



**NATIONAL COMPETENCY STANDARDS
FOR
BEAUTICIAN
(NC2 & NC3)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan.
(2018)**



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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the National Competency Standards (NCSs) for Beautician. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualification System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director
Department of Occupational Standards
Ministry of Labour and Human Resources

ACKNOWLEDGEMENT

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Subject experts involved during the consultation workshop:

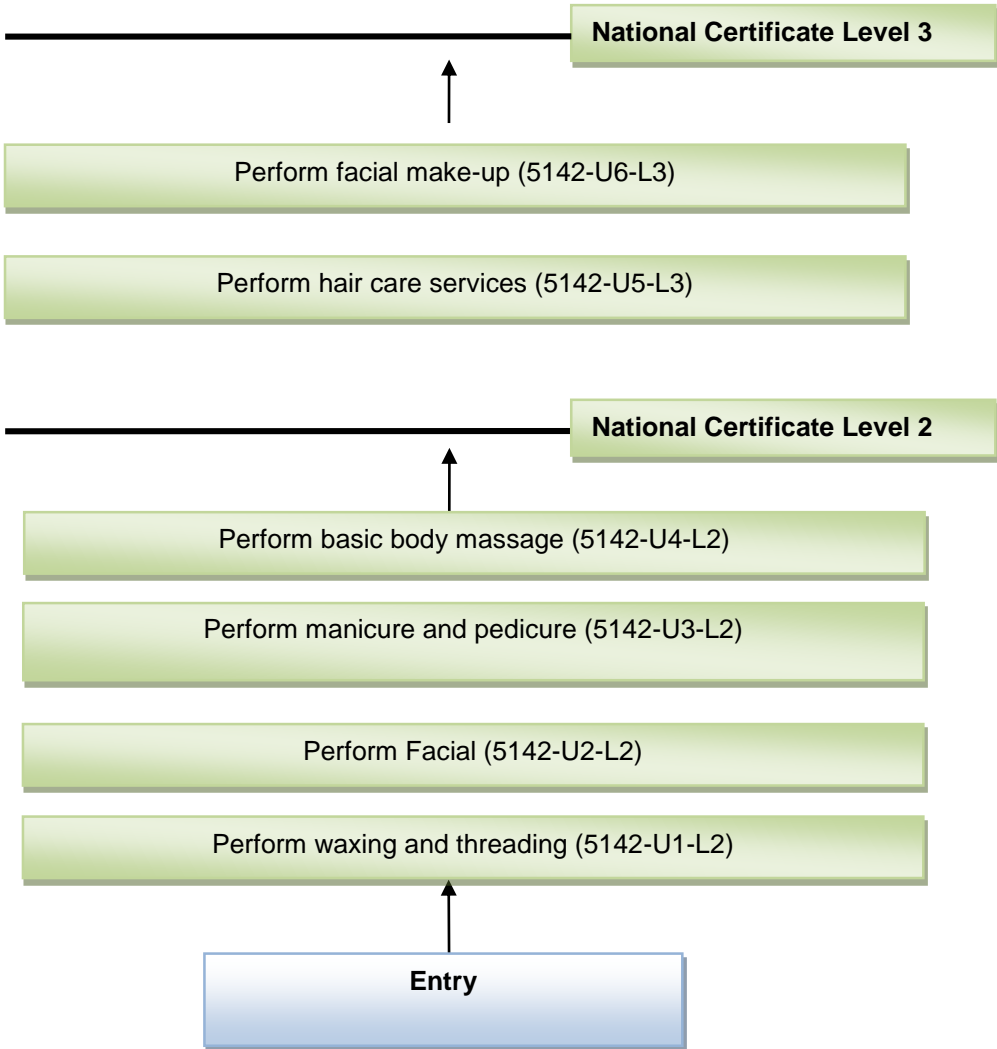
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PACKAGING OF QUALIFICATIONS



Overview of National Competency Standards

UNIT TITLE	ELEMENTS OF COMPETENCE
Perform waxing and threading	<ol style="list-style-type: none"> 1. Carry out waxing 2. Carry out threading
Perform facial	<ol style="list-style-type: none"> 1. Prepare for work 2. Carryout facial 3. Carry out post treatment
Perform Manicure and Pedicure	<ol style="list-style-type: none"> 1. Prepare for work 2. Carry out Manicure & Pedicure 3. Carry out final retouch
Perform basic Body Massage	<ol style="list-style-type: none"> 1. Prepare Clients 2. Carry out basic body Massage 3. Post body massage treatment
Perform hair Care Services	<ol style="list-style-type: none"> 1. Prepare for work 2. Carry out hair care services 3. Complete the work
Perform facial make-up	<ol style="list-style-type: none"> 1. Prepare clients 2. Carry out facial make-up

UNIT TITLE : **Perform Waxing and Threading**

DESCRIPTOR : This unit covers the skills and knowledge in performing waxing and threading. This includes carrying out waxing and threading.

CODE : **5142- U1- L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Carry out waxing	1.1 Collect tools and equipment as per the job requirements. 1.2 Collect materials as per the job requirements. 1.3 Prepare waxing surfaces as per the job requirements. 1.4 Carryout waxing services in accordance with standard operating procedures. 1.5 Clean the area and apply cold compression to avoid rashes. 1.6 Apply moisturizer.
Carry out threading	2.1 Collect tools as per the job requirements. 2.2 Collect required thread and powder as per the job requirements. 2.3 Prepare skin surfaces as per the job requirements. 2.4 Carryout threading in accordance with job requirement. 2.5 Clean the area and apply cold compression to avoid rashes. 2.6 Clean the area and apply moisturizer as per the customer's requirement.

RANGE STATEMENT

Tools and Equipment may include but not limited to:

- Wax heater
- Spatula
- Thread
- Tweezers
- Wax stripes
- Scissor

Materials may include but not limited to:

- Wax
- powder
- Moisturizer
- Stripes

ASSESSMENT GUIDE

Form of assessment

- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety regulation applicable to work site operation.

- Perform waxing and threading according to the customer's requirement.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health & Safety • First Aid • Salon Procedures • Basic skin and allergy • Types of waxing 	<ul style="list-style-type: none"> • Team Work • Communication • Interpersonal Relation • Proper Cleaning and Sanitization Practices • Proper Setting of Tools and Equipment • Correct use of Tools and Equipment • Proper Storage Technique

UNIT TITLE : **Perform Facial**

DESCRIPTOR: This unit covers the skills and knowledge in performing facial. This includes preparing for work, performing facial and performing post treatment activity.

CODE : **5142-U2-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for work	1.1 Sanitize and check Work station / cubicle as per the establishment procedures. 1.2 Consult customer on desired facial kits as per age and skin types. 1.3 Select materials as per the job requirement. 1.4 Use protective gears as per safety regulation. 1.5 Advise customer to remove all personal accessories and keep in a safe place as per the job requirement.
2. Carry out facial	2.1 Identify facial skin condition as per the standard procedures. 2.2 Select and use treatment products as per the manufacture's instruction and specification. 2.3 Apply cleaning technique as per the operating procedures. 2.4 Use different strokes as per the standard procedures. 2.5 Check water level of facial steamer as per the standard procedures. 2.6 Set steaming time as per the skin type.

	2.7	Apply finishing facial products as per the customer's requirement.
3. Perform post treatment activity	3.1	Advise customer on post treatment precautions and maintenance product procedures.
	3.2	Clean and sanitize workstation, tools and equipment for next salon activities.
	3.3	Store and dispose cleansing and treatment products in designated areas as per the applicable regulations.

RANGE STATEMENT

Facial skin condition may include but not limited to:

- With Pimples
- With Acne
- wrinkles
- Pigmentation

Treatment Product may include but not limited to:

- Skin Toner
- Facial Cream
- Moisturizer
- Face Pack
- Face Scrub
- Bleaching Cream
- Acne Cream
- Peeling gel
- Cleansing Cream
- Thermal mask

Different Strokes may include but not limited to:

- Chin movement
- Spreading
- Lower Cheeks
- Brow and eye movements
- Nose and upper cheek movements
- Lip and chin movements

ASSESSMENT GUIDE

Form of assessment

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- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety regulations applicable to work site operations.
- Identification of pressure points and skin types.
- Perform facial according to the standard operating procedures and customer’s requirement.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and safety regulations • First Aid • Facial skin types and conditions • Types of treatment products • Protective clothing • Time management • Pressure points 	<ul style="list-style-type: none"> • Handling tools and equipment • Team work • Communication skills • Applying of treatment products • Apply massage technique • Movement of hands

UNIT TITLE : **Perform Manicure and Pedicure**

DESCRIPTOR: This unit covers the knowledge and skills in performing manicure and pedicure. These involve preparing for work, performing pedicure and manicure and performing final retouch.

CODE : **5142-U3-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for work	1.1 Sanitize and check work station / cubicle as per the establishment procedure 1.2 Consult customer on desired services according to the customer's requirements. 1.3 Select tools and equipment according to the job requirement. 1.4 Prepare materials as per the job requirement. 1.5 Use protective gears for hygiene purposes.
2. Carry out pedicure and Manicure	2.1 Check customer's hand and feet condition as per the job requirement. 2.2 Clean hand and feet as per the job requirement. 2.3 Trim, file and buff nails as per the customer's requirement 2.4 Massage hand and feet following different massage movements as per the standard procedures. 2.5 Select and apply nail enamel as per the standard procedures.

	2.6	Ensure customer's safety and comfort during the entire process.
3. Perform final retouch	3.1	Check outcome against the service result.
	3.2	Remove excess nail enamel around the cuticle and nail using appropriate tools.
	3.3	Advise customer on nail maintenance practices.
	3.4	Store used tools, equipment and materials as per the salon operating procedures.
	3.5	Check, clean and sanitize workstation for succeeding treatment.
	3.6	Segregate and dispose waste materials as per applicable regulations.

RANGE STATEMENT	
Massage movement may include but not limited to:	
<ul style="list-style-type: none"> • Effleurage • Tappotment 	<ul style="list-style-type: none"> • Petri sage
Material may include but not limited to:	
<ul style="list-style-type: none"> • Antiseptic solution • Powder • Cuticle cream • Spray 	<ul style="list-style-type: none"> • Cotton • Lotion • Cuticle oil
Services may include but not limited to:	
<ul style="list-style-type: none"> • Nail service • Massage • Scrub 	

ASSESSMENT GUIDE

Form of assessment

- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety rules and regulations.
- Perform Pedicure and Manicure as per the customer's desire and requirements.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety (OHS) Regulations • Basic First Aid • Condition of hand and feet • Structure, Shape and Styles of Nails • Different Kinds of Antiseptic • Pressure points • Contradiction of Pedicure & Manicure 	<ul style="list-style-type: none"> • Interpersonal and communication • Team work • Problem solving • Nail enamel Application Technique • Proper use of Tools and Equipment

UNIT TITLE : **Perform basic Body Massage**

DESCRIPTOR: This unit covers the skills and knowledge in performing body massage. This includes preparing for work, performing body massage and performing post body massage treatment.

CODE : **5142- U4-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for work	1.1 Sanitize and check work station / cubicle as per the establishment procedure. 1.2 Consult customer on desired service activity and specific requirements. 1.3 Select materials as per the job requirement. 1.4 Use protective clothing materials as per the job requirement. 1.5 Prepare customer for massage as per the job requirement.
2. Carry out basic body Massage	2.1 Position customer as per the job requirement. 2.2 Follow correct massage technique as per standard operating procedures. 2.3 Observe appropriate timeline as per the standard operating procedures. 2.4 Spread out body massage product as per the job requirement. 2.5 Massage critical body points with mild pressure. 2.6 Acknowledge any pain / complain made by the customer immediately.

<p>3. Post body massage treatment</p>	<p>3.1 Sanitize and prepare cubicle for the next salon activity.</p> <p>3.2 Clean and sterilize tools, massage products and kept in designated cabinets.</p> <p>3.3 Clean excess materials from the body as per the job requirement.</p>
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<p>RANGE STATEMENT</p>	
<p>Service activity may include but not limited to:</p>	
<ul style="list-style-type: none"> • Hand massage • Body Massage • Back massage 	<ul style="list-style-type: none"> • Foot massage
<p>Protective Clothing may include but not limited to:</p>	
<ul style="list-style-type: none"> • Face Towel • Bath towel 	<ul style="list-style-type: none"> • Shorts • Mask • Apron • Head Band
<p>Body Position may include but not limited to:</p>	
<ul style="list-style-type: none"> • Sitting position 	<ul style="list-style-type: none"> • Lying position • Prone position
<p>Massage technique may include but not limited to:</p>	
<ul style="list-style-type: none"> • Mild Pressure 	<ul style="list-style-type: none"> • Hard Pressure
<p>Timeline May include but not limited to:</p>	
<ul style="list-style-type: none"> • 1 Hour 	<ul style="list-style-type: none"> • 45 minutes • More than 1 hour

Critical Body Points may include but not limited to:

- Breast
- Nape
- Spinal
- Head
- Loin areas

Body Massage Products may include but not limited to:

- Herbal Oil
- Olive Oil
- Mentholated Oil
- Aromatic Oil

ASSESSMENT GUIDE

Form of assessment

- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety regulations applicable to work site operations.
- Identification of pressure points.

- Perform body massage as per the customer's requirement.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety (OHS) Regulations • First Aid • Types of Massage • Types of massage Products • Different body condition • Critical body Points • Pressure points • Basic types of skin 	<ul style="list-style-type: none"> • Applying personal safety procedures • Interpersonal relation • Communication Skills • Team work • Use of different massage products • Use of strokes/ movements/ pressure.

UNIT TITLE : **Perform hair care services**

DESCRIPTOR : This unit covers the knowledge and skills in performing hair care services. This includes preparing for work, performing hair care services and completing the works.

CODE : **5142-U5-L3**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for work	1.1 Sanitize and check work station / cubicle as per the establishment procedure. 1.2 Consult customer on desired style and services according to the customer's requirements. 1.3 Select tools and equipment according to the job requirement. 1.4 Prepare materials as per the job requirement. 1.5 Use protective gears for hygiene purposes.
2. Carry out hair care services	2.1 Select and use tools and materials as per the specific treatment activity. 2.2 Wash hair as per the customer requirement /job requirement. 2.3 Cut hair as per the customer's face structure and customer's requirement. 2.4 Dry and set the hair according to the hair styles. 2.5 Colour hair as per the customer's requirement.
3. Complete the work	3.1 Dispose used materials safely. 3.2 Sanitize and store tools and equipment. 3.3 Clean and sanitize workstation for next treatment activity.

RANGE STATEMENT

Styles may include but not limited to:

- straight
- V-cut
- U- cut
- Feather cut
- Bob Cut
- Blunt

Services may include but not limited to:

- Hair perm(curl)
- Hair straightening
- Hair treatment
- Hair colour

Tools and equipment may include but not limited to:

- Scissor
- Comb
- Apron
- Cutting sheet
- Spray bottle
- Section clips

Materials may include but not limited to:

- Hair spray
- Hair wax

Used materials may include:

- Blades
- Serum tubes
- Dye tubes

ASSESSMENT GUIDE

Form of assessment

- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety regulation applicable to work site operation
- Perform hair care services as per the customer's requirement.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• Occupational Health and Safety (OHS) Regulations• First Aid• Types of hair• Types of hair styles• Basic Skin types and allergy	<ul style="list-style-type: none">• Interpersonal relation• Communication skills• Team Work• Safe use of tools and equipment

UNIT TITLE : **Perform Facial Make -Up**

DESCRIPTOR: This unit covers the skills and knowledge in performing facial make-up. This includes preparing for work, performing facial make-up and performing post facial make-up.

CODE : **5142-U6-L3**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for work	1.1 Sanitize and check work station / cubicle as per the establishment procedure. 1.2 Select materials as per the job requirement. 1.3 Use protective gears as per the job requirement, 1.4 Consult customer on specific make-up requirements . 1.5 Check customer's shape of face and type of skin/tones . 1.6 Ensure comfort and safety during the entire process.
2. Carry out facial make-up	2.1 Sanitize hand before application of make-up. 2.2 Select and use make-up tools and materials as per the customer and job requirement 2.3 Use tools to defined eyebrow. 2.4 Use cleansing products as per the job requirement. 2.5 Apply concealer and foundation as per the customer's skin tone and requirement.

	2.6	Counter face according to the shape of the face.
	2.7	Apply eye liner and mascara according to the customer's requirement.
	2.8	Select and use make-up products as per the standard procedures and customer's requirement.
3. Carry out post facial make-up	3.1	Check make –up results and carry out final touch up if necessary.
	3.2	Store make-up products and materials as per the establishment procedure
	3.3	Advise customer on product.
	3.4	Clean and prepare workstation for next customer.

RANGE STATEMENT	
Make-up requirement may include but not limited to:	
<ul style="list-style-type: none"> • Day make-up • Evening make-up • Fantasy 	<ul style="list-style-type: none"> • Photographic • Bridal • Cinematic and Television make-up
Shape of face may include but not limited to:	
<ul style="list-style-type: none"> • square • Round 	<ul style="list-style-type: none"> • Heart • Oval
Types of skin/ tone may include but not limited to:	
<ul style="list-style-type: none"> • Dark • Fair 	<ul style="list-style-type: none"> • Light • yellowish
Protective gears may include but not limited to:	
<ul style="list-style-type: none"> • Bath Towel • Head Band 	<ul style="list-style-type: none"> • Gown • Face Towel

Make-up tools and materials may include but not limited :

- Sponge
- Sharpener
- Cotton Buds

Defined eyebrow may include but not limited:

- Plucking
- Threading

Cleansing Products may include but not limited to:

- Cream Form

Foundation may include but not limited to:

- Liquid

Make-up Products may include but not limited to:

- Concealer
- Blusher
- Eye Shadow
- Eye Liner

- Eyelash Curler
- Powder Applicator
- Make up Brush
- Eye liner

- Liquid Form

- Cake powder

- Eye Brow Pencil
- Lip Pencil
- Lip Stick
- Mascara
- Face Powder

ASSESSMENT GUIDE

Form of assessment

- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in industry accepted time frame.

Critical aspects

- Demonstrate compliance with safety regulations applicable to work site operations.
- Identification of face structures and skin tones and types.
- Perform Facial Make-Up as per the customer’s requirement.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• OHS regulations• First Aid• Make-Up procedures• Facial skin tone and type• Types of Make-Up Product• Make-Up Technique• Basic estimation and costing	<ul style="list-style-type: none">• Safe use of tools and equipment.• Applying Make-Up.• Communication skills.• Team work.• Blending of Color• Proper handling of make –up brushes

ANNEXURE

A. National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

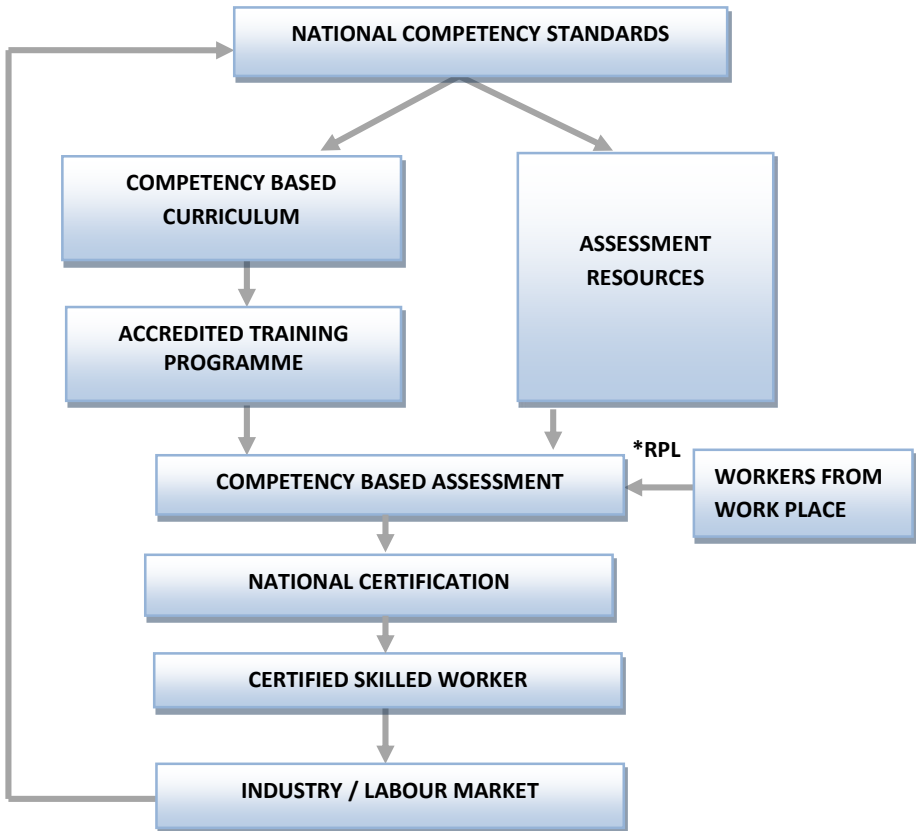
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

B. Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of new ideas.	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a range of well-developed skills. • Offer a significant choice of procedures requiring prioritization. • Are employed within a range of familiar context. 	<ul style="list-style-type: none"> • Some relevant theoretical knowledge. • Interpretation of available information. • Discretion and judgments. • A range of known responses to familiar problems 	<ul style="list-style-type: none"> • In directed activity with some autonomy. • Under general supervision and quality checking. • With significant responsibility for the quantity and quality of output. • With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Requires a wide range of technical or scholastic skills. • Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. • Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> • A broad knowledge base which incorporates some theoretical concepts. • Analytical interpretation of information. • Informed judgment. • A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the output of others.

CODING USED FOR NATIONAL COMPETENCY STANDARDS

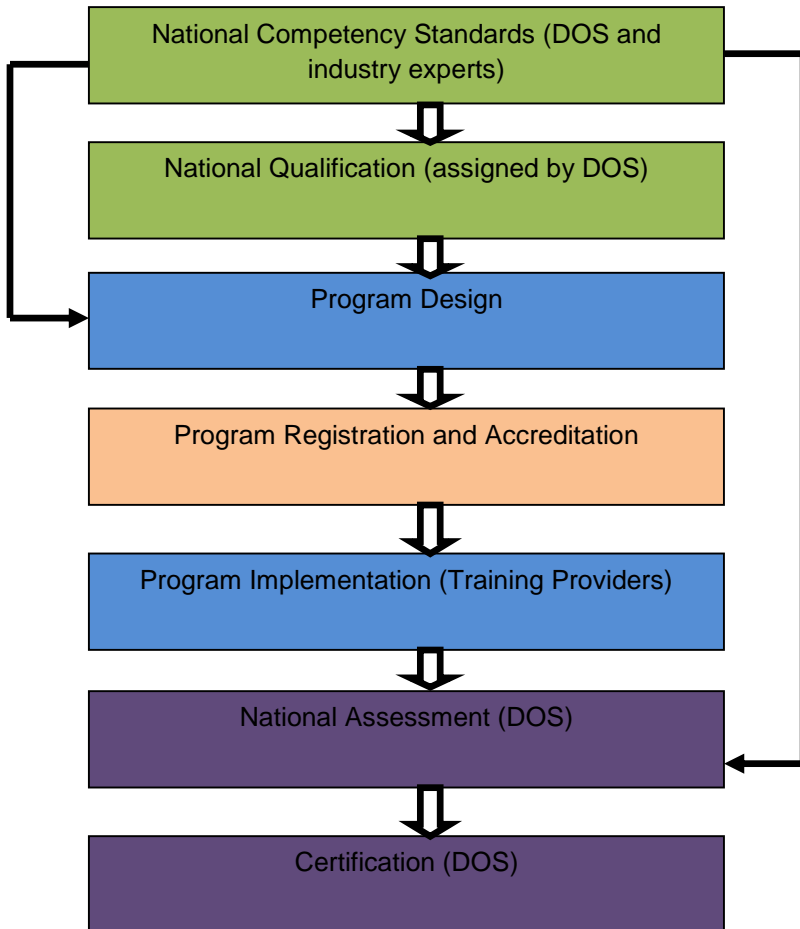
The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the national competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual units of competency standard is to identify the level in qualification packages to which it belongs.

While packaging, in order to follow a logical order, only competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a qualification packages.

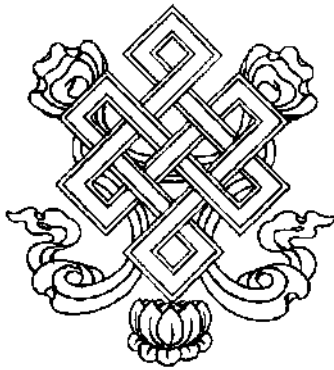
Implementation and Operational Procedures for National Competency Standards



Key:

MoLHR – Ministry of Labour and Human Resources

DOS – Department of Occupational Standards



Department of Occupational Standards
Ministry of Labour & Human Resources
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