



# PROGRAMME GUIDE

## 2024-25



# PROGRAM-GUIDE

## DIPLOMA IN BEAUTY, PERSONAL CARE AND HAIR STYLING (DBPCHS)

- Scheme of Examination
- Detailed Syllabus
- Counseling and Study Structure
- Study Modules & Books Information

### Supported By



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**DIPLOMA IN BEAUTY  
PERSONAL CARE AND  
HAIR STYLING  
(DBPCHS)**

## Diploma in Beauty, Personal Care and Hair Styling (DBPCHS)

सौंदर्य, व्यक्तिगत देखभाल व केश बनावट शैली में डिप्लोमा (DBPCHS)

(A) Duration : 12 Months (D) Courses : 07

(अ) अवधि : 12 माह (द) कोर्सेस : 07

(B) Eligibility : 10th Pass (E) Credit : 32

(ब) पात्रता : 10 वी पास (इ) क्रेडिट : 32

(c) Contents and Scheme of Examination

(स) पाठ्यक्रम विषय सूची एवं परीक्षा योजना

Course Code	Title of the course	Credit	Total Marks	Theory		Practical Marks		Assignments		Key Learning Outcomes
				Max	Min	M ax	Min	Max	Min	
Semester I										
DBPCHS 1	Beauty and personal care सौंदर्य एवं व्यक्तिगत देखभाल	5	100	50	20	20	8	30	12	<ul style="list-style-type: none"><li>• Know about make-up techniques.</li><li>• Be able to maintain safe and effective methods of working when providing threading, tweezing, waxing, and bleaching services.</li><li>• Identify contra-indication and contra-actions.</li><li>• Carry out basic skin care treatment.</li><li>• Improve and maintain skin condition.</li><li>• Understand skin testing, skin structure, types of skin and common skin problem.</li><li>• Consult, plan and prepare for facial with clients.</li><li>• Know about body massages, benefit of massage, steps of massages, and nail treatment.</li></ul>

										<ul style="list-style-type: none"> <li>• Understand process and products to sterilize and disinfect equipment/tools.</li> <li>• Be able to make tattoos, and method of applying mehendi.</li> <li>• Know about saree styles.</li> </ul>
DBPCHS 2	Hair Care बालों की देखभाल	5	100	50	20	20	8	30	12	<ul style="list-style-type: none"> <li>• Understand and have knowledge of hair structure and hair shaft.</li> <li>• Identify hair scalp condition and causes and contra indication</li> <li>• Understand hair texture, density, elasticity &amp; porosity reasons of hair problem and treatment: dandruff, hair falling, split ends, and Pediculosis.</li> <li>• Be able to prepare hair cutting and coloring services.</li> <li>• Use suitable techniques for hair perming, hair straightening, hair color, and hair styling.</li> <li>• Be able to carry out scalp massage services.</li> <li>• Know about hair spa and steps.</li> <li>• Be able to shampoo and condition the hair and scalp.</li> <li>• Select and use products, tools and Equipment suitable for the client's hair and scalp condition.</li> </ul>
DBPCHS 3	Yoga and Yogik Aasnas योग एवं योगासन	5	100	50	20	20	8	30	12	<ul style="list-style-type: none"> <li>• Understand purpose and benefits of yoga</li> <li>• Know about importance of yoga Sana</li> <li>• Understand yogic Diet</li> <li>• Know about yog Asnans like Asnas for arm, foot, heel, hand, knee, thigh, stomach, waist, back, claw, shoulder etc. Salutation of sun.</li> </ul>

										<ul style="list-style-type: none"> <li>• Understand pranayama and kriyas (cleansing techniques), breathing exercise.</li> <li>• Meditation and devotional music.</li> <li>• Know about Karm Yoga</li> </ul>
<b>Semester II</b>										
DBPCHS 4	Personal Hygiene and Salon Safety व्यक्तिगत स्वच्छता एवं सैलून सुरक्षा	5	100	50	20	20	8	30	12	<ul style="list-style-type: none"> <li>• Understand the importance of good hygiene in everyday life.</li> <li>• Understand code of practice for hygiene in beauty salon.</li> <li>• Know about key points for appearance of the therapist.</li> <li>• Be able to communicate and behave in a professional manner when dealing with client.</li> <li>• Be able to use effective consultation.</li> <li>• Maintain a safe secure and hygienic salon.</li> <li>• Know about key points of security in salon.</li> </ul>
DBPCHS 5	Communication and Personality Development संचार एवं व्यक्तित्व विकास	2	100	70	28	-	-	30	12	<ul style="list-style-type: none"> <li>• Basic communication skills.</li> <li>• Personality grooming.</li> <li>• Responding to customer queries effectively.</li> </ul>
DBPCHS 6	Introduction to Entrepreneurship Development उद्यमिता विकास से परिचय	3	100	20	28	-	-	30	12	<ul style="list-style-type: none"> <li>• Familiarity with entrepreneurship in developing countries.</li> <li>• Describing various theories of entrepreneurship.</li> <li>• Understand role &amp; growth of entrepreneurship.</li> <li>• Know about qualities &amp; functions of entrepreneur.</li> <li>• Familiarity with classification of entrepreneurship</li> </ul>

DBPCHS 7	Project /On the Job Training प्रोजेक्ट /कार्य पर प्रशिक्षण	7	100	-	-	100	40	-	-	<ul style="list-style-type: none"> <li>Under the project work, the candidate will develop understanding of the operational work beauty, personal care and hair styling.</li> </ul>
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Note: For a PASS-A student would require to secure 40 % for both Theory and Practical.

<b>Grand Total</b>	<b>Pass</b>
700	280



# Detailed Syllabus

## DBPCHS 1 - Beauty and Personal Care

### Make-up

Purpose, Effect of Lights on Make-up, color Theory, Basic facial shape knowledge, skin color, skin concept, Type of brushes knowledge, product knowledge, Types of make-up, (Day time, Evening and party, Bridal) skin color, skin concept, methods of make-up, 1. Single make-up, double make-up, Different type of make-up (Day time, Evening and party), engagement make-up, D.J.party make-up, Gujrati Bridal make-up, Reception make-up, Corrective make-up , Golden make-up, silver make-up, bronze make-up, navratri make-up .selection of BINDI , Different Eye make-ups.

### Threading, Tweezing, Waxing and Bleaching

Introduction, threading kit, Eyebrow threading, upper lips Threading, Forehead threading, side-blocks Threading, chin threading, plucking of hair with Tweezers, precaution, care to be taken after Threading.

Plucking of hair with tweezers, precaution

Waxing: Simple waxing: - (Epilation, Depilation, waxing) Method of preparing Wax, things used for waxing, where waxing can be done, method of doing waxing.

Flavored waxing: flavored wax according to skin, Method of doing flavored waxing.

Cold waxing: Introduction, method of using cold wax, cold wax preparation formula.

Hot wax, use for hot wax.

Bleaching: Introduction things required for bleaching, method to apply bleaching, Types of bleaching, cream bleach and powder bleach, ingredients for bleach, where bleach can be done, Disadvantage of bleaching, care taking, and patch test.

### Skin care

Introduction, types of skin, testing of skin, Function of skin, oily skin, dry skin, Essential principle to maintain good skin, problem of skin and treatment.

### Skin Treatment

Galvanic treatment, skin lightening treatment, fruit peel treatment, non-surgical lifting, Acne treatment, skin peeling Treatment, and Eye treatment.

### Facial Treatment

Introduction, purpose of facial, precaution before massage, facial movements. Caretaking, reason by customer may find faults while receiving facial. Things needed for facial, Apparatuses used for facial, facial steps, care taking, and basic information about facial treatment according to the skin types. , Different types of facial. Face pack for dry skin, normal skin and oily skin, pack for pimple.

### Body massage

Introduction, Benefits of body massage, massage movement, precaution, and steps for body massage: (for Scalp, Neck, Hand, stomach, back massage and foot massage).

### Manicure and pedicure (Nail treatment)

Introduction, Manicure, Apparatus and material for manicure, steps for manicure massage, and method for manicure. Pedicure, steps for pedicure massage, method for doing massage. Pedicure: Apparatus and material used in pedicure. Steps for pedicure massage. Method of doing pedicure, French manicure, chocolate manicure, chocolate manicure-pedicure, method of applying chocolate mask.

Nail: introduction, various shape of nail parts of nail, some nail problem, nail treatment.

## **Sterilization and sanitization**

Introduction, method of sterilization, safety precaution.

## **Mehandi**

Introduction, Method of applying mehandi, method of making mehandi cones, colorful Mehandi, Tips for applying mehandi, other uses of mehandi.

## **Saree styles and Dupatta draping**

Introduction, the front flow dupatta style, the classic saree style drape, the casual drape style, double sided drape, the back “U” dupatta style.

Saree style: Gujrati saree, Marathi saree, Bengali of devdas saree, simple Bengali saree, devdas variation saree, wrap-around saree, single rape saree, Burmese saree, Necklace saree, Waist-band (kandora) style saree, Gown saree, 7up saree, Waterfall saree, Double saree, Border- line saree, Traditional with western saree

## **DBPCHS 2 – Hair Care**

### **Hair:**

Introduction, composition and division of hair, Types of hair, Reasons for hair problem, Hair treatment (hair falling treatment, Dandruff treatment, split treatment, Mehandi (Heena) conditioning, hair food

**Massage:** Hot oil massage, benefits, apparatus and materials for oil massage, steps for oil massage, point to be remember, massage movement, massage movements: circular and semicircular, cross finger kneading movement, stroking movement, Benefits of scalp manipulation.

**Shampoo,** water; procedure prepare the client, apply shampoo, manipulation, types of shampoo, Things need for shampoo, Benefits of shampoo, types of rinse. Brushing, how to brush, advantages, precaution.

**Hair spa,** Things need for hair spa its steps.

**Hair cutting:** Introduction, Type of haircut, Apparatus used for haircut, care to be taken while cutting hair, various types of haircut, technique of haircut, and hair setting.

**Hair Dye:** Introduction, types of hair dye, method of hair dye, taking care while dyeing.

**Hair coloring:** Introduction, methods of hair color, methods of applying Highlighting,

**Hair perming:** Introduction, Apparatus and material used for perming, method of perming, caretaking.

**Hair straightening:** Introduction, Apparatus and material used for straightening, method of straightening, caretaking.

**Hair blow Drying:** Introduction, precaution, steamer, heating cap, Dryer.

**Hair styling:** professional tools and products for hair style, Tips while doing hairstyle, various types of hair parting,

Methods of the hairstyles: A. Hair style of untied Hair: In turn setting, out turn Hair setting, temporary Hair Ironing (straightening) Roller hair setting, standing curl hair setting, crimping net look hair setting.

B. Hair style of tide hair: Different types of pony tail: low ponytail, Middle ponytail, High ponytail.

Different types of Braids: simple braid of three strands, reverse braid of three strands, simple braid of five strands, simple braid of seven strands, twist braid, simple French braid, bun with braid, front side French braid.

Different type of curls: standing curls, open curls, close curls, direct curls, Indirect curls, Ringlet curls, Two-in-one curls, ‘C’ curls.

Different type of Bun: In-bun, middle bun, low-bun, twist bun, half round bun, Japanese bun, Chinese-bun, Low-Bun with braid.

Back combing in Hairstyle: Degrees of back combing, 1) 90 degree 2) 45 degrees 3) 180 degree 4) method of back combing, and method of removing back combing.

**Hair spray:** Types of hair spray, Method of doing hair spray

**Hair style according to face Type:** Round face, Oval face, heart –shaped face, Diamond face, square face, Triangle face, Long face.

**Hair style methods for:** 1. Straight hair, curly switch, open hair, Low-Bun, traditional Braid-1, Western Braid, French roll with side puff, French roll with funky hairstyle, cross roll, Elizabeth puff with Overlapping, ‘C’ curls with side roll, Chinese-Bun with overlapping, Direct roll, Chinese Bun, waves with Chinese –Bun, Dignity roll with Bun, Oval Bun with Braid, and hair style of loose hair.

### **DBPCHS 3- Yoga and Yogic Asanas**

**Yoga:** Introduction, Duties for self, utility of yoga

**Yogic diet:** Introduction, diet for normal person, functions of food, components of balance food, types of protein, vitamin, and carbohydrate, mineral, calories, calories chart and its benefit.

**Balanced diet:** Components of balanced food, Losses due to deficiency of protein, Losses due to deficiency of carbohydrate, Losses due to excess of carbohydrate, Sources of carbohydrate. Fat or vegetable lubrication: sources of fat, benefits of fat, Losses due to deficiency and excess of fat. Minerals: sources of mineral, loss and benefit. Vitamins: types, sources of vitamins, water, losses due to deficiency of water, minerals, and vitamins. Sources of protein, balance diet chart.

**Yoga postures**

**Preparations for postures:** Initial postures for all Exercises & yoga postures, Loosening Asanas: Tadasana, loosening tadasana, Dandaasan, Loosening dandaasan, Makarasana, Uttanasana, Loosening Exercise: Jogging: slow jogging, backward jogging, Forward jogging, side jogging, mukha dhauti to relax, Forward and Backward Bending. Side Bending, Twisting, pawan mukt Asana kriya,

Rocking and rolling,

**Salutations to Sun:** Twelve-Stepped Salutation to the Sun: Hastautthanasana, Padahastanasana, Asvasanchalanasana, Caturanga Dandasana, Sasankasana, Astanga Namaskara, Bhujangasana, and Parvatasana.

**Pranayama:** Introduction, objective, vitalizing pranayama, sectional Breathing, Balancing pranayama, ujjayi pranayama, cooling pranayama, sadant pranayama, Resourcing Pranayama, bhramri pranayama,

**Chanting:** A-kara Chanting, U-kara Chanting, M-kara Chanting, A-U-M Chanting,.

**Kriyas -Cleansing techniques:** Introduction,

Tratak: Effortless Gazing or Focusing at Flame, Intensive, focusing at the tip of the wick of the flame), De- focusing, Silence, Tips for PR actioners, Benefits, Limitations.

Neti (cleansing the nasal passage): Benefits, Limitations, Sutra Neti or Rubber Catheter Neti, benefits, limitations. Sheetkram kapal neti, vyutkarm kapal neti. Benefits, Vaman dhyoti, Dandi dhoti and Vastara dhyoti and : practice and note, benefits, limitations

Nauli: uddiyan, Agnisara benefits, Madhyam nauli, dakshin vaam and nauli, nauli chalan, benefits and limitation, Laghu shankh prakhalan: Dolan, waist twisting posture, bhungasn twisting, prone posture, crow twisting, benefit, limitations.

**Mediation:** Introduction, meditation and silence, simple process of meditation, om- meditation, meditating position, practice.

Cyclic Meditation: Introduction, objectives, concept, method, Instant relaxation Technique, centering, benefit, standing Asanas, Quick relaxation techniques, sitting Asanas, deep relaxation techniques, (DRT)

**Karm yoga:** Introduction, tips to karm yog, The work module, summary.

## **DBPCHS 4- Personal Hygiene and salon safety**

### **Personal Hygiene**

**Code of practice for Hygiene in Beauty Salons:** Hands, Footwear, Hygiene, Dispensing of products, Ventilation

**The Appearance of the Therapist:** Overall uniform (personal hygiene preventing body odor, & oral hygiene), Hair (caring for your hair), Nail (nails and hands), Footwear (clothes and jewellery, caring your feet), Personal Hygiene.

**Sterilization and Disinfecting:** sterilization, Disinfection

**Client Dealing (Staff & client personal Belongings):** Giving consultation, Completion of record card, Examining the client, Planning & treatment, consultations, consultation procedure

### **Control of substances Hazardous to health Regulations**

**Salon Safety:** Maintain a safe secure and hygienic salon

**Salon Hygiene:** Infection and Infestations, Infestation and parasites, Cause of Infection, Disease causing micro-organisms, how to prevent Cross-Infection.

**Personal Health:** postures, Diet exercise and rest

**Safety in the salon:** Hazards, what is hazard? Type of hazard, Electrical equipment, Lifting Techniques, Chemical Hazards, handling chemicals in salon, Biological Hazard

**Accident and first Aid:** Giving First aid, the first aid box, how to take action in case of minor Injuries, Reporting Accidents.

**Security in the salon:** Daytime security, General Security

**Stock & Equipment:** protecting your employer's property, protecting Equipment tools

### **Glossary**

## **DBPCHS 5 – Communication and Personality Development**

### **Grammar:**

Parts of Speech, - Articles and Determiners, Noun and Pronoun, Adjective and Adverb, Verb, Conjunctions and Prepositions, Tenses, Punctuations, Active & Passive Voice, Type of Sentences (simple, complex, compound), Reported Speech (direct and indirect), Types of Sentences, Prepositions, Gerunds, Infinitives.

### **Written English:**

Advance Writing Skills (formal, informal paragraph, story, letter, application.

### **Personality development:**

Soft Skills Development, Body Language, Behavioral and Symptomatic Soft Skills, Etiquette and Manners, Positive Thinking, Motivation, Goal setting, Team building, Self Confidence, Leadership Skills, Time Management

## **DBPCHS 6 – Introduction to Entrepreneurship Development**

**Introduction to Entrepreneurship** – Introduction and concept of Entrepreneurship, Theory of Entrepreneurship – Entrepreneurship in developing countries, Entrepreneurship stimulation,

Entrepreneurship and economic growth, Entrepreneurship and Economic system, various theories of Entrepreneurship, Growth of Entrepreneurship – Role of Entrepreneurship, Growth of Entrepreneurs, Prospects for Entrepreneurship

**Nature and Importance of Entrepreneurship** – Entrepreneurship Qualities, Entrepreneurship Functions, Entrepreneurship Vs Entrepreneurs, Opportunity matrix, Entrepreneurship Decision, Role of Entrepreneurship, Growth of Entrepreneurship, Classification and types of Entrepreneurship – Business Entrepreneurs, Types of Entrepreneurship, Entrepreneurship and Motivation,

**Growth and Entrepreneurship, Nature and scope of management** – Scope of Management, Meaning of Management, Characteristics of Management, Objectives of Management, Management as a profession, Organization and Management, Branches of Management, Importance of Management, managerial Skills, Planning – Concepts, processes and types – Importance of Planning, Characteristics of Planning, a Good Plan, Advantages of Planning.

**Concepts of an Organization** – Organization, significance of organization, the organization process, analysis of organization, nature of organization, organization as an art, group dynamics, organization development.

**Motivation** – Introduction, Meaning, Kinds of Motivation, MC Gregor's Theory X and Theory Y, Coordination, Need Hierarchy theory of Motivation, Motivational Techniques, Financial and Non-Financial Incentives.

**Leadership** – Introduction, Characteristics of leadership, great man theory of leadership, role of leadership, leadership styles, techniques of leadership, functions of leadership, qualities of leadership, process of leadership, develop voluntary cooperation,

**Communication** – Introduction, features of communication, Need, Communication Process, communication Process models, Gestural or nonverbal communication, Models of Grapevine, Communication Networks, Barriers of Communication, Effective communication, Improve written communication.

**Accounting in an small enterprise** – Need, How accounts maintained? Objectives of accounting, Ledger, Trial Balance, Final accounts Balance sheet etc.

Entrepreneurship development institutions -

AISECT model of Entrepreneurship

How to setup and AISECT Centre

Training for self-employment

Concepts, organization theory, formal and informal

## **DBPCHS 7 – Project/On The Job Training**

Under the project work, the candidate will develop understanding of the operational work beauty, personal care and hair styling.,

## Counselling and Study Structure

S.no .	Course code	Title of course	Cre dit	Total Hours of study	Counseling and study structure (hours)			
					Face to face Counse ling	Self - stu dy	practi cal	Assign ment
Semester - I								
1	DBPCHS 1	Beauty and personal care	5	150	20	55	30	45
2	DBPCHS 2	Hair Care	5	150	20	55	30	45
3	DBPCHS 3	Yoga and Yogik Aasnas	5	150	20	55	30	45
Semester -II								
4	DBPCHS 4	Personal Hygiene and salon safety	3	90	12	51	18	27
5	DBPCHS 5	Communication and Personality Development	3	90	12	51	18	27
6	DBPCHS 6	Introduction to Entrepreneurship Development	4	90	12	51	24	36
7	DBPCHS 7	Project /On the Job Training	7	210	12	77	42	63

## Study Modules & Books Information

Sr. No	Course Code	Subject Name	Modules to be used
<b>Semester I</b>			
1	DBPCHS 1	Beauty and personal care	Basic cosmetology Beauty recipes
2	DBPCHS 2	Hair Care	Basic cosmetology Beauty recipes Hair style studio
3	DBPCHS 3	Yoga and Yogic Asanas	Basic Cosmetology Yoga Instructor's Course- Self-Learning Material, S-VYASA Yoga University
<b>Semester II</b>			
4	DBPCHS 4	Personal Hygiene and salon safety	Aisect
5	DBPCHS 5	Communication and Personality Development	S68-Effective Communication and personality Development
6	DBPCHS 6	Introduction to Entrepreneurship Development	S 56 : Introduction to Entrepreneurship
7	DBPCHS 7	Project /On the Job Training	-

# **CERTIFICATE FOR BEAUTY THERAPIST (CBT)**



## Certificate for Beauty Therapist (CBT) सर्टिफिकेट फॉर ब्यूटी थेरेपिस्ट (CBT)

(A) Duration : 6 Months

(अ) अवधि : 6 माह

(B) Eligibility : 10<sup>th</sup> Pass

(ब) पात्रता : 10<sup>th</sup> वी पास

(C) Contents and Scheme of Examination

(स) पाठ्यक्रम विषय सूची एवं परीक्षा योजना

(D) Courses : 09

(द) कोर्सेस : 09

(E) Credit : 16

(इ) क्रेडिट : 16

Course Code	Title of the Course	Credit	Total Marks	Theory		Practical Marks		Assignments		Key Learning Outcomes
				Max	Min	Max	Min	Max	Min	
CBT 1	Preparing and maintaining work area कार्य क्षेत्र की तैयारी एवं उसकी देख रेख	1	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>Demonstrate maintenance of hygiene and safe environment for client treatment.</li> <li>Identify types of products, materials and equipment required for the treatments.</li> <li>Classify the equipment according to the usage in treatments.</li> <li>Illustrate the process and products to sterilize and disinfect equipment/ tools.</li> <li>State the laws about health, safety, labour, hazardous materials, fire protection, hygiene, waste disposal and other work related regulations and laws.</li> </ul>
CBT 2	Skin care services त्वचा देखभाल सम्बन्धी सेवाएं	2	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>Define anatomy, physiology and pathology for skin treatments.</li> <li>Illustrate facial care/ clean-up process using the products and equipment as per service</li> </ul>

										<p>levels laid down by the salon.</p> <ul style="list-style-type: none"> <li>• Illustrate use an exfoliation technique suitable for the client's skin type and skin condition.</li> <li>• Describe the effect of the natural ageing process on the skin and muscle tone.</li> <li>• Describe how to provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.</li> </ul>
CBT 3	Performing depilation services डेपिलेशन ,विरोमणद्ध संबंधी सेवाओं का संपादन	1	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>• Describe allergies, contraindications, contra actions, (Erythema) treatment Plans.</li> <li>• Enumerate the range of services and Products offered by the organization.</li> <li>• Demonstrate materials, equipment and techniques to perform and adapt therapy correctly and safely to meet the needs of the clients.</li> </ul>
CBT4	Performing manicure and pedicure services (मैनीक्योर पेडीक्योर सेवाओं का संपादन)	2	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>• Explain the client's understanding and expectation prior to commencement of Procedure.</li> <li>• Demonstrate perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client.</li> <li>• Categorize Nail and skin analysis by visual/manual examination to identify treatable conditions and contra indications restricting or preventing treatment.</li> <li>• Describe pedicure techniques. (Filing, buffing, application of cuticle cream, removal of cuticle).</li> <li>• Summarize record the therapy accurately</li> </ul>

										and store information securely in line with the organization's policies.
CBT 5	Performing make-up services (मेकअप सेवाओं का संपादन)	2	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>Summarize the health and safety requirements in the organization.</li> <li>Illustrate the structure, function, characteristics of skin.</li> <li>Recommend and prepare suitable skin care and make up products to meet the client's needs and work plan.</li> <li>Illustrate conceal skin imperfections and blemishes using the suitable color corrective Products where required.</li> <li>Recommend Corrective make-up technique to suit the face shape.</li> </ul>
CBT 6	Health and safety of work area (स्वास्थ्य एवं कार्य स्थल की सुरक्षा व देखरेख )	1	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>Demonstrate setting up of equipment, chemicals, products and tools as per safety procedures.</li> <li>Explain policies and procedures to address and reduce risks and hazards.</li> <li>Define health and safety requirements in your salon.</li> <li>Demonstrate cleaning and sterilizing all tools and equipment before use.</li> <li>Discuss waste disposal standards of laws, industry and salon.</li> <li>Illustrate contra-indications related to hair care treatments.</li> </ul>
CBT 7	Creating positive impression at work area कार्य स्थल पर सकारात्मक छवि बनाना	1	100	50	20	20	08	30	12	<ul style="list-style-type: none"> <li>Maintain good health and personal hygiene</li> <li>Comply with organization's standards of grooming, personal behavior, courtesy, behaviour and efficiency</li> <li>Wear and carry organization's uniform and</li> </ul>

										accessories correctly and smartly <ul style="list-style-type: none"> <li>• Stay free from intoxicants while on duty</li> <li>• Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</li> <li>• Use communication equipment (phone, email etc) as mandated by the organization and carry out routine documentation legibly and accurately in the desired format</li> </ul>
CBT8	Communication and Professional Skills सम्प्रेषण कौशल एवं पेशेवर कुशलता	1	100	70	28	-	-	30	12	<ul style="list-style-type: none"> <li>• Writing skills to maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>• Ability for reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> <li>• Read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>• Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>• Discuss task lists, schedules, and work-loads with co-workers</li> <li>• Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>• Speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>• Ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>

										<ul style="list-style-type: none"> <li>• Make decisions pertaining to the concerned area of work</li> <li>• Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>• Manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>• Build customer relationships and use customer centric approach</li> <li>• Maintain a hygienic work area adhering to the salon and applicable legal, health and safety standards</li> <li>• Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</li> <li>• Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</li> <li>• Deal with clients lacking the technical background to solve the problem on their own</li> <li>• Identify immediate or temporary solutions to resolve delays</li> <li>• Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li> <li>• Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</li> </ul> <p>Standard</p>
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CBT 9	On the Job Training कार्य पर प्रशिक्षण	5	100	-	-	100	40	-	-	<ul style="list-style-type: none"> <li>On the job skill by working in a beauty parlor or similar establishment</li> </ul>
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**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

Grand Total	Pass
900	360

# Detailed Syllabus

## CBT 01 – Prepare and Maintain Work Area

### Basic Technical knowledge

- Types of products, materials and equipment required for the treatment
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and cleaning
- Knowledge of applicable legislation relating to the workplace (for example

Health and safety, workplace regulations, use of work equipment, control of Substances hazardous to health, handling/storage/ disposal/ cautions in the Use of products, fire precautions, occurrences, hygiene practice, disposal of Waste, environmental protection.

### Prepare and maintain work area

- Ensure that environmental conditions are suitable for the client and the Treatment to be carried out in a hygiene and safe environment
- Select suitable equipment and products required for the treatment
- Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines
- Place the products in the trolley for the treatment
- Sterilize, disinfect and place the tools on the tray
- Dispose waste materials in adherence to the salon's and industry requirements
- Store records, materials and equipment securely in line with the salon's Policies.

## CBT 02:- Perform Skin Care Services

### Perform skin care services

- Adhere to the health and safety standards laid out by the manufacturer and salon.
- Position self and client throughout treatment to ensure privacy, comfort and wellbeing.
- Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client.
- Carry out facial care/ clean-up process using the products and equipment as per service levels laid down by the salon.
- Clarify the client's understanding and expectation prior to commencement of treatment.
- Clean the skin and remove all traces of make-up by using superficial and e deep cleansing techniques.
- Use an exfoliation technique suitable for the client's skin type and skin condition.
- Use a suitable skin warming technique and carry out any necessary extraction relevant to the client's skin type and skin condition.
- Provide facial massage using a medium and techniques suitable for the client's skin type and condition.
- Apply mask treatments evenly and neatly, covering the area to be treated.
- Remove masks as per the recommended time frame.

- Ensure the skin is left clean, toned and suitably moisturized.
- Complete the therapy to the satisfaction of the –client in a commercially acceptable time.
- Record the therapy accurately and store information securely in line with the salon’s policies.
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- Knowledge of anatomy, physiology and pathology for skin treatments
- Knowledge of principles and practice of skin therapies
- Knowledge of basic ailments, contraindications, contra actions, treatment plans
- Knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions in the use of products, fire precautions, hygiene practice, disposal of waste, environmental protection
- The structure, function, characteristics of skin types and
- The position and action of the facial, neck and shoulder muscles
- The Position of head, face, neck, chest and shoulder girdle bones and skeletal function
- Circulatory System, functions of blood, arteries, veins, blood composition and Circulation and lymphatic system.
- The effect of the natural ageing process on the skin and muscle tone

## **CBT 03:- Performing Depilation Services**

### **Prepare self and client for treatment**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Clarify the client's understanding and expectation prior to commencement of Treatment
- Select and prepare products, tools and equipment that are suitable to meet to the client’s needs and treatment plan.

### **Perform waxing of general body for hair removal**

- Position self and client throughout treatment to ensure privacy, comfort and wellbeing
- Perform and adapt the therapy using materials, equipment and techniques correctly and safely to meet the needs of the client
- Conduct a test patch and skin sensitivity test ahead of the waxing treatment
- Carry out the process using the equipment and products (hot wax, warm/ cool wax, strips etc.) as per standards of services laid down by the salon.
- Apply the appropriate pre-wax products prior to waxing based on manufacturers' instructions
- Apply and remove the wax according to the direction of hair Growth and manufacturer's instructions
- Maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client
- Check the client’s wellbeing throughout the service and giving the necessary reassurance
- Clean the treated area and use a suitable soothing product.



- Complete the therapy to the satisfaction of the client in a commercially acceptable time
- Record the therapy accurately and store information securely in line with the salon's policies
- Provide specific after-procedure, homecare advice and recommendations for Product use and further treatments to the client
- Minimize the wastage of products and store chemicals and equipment securely post treatment
- Dispose all waste safely according to the salon's standards of hygiene and safety.

#### **Perform threading for hair removal**

- Position self and client throughout treatment to ensure privacy, comfort and wellbeing.
- perform and adapt the therapy using materials, equipment and techniques Correctly and safely to meet the needs of the client
- carry out the process using the tools and materials (threads, scissors etc.) and as per process laid down by the salon.
- Ensure the hair removal methods are carried out at a comfortable distance from the client whilst maintaining the correct tension of the thread
- Provide clear instructions to the client on how and when to support their skin through the threading process.
- Maintain the client's modesty and privacy at all times, following work techniques that minimize discomfort to the client
- check the client's wellbeing throughout the service and giving the necessary reassurance
- Clean the treated area and use a suitable soothing product.
- complete the therapy to the satisfaction of the client in a commercially acceptable time
- Record the therapy accurately and store information securely in line with the Salon's policies
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.
- Minimize the wastage of products and store chemicals and equipment Securely post treatment
- Dispose all waste safely according to the salon's standards of hygiene and safety.

### **CBT 4- Perform Manicure and Pedicure Services**

#### **Prepare self, client for treatment**

- adhere to the health and safety standards laid out by the manufacturer and organization
- Sanitize the hands prior to procedure commencement
- Prepare the client and provide suitable protective apparel
- Clarify the client's understanding and expectation prior to commencement of procedure.
- Position self and client throughout procedure to ensure privacy, comfort and wellbeing
- Adjust the client's position to meet the needs of the service without causing them discomfort
- Perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client.

#### **Perform manicure services**

- Remove any existing nail polish
- Check the desired length and shape with the client

- File the nails ensuring the nail's free edge is left smooth and shaped to required length according to the client's needs
- Remove dirt in the underside of the nails
- Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
- use specialized hand and nail treatments to improve the appearance of the client's skin and nails
- use smooth and even massage techniques and pressure to meet the client's needs
- leave the hands and lower arm free of any excess massage medium
- check that the nail plate is dehydrated and the underside is clean and free of debris
- apply sufficient base coat, polish coats and top coats for the desired finish
- check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel.

### **Perform pedicure services**

- Clean and dry the client's legs
- Remove any existing nail polish
- Check the desired length and shape with the client.
- File the nails ensuring the nail's free edge is left smooth and shaped to
- Required length according to the client's needs
- Remove dirt in the underside of the nails
- Use suitable cuticle tools and products safely and effectively to remove excess cuticle, ensuring that the cuticle and nail plate are undamaged
- Remove any excessive hard skin using a foot scrapper
- Use specialized leg and nail treatments to improve the appearance of the client's skin and nails
- Use smooth and even massage techniques and pressure to meet the client's needs
- Leave the foot and lower leg free of any excess massage medium
- check that the nail plate is dehydrated and the underside is clean and free of debris
- apply sufficient base coat, polish coats and top coats for the desired finish
- check that the nail finish is left with smooth and even texture and colour, with the cuticle and nail wall free enamel

### **Post treatment procedure**

- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Clean the treated area and use a suitable soothing product
- complete the therapy to the satisfaction of the guest in a commercially acceptable time
- record the therapy accurately and store information securely in line with the organization's policies
- provide specific after-procedure, homecare advice and recommendations for
- Product use and further treatments to the client.

## **CBT 5- Perform Make-Up Services**

### **Perform makeup services**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Consult the client by questioning to identify contra-indications to skin and Make-up products
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Position self and client throughout procedure to ensure privacy, comfort and wellbeing
- Define a suitable treatment plan to meet the client's needs
- Select and prepare suitable skin care and make up products to meet the client's needs and work plan
- Clarify the client's understanding and expectation prior to commencement of procedure
- Clean, tone and moisturize the skin to suit the client's skin type and needs
- Conceal skin imperfections and blemishes using the suitable color corrective products where required.
- Select and apply make-up products to enhance facial features, to suit the client's needs and achieve the desired effect for the occasion
- adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- Adjust the client's position to meet the needs of the service without causing them discomfort.
- check the client's wellbeing throughout the service and giving the necessary reassurance
- complete the procedure to the satisfaction of the client in a commercially acceptable time
- Record the procedure accurately and store information securely in line with the salon's policies.
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- The structure, function, characteristics of skin
- Range and use of product available for facial treatment suitable for different Skin types and conditions (Eye makeup remover, cleansers, freshener, Astringent, tones, moisturizers, exfoliating products, eye creams / gel, lip Balm, neck creams, serums, massage mediums, setting masks, non-setting masks)
- Ageing and lifestyle effects on the skin and muscle tone
- Diseases and disorders of the skin
- kinds of foundation (Cream, liquid, gel, cake, powder foundation), concealers (foundation concealer, color corrective concealer, camouflage concealer), blushers (powder and cream), eye shadow (cream, crayon, powder), eye liners (eyebrow pencil, powder brow color), Mascara (liquid, cream, extensions, block), lip cosmetics (lip pencil, lipsticks, Lip glosses)
- Effect of lighting has on the color of make-up
- Corrective make-up technique to suit the face shape
- Nose, eye, lip corrective make up techniques
- Removal of eye make-up and skin make-up (cleanse, tone, and moisturize)

## **CBT 06 – Health and Safety of Work Area**

### **Maintain health and safety of work area**

- Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements
- Clean and sterilize all tools and equipment before use
- Maintain one's posture and position to minimize fatigue and the risk of injury
- Dispose waste materials in accordance to the industry accepted standards
- Maintain first aid kit and keep oneself updated on the first aid procedures
- Identify and document potential risks and hazards in the workplace
- Accurately maintain accident reports
- Report health and safety risks/ hazards to concerned personnel
- Use tools, equipment, chemicals and products in accordance with the salon's
- Guidelines and manufacturers' instructions

### **Technical Knowledge**

- Contra-indications related to beauty treatments
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and cleaning
- Knowledge of applicable legislation relating to the workplace (for example
- Health and safety, workplace regulations, use of work equipment, control of
- Substances hazardous to health, handling/storage/ disposal/ cautions in the
- Use of products, fire precautions, occurrences, hygiene practice, disposal of Waste, environmental protection.

## **CBT 07 – Create Positive Impression at Work Area**

### **Appearance and Behavior**

- Maintain good health and personal hygiene
- Comply with organization's standards of grooming and personal behavior
- Meet the organisation's standards of courtesy, behavior and efficiency
- Stay free from intoxicants while on duty
- Wear and carry organization's uniform and accessories correctly and smartly.

### **Task execution as per organization's standards**

- Take appropriate and approved actions in line with instructions and guidelines
- Record details related to tasks, as per procedure
- Participate in workplace activities as a part of the larger team
- Report to supervisor immediately in case there are any work issues
- Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender.

## **CBT 08 – Communication and Professional Skill**

### **Organizational Context**

- Organization's standards of performance and sequence of services
- Range of services and products offered by the organization
- Health and safety requirements in the organization.

### **Writing Skills**

- Maintain accurate records of client, treatments, operating and closing checklists, product stock status.
- Reading and writing comprehension to understand communicate and maintain processes, techniques, records, policies and procedures.

### **Reading Skills**

- Read about new products and services with reference to the organization and also from external forums such as websites and blogs
- keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- Spreading and writing comprehension to understand communicate and maintain processes, techniques, records, policies and procedures.

### **Listening and speaking skills**

- Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- Give clear instructions to customers/ clients
- Keep customers/ clients informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required.
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- Understand the directives passed down by supervisors
- Ability to listen and understand the local language in dealing with clients and maintain client confidentiality.

### **B. Professional Skills Decision Making**

- Make decisions pertaining to the concerned area of work

### **Plan and Organize**

The user/individual on the job needs to know and understand how to:

- Plan and organize service feedback files/documents
- Plan and manage work routine based on salon procedure
- Understand the client scheduling and bookings and maintain the work area,
- Equipment and product stocks to meet the schedule
- Maintain accurate records of clients, treatments and product stock levels
- Accept feedback in a positive manner and develop on the shortcomings

## **Customer Centricity**

- Committed to service excellence, courteous, pleasant personality
- Manage relationships with customers who may be stressed, frustrated, confused, or angry
- Build customer relationships and use customer centric approach
- Clean, sporting the professional uniform, neat combed hair, closed-in
- Footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions

## **Problem Solving**

The user/individual on the job needs to know and understand how to:

- Think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
- Deal with clients lacking the technical background to solve the problem on their own
- Identify immediate or temporary solutions to resolve delays

## **Analytical Thinking**

The user/individual on the job needs to know and understand how to:

- Use the existing data to arrive at specific data points
- Use the existing data points to generate required reports for business

## **Critical Thinking**

The user/individual on the job needs to know and understand how to:

- Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements.

## Counseling and Study Structure

S. No .	Course Code	Title of the Course	Credit	Total Hours of Study	Counseling and Study Structure (hours)			
					Face to Face Counseling	Self - Study	Practical	Assignment
1	CBT 1	Preparing and Maintaining Work Area	1	30	04	11	06	09
2	CBT 2	Skin Care Services	2	60	08	22	12	18
3	CBT 3	Performing Depilation Services	1	30	04	11	06	09
4	CBT4	Performing Manicure and Pedicure Services	2	60	08	22	12	18
5	CBT 5	Performing Make-up Services	2	60	08	22	12	18
6	CBT 6	Maintaining Health and Safety of Work Area	1	30	04	11	06	09
7	CBT 7	Creating Positive Impression at Work Area	1	30	04	11	06	09
8	CBT8	Communication and Professional Skills	1	30	04	11	06	09
9	CBT 9	On the Job Training	5	150	-	-	150	-

## Study Modules & Books Information

Sr. No	Course Code	Subject Name	Modules to be used
1	CBT 1	Preparing and Maintaining work area	BW01: Beauty Therapist
2	CBT 2	Skin Care Services	
3	CBT 3	Performing depilation services	
4	CBT4	Performing manicure and pedicure services	
5	CBT	Performing make-up services	
6	CBT 6	Health and safety of work area	
7	CBT 7	Creating positive impression at work area	
8	CBT8	Communication and Professional Skills	
9	CBT 9	On the Job Training	



# **CERTIFICATE FOR HAIR STYLISTS (CHS)**

### Certificate for Hair Stylists (CHS)

#### सर्टिफिकेट फॉर हेयर स्टाइलिस्ट्स (CHS)

(A) Duration : 4 Months (D) Courses : 13  
(अ) अवधि : 4 माह (द) कोर्सेस : 13

(B) Eligibility : 10<sup>th</sup> (E) Credit : Noncredit  
(ब) पात्रता : 10वीं पास (इ) क्रेडिट : नॉन. क्रेडिट

#### (C) Contents and Scheme of Examination

(स) पाठ्यक्रम विषय सूची एवं परीक्षा योजना

Course Code	Title of the Course	Credit	Total Marks	Theory		Practical Marks		Assignments		Key Learning Outcomes
				Max	Min	Max	Min	Max	Min	
CHS 1	Preparing and Maintaining Work area कार्य क्षेत्र का रखरखाव	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>Demonstrate maintenance of hygiene and safe environment for client treatment.</li> <li>Explain and demonstrate organizational standards for performance and sequence of services.</li> <li>Illustrate maintenance of store records, materials and equipment safely according to salon's policies or regularity use and safety methods.</li> <li>Illustrate safety requirements as per laws and industry practices.</li> <li>State the laws about health, safety, labor, hazardous materials, fire protection, hygiene, waste disposal and other work related regulations and laws.</li> </ul>

CHS 2	Blowing Dry Hair बाल सुखाने के तरीके	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Illustrate basic structure of the hair.</li> <li>• Demonstrate different types and purposes of products used for blow drying.</li> <li>• Summarise health and safety standards and processes laid out by manufacturer and salon and based on client needs</li> <li>• Illustrate the factors affecting brand image – health, safety, presentation, cleanliness and waste disposal.</li> <li>• Demonstrate safe, effective and hygienic practices followed during blow drying.</li> </ul>
CHS 3	Shampooing and conditioning hair बालों की शैम्पू एवं कंडीशनिंग	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Illustrate organization's standards of performance and sequence of services.</li> <li>• Enumerate range of services and products offered by the organization</li> <li>• Summaries health and safety standards and processes laid out by manufacturer and salon and based on client needs</li> <li>• Illustrate the factors affecting brand image – health, safety, presentation, cleanliness and waste disposal.</li> <li>• Illustrate consequences of using incorrect products.</li> </ul>
CHS 4	Scalp Massages and Hair spa Services सिर की मालिश और हेयर स्पा सेवाएं	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Illustrate how to consult with the client to identify the condition of the hair and scalp and provide the suitable treatment.</li> </ul>

										<ul style="list-style-type: none"> <li>• Select a suitable medium and perform hair spa and the scalp massage.</li> <li>• Illustrate pre-shampoo or treatment in accordance with the required service</li> <li>• Illustrate massage mediums and scalp /hair treatment concentrates.</li> <li>• Recommend to adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client.</li> </ul>
CHS 5	Cutting hair बाल काटना	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Examine hair structure and hair shaft.</li> <li>• Identify various cutting tools (scissors, razors, thinning scissors, clippers, combs, mirrors).</li> <li>• Illustrate hair cutting and analysis techniques, equipment and hair styles (one length, uniform, graduation, increased layers).</li> <li>• Illustrate and identify the condition of the hair to achieve the required results by analyzing the influencing factors</li> <li>• Perform various cutting techniques and texturizing techniques: club cutting, notching, slicing, point cutting, scissor over comb, peathering, thinning.</li> </ul>

CHS 6	Hair styling and dressing केश विन्यास शैली एवं सज्जा	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Illustrate hair structure and hair shaft</li> <li>• Illustrate range and suitability of styling products, tools and equipment and the effects achieved.</li> <li>• Explain factors that influence services (previous history, hair cut/style, texture, length, density, growth patterns, skin tone, face shape, lifestyle, and existing curl).</li> <li>• Illustrate ensure the finished style taking into account the critical influencing factors</li> <li>• Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client</li> </ul>
CHS 7	Coloring and lightening hair केश रोगन एवं उनका आलोकन	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Describe hair examination and principles of coloring.</li> <li>• Explain natural base, undercoats, numbering system.</li> <li>• Explain coloring techniques, coloring products, bleaching products, conditioners and post-color treatments.</li> <li>• Illustrate methods of coloring products-permanent, semi-permanent and temporary colors.</li> <li>• Demonstrate remove the color products thoroughly from the hair and leave the hair free of any coloring products.</li> </ul>

CHS 8	Perm and neutralize hair बाल घुन्धराले करना एवं उनका निष्प्रभावण	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Illustrate hair structure and hair shaft</li> <li>• Illustrate perm lotions, products, tools and equipment, winding techniques used for perming and neutralizing</li> <li>• Illustrate skin test, pre-perm test curl, incompatibility test, development test curl</li> <li>• Explain pH scale and its effects on hair structure.</li> <li>• Illustrate Types and causes of problems during and after perming procedure (fish hooks, uneven curl, and curl too loose or too tight).</li> <li>• Illustrate effects of perm and neutralizing lotion on the hair structure and the effects of temperature on the perming process.</li> </ul>
CHS 9	Performing Hair relaxing and straightening services बालों का शिथलीकरण एवं उनको सीधा करने सम्बन्धी सेवाओं का संपादन	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Summarize range of services and products offered by the organization</li> <li>• Illustrate products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted</li> <li>• Demonstration of relaxing, products, tools and equipment used for relaxing service</li> <li>• Illustrate influencing factors to be considered before and during hair relaxing service</li> </ul>

										<ul style="list-style-type: none"> <li>Illustrate relaxing services using relevant application techniques</li> </ul>
CHS 10	Maintain Health and safety of work area स्वास्थ्य एवं कार्य स्थल की सुरक्षा व देख रेख	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>Demonstrate setting up of equipment, chemicals, products and tools as per safety procedures.</li> <li>Explain policies and procedures to address and reduce risks and hazards.</li> <li>Define health and safety requirements in your salon.</li> <li>Demonstrate cleaning and sterilizing all tools and equipment before use.</li> <li>Discuss waste disposal standards of laws, industry and salon.</li> <li>Illustrate contra-indications related to hair care treatments.</li> </ul>
CHS 11	Creating positive impression at work area कार्य स्थल का प्रबंध एवं सकारात्मक छवि बनाना	100	70	28	30	12	-	-		<ul style="list-style-type: none"> <li>Maintain good health and personal hygiene</li> <li>Comply with organization's standards of grooming, personal behavior, courtesy, behavior and efficiency</li> <li>Wear and carry organization's uniform and accessories correctly and smartly</li> <li>Stay free from intoxicants while on duty</li> <li>Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</li> <li>Use communication equipment (phone, email etc.) as mandated by the</li> </ul>

										organization and carry out routine documentation legibly and accurately in the desired format
CHS 12	Communication and Professional skills सम्प्रेषण कौशल & पेशेवर कुशलता	100	100	40	-	-	-	-	-	<ul style="list-style-type: none"> <li>• Writing skills to maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>• Ability for reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures.</li> <li>• Read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> <li>• Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>• Discuss task lists, schedules, and work-loads with co-workers</li> <li>• Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>• Speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>• Ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> </ul>



										<ul style="list-style-type: none"> <li>• Make decisions pertaining to the concerned area of work</li> <li>• Understand the client scheduling and bookings and maintain the work area,</li> <li>• Equipment and product stocks to meet the schedule</li> <li>• Manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>• Build customer relationships and use customer centric approach</li> <li>• Maintain a hygienic work area adhering to the salon and applicable legal, health and safety standards</li> <li>• Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</li> <li>• Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</li> <li>• Deal with clients lacking the technical background to solve the problem on their own</li> <li>• Identify immediate or temporary solutions to resolve delays</li> <li>• Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li> </ul>
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										<ul style="list-style-type: none"> <li>Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements.</li> </ul>
CHS 13	On the Job Training कार्य पर प्रशिक्षण	Non-credit	100	-	-	100	40	-	-	<ul style="list-style-type: none"> <li>On the job skill by working in a beauty parlor or similar establishment</li> </ul>

**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

<b>Grand Total</b>	<b>Pass</b>
1300	520

# Detailed Syllabus

## CHS 01 – Prepare and Maintain Work Area

### Prepare and maintain work area

- Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment
- Select suitable equipment and products required for the treatment
- Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines
- Place the products in the trolley for the treatment
- Sterilize, disinfect and place the tools on the tray
- Dispose waste materials in adherence to the salon's and industry requirements
- Store records, materials and equipment securely in line with the salon's policies

### Technical Knowledge

- Types of products, materials and equipment required for the treatment
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and cleaning
- knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection.

## CHS 02 – Blowing Dry Hair

### Blow dry hair

- adhere to the health and safety standards laid out by the manufacturer and salon
- position self and client throughout treatment to ensure comfort and wellbeing
- clarify the client's understanding and expectation prior to commencement of the blow dry procedure
- perform and adapt the procedure using materials, equipment and techniques Correctly and safely to meet the needs of the client
- apply styling products, if required and maintain a regular check to minimize the risk of damage to the hair
- perform various blow drying technique to achieve the desired look
- Blow-waving
- Blow-drying
- Scrunch drying
- Finger or hand drying
- Blow combing
- Blow – Stretching or straightening
- complete the procedure to the satisfaction of the client in a commercially acceptable time

- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- Knowledge of applicable legislation relating to the workplace (for example
- Health and safety, workplace regulations, use of work equipment, handling/
- Storage/ disposal/ cautions of use of products, fire precautions, hygiene
- Practice, disposal of waste, environmental protection
- Knowledge of the structure, function, characteristics of hair types
- Knowledge of hair structure and hair shaft
- Knowledge of blow drying tools.
- Hand held dryer and attachments
- Different size and types of brushes
- Various combs
- Method of managing and controlling hair sections during the drying process
- Knowledge of blow drying products
- Blow styling aids
- Dressing aids
- Setting aids
- Protectors
- Curl enhancers
- The effect of the humidity and drying process on the hair
- Effect of incorrect application of heat on the hair and scalp

## **CHS 03 – Shampooing and Conditioning Hair**

### **Prepare self and client**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Position self and client throughout treatment to ensure privacy, comfort and Wellbeing
- Prepare yourself, the client and work area for shampoo and conditioning Services
- Consult with the client to identify the condition of the hair and scalp and
- Provide the suitable treatment
- Clarify the client's understanding and expectation prior to commencement of treatment
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Select and prepare products, tools and equipment that are suitable for the
- Client's hair and scalp condition to meet to the client's needs and treatment plan

### **Shampoo, condition the hair**

- Carry out and adapt massage techniques to suit the client needs and to Perform the treatment plan

- Check the water temperature and flow to meet the needs of the client's hair,
- Scalp and comfort, and to leave the hair clean and free of products, dirt, and Grease
- Perform and follow an accurate shampoo and conditioning technique,
- Ensuring the client is comfortable throughout the process
- Complete the shampooing and conditioning process with suitable towel wrap
- Procedure to remove excess remaining water and reposition the client comfortably
- Disentangle hair without causing damage to hair or scalp
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client.
- Promptly refer problems that cannot be solved to the relevant superior for action.
- Complete the treatment to the satisfaction of the client in a commercially acceptable time
- Record the treatment accurately and store information securely in line with the salon's policies.
- Provide specific after-procedure, homecare advice and recommendations for Product use and further treatments to the client
- Minimize the wastage of products and store chemicals and equipment Securely post treatment
- Dispose all waste safely according to the salon's standards of hygiene and Safety.

## **CHS 04 – scalp massage and hair spa services**

### **Prepare self and client**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Position self and client throughout treatment to ensure privacy, comfort and wellbeing
- Prepare yourself, the client and work area for shampoo and conditioning services
- Consult with the client to identify the condition of the hair and scalp and provide the suitable treatment.
- Clarify the client's understanding and expectation prior to commencement of treatment
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Select and prepare products, tools and equipment that are suitable for the client's hair and scalp condition to meet to the client's needs and treatment plan
- Perform a pre-shampoo or treatment in accordance with the required service.

### **Perform scalp massage and hair spa services**

- Select a suitable medium and perform hair spa and the scalp massage
- Perform a post conditioning or treatment in accordance with the required service knowledge of the range and specifications of competitor products skin, hair structure, and type.
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Perform and adapt the treatment using materials, equipment and techniques correctly and safely to meet the needs of the client
- Promptly refer problems that cannot be solved to the relevant superior for action

- Complete the treatment to the satisfaction of the client in a commercially Acceptable time
- Record the treatment accurately and store information securely in line with the salon's policies
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client Minimize the wastage of products and store chemicals and equipment securely post treatment
- Dispose all waste safely according to the salon's standards of hygiene and safety

### **Technical Knowledge**

- Knowledge of hair and scalp conditions and causes and contra-indications to scalp massage.
- Knowledge of massage mediums and scalp /hair treatment concentrates.
- Knowledge of hair spa and massage techniques and equipment.
- Knowledge of hair structure and hair shaft.
- Knowledge of massage techniques, equipment, massages mediums.
- Knowledge of the consequences of using incorrect products.
- Knowledge of the factors that affect scalp massage.

## **CHS 05 – Cutting Hair**

### **Cut hair**

#### **Prepare self and client**

- Adhere to the health and safety standards laid out by the manufacturer and Technical Knowledge.
- Knowledge of hair and scalp conditions and causes
- Knowledge of various cutting tools (scissors, razors, thinning scissors, clippers, combs, mirrors.
- Knowledge of hair structure and hair shaft
- Knowledge of various sectioning
- Knowledge of hair cutting and analysis techniques, equipment and hair
- Styles (one length, uniform, graduation, increased layers)
- Knowledge of the cutting angles when cutting and its effects
- Knowledge of hair distribution when cutting and its effects
- Range and suitability of styling products, tools and equipment and the effects achieved
- Range and application of finishing products
- Knowledge of physical effects of styling on hair structure
- Knowledge of the factors that influence hair cutting (Hair type, texture, growth pattern)
- Considerations for cutting hair when wet
- Importance of tension when cutting Salon.
- Position self and client throughout treatment to ensure privacy, comfort and wellbeing
- Prepare yourself, the client and work area for shampoo and conditioning services
- Clarify the client's understanding and expectation prior to commencement of treatment
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel

- Select styling products, tools and equipment based on the results of client consultation and hair analysis.

### **Carry out haircuts**

- Identify the condition of the hair to achieve the required results by analyzing the influencing factors
- Select the most suitable technique to the client's hair and to achieve the desired look
- Establish and follow the guidelines to accurately achieve the required look
- Select the correct cutting tool to achieve the desired look
- Understand and perform various sectioning techniques to carry out the desired haircut
- Perform various cutting techniques and texturizing technique:
  - Club cutting
  - Notching
  - Slicing
  - Point cutting
  - Scissor over comb
  - Feathering
  - Thinning
- Cross check the hair cut to ensure even balance and weight distribution
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Position self and client throughout procedure to ensure comfort and wellbeing
- Perform and adapt the procedure using materials, equipment and techniques
- Correctly and safely to meet the needs of the client
- Promptly refer problems that cannot be solved to the relevant superior for action
- Complete the procedure to the satisfaction of the client in a commercially acceptable time
- Record the procedure accurately and store information securely in line with the salon's policies
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

### **Technical Knowledge**

- Knowledge of hair and scalp conditions and causes
- Knowledge of various cutting tools (scissors, razors, thinning scissors, clippers, combs, mirrors)
- Knowledge of hair structure and hair shaft
- Knowledge of various sectioning
- Knowledge of hair cutting and analysis techniques, equipment and hair styles (one length, uniform, graduation, increased layers)
- Knowledge of the cutting angles when cutting and its effects
- Knowledge of hair distribution when cutting and its effects
- Range and suitability of styling products, tools and equipment and the effects achieved
- Range and application of finishing products
- Knowledge of physical effects of styling on hair structure

- Knowledge of the factors that influence hair cutting (Hair type, texture, growth pattern)
- Considerations for cutting hair when wet
- Importance of tension when cutting.

## **CHS 06 – Hair styling and dressing**

### **Perform hair styling and dressing**

- PC1. perform suitable consultation techniques to identify the client's wishes for the desired look before dressing the hair
- PC2. identify the condition of the hair to achieve the required results by analyzing the influencing factors
- PC3. select the most suitable drying, setting techniques, styling techniques and finishing technique to achieve the desired look
- PC4. perform the required back combing /back brushing technique
- PC5. control and secure hair effectively into place during dressing
- PC6. dress the hair to the satisfaction of the client
- PC7. position self and client throughout procedure to ensure comfort and wellbeing
- PC8. perform and adapt the procedure using materials, equipment and techniques correctly and safely to meet the needs of the client
- PC9. apply finishing product to maintain the style and follow manufacturer's instructions
- PC10. ensure the finished style taking into account the critical influencing factors
- PC11. evaluate the result of the treatment with the client
- PC12. promptly refer problems that cannot be solved to the relevant superior for action
- PC13. Complete the procedure to the satisfaction of the client in a commercially Acceptable time
- PC14. Record the procedure accurately and store information securely in line with the salon's policies
- PC15. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- KB1. knowledge of hair and scalp conditions and causes
- KB2. knowledge of contraindications
- KB3. knowledge of hair structure and hair shaft
- KB4. knowledge of planning the style according to the occasion
- KB5. knowledge of Factors that influence services (Previous history, Hair cut/style, Texture, Length, Density, Growth patterns, skin tone, face shape, lifestyle, existing curl)
- KB6. knowledge of various styling and dressing hair (Plait, twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, finger waves, wet/dry setting, added hair)
- KB7. range and suitability of styling products, tools and equipment and the effects achieved
- KB8. range and application of finishing products
- KB9. knowledge of physical effects of styling on hair structure



## **CHS 07 - Coloring and lightening hair**

### **Color and lighten hair**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Consult the client by questioning to identify contra-indications to hair and make-up products
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Position self and client throughout procedure to ensure privacy, comfort and wellbeing
- Select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted
- Clarify the client's understanding and expectation prior to commencement of procedure
- Mix accurately and apply the color taking into account the influencing factors using neat sections
- Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
- Apply color using techniques that reduce the risk of color being spread to the client's skin, clothes and surrounding areas
- Monitor accurately the development of colour as required and follow the manufacturer's instructions
- Remove the color products thoroughly from the hair and leave the hair free of any coloring products
- Apply a suitable conditioner or post color treatment to the hair following manufacturer's instructions
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Complete the procedure to the satisfaction of the client in a commercially acceptable time
- Record the procedure accurately and store information securely in line with the salon's policies
- PC17. provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client

### **Technical Knowledge**

- Knowledge of hair examination and principles of colouring
- Knowledge of international colour chart
- Knowledge of hair and scalp conditions and causes
- Knowledge of hair structure and hair shaft
- Knowledge of permanent, semi-permanent and temporary colors
- Knowledge of natural base, undercoats, numbering system
- Knowledge of colour application
  - Global colouring
  - Grey coverage
  - re growth
  - Highlighting
  - Lowlighting

- Color correction
- Types of coloring products and their affect on hair structure
- Knowledge of coloring techniques, coloring products, bleaching products, conditioners and post-color treatments.
- Knowledge of the tools and equipment used for coloring.
- Knowledge on restoring the hair to its natural pH using conditioner.

## **CHS 08 - Perm and neutralize hair**

### **Perm and neutralize hair**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Consult the client by questioning to identify contra-indications to hair and hair care products
- Sanitize the hands prior to treatment commencement
- Prepare the client and provide suitable protective apparel
- Position self and client throughout procedure to ensure privacy, comfort and wellbeing
- Perform suitable consultation techniques to identify the client's wishes for the desired look before perm and neutralizing service
- Identify the condition of the hair to achieve the required results by analyzing the influencing factors
- Select products, tools and equipment based on the results of client consultation, hair analysis and tests conducted
- Combine and adapt perming and sectioning techniques in an innovative way to achieve desired perm effect
- Monitor accurately the development of perming process as required and take a development test curl as required
- Stop the perm development and neutralize the hair when the required degree of the curl is established
- Leave the hair free of neutralizer with the required degree of curl, use creative finishing techniques
- Apply a suitable conditioner or treatment to the hair following manufacturer's instructions
- Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Complete the procedure to the satisfaction of the client in a commercially acceptable time
- Record the procedure accurately and store information securely in line with the salon's policies
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- Knowledge of perm lotions, products, tools and equipment, winding techniques used for perming and neutralizing
- Knowledge of hair structure and hair shaft
- Knowledge of skin test, pre-perm test curl, incompatibility test, development test curl

- Knowledge of post-perm conditioners
- Knowledge of pH scale and its effects on hair structure
- Types and causes of problems during and after perming procedure (fish hooks, uneven curl, curl too loose or too tight)
- Knowledge of effects of perm and neutralizing lotion on the hair structure and the effects of temperature on the perming process.

## **CHS 09 - Hair relaxing and straightening services**

### **Perform hair relaxation relaxing and straightening services**

- Adhere to the health and safety standards laid out by the manufacturer and salon
- Sanitize the hands prior to treatment commencement
- Perform suitable consultation techniques to identify the client's wishes for the desired look before the relaxing service
- Identify the condition of the hair to achieve the required results by analyzing the influencing factors.
- Select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted
- Prepare the client and provide suitable protective apparel
- Position self and client throughout procedure to ensure comfort and wellbeing
- Apply pre relaxing products to protect the scalp and even out the porosity of the hair
- Carry out relaxing services using relevant application techniques
- Monitor accurately the development of relaxing process
- Promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action
- Check the client's wellbeing throughout the service and giving the necessary reassurance
- Complete the procedure to the satisfaction of the client in a commercially acceptable time
- Record the procedure accurately and store information securely in line with the salon's policies
- Provide specific after-procedure, homecare advice and recommendations for product use and further treatments to the client.

### **Technical Knowledge**

- Knowledge of hair and scalp conditions and causes
- Knowledge of relaxing, products, tools and equipment used for relaxing service
- Knowledge of hair structure and hair shaft
- Knowledge of influencing factors to be considered before and during relaxing service
- Knowledge of various hair straightening services
  - Smoothening/ Keratin treatment Straightening/ Rebonding
  - Relaxing
- Knowledge of selecting the correct product according to the hair type to achieve the desired result

- Knowledge of pre and post test to be conducted for relaxing service (elasticity, test, porosity test, incompatibility test and hair cutting test)
- Knowledge of pH scale on the hair structure.

## **CHS 10 - Health and safety of work area**

### **Maintain health and safety of work area**

- Set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements
- Clean and sterilize all tools and equipment before use
- Maintain one's posture and position to minimize fatigue and the risk of injury
- Dispose waste materials in accordance to the industry accepted standards
- Keep oneself updated on the knowledge of the first aid kit
- Identify and document potential risks and hazards in the workplace
- Accurately maintain accident reports
- Report health and safety risks/ hazards to concerned personnel
- Use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions.

### **Technical Knowledge**

- Contra-indications related to hair care treatments
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and cleaning
- Knowledge of applicable legislation relating to the workplace (for example
- Health and safety, workplace regulations, use of work equipment, control of Substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, Environmental protection.

## **CHS 11 – creating positive impression at work place**

### **Appearance and Behavior**

- Maintain good health and personal hygiene
- Comply with organisation's standards of grooming and personal behavior
- Meet the organization's standards of courtesy, behavior and efficiency
- Stay free from intoxicants while on duty
- Wear and carry organization's uniform and accessories correctly and smartly.

### **Task execution as per organization's standards**

- Take appropriate and approved actions in line with instructions and guidelines
- Record details related to tasks, as per procedure
- Participate in workplace activities as a part of the larger team
- Report to supervisor immediately in case there are any work issues
- Use appropriate language, tone and gestures while interacting with clients

- From different cultural and religious backgrounds, age, disabilities and gender.

### **Communication and Information record**

- Communicate procedure related information to clients based on the sector's code of practices and organization's procedures/ guidelines
- Communicate role related information to stakeholders in a polite manner and resolve queries, if any
- Assist and guide clients to services or products based on their needs
- Report and record instances of aggressive/ unruly behavior and seek assistance
- Use communication equipment (phone, email etc.) as mandated by your organization
- Carry out routine documentation legibly and accurately in the desired format
- File routine reports and feedback
- Maintain confidentiality of information, as required, in the role

### **Technical Knowledge**

- Ability to speak, read and write in the local vernacular language and English
- Appropriate verbal and non-verbal cues while dealing with clients from
- Different cultural, religious backgrounds, age, disabilities and gender
- Different formats on which information is to be recorded
- Importance to maintain security and confidentiality of information
- Kinds of communication equipment (email, phone etc) available and their effective use
- Selling/ influencing techniques to provide additional services/products to clients

## **CHS 12 – Communication and Professional Skills**

### **Organizational Context**

- Knowledge of the organization's standards of performance and sequence of services
- Knowledge of the range of services and products offered by the organization
- Knowledge of the health and safety requirements in the organization Writing Skills
- Maintain accurate records of client, treatments, operating and closing
- Checklists, product stock status
- Reading and writing comprehension to understand, communicate and
- Maintain processes, techniques, records, policies and procedures
- Reading Skills
- The user/individual on the job needs to know and understand how to:
- Read about new products and services with reference to the organization and
- Also from external forums such as websites and blogs
- Keep abreast with the latest knowledge by reading brochures, pamphlets, and
- Product information sheets
- Reading and writing comprehension to understand, communicate and
- Maintain processes, techniques, records, policies and procedures

- Discuss task lists, schedules, and work-loads with co-workers
- Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- Give clear instructions to customers/ clients
- Keep customers/ clients informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer/client, unless it is required
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- Understand the directives passed down by supervisors
- Ability to listen and understand the local language in dealing with clients and maintain client confidentiality

### **Professional Skills**

#### **Decision Making**

- Make decisions pertaining to the concerned area of work
- Plan and Organize
- plan and organize service feedback files/documents
- plan and manage work routine based on salon procedure
- Understand the client scheduling and bookings and maintain the work area,
- Equipment and product stocks to meet the schedule
- Maintain accurate records of clients, treatments and product stock levels
- Accept feedback in a positive manner and develop on the shortcomings

#### **Customer Centricity**

- Committed to service excellence, courteous, pleasant personality
- Manage relationships with customers who may be stressed, frustrated, confused, or angry
- Build customer relationships and use customer centric approach
- Clean, sporting the professional uniform, neat combed hair, closed-in
- Footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions

#### **Problem Solving**

- Think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
- Deal with clients lacking the technical background to solve the problem on their own

- Identify immediate or temporary solutions to resolve delays

### **Analytical Thinking**

- Use the existing data to arrive at specific data points
- Use the existing data points to generate required reports for business

### **Critical Thinking**

- Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements

## Counseling and Study Structure

Sl. No .	Course Code	Title of the Course	Credit	Total Hours of Study	Counseling and Study Structure (hours)			
					Face to Face Counseling	Self-study	Practical	Assignments
1	CHS 1	Preparing and Maintaining Work Area	Non-credit	30	4	17	9	-
2	CHS 2	Blowing Dry Hair	Non-credit	30	4	17	9	-
3	CHS 3	Shampooing and Conditioning Hair	Non-credit	30	4	17	9	-
4	CHS 4	Scalp Massage and Hair Spa Services	Non-credit	30	4	17	9	-
5.	CHS 5	Cutting Hair	Non-credit	30	4	17	9	-
6	CHS 6	Hair Styling And Dressing	Non-credit	30	4	17	9	-
7	CHS 7	Coloring and Lightening Hair	Non-credit	30	4	17	9	-
8	CHS 8	Perming and Neutralizing Hair	Non-credit	30	4	17	9	-
9	CHS 9	Hair Relaxing And Straightening Services	Non-credit	30	4	17	9	-
10	CHS 10	Maintaining Health and Safety of Work Area	Non-credit	30	4	17	9	-
11	CHS 11	Creating Positive Impression at Work Area	Non-credit	30	4	17	9	-
12	CHS 12	Communication And Professional Skills	Non-credit	30	4	17	9	-
13	CHS13	On The Job Training	Non-credit	30	-	-	30	-



## Study Modules & Books Information

S. No	Course Code	Subject Name	Modules to be used
1.	CHS 1	Preparing and maintaining work area	BWSQ0201: Assistant Hair stylists
2.	CHS 2	Blowing dry hair	
3	CHS 3	Shampooing and conditioning hair	
4	CHS 4	Scalp massage and hair spa services	
5	CHS 5	Cutting hair	
6	CHS 6	Hair styling and dressing	
7	CHS 7	Coloring and lightening hair	
8	CHS 8	Perm and neutralize hair	
10	CHS 9	Hair relaxing and straightening services	
11	CHS 10	Health and safety of work area	
12	CHS 11	Creating positive impression at work area	
13	CHS 12	Communication and Professional skills	
13	CHS 13	On the Job Training	

**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

Grand Total	Pass
1300	520

**CERTIFICATE FOR  
ASSISTANT SPA  
THERAPIST (CAST)**

### Certificate for Assistant Spa Therapist (CAST)

#### सर्टिफिकेट फॉर असिस्टेंट स्पा थेरेपिस्ट (CAST)

(A) Duration : 4 Months (D) Courses : 06  
(अ) अवधि : 4 माह (द) कोर्सेस : 06

(B) Eligibility : 10<sup>th</sup> pass (E) Credit : Noncredit  
(ब) पात्रता : 10 वी पास (इ) क्रेडिट : नॉन. क्रेडिट

#### (C) Contents and Scheme of Examination

(स) पाठ्यक्रम विषय सूची एवं परीक्षा योजना

Course Code	Title of the Course	Credit	Total Marks	Theory		Practical Marks		Assignments		Key Learning Outcomes
				Max	Min	Max	Min	Max	Min	
CAST1	Preparing and maintaining work area कार्य क्षेत्र की तैयारी एवं उसकी देखरेख	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>Demonstrate maintenance of hygiene and safe environment for client treatment.</li> <li>Identify types of products, materials and equipment required for the treatments.</li> <li>Classify the equipment according to the usage in treatments.</li> <li>Illustrate the process and products to sterilize and disinfect equipment/ tools.</li> <li>State the laws about health, safety, labor, hazardous materials, fire protection, hygiene, waste disposal and other work related regulations and laws.</li> </ul>

CAST 2	Assist the spa therapist conduct the spa treatment स्पा उपचार के प्रबंध हेतु स्पा थेरेपिस्ट की सहायता करना	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Explain and demonstrate treatment procedure and provide information about oils and creams used during treatment.</li> <li>• Illustrate how to assist the client to the treatment area.</li> <li>• Position self and guest throughout treatment to ensure privacy, comfort and wellbeing.</li> <li>• Assist the Spa Therapist to conduct the therapy to the satisfaction of the guest in a commercially acceptable time.</li> <li>• Describe and demonstrate and basic spa therapy techniques.</li> <li>• Illustrate range of rejuvenation products, procedure for product selection, different skin types and application of products based on skin types.</li> </ul>
CAST 3	Maintain Health and safety of work area स्वास्थ्य एवं कार्य स्थल की सुरक्षा व देखरेख	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements</li> <li>• Clean and sterilize all tools / machines/ equipment before and after the use</li> <li>• Maintain one's posture and position to minimize fatigue and the risk of injury</li> <li>• Dispose waste materials (if applicable) in accordance to the industry accepted standards</li> <li>• Maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>• Identify and document potential risks and hazards in the workplace</li> <li>• Accurately maintain accident reports</li> <li>• Report health and safety risks/ hazards to concerned personnel</li> </ul>

										<ul style="list-style-type: none"> <li>• Use machines, tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions</li> </ul>
CAST4	Creating positive impression at work area कार्य स्थल पर सकारात्मक छवि बनाना	Non-credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Maintain good health and personal hygiene</li> <li>• Comply with organization's standards of grooming, personal behavior, courtesy, behavior and efficiency.</li> <li>• Wear and carry organization's uniform and accessories correctly and smartly</li> <li>• Stay free from intoxicants while on duty</li> <li>• Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</li> <li>• Use communication equipment (phone, email etc.) as mandated by the organization and carry out routine documentation legibly and accurately in the desired format.</li> </ul>

CAST 5	Communication and Professional skills सम्प्रेषण कौशल एवं पेशेवर कुशलता	Non-credit	100	100	40	-	-	-	-	<ul style="list-style-type: none"> <li>• Writing skills to maintain accurate records of client, treatments, operating and closing</li> <li>• checklists, product stock status</li> <li>• Ability for reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> <li>• Read about new products and services with reference to the organization and</li> <li>• also from external forums such as websites and blogs</li> <li>• Keep abreast with the latest knowledge by reading brochures, pamphlets, and</li> <li>• product information sheets</li> <li>• Discuss task lists, schedules, and work-loads with co-workers</li> <li>• Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>• Speak clearly and precisely in a courteous manner and develop a professional</li> <li>• relationship with the client</li> <li>• Ability to listen and understand the local language in dealing with clients and</li> <li>• maintain client confidentiality</li> <li>• Make decisions pertaining to the concerned area of work</li> <li>• Understand the client scheduling and bookings and maintain the work area,</li> <li>• equipment and product stocks to meet the schedule</li> </ul>
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										<ul style="list-style-type: none"> <li>• Manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>• Build customer relationships and use customer centric approach</li> <li>• Maintain a hygienic work area adhering to the salon and applicable legal, health and safety standards</li> <li>• Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</li> <li>• Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</li> <li>• Deal with clients lacking the technical background to solve the problem on their own</li> <li>• Identify immediate or temporary solutions to resolve delays</li> <li>• Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li> <li>• Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</li> </ul>
CAST 6	On the Job Training कार्य पर प्रशिक्षण	Non-credit	100	-	-	100	40	-	-	<ul style="list-style-type: none"> <li>• On the job skill by working in a beauty parlor or similar establishment</li> </ul>

**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

Grand Total	Pass
600	240

# Detailed Syllabus

## Cast 01 – Prepare and Maintain Work Area

### Prepare and maintain work area

- Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment
- Select suitable equipment and products required for the treatment
- Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines
- Place the products in the trolley for the treatment
- Sterilize, disinfect and place the tools on the tray
- Dispose waste materials in adherence to the salon's and industry requirements
- Store records, materials and equipment securely in line with the salon's policies

### Technical Knowledge

- Types of products, materials and equipment required for the treatment
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and Cleaning
- Knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection.

## CAST 02 – Assist the Spa Therapist conduct the Spa treatment

### Assist the Spa Therapist conduct the Spa treatment

- Greet the client, and ensure the client is comfortable
- Explain treatment procedure and provide information about oils and creams used during treatment.
- Arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines.
- Prepare massage oil or cream and other equipment
- Assist the client to the treatment area
- Position self and guest throughout treatment to ensure privacy, comfort and wellbeing
- Assist the Spa Therapist to conduct the therapy to the satisfaction of the guest in a commercially acceptable time
- Assist the Spa Therapist to record the therapy accurately and store information securely in line with the organization's policies
- Adhere to the health and safety standards laid out by the manufacturer and organization.

### Technical Knowledge

- knowledge of basic ailments, contraindications, contra actions, treatment plans
- Knowledge of basic spa therapy techniques (range of body massages, wraps etc.)



- Range of rejuvenation products, procedure for product selection, different skin
- Types and application of products based on skin types
- The importance of using products economically
- knowledge of applicable legislation relating to the workplace (for example
- Health and safety, workplace regulations, use of work equipment, control of
- Substances hazardous to health, handling/storage/ disposal/cautions of use of
- Products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection.

### **CAST 03 – Health and safety at work area**

#### **Maintain health and safety at the workplace**

- Set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements
- Clean and sterilize all tools / machines/ equipment before and after the use
- Maintain one's posture and position to minimize fatigue and the risk of injury
- Dispose waste materials (if applicable) in accordance to the industry accepted standards
- Maintain first aid kit and keep oneself updated on the first aid procedures
- Identify and document potential risks and hazards in the workplace
- Accurately maintain accident reports
- Report health and safety risks/ hazards to concerned personnel
- Use machines, tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' Instructions.

#### **Technical Knowledge**

- Contra-indications related to various services
- Process and products to sterilize and disinfect equipment/ tools/ machines etc.
- Manufacturer's instructions related to equipment and product use and cleaning
- Applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection etc.

### **CAST 04 – Creating positive impression at the workplace**

#### **Appearance and Behavior**

- Maintain good health and personal hygiene
- Comply with organization's standards of grooming and personal behavior
- Meet the organization's standards of courtesy, behavior and efficiency
- Stay free from intoxicants while on duty
- Wear and carry organization's uniform and accessories correctly and smartly
- Task execution as per organization's standards.
- Take appropriate and approved actions in line with instructions and guidelines.

- Record details related to tasks, as per procedure.
- Participate in workplace activities as a part of the larger team.
- Report to supervisor immediately in case there are any work issues.
- Use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender.

#### **Communication and Information record**

- Communicate procedure related information to guests based on the sector's code of practices and organization's procedures/ guidelines
- Communicate role related information to stakeholders in a polite manner and resolve queries, if any
- Assist and guide guests to services or products based on their needs
- Report and record instances of aggressive/ unruly behavior and seek assistance
- Use communication equipment (phone, email etc.) as mandated by the organization
- Carry out routine documentation legibly and accurately in the desired format
- File routine reports and feedback
- Maintain confidentiality of information, as required, in the role.

#### **Technical knowledge**

- Ability to speak read and write in the local vernacular language and English.
- Appropriate verbal and non-verbal cues while dealing with guests from different cultural, religious backgrounds, age, disabilities and gender
- Different formats on which information is to be recorded
- Importance to maintain security and confidentiality of information
- Kinds of communication equipment (email, phone etc.) available and their effective use
- Selling/ influencing techniques to provide additional services/ products to guests.

### **CAST 05 – communication and professional skills**

#### **Writing Skills**

- Maintain accurate records of client, treatments, operating and closing Checklists, product stock status.
- Reading and writing comprehension to understand communicate and maintain processes, techniques, records, policies and procedures.

#### **Reading Skills**

- Read about new products and services with reference to the organization and Also from external forums such as websites and blogs
- keep abreast with the latest knowledge by reading brochures, pamphlets, and Product information sheets
- reading and writing comprehension to understand, communicate and
- Maintain processes, techniques, records, policies and procedures.

#### **Oral Communication (Listening and Speaking skills)**

- Discuss task lists, schedules, and work-loads with co-workers

- Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- Give clear instructions to customers/ clients
- Keep customers/ clients informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- Understand the directives passed down by supervisors
- Ability to listen and understand the local language in dealing with clients and maintain client confidentiality

### **Professional Skills**

#### **Decision Making**

- Make decisions pertaining to the concerned area of work

#### **Plan and Organize**

- Plan and organize service feedback files/documents
- Plan and manage work routine based on salon procedure
- Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule
- Maintain accurate records of clients, treatments and product stock levels.
- Accept feedback in a positive manner and develop on the shortcomings.

#### **Customer Centricity**

- Committed to service excellence, courteous, pleasant personality
- Manage relationships with customers who may be stressed, frustrated, confused, or angry
- Build customer relationships and use customer centric approach
- Clean, sporting the professional uniform, neat combed hair, closed-in
- Footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)
- Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards
- Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools
- Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection
- Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions

#### **Problem Solving**

- Think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
- Deal with clients lacking the technical background to solve the problem on their own
- Identify immediate or temporary solutions to resolve delays.

**Analytical Thinking**

- Use the existing data to arrive at specific data points
- Use the existing data points to generate required reports for business

**Critical Thinking**

- Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements.

## Counseling and Study Structure

Sl. N o.	Course Code	Title of the Course	Credit	Total Hours of Study	Counseling and Study Structure (hours)			
					Face to Face Counseling	Self-study	Practical	Assignments
1	CAST1	Preparing and Maintaining Work Area	Non-Credit	60	8	34	18	-
2	CAST2	Assisting the Spa Therapist in Conducting the Spa Treatment	Non-Credit	60	8	34	18	-
3	CAST 3	Maintaining Health and Safety of Work Area	Non-Credit	60	8	34	18	-
4	CAST4	Creating Positive Impression at Work Area	Non-Credit	60	8	34	18	-
5.	CAST 5	Communication and Professional Skills	Non-Credit	60	8	52	-	-
6	CAST 6	On the Job Training	Non-Credit	60	-	-	60	-

## Study Modules & Books Information

S. No	Course Code	Subject Name	Modules to be used
1	CAST1	Preparing and maintaining work area	BW03: Assistant Spa therapist
2	CAST 2	Assist the spa therapist conduct the spa treatment	
3	CAST 3	Health and safety of work area	
4	CAST4	Creating positive impression at work area	
5	CAST 5	Communication and Professional skills.	
6	CAST 6	On the Job Training.	

**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

Grand Total	Pass
600	240

# **CERTIFICATE FOR YOGA INSTRUCTOR (CYI)**

## Certificate for Yoga Instructor (CYI)

### सर्टिफिकेट फॉर योगा इंस्ट्रक्टर (CYI)

(A)	Duration	:	3 Months	(D)	Courses	:	06
(अ)	अवधि	:	3 माह	(द)	कोर्सेस	:	06
(B)	Eligibility	:	Graduate	(E)	Credit	:	Non-Credit
(ब)	पात्रता	:	स्नातक	(इ)	क्रेडिट	:	नॉन क्रेडिट
(C)	Contents and Scheme of Examination						
(स)	पाठ्यक्रम विषय सूची एवं परीक्षा योजना						

Course Code	Title of the Course	Credit	Total Marks	Theory		Practical Marks		Assignments		Key Learning Outcomes
				Max	Min	Max	Min	Max	Min	
CYI 1	Preparing and Maintaining Work Area कार्य स्थल की तयारी एवं उसकी देखरेख	Non-Credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>Ensure that environmental conditions are suitable for the client and the services to be carried out in a hygiene and safe environment</li> <li>Select suitable equipment/products/ tools etc. required for the services</li> <li>Set up the equipment/ tools etc. and prepare for services in adherence to the organization's procedures and product/ equipment/ tools related guidelines</li> <li>Sterilize and clean the tools / machinery/ equipment before and after the usage</li> <li>Dispose waste materials (if applicable) in adherence to the organization's and industry requirements</li> </ul>



										<ul style="list-style-type: none"> <li>Store records, materials and equipment securely in line with the organization's policies</li> </ul>
CYI 2	Conducting the Basic Yoga Sessions बुनियादी योग सत्र का संचालन	Non-Credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>Ensure appropriate ambience for guests to perform yoga</li> <li>Ensure readiness and preparedness of the guests to be able to take the session like empty stomach etc.</li> <li>Provide appropriate opening and closure of the session through prayer /chanting/meditation</li> <li>Perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization</li> <li>Perform and instruct classical asana as agreed with the guest and arrangement of the organization</li> <li>Perform and instruct pranayama's as agreed with the guest and arrangement of the organization</li> <li>Implement effective teaching methods, adapt to unique styles of learning</li> <li>Assist the supervisor to integrate information from the intake, evaluation, and observation to develop a working assessment of the guest's condition, limitations and possibilities</li> <li>Provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc</li> </ul>

										<ul style="list-style-type: none"> <li>• Inform guests in various forms of yoga and its effect on body and mind</li> <li>• Use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages, and ability levels to create effective practices against ailments</li> <li>• Apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life</li> <li>• Perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards and assist guests to perform all techniques effectively</li> <li>• Document the client chart ( sattva, rajas, tamas), contra indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed</li> </ul>
CYI 3	Maintaining Health and Safety at the Work Place स्वास्थ्य एवं कार्य स्थल की सुरक्षा व देखरेख	Non-Credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements</li> <li>• Clean and sterilize all tools / machines/ equipment before and after the use</li> <li>• Maintain one's posture and position to minimize fatigue and the risk of injury</li> <li>• Dispose waste materials (if applicable) in accordance to the industry accepted standards</li> <li>• Maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>• Identify and document potential risks and hazards in the workplace</li> </ul>

										<ul style="list-style-type: none"> <li>• Accurately maintain accident reports</li> <li>• Report health and safety risks/ hazards to concerned personnel</li> <li>• Use machines, tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions.</li> </ul>
CYI 4	Creating Positive Impression at the Workplace कार्य स्थल पर सकारात्मक छवि बनाना	Non-Credit	100	70	28	30	12	-	-	<ul style="list-style-type: none"> <li>• Maintain good health and personal hygiene.</li> <li>• Comply with organization's standards of grooming, personal behavior, courtesy, behaviour and efficiency</li> <li>• Wear and carry organization's uniform and accessories correctly and smartly</li> <li>• Stay free from intoxicants while on duty</li> <li>• Use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender</li> <li>• Use communication equipment (phone, email etc) as mandated by the organization and carry out routine documentation legibly and accurately in the desired format</li> </ul>
CYI 5	Communication and Professional Skills सम्प्रेषण कौशल एवं पेशेवर कुशलता	Non-Credit	100	100	40	-	-	-	-	<ul style="list-style-type: none"> <li>• Writing skills to maintain accurate records of client, treatments, operating and closing checklists, product stock status</li> <li>• Ability for reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures</li> <li>• Read about new products and services with reference to the organization and also from external forums such as websites and blogs</li> </ul>

										<ul style="list-style-type: none"> <li>• Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</li> <li>• Discuss task lists, schedules, and workloads with co-workers</li> <li>• Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>• Speak clearly and precisely in a courteous manner and develop a professional relationship with the client</li> <li>• Ability to listen and understand the local language in dealing with clients and maintain client confidentiality</li> <li>• Make decisions pertaining to the concerned area of work</li> <li>• Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>• Manage relationships with customers who may be stressed, frustrated, confused, or angry</li> <li>• Build customer relationships and use customer centric approach.</li> <li>• Maintain a hygienic work area adhering to the salon and applicable legal, health and safety standards</li> <li>• Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</li> </ul>
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										<ul style="list-style-type: none"> <li>• Handle, use and store products, tools and equipment safely to meet with the manufacturer's instructions</li> <li>• Deal with clients lacking the technical background to solve the problem on their own</li> <li>• Identify immediate or temporary solutions to resolve delays</li> <li>• Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</li> <li>• Participate in self-developmental training activities to enhance one's knowledge of salon performance standards and applicable health and safety legislative requirements</li> </ul>
CYI 6	On the Job Training कार्य पर प्रशिक्षण	Non-credit	100	-	-	100	40	-	-	<ul style="list-style-type: none"> <li>• On the job skill by working in a beauty parlour or similar establishment</li> </ul>

**Note: For a PASS** - A Student would require to secure 40% for both Theory and Practical.

Grand Total	Pass
600	240

# **Detailed Syllabus**

## **CYI 1 – Prepare and Maintain Work Area**

### **Preparing and Maintaining Work Area**

- Ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment
- Select suitable equipment and products required for the treatment
- Set up the equipment and prepare the products for treatments in adherence to the salon procedures and product/ equipment guidelines
- Place the products in the trolley for the treatment
- Sterilize, disinfect and place the tools on the tray
- Dispose waste materials in adherence to the salon's and industry requirements
- Store records, materials and equipment securely in line with the salon's policies

### **Technical Knowledge**

- Types of products, materials and equipment required for the treatment
- Process and products to sterilize and disinfect equipment/ tools
- Manufacturer's instructions related to equipment and product use and cleaning
- Knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection.

## **CYI 2 – Conducting The Basic Yoga Sessions**

### **Conduct the Basic Yoga Sessions**

- Ensure appropriate ambience for guests to perform yoga
- Ensure readiness and preparedness of the guests to be able to take the session like empty stomach etc.
- Provide appropriate opening and closure of the session through prayer/chanting/meditation
- Perform and instruct loosening asanas or sukshma vyayama, breathing asanas as agreed with the guest and arrangement of the organization
- Perform and instruct classical asana as agreed with the guest and arrangement of the organization
- Perform and instruct pranayama's as agreed with the guest and arrangement of the organisation
- Recognize, adjust, and adapt to specific guest needs in the evolving professional relationship
- Implement effective teaching methods, adapt to unique styles of learning, provide supportive and effective feedback, acknowledge the guest's progress, and cope with unique difficulties / successes adjust appropriate practice strategies to the guests
- Elicit the goals, expectations and aspirations of the guests

- Assist the supervisor to integrate information from the intake, evaluation, and observation to develop a working assessment of the guest's condition, limitations and possibilities
- Deliver appropriate practices for individuals as well as group, taking into consideration the assessment of their conditions, limitations, possibilities and the overall practice strategy
- Provide instruction, demonstration, education to the guests using multi-model strategies of education such as audio visual tools, kinaesthetic learning tools, etc.
- Practice effective guest -centred communication based upon a respect for and sensitivity to individual familial, cultural, social, ethnic and religious factors
- Gather feedback, assist the supervisor to re-assess and refine the practice for determining short-term or long-term goals and priorities
- Accept and follow ethical principles and related concepts from the yoga tradition to professional interactions and relationships
- Inform guests in various forms of yoga and its effect on body and mind
- Use a broad range of mind-body-based healing tools in conjunction with asanas based on needs, ages, and ability levels to create effective practices against ailments
- Apply yogic principles to conduct guest sessions to enhance wellbeing, overcome illness and live a healthier and more meaningful life
- Perform and demonstrate all yoga techniques to guests and ensure compliance to safety and health standards
- Assist guests to perform all techniques effectively
- Evaluate asanas performed by guests and recommend correction whenever required
- Coordinate with senior supervisors and guests on yogic lifestyle counselling to ensure healthy body and mind
- Ensure guests satisfaction and assist in answering all guest queries
- Store guest and equipment records, securely in line with the organization's policies
- Leave the work area in a clean and hygienic condition suitable for further classes
- Document the client chart (sattva, rajas, tamas), contra indications and health condition and requirements of all guests and conduct classes to follow the asanas plan designed.

### **Technical Knowledge**

- The evolution of the teachings and philosophy of yoga tradition and its relevance and application
- Introduction to patanjali yoga sutras, introduction to Bhagvad Gita, introduction to Narad bhakti sutra
- Principles of shuddhi/ detoxification/ cleansing/ pranayama
- Types of yoga like ashtanga yoga with yama, niyama and others
- Other yogic texts like introduction to Vedas & Upnishads
- Range of yoga practices and their potential effects. practice may include, but are not limited to asana, pranayama, meditation, relaxation techniques, etc. such as pascimatasana, bhu naman asana, vakrasana, vajrasana, ustrasana, bhujanagasana, nilambha salbhasana, aradhakati chakrasana, aradha chakrasana, padahastana, trikonsana
- Yogic diet (sattvik/ sentient) and yogic lifestyle

- Contraindication of yoga practices for specific conditions and circumstances
- Human anatomy and physiology including all major systems of the body and their interrelationships
- Generally accepted ethical principles of health care codes of conduct and yoga's ethical principles
- Applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection etc.

### **CYI 3 – Maintaining Health and Safety at Work Place**

#### **Maintain Health and Safety at the Workplace**

- Set up and position the equipment/ tools/ machinery/ products etc. in the work area to meet legal, hygiene and safety requirements
- Clean and sterilize all tools / machines/ equipment before and after the use
- Maintain one's posture and position to minimize fatigue and the risk of injury
- Dispose waste materials (if applicable) in accordance to the industry accepted standards
- Maintain first aid kit and keep oneself updated on the first aid procedures
- Identify and document potential risks and hazards in the workplace
- Accurately maintain accident reports
- Report health and safety risks/ hazards to concerned personnel
- Use machines, tools, equipment, chemicals and products in accordance with the organization's guidelines and manufacturers' instructions

#### **Technical Knowledge**

- Contra-indications related to various services
- Process and products to sterilize and disinfect equipment/ tools/ machines etc.
- Manufacturer's instructions related to equipment and product use and cleaning
- Applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, health hazards, handling/storage/ disposal/ cautions in the use of products/ tools/ equipment etc., fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection etc.

### **CYI 4 – Creating Positive Impression at The Workplace**

#### **Appearance and Behavior**

- Maintain good health and personal hygiene
- Comply with organization's standards of grooming and personal behavior
- Meet the organization's standards of courtesy, behavior and efficiency
- Stay free from intoxicants while on duty
- Wear and carry organization's uniform and accessories correctly and smartly



### **Task Execution as per Organization's Standards**

- Take appropriate and approved actions in line with instructions and guidelines.
- Record details related to tasks, as per procedure.
- Participate in workplace activities as a part of the larger team.
- Report to supervisor immediately in case there are any work issues.
- Use appropriate language, tone and gestures while interacting with guests from different cultural and religious backgrounds, age, disabilities and gender.

### **Communication and Information Record**

- Communicate procedure related information to guests based on the sector's code of practices and organization's procedures/ guidelines
- Communicate role related information to stakeholders in a polite manner and resolve queries, if any
- Assist and guide guests to services or products based on their needs
- Report and record instances of aggressive/ unruly behavior and seek assistance
- Use communication equipment (phone, email etc.) as mandated by the organization
- Carry out routine documentation legibly and accurately in the desired format
- File routine reports and feedback
- Maintain confidentiality of information, as required, in the role.

### **Technical Knowledge**

- Ability to speak read and write in the local vernacular language and English.
- Appropriate verbal and non-verbal cues while dealing with guests from different cultural, religious backgrounds, age, disabilities and gender
- Different formats on which information is to be recorded
- Importance to maintain security and confidentiality of information
- Kinds of communication equipment (email, phone etc.) available and their effective use
- Selling/ influencing techniques to provide additional services/ products to guests.

## **CYI 5 – Communication and Professional Skills**

### **Organizational Context**

- Knowledge of the organization's standards of performance and sequence of services.
- Knowledge of the range of services and products offered by the organization.
- Knowledge of the health and safety requirements in the organization.

### **Writing Skills**

- Maintain accurate records of client, treatments, operating and closing checklists, product stock status.
- Reading and writing comprehension to understand communicate and maintain processes, techniques, records, policies and procedures.

## **Reading Skills**

- Read about new products and services with reference to the organization and also from external forums such as websites and blogs
- Keep abreast with the latest knowledge by reading brochures, pamphlets, and Product information sheets
- Reading and writing comprehension to understand, communicate and maintain processes, techniques, records, policies and procedures.

## **Oral Communication (Listening and Speaking skills)**

- Discuss task lists, schedules, and work-loads with co-workers
- Question customers/ clients appropriately in order to understand the nature of the problem and make a diagnosis
- Give clear instructions to customers/ clients
- Keep customers/ clients informed about progress
- Avoid using jargon, slang or acronyms when communicating with a customer/ client, unless it is required
- Manner and tone, professional, supportive, respectful, sensitive to client
- Speak clearly and precisely in a courteous manner and develop a professional relationship with the client
- Understand the directives passed down by supervisors
- Ability to listen and understand the local language in dealing with clients and maintain client confidentiality

## **Professional Skills**

### **Decision Making**

- Make decisions pertaining to the concerned area of work

### **Plan and Organize**

- Plan and organize service feedback files/documents

### **Customer Centricity**

- Committed to service excellence, courteous, pleasant personality
- Manage relationships with customers who may be stressed, frustrated, confused, or angry
- Build customer relationships and use customer centric approach

### **Problem Solving**

- Think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)
- Deal with clients lacking the technical background to solve the problem on their own
- Identify immediate or temporary solutions to resolve delays.

### **Analytical Thinking**

- Use the existing data to arrive at specific data points
- Use the existing data points for improving the call resolution time.

- Use the existing data points to generate required reports for business

### **Critical Thinking**

- Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## **Counseling and Study Structure**

Sl. No .	Course Code	Title of the Course	Credit	Total Hours of Study	Counseling and Study Structure (hours)			
					Face to Face Counseling	Self-study	Practical	Assignments
1	CYI 1	Preparing and Maintaining Work Area	Non-Credit	60	8	34	18	-
2	CYI 2	Conducting the Basic Yoga Sessions	Non-Credit	60	8	34	18	-
3	CYI 3	Maintaining Health and Safety at the Work Place	Non-Credit	60	8	34	18	-
4	CYI 4	Creating Positive Impression at the Workplace	Non-Credit	60	8	34	18	-
5.	CYI 5	Communication and Professional Skills	Non-Credit	60	8	52	-	-
6	CYI 6	On the Job Training	Non-Credit	60	-	-	60	-

### Study Modules & Books Information

S. No	Course Code	Subject Name	Modules to be used
1	CYI 1	Preparing and Maintaining Work Area	Yoga Instructor's Course-Self-Learning Material, S-VYASA Yoga University
2	CYI 2	Conducting the Basic Yoga Sessions	Yoga Instructor's Course-Self-Learning Material, S-VYASA Yoga University
3	CYI 3	Maintaining Health and Safety at the Work Place	S-69 - Safety Practice, Primary Health and Personal Hygiene
4	CYI 4	Creating Positive Impression at the Workplace	Yoga Instructor's Course-Self-Learning Material, S-VYASA Yoga University
5	CYI 5	Communication and Professional Skills	S68-Effective Communication and Personality Development
6	CYI 6	On the Job Training	-

<b>Short Term Certificate Programs</b>			
<b>S. No.</b>	<b>Program List</b>	<b>Duration</b>	<b>Eligibility</b>
1	Certificate Course in Basic of Beauty and Hair Dressing (CCBHD)	45 Days	5th Pass

Short terms programs are listed separately along with Academy Programs. The respective Academy can conduct relevant Short Term programs choosing from a list of short term courses. The exam scheme of each program is:

- (1) Theory Paper : 70 Marks
- (2) Assignment : Not Applicable for short term certificate programmes
- (3) Practical/Project : 30 Marks

Thus, every short term program evaluation shall be done on the basis of 100 marks

**Note : For Short Term Certificate Programs, only Certificates are provided by the University after conducting examination.**