

WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION**SYLLABUS FOR CLASSES XI AND XII****SECTOR: BEAUTY AND WELLNESS****JOB ROLE: BEAUTY THERAPIST****COURSE OVERVIEW**

A Beauty Therapist needs to perform the beauty therapy and maintain hygiene and safety at workplace. He/she should be knowledgeable about various beauty products and should be able to perform depilation, manicure, pedicure and advanced face care services. He/ She must be trained in the correct usage and handling to perform the skin treatments safely.

COURSE OUTCOMES

- On completion of the course, students should be able to:
- Communicate effectively with the customers;
- To provide quality training to those seeking a career as professional beauty therapist, makeup artist, hair stylist etc.
- To introduce the culture of safe, clean, healthy and pleasant environment at training centers and workplaces; related to beauty salons.
- To enhance the economic opportunities for the Beautician graduates.
- To provide improved services to the ever-increasing beautician cliental.
- To develop understanding of the basic principles, properties and application of various types of cosmetics and their effect on the skin.
- To impart working knowledge of handling and care of the equipment and implements used in Beauty Therapy.
- To train the students in the care and beautification of the body and hair.
- To impart basic knowledge of setting up and management of a beauty parlor, salon and finishing school.
- To impart basic knowledge of profession ethics and attitude.

COURSE STRUCTURE

JOB ROLE: BEAUTY THERAPIST SECTOR: BEAUTY AND WELLNESS										
Class	Semester	Contact Hours						Marks		
		Employability Skills	Domain Theory	Domain Practical	Practical Exam/Written Test/ Viva	Project (Practical File/Student Portfolio/ Viva Voce)	Total	Theory		Practical
XI	I	70	48	37	-	-	155	25	Sum of Sem I & Sem II = 50	NIL
	II	40	45	35	10	15	145	25		50
XII	III	70	40	30	-	-	140	25	Sum of Sem III & Sem IV = 50	NIL
	IV	40	45	50	10	15	160	25		50

JOB ROLE: BEAUTY THERAPIST**Class XI [Total Theory Marks 25]****Class XI SEMESTER I TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Tuition Hours	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skills- III	25	2
2	Unit 2: Self-management Skills – III	25	2
3	Unit 3: Information and Communication Technology Skills - III	20	1
	Part B: Vocational Skills	85	
4	Unit 1: Introduction to Beauty and Wellness Industry and Beauty Therapy	35	7
5	Unit 2: Skin Care Services	50	13
Total		155	25

Class XI SEMESTER II TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 1: Entrepreneurial Skills – III	25	2	3	5
2	Unit 2: Green Skills – III	15	2	3	5
	Part B: Vocational Skills	80			
3	Unit 3: Manicure and Pedicure Services	50	2	6	8
4	Unit 4: Depilation Services	30	2	5	7
	Part C: Practical Work	10			
5	Practical Examination	06			
6	Written Test	01			
7	Viva Voce	03			
	Part D: Project Work/ Field Visit	15			
8	Practical File / Student Portfolio	10			
9	Viva Voce	05			
Total		145	8	17	25

JOB ROLE: BEAUTY THERAPIST**Class XII [Total Theory Marks 25]****Class XII SEMESTER III TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Hours Tuition	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skills – IV	25	2
2	Unit 2: Self-management Skills – IV	25	2
3	Unit 3: Information and Communication Technology Skills – IV	20	2
	Part B: Vocational Skills	70	
4	Unit 1: Make Up Services	70	19
	Total	140	25

Class XII SEMESTER IV TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 1: Entrepreneurial Skills – IV	25	2	3	5
2	Unit 2: Green Skills – IV	15	1	0	1
	Part B: Vocational Skills	95			
3	Unit 2: Facial Beauty Services	50	2	9	11
4	Unit 3: Salon Reception Duties	35	2	3	5
5	Unit 4: Create a Positive Impression at Workplace	10	1	2	3
	Part C: Practical Work	10			
6	Practical Examination	06			
7	Written Test	01			
8	Viva Voce	03			
	Part D: Project Work/Field Visit	15			
9	Practical File / Student Portfolio	10			
10	Viva Voce	05			
	Total	160	8	17	25

DETAIL SYLLABUS
CLASS - XI
SEMESTER – I

Part A: Employability Skills			
Unit 1: Communication Skill – III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Demonstrate knowledge of various methods of communication	1. Methods of Communication - Verbal - Non-verbal - Visual	1. Writing pros and cons of written, verbal and non- verbal communication 2. Listing do's and don'ts for avoiding common body language mistakes	05
2. Identify specific communication styles	1. Communication styles- Assertive, Aggressive, Passive- Aggressive, Submissive, etc.	1. Observing and sharing communication styles of friends, teachers and family members and adapting the best practices 2. Role plays on communication styles.	10
3. Demonstrate basic writing skills	1. Writing skills to the following: ●Sentence ●Phrase ●Kinds of Sentences ●Parts of Sentence ●Parts of Speech ●Articles ●Construction of a Paragraph	1. Demonstration and practice of writing sentences and paragraphs on topics related to the subject	10
Unit 2: Self-Management - III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Demonstrate impressive appearance and grooming	1. Describe the importance of dressing appropriately, looking decent and positive body language 2. Describe the term grooming 3. Prepare a personal grooming checklist 4. Describe the techniques of self-exploration	1. Demonstration of impressive appearance and groomed personality 2. Demonstration of the ability to self- explore	10

2. Demonstrate team work skills	1. Describe the important factors that influence in team building 2. Describe factors influencing team work	1. Group discussion on qualities of a good team 2. Group discussion on strategies that are adopted for team building and team work	10
3. Apply time management strategies and techniques	1. Meaning and importance of time management – setting and prioritizing goals, creating a schedule, making lists of tasks, balancing work and leisure, using different optimization tools to break large tasks into smaller tasks.	1. Game on time management 2. Checklist preparation 3. To-do-list preparation	05

Unit 3: Information and Communication Technology - III

Learning Outcome	Theory (08 hrs)	Practical (12 hrs)	Duration (20 Hrs)
1. Create a document on word processor	1. Introduction to word processing. 2. Software packages for word processing. 3. Opening and exiting the word processor. 4. Creating a document	1. Demonstration and practice of the following: ● Listing the features of word processing ● Listing the software packages for word processing ● Opening and exit the word processor ● Creating a document	10
2. Edit, save and print a document in word processor	1. Editing text 2. Wrapping and aligning the text 3. Font size, type and face. 4. Header and Footer 5. Auto correct 6. Numbering and bullet 7. Creating table 8. Find and replace 9. Page numbering. 10. Printing document. 11. Saving a document in various formats.	1. Demonstration and practicing the following: ● Editing the text ● Word wrapping and alignment ● Changing font type, size and face ● Inserting header and footer ● Removing header and footer 2. Using autocorrect option 3. Insert page numbers and bullet 4. Save and print a document	10

Part B: Vocational Skills			
Unit 1: Introduction to beauty and wellness industry and beauty therapy			
Learning Outcome	Theory (18 hrs)	Practical (17 hrs)	Duration (35 Hrs)
1. Identify various career opportunities and methods within the beauty sector	1. Introduction to beauty and wellness industry 2. Beauty and wellness sub-segments 3. Career path within the beauty industry	1. Identification of beauty and wellness sub-segments using illustrations and videos 2. Presentations on case studies of organizations providing beauty and wellness services	05
2. Identify different services in beauty therapy	1. Services in beauty therapy (i) Pedicure (ii) Manicure (iii) Threading (iv) Waxing (v) Bleach (vi) Face clean up (vii) Make up (viii) Hair do (ix) Mehendi	1. Collection of pictures on different services used in beauty therapy and preparation of portfolio by the students 2. Group activities on various services in beauty therapy	15
3. Prepare and maintain work area	1. Preparation of work area 2. Maintenance of record cards 3. Sterilization and disinfection 4. Personal presentation and behaviour 5. Safe disposal of waste 6. Storage of tools and equipment 7. Compliance of rules and norms at workplace	1. Demonstration on preparation and maintenance of work area 2. Filling up client record cards 3. Demonstration of preparing client for treatment 4. Demonstration of sterilization and disinfection of tools and equipment 5. Segregation and disposal of waste 6. Demonstration on storage of products, tools and equipment safely and at proper place	05
4. Maintain health and safety	1. Hazards and risks at workplace – Fire, chemical, electricity, etc. 2. Threats and risks associated with posture, lifting and carrying objects 3. Maintaining hygiene at the Salon	1. Exercises on reading information on labels of beauty products 2. Identification of various areas to be cleaned, sanitized and disinfected for maintaining hygienic conditions. 3. Preparation of status checklist for cleaning and safety of Beauty Parlor/Salon 4. Demonstrations on identification of	10

		contraindications of various beauty treatments 5. Study of fire safety and electrical safety Acts	
Unit 2: Skin Care Services			
Learning Outcome	Theory (30 hrs)	Practical (20 hrs)	Duration (50 Hrs)
1. Demonstrate the knowledge of anatomy and physiology of skin	1. Structure of the skin – epidermis, dermis, subcutaneous layer, hair follicle, hair shaft, sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings 2. Functions of the skin - protection, thermoregulation, hormone synthesis, excretion, immunological function, and sensory function	1. Reading sessions on the terms used for describing the structure of skin 2. Writing sessions on the terms used for describing the structure of skin 3. Group activities on understanding the structure and functions of skin	15
2. Perform analysis of skin and demonstrate techniques of skin care	1. Characteristics of the skin and skin types – oily, dry, combination skin 2. Ageing process on skin. 3. Types of skin masks and their effects. 4. Procedure of mask application. 5. Blackhead and whitehead extraction. 6. Skin warming techniques.	1. Showing videos related to ageing process of skin and mask application	10
3. Demonstrate the knowledge of the actions of facial, neck and shoulder muscles	1. Actions of the facial 2. Actions of the neck 3. Actions of the shoulder 4. Body movements	1. Showing videos on demonstration of movement of muscles of face, neck and shoulder	10

4. Perform bleaching procedure	1. Types of bleach 2. Importance of patch test and bleach 3. Resources required for bleaching 4. Skin warming procedure 5. Different types of skin warming devices and its effect on the skin 6. Bleach preparation and application 7. Advantages and disadvantages of bleaching	1. Demonstration of patch test 2. Analysis of skin sensitivity 3. Demonstration of bleach preparation and application. 4. Demonstration of toning and moisturizing of skin	15
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CLASS - XI
SEMESTER – II

Part A: Employability Skills			
Unit 4: Entrepreneurial Skills – III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Describe the significance of entrepreneurial values and attitude	1. Values in general and entrepreneurial values 2. Entrepreneurial value orientation with respect to innovativeness, independence, outstanding performance and respect for work	1. Listing of entrepreneurial values by the students. 2. Group work on identification of entrepreneurial values and their roles after listing or reading 2-3 stories of successful entrepreneur 3. Exhibiting entrepreneurial values in Ice breaking, rapport building, group work and home assignments	10
2. Demonstrate the knowledge of attitudinal changes required to become an entrepreneur	1. Attitudes in general and entrepreneurial attitudes 2. Using imagination/ intuition 3. Tendency to take moderate risk 4. Enjoying freedom of expression and action 5. Looking for economic opportunities 6. Believing that we can change the environment 7. Analyzing situation and planning action 8. Involving in activity	1. Preparing a list of factors that influence attitude in general and entrepreneurial attitude 2. Demonstrating and identifying own entrepreneurial attitudes during the following micro lab activities like thematic appreciation test 3. Preparing a short write- up on “who am I” 4. Take up a product and suggest how its features can be improved 5. Group activity for suggesting brand names, names of enterprises, etc.	15
Unit 5: Green Skills – III			
Learning Outcome	Theory (07 hrs)	Practical (08 hrs)	Duration (15 Hrs)
1. Describe importance of main sector of green economy	1. Main sectors of green economy- E-waste management, green transportation, renewal energy, green construction, water management 2. Policy initiatives for greening economy in India	1. Preparing a poster on any one of the sectors of green economy 2. Writing a two- page essay on important initiatives taken in India for promoting green economy	08

2. Describe the major green Sectors/Areas and the role of various stakeholder in green economy	1. Stakeholders in green economy 2. Role of government and private agencies in greening cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries	1. Preparing posters on green Sectors/Areas: cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries	07
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Part B: Vocational Skills			
Unit 3: Manicure And Pedicure Services			
Learning Outcome	Theory (25 hrs)	Practical (25 hrs)	Duration (50 Hrs)
1. Demonstrate the knowledge of anatomy of hands, nails and feet	1. Human body systems 2. Skeletal system 3. Bones of the arm and leg 4. Bones of hand and wrist 5. Muscular system 6. Structure of the nail 7. Nail growth and structure	1. Demonstration on identification of bones and muscles of hand and feet in pictures 2. Practical exercises on the location of bones on hand and foot	10
2. Perform Manicure services	1. Preparing the work area 2. Equipment and materials used for Manicure 3. Identification of nail conditions and contra-indications 4. Manicure procedure 5. Applying nail polish	1. Demonstration on identification of nail shape, nail condition (texture, disease, etc.) 2. Demonstration on identification of contra-indications that restrict Manicure services 3. Demonstration on preparing client for manicure and pedicure services 4. Identification of products and tools suitable for carrying out manicure services	20
3. Perform Pedicure services	1. Preparing the work area 2. Equipment and materials used for Pedicure 3. Contraindications for Pedicure 4. After care advice	1. Practical exercises on identification of nail shape and nail condition (texture, disease, etc.) 2. Identification of contra-indications that restrict Pedicure services. 3. Identification of bones and muscles of hand and feet 4. Demonstration on preparation of client for pedicure services	20

		5. Identification of products and tools suitable to carry out the Pedicure services	
Unit 4: Depilation Services			
Learning Outcome	Theory (20 hrs)	Practical (10 hrs)	Duration (30 Hrs)
1. Perform waxing	1. Types of hair 2. Structure of hair 3. Growth cycle of hair 4. After care advice for waxing 5. Guidelines for waste disposal 6. Guidelines for work area preparation 7. Consulting, planning and preparing for waxing with the Client 8. Performing skin sensitivity test 9. Contra-indications and contra-actions that affect or restrict waxing treatments 10. Equipment and products required for waxing	1. Demonstration on conducting skin test to check for reaction 2. Demonstration on assessment of hair growth pattern 3. Demonstration on pre- and post preparation of client for waxing 4. Demonstration of the process for warming the wax 5. Performing waxing process as per requirement	20
2. Demonstrate the knowledge and skills of basic depilation services - threading	1. Benefits of threading 2. Types of tools and materials used for threading - e.g. scissors, disposable eye brow brush etc. materials: thread 3. Threading techniques 4. Aftercare procedures for threading services	1. Demonstration of threading process for upper lip hair removal	10

DETAIL SYLLABUS

CLASS - XII
SEMESTER – III

Part A: Employability Skills			
Unit 1: Communication Skills – IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 hrs)
1. Describe the steps to active listening skills	1. Importance of active listening at workplace 2. Steps to active listening	1. Demonstration of the key aspects of becoming active listener 2. Preparing posters of steps for active listening	10
2. Demonstrate basic writing skills	2. Writing skills to the following: ● Sentence ● Phrase ● Kinds of Sentences ● Parts of Sentence ● Parts of Speech ● Articles ● Construction of a Paragraph	1. Demonstration and practice of writing sentences and paragraphs on topics related to the subject	15
Unit 2: Self-Management Skills – IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Describe the various factors influencing self-motivation	1. Finding and listing motives (needs and desires); 2. Finding sources of motivation and inspiration (music, books, activities); expansive thoughts; living fully in the present moment; dreaming big	1. Group discussion on identifying needs and desire 2. Discussion on sources of motivation and inspiration	10
2. Describe the basic personality traits, types and disorders	1. Describe the meaning of personality 2. Describe how personality influence others 3. Describe basic personality traits 4. Describe common personality disorders- paranoid, antisocial, schizoid, borderline,	1. Demonstrate the knowledge of different personality types	15

	narcissistic, avoidant, dependent and obsessive		
Unit 3: Information and Communication Technology Skills - IV			
Learning Outcome	Theory (06 hrs)	Practical (14 hrs)	Duration (20 Hrs)
1. Perform tabulation using spreadsheet application	1. Introduction to spreadsheet application 2. Spreadsheet applications 3. Creating a new worksheet 4. Opening workbook and entering text 5. Resizing fonts and styles 6. Copying and moving 7. Filter and sorting 8. Formulas and functions 9. Password protection. 10. Printing a spreadsheet. 11. Saving a spreadsheet in various formats.	1. Demonstration and practice on the following: ● Introduction to the spreadsheet application ● Listing the spreadsheet applications ● Creating a new worksheet ● Opening the workbook and enter text ● Resizing fonts and styles ● Copying and move the cell data ● Sorting and Filter the data ● Applying elementary formulas and functions ● Protecting the spreadsheet with password ● Printing a spreadsheet ● Saving the spreadsheet in various formats.	10

2. Prepare presentation using presentation application	1. Introduction to presentation 2. Software packages for presentation 3. Creating a new presentation 4. Adding a slide 5. Deleting a slide 6. Entering and editing text 7. Formatting text 8. Inserting clipart and images 9. Slide layout 10. Saving a presentation 11. Printing a presentation document.	1. Demonstration and practice on the following: ● Listing the software packages for presentation ● Explaining the features of presentation ● Creating a new presentation ● Adding a slide to presentation. ● Deleting a slide ● Entering and edit text ● Formatting text ● Inserting clipart and images ● Sliding layout ● Saving a presentation ● Printing a presentation document	10
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Part B: Vocational Skills			
Unit 1: Makeup Services			
Learning Outcome	Theory (40 hrs)	Practical (30 hrs)	Duration (70 Hrs)
1. Demonstrate the knowledge of basic skin types and skin tones	1. Basic skin types 2. Basic skin tone	1. Identification of skin types 2. Identification of skin tones	10
2. Demonstrate the knowledge of various makeup products	Types of make-up products: a. Foundation b. Powder c. Blusher d. Mascara e. Eye shadows f. Eye liner g. Eyebrow pencil h. Lip liner i. Lip stick/gloss	1. Identification of various products used in the makeup 2. Group discussion on the advantages and disadvantages of various products used for makeup	15

3. Select and apply the right makeup product to enhance facial features	1. Application of foundation 2. Application of concealer 3. Application of face powder/loose powder 4. Application of blusher/shader/ highlighter 5. Application of eye shadow 6. Application of eyeliner 7. Application of lip pencil 8. Application of lipstick	1. Demonstration of selection of products for makeup 2. Application of foundation, concealer, face powder, eye shadow, lip pencil, etc.	15
4. Demonstration of the knowledge of colour wheel	1. Primary, Secondary and Tertiary Colours 2. Terms associated with colours, like Hue, Tint, Tone and Shade 3. Complimentary colours 4. Similar colours, warm and cool colours 5. Significance of colour wheel and determination of undertone		05
5. Select appropriate Bindi designs	Various styles of Bindi – a. Snake style b. Letter style c. Question mark style d. Designer Bindi e. Tribal style f. Flower style g. Party wear Bindi h. design i. Half-moon style j. Sun style		05
6. Demonstrate various Draping techniques	1. Various styles of draping Sarees 2. Draping a Lehenga Dupatta	1. Demonstration of Draping Saree in Nivi style or air hostess style 2. Demonstration of Draping Lehanga Dupatta in V pallu style	10
7. Demonstrate Makeup removal methods	1. Makeup removal using wipes, toner, micellar water, cold cream, cleansing oil, etc.	1. Demonstration of removal of makeup using toner, cold cream and cleansing oil	10

DETAIL SYLLABUS**CLASS - XII**

SEMESTER – IV H

Part A: Employability Skills			
Unit 4: Entrepreneurial Skills – IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Identify the general and entrepreneurial behavioural competencies	1. Barriers to becoming entrepreneur 2. Behavioural and entrepreneurial competencies – adaptability/decisiveness, initiative/perseverance, interpersonal skills, organizational skills, stress management, valuing service and diversity	1. Administering self- rating questionnaire and score responses on each of the competencies 2. Collect small story/ anecdote of prominent successful entrepreneurs 3. Identify entrepreneurial competencies reflected in each story and connect it to the definition of behavioural competencies 4. Preparation of competencies profile of students	10
2. Demonstrate the knowledge of self-assessment of behavioural competencies	1. Entrepreneurial competencies in particular: self - confidence, initiative, seeing and acting on opportunities, concern for quality, goal setting and risk taking, problem solving and creativity, systematic planning and efficiency, information seeking, persistence, influencing and negotiating, team building	1. Games and exercises on changing entrepreneurial behaviour and development of competencies for enhancing self- confidence, problem solving, goal setting, information seeking, team building and creativity	15
Unit 5: Green Skills – IV			
Learning Outcome	Theory (05 hrs)	Practical (10 hrs)	Duration (15 Hrs)

1. Identify the role and importance of green jobs in different sectors	1. Role of green jobs in toxin-free homes, 2. Green organic gardening, public transport and energy conservation, 3. Green jobs in water conservation 4. Green jobs in solar and wind power, waste reduction, reuse and recycling of wastes, 5. Green jobs in green tourism 6. Green jobs in building and construction 7. Green jobs in appropriate technology 8. Role of green jobs in Improving energy and raw materials use 9. Role of green jobs in limiting greenhouse gas emissions 10. Role of green jobs minimizing waste and pollution 11. Role of green jobs in protecting and restoring ecosystems 12. Role of green jobs in support adaptation to the effects of climate change	1. Listing of green jobs and preparation of posters on green job profiles 2. Prepare posters on green jobs.	15
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Part B: Vocational Skills			
Unit 2: Facial Beauty Services			
Learning Outcome	Theory (25 hrs)	Practical (25 hrs)	Duration (50Hrs)
1. Perform facial steaming	1. Benefits of steaming 2. Procedure of steaming 3. Facial Massage	1. Demonstration of facial steaming	25
2. Perform Electric Facial Skin Treatment	1. Benefits of using right kind of electric Brush 2. Procedure of using electric brush 3. Galvanic electro facial skin treatment 4. Basics of Lymphatic drainage facial machine 5. Ultrasonic exfoliation	1. Perform cleansing with electric brush 2. Perform Galvanic electro facial skin treatment 3. Perform skin treatment using Lymphatic facial machine	25
Unit 3: Salon Reception Duties			

Learning Outcome	Theory (10 Hrs)	Practical (25 Hrs)	Duration (35 Hrs)
1. Perform salon reception duties	1. Appointment booking 2. Scheduling appointments 3. Handling clients	1. Demonstration of scheduling appointment	05
2. Maintain Reception area	1. Front Desk management 2. Store area management 3. Waiting area management 4. Retail area management	1. Demonstration of techniques of reception area management	15
3. Process Payments	1. Procedure associated with payment processing	1. Demonstration of process of debit card transaction	15
Unit 4: Create A Positive Impression at Workplace			
Learning Outcome	Theory (5 Hrs)	Practical (5 Hrs)	Duration (10 Hrs)
1. Demonstrate the knowledge of creating positive impression at work place	1. Reception area and salon staff room management 2. Creation of a caring and comforting environment 3. Effective consultation techniques to identify treatment objectives 4. Effective communication techniques for dealing with clients, especially on telephone 5. Code of conduct and professional etiquettes 6. Working as an effective team member	1. Games for developing leadership qualities and effective communication skills 2. Activities on working as a team member 3. Demonstration and games on effective communication	05
2. Demonstrate professional etiquettes and personal grooming	1. Personal hygiene 2. Uniform and work accessories – Personal Protective Equipment 3. Maintaining good health and posture 4. Professional etiquettes	a. Demonstration of procedures and practices for maintaining personal hygiene, use of personal protective equipment and maintaining good health and posture using videos and presentations.	05

ORGANISATION OF FIELD VISITS

In a year, at least 3 field visits/educational tours should be organized for the students to expose them to the activities in the workplace.

Visit a salon and observe the following: Location, Facial Room, Ambience, Manicure/Pedicure Room, Work Area, Hygienic conditions, etc. During the visit, students should obtain the following information from the owner or the supervisor of the salon:

1. Area under salon and its layout
2. Types of equipment and material used
3. Location, environment, convenience
4. Sale procedure
5. Accounts maintenance
6. Manpower engaged
7. Total expenditure of salon
8. Total annual income
9. Profit/Loss (Annual)
10. Any other information