and Weak hair)
- List the types of hair (Curley hair, straight hair, thin hair and thick hair)
- Types of oils for basic hair treatments
- Organic Ingredients for basic hair treatments

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform oil treatment for dry/damage hair

Competency Standard U: Apply Advance Hair Treatments (Women/men)

Overview

This competency standard identifies the competencies you need to treat the hair and scalp using appropriate treatments for dry/damage, anti-dandruff, oily hair and products for a variety of hair and scalp conditions in accordance with approved procedures. You will be expected to Provide Protein Hair Treatment, Provide High Frequency and Provide Bond Building. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
U1. Provide Protein Hair Treatment	<p><i>You must be able to:</i></p> <p>P1. Analyse Scalp & Hair for any skin disease</p> <p>P2. Prepare client for Protein Hair Treatment</p> <p>P3. Conduct Patch test according to set standards</p> <p>P4. Conduct strand test according to set standards</p> <p>P5. Provide hair protein treatment according to hair & scalp condition</p> <p>P6. Provide after care advice</p>
U2. Provide High Frequency Treatment as per standard procedures	<p><i>You must be able to:</i></p> <p>P1. Analyse Scalp & Hair</p> <p>P2. Prepare client for High Frequency Treatment</p> <p>P3. Provide hair protein treatment according to hair & scalp condition using with high frequency machine</p> <p>P4. Provide after care advice</p>

U3. Provide Bond Building as per standard procedures *You must be able to:*

P1. Analyse Scalp & Hair

P2. Prepare client for Bond Building treatment

P3. Conduct Patch test according to set standards

P4. Conduct strand test according to set standards

P5. Provide hair protein treatment according to hair & scalp condition using high bond

P6. Provide after care advice


Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Identify the elasticity and stretchiness of hair
- Hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
- Different types of products for hair treatments (synthetic/non-synthetic, Herbal/non-herbal, chemically processed, etc)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Provide Bond Building treatment for dry/damage hair
 - Provide High Frequency treatment for chemically damaged hair
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Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service environment through verbal	You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key elements of the

	<p>and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p>	<p>communication process.</p> <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p>
<p>B2. Use technology to communicate with customers.</p>	<p>You must be able to:</p> <p>P1. Answer telephone according to the company procedures.</p> <p>P2. Questioning and active listening to identify caller and establish and confirm requirements.</p> <p>P3. Use telephone system functions according to instructions.</p> <p>P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.</p> <p>P5. Record and promptly pass on messages or information.</p> <p>P6. Inform customer of any problems and relevant action being taken.</p> <p>P7. Perform follow-up action as necessary.</p>	<p>You must be able to:</p> <p>K1. Identify the recognized principles of communicating electronically, by telephone and in writing.</p> <p>K2. Describe the different methods of collecting customer feedback on telephone.</p> <p>K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.</p> <p>K4. Describe how technology can affect and enhance the service delivery process.</p>
<p>B3. Communicate with customers and colleagues from diverse backgrounds.</p>	<p>You must be able to:</p> <p>P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.</p> <p>P2. Consider cultural differences in verbal and non-verbal communication.</p> <p>P3. Use gestures or simple words to communicate where</p>	<p>You must be able to:</p> <p>K1. Identify the barriers to effective communication that can arise and how best to deal with these.</p> <p>K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative.</p>

	<p>language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p>	<p>K3. Describe different types of dealings techniques with different types of behaviors</p>
<p>B4. Work in a team.</p>	<p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p>	<p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p>
<p>B5. Ask appropriate probing / questioning from customers</p>	<p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to answer freely.</p> <p>P3. Collect facts, information and data about the other person's</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions

	<p>situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • Probing questions • Situation questions
<p>B6. Provide continuous feed-back</p>	<p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p>	<p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p>

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	You must be able to: P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters and provide sufficient notice of unavailability	You must be able to: K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory requirements.

for rostered hours according to workplace policy and procedures.

- P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.
- P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.
- P5. Identify roles and responsibilities of colleagues and immediate supervisors.
- P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.
- P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.

F2.Support the work team.

You must be able to:

- P1. Display courteous and helpful behaviour at all times.
- P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
- P3. Complete allocated tasks as required.
- P4. Seek assistance when

You must be able to:

- K1. Explain the importance of team work
- K2. Define workplace relations
- K3. Explain workplace policies, plans and procedures, including:
 - Dealing with grievances
 - Discriminatory behavior
 - Equal opportunity issues.
 - Staff rosters and notification of shift
 - Availability or non-

- difficulties arise.
- P5. Use questioning techniques to clarify instructions or responsibilities.
- P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

- attendance
- Providing customer service to colleagues and customers.

<p>F3. Maintain personal presentation.</p>	<p>You must be able to:</p> <p>P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.</p>	<p>You must be able to:</p> <p>K1. Explain hygiene and personal presentation</p> <p>K2. Explain the importance of workplace ethics</p>
<p>F4. Develop effective work habits.</p>	<p>You must be able to:</p> <p>P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>P2. Ask questions to seek and clarify workplace information.</p> <p>P3. Plan and organise daily work routine within the scope of the job role.</p> <p>P4. Prioritise and complete tasks according to required timeframes.</p> <p>P5. Identify work and personal priorities and achieve a balance between competing priorities</p>	<p>You must be able to:</p> <p>K1. Explain staff counseling and disciplinary procedures</p> <p>K2. Describe workplace organizational structure.</p>

F5. Portray ethical behavior	You must be able to: P1. Follow ethical code of conduct. P2. Understand your customer's code of ethics. P3. Declare conflict of interest. P4. Maintain confidentiality. P5. Honour your commitments (timeframe, deliverables etc.) P6. Use internet for business only on company time.	You must be able to: K1. Explain the importance of ethical behavior. K2. Explain the importance of commitment in sales and customer services.
F6. Acquire up to date product / service knowledge	You must be able to: P1. Gather information about your product / services. P2. Identify the components of your product and services. P3. Recognize the essential selling features of your products and services. P4. Translate all essential features of your product and services. P5. Analyze product success. P6. Identify your market position. P7. Familiar with all product promotions, sales manuals and product literature. P8. Keep information of latest technology advances and seek ways to use these technologies in your work.	You must be able to: K1. Explain: <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price fluctuation • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals. P5. Translate the vision into	You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	<p>actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
G2. Manage your attitude.	<p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p>
G3. Practice self-discipline	<p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p>
G4. Manage time	<p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate blocks of time for goal-related activities.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

P5. Make the best possible use of support people / recourses to accomplish tasks.

<p>G5.Manage your professional development</p>	<p>You must be able to:</p> <p>P1. Take inventory of your personal interests, abilities, skills, knowledge etc.</p> <p>P2. Identify and prioritize the strengths and gaps.</p> <p>P3. Use available assessment tools.</p> <p>P4. Create a personal growth strategy / career path.</p> <p>P5. Set personal goals and timeframe for achieving them.</p> <p>P6. Learn from your mistakes.</p>	<p>You must be able to:</p> <p>K1. Explain the importance and need of professional development.</p>
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to:</p> <p>P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management</p> <p>P2. Demonstrate to-do attitude in profession</p> <p>P3. Demonstrate understanding of skills requirements</p> <p>P4. Use the competences acquired in trainings</p>	<p>You must be able to:</p> <p>K1. Define concept about performance standards.</p> <p>K2. Explain policies, procedures and regulations regarding human resources of the organization.</p> <p>K3. Explain self-planning and management techniques</p> <p>K4. Define goals and strategies of self- development.</p> <p>K5. Explain relevant knowledge about training / job requirements</p>

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1. Interpret health and safety regulations, standards and guidelines of an organization.	You must be able to: P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality enhancement of products or services of the	You must be able to: K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of dealing with risk and injury

	<p>organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p>	<p>situation.</p> <p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p>
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and procedures for WHS.

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

H3. Apply basic emergency procedures.

You must be able to:

- P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation.
- P2. Identify designated personnel responsible for first aid and evacuation procedures.
- P3. Accurately identifies safety alarms.

You must be able to:

- K1. Define fire, chemical and electrical hazards
- K2. Explain slip, trips and falls
- K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste.
- K4. Define communication and consultation processes.
- K5. Explain manual handling procedures.

COMPLETE LIST OF TOOLS AND EQUIPMENT

SR#	Tools & Equipment	Quantity
1	Hydraulic Chairs	12
2	Hydraulic stools	10
3	Shampoo Unit	5
4	Magnifying Glass	4
5	Hair Irons	12
6	Hair Dryer	12
7	Crimpers	5
8	Straightening Iron	12
9	Curling Iron (Large, medium, small)	12
10	Foot spa machine	12
11	Sterilizer machine	5
12	Facial Steamer	2
13	Paraffin Heater	5
14	Hair Steamer	2
15	Timer	12
16	Computer with Internet	
17	Double Wax heater	5
18	Working and facial Trolleys	12
19	Bleach Brushes	25
20	Spatula	100
21	Blackhead Remover	25
22	Manicure Set	12


SR#	Tools & Equipment	Quantity
23	Pedicure Set	12
24	Small Stools for manicure & pedicure	12
25	Facial Bed	2
26	Manicure Table	2
27	Buffer (4 sider)	25
28	Tweezers	25
29	Small Scissors	25
30	Cutting Scissors	25
31	Thinning Scissors	10
32	Frosting Cap	12
33	Galvanic Machine + High frequency + brushing + vacuum, etc. (6 in 1 unit)	1
34	Measuring Cup sets	25
35	Razor with blade	5
36	Shampoo Bowl Set	12
37	Foot Scraper	25
38	Measuring Spoon sets	10
39	Mixing Bowles set Tinting Brush with Comb	25
40	All Propose Comb	25
41	Hair Cutting Comb	25
42	Large Tooth Comb	25
43	Tail Comb	25
44	Shower Cap	2 packs
45	Hair Sectioning Clips set	25


SR#	Tools & Equipment	Quantity
46	Hair Pins Boxes	25
47	Invisible Pins Boxes	25
48	Decorative Pins Boxes	25
49	Pin Curl Clips Boxes (Benders)	12 packs
50	Jumbo Rollers set	10
51	Large Size Rollers	10
52	Medium Size Rollers	10
53	Hand Mirrors	12
54	Dustbin	5
55	Mop	5
56	White Board	1
57	Markers Set	25
58	Roller Brush set 5 in 1	2
59	Gowns	25
60	Applicator Brushes	25
61	Spray Bottle	25
62	Rubber bands	12 packets
63	Candles	5 packs
64	Sponges	50
65	Plastic bowels for water	25
66	Cotton wool	15 rolls
67	All in one Eyelash Brush/Comb	
68	Hair Brush	25

SR#	Tools & Equipment	Quantity
69	Different Towels	25
70	Emery Boards	25
71	Hoof Stick	25
72	Makeup brushes	25 sets
73	Aprons	50
74	Black towels	50
75	White towels	50
76	Facial Gown	25
77	Antiseptic Thread for Threading	3 boxes
78	Strip Rolls (waxing)	12
79	Cutting Cape	25
80	First Aid Box	1

National Vocational and Technical Training Commission (NAVTTTC)

 Plot 38, Kirthar Road, Sector H-9/4, Islamabad, Pakistan

 +92 51 9044 322

 +92 51 9044 322

 info@navttc.org

 www.navttc.org