



N · S · D · C
**National
Skill Development
Corporation**

**Third Party Impact Assessment and Evaluation of
the Recognition of Prior Learning (RPL) under
Pradhan Mantri Kaushal Vikas Yojana (PMKVY)
implemented by**

Beauty & Wellness Sector Skill Council



DATAMATION INTERNATIONAL

**Submitted by:
Datamation Consultants Pvt. Ltd.**

ACKNOWLEDGMENT

We are thankful to the National Skills Development Corporation of India (NSDC) for assigning Datamation Evaluation of the Recognition of Prior Learning (RPL) programme a vital component of the Pradhan Mantri Kaushal Vikas Yojana (PMKVY).

It may not be out of context here to express our heartfelt and admiration for the extraordinary vision and dynamic leadership of the Indian Govt. who have successfully established an enabling skills development mechanism in the country under the aegis of NSDC and the State Skills Development Agencies and Skills Councils. Understanding fully well the skills gap that exists in the country; as well as the constant need for training, re-training and capacity-building of the current work force and also of youth entering India's work force. The strategy of launching effective programs like RPL and others; is enabling India to reach its goal of having a skilled and prosperous work force.

We thank NSDC teams for reposing their confidence in Datamation, for the conduction of various Skills Councils evaluations. We place on record our gratitude and appreciation for the NSDC RPL program team led by Mr. Mahendra Payal, Mr. Manjit Nath- Dy Head – PMKVY(RPL),NE/LWE Region Ms. Payal Chatterjee -Analyst-PMKVY Recognition of Prior Learning (RPL), Mr. Monu Sangwan, Ms. Swati Singh and others for their cooperation and support during the conduction of the RPL evaluation.

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We hope the findings of the Evaluation shall be useful for the policy makers and policy implementers at NSDC and also that of the Govt. of India and its various entities especially the NITI Aayog; in formulating new skills development dynamics for our beloved nation that shall help us leapfrog as a `developed' nation very shortly.

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ACRONYMS

Name	ACRONYMS
Pradhan Mantri Kaushal Vikas Yojana	PMKVY
Ministry of Skill Development & Entrepreneurship	MSDE
National Skill Development Council	NSDC
Recognizing Prior Learning	RPL
National Skill Qualification Framework	NSQF
National Open Schooling -Question Paper	QP-NOS
Sector Skill Councils	SSCs
National Skill Development Authority	NSDA
Programme Implementation Agency	PIA
Training Partner Agency	TP
Assessment Agency	AA
Beneficiary Candidate	BC
Non- Governmental Organizations	NGO
National Open School	NOS
Question Paper	QP
Beauty & Wellness Sector Skill Council	B&WSSC
Gross Domestic Product	GDP
Focussed Group Discussion	FGD

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Finding - 2	Beauty & Wellness Sector Skill Council's (B&WSSC) organizational strength, managerial support, and coordination mechanism were effective in providing the necessary logistic support and monitoring of interventions at the training centre.
Finding - 3	RPL Process, implemented by B&WSSC for Mobilization, and enrolment of candidates for RPL certification was context specific and spread all over India. But final tally for RPL certification process was not very successful as only 6841 candidates (68%) of the targeted stakeholders were assessed for RPL certification. This indicates mobilization process was not effective enough to cover all targeted stakeholders.
Finding - 4	RPL Process, implemented by B&WSSC of Pre-Screening Test, and identification of Role Jobs in the Sector Skill, for skilled worker is context specific, spread all over India and integrated with a holistic approach suggested for RPL by NSDC. Proportion of Job roles selected by Training Partners were Beauty Therapist (59%), Assistant Beauty Therapist (10%), Hair Stylist (2%) and Assistant Hair Stylist (30%).
EFFECTIVENESS ORIENTATION, COUNSELLING, AND CAPACITY BUILDING BY TRAINING PARTNERS	
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Finding - 6	Training Partners Selected for the RPL by B&WSSC for Orientation, counselling and Capacity Building of skilled worker have the requisite experience and technical competence in the field of Beauty & Wellness Skill Sector. 88% beneficiary respondents stated that they received the information and other knowledge from the sessions as per their expectations. 89% respondents conveyed that the programme has been effective in providing them useful information as well as upscaling their skills. 92% respondents were satisfied with the course curriculum and other modules taught in the training period.
Finding - 7	Training Partners having expertise in specific job roles were selected for providing counselling / orientation and capacity building assignments, so that training is highly successful for motivating selected candidates to face the Assessment test confidently.
Finding - 8	Training Partners exhibited teaching -learning materials and other tool kits for better results in the Assessment tests.

Finding - 9	Effective monitoring was in place from PIA/SSCs to oversee the successful completion of the RPL Processes of Mobilization, Pre-Screening Tests and Counselling/ orientation. Training Sessions given by Training Partners were appreciated by 94 % beneficiary candidates.
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**EFFICIENCY
ASSESSMENT AND DISTRIBUTION OF RPL CERTIFICATION**

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Finding - 11	Skill certificate Assessment test indicate 8% proportion of enrolled candidates for RPL-Scheme under Beauty & Wellness, dropped out from assessment tests. However, results of assessed candidates were decent as more than 92% assessed candidates passed out and were provided with skill competency certifications for the specific job roles.
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Finding - 13	B&WSSC in partnership with their Training Partners had used all required norms while conducting the RPL Scheme and provided empowering service facilities to the enrolled candidates.
Finding - 14	Disbursement of the stipend amount after the successful completion of the training was not provided to all candidates as per the RPL norms. Only 36% candidates have received stipend of Rs. 500.

**OUTCOME AND IMPACT
DEMOGRAPHIC COVERAGE, EMPLOYABILITY, AND INCOME
GENERATION**

Finding - 15	Youth and other working age Groups of candidates were mobilized and motivated to get assessed for RPL certification. The mobilization was also successful in enrolling all sections of societies especially individuals from Other Backward Classes (30%), Scheduled Castes (10%) and Scheduled Tribes (4%). Thus, the beneficiary stakeholders were inclusive in nature, representing all sections of society. A significant proportion of beneficiary candidates were married (73%) and having average family size of 4-5 persons (68%).
Finding - 16	Majority of the beneficiary candidates enrolled for RPL certification, were literate with matric (12%), intermediate (29%), graduation (50%) and post-graduate (7%) higher education levels.
Finding - 17	54 percent beneficiary candidates from Beauty & Wellness Sector Skill seeking RPL certification were from lower-middle income groups (Family monthly income up to Rs20000), while 45% beneficiary candidates were having family monthly income of Rs 20-50 thousand. The beneficiaries were working without change in their job role and job profile for long period and were looking forward for seeking RPL certification.

Finding - 18	Eighty Five percent of beneficiary candidates of Beauty & Wellness Skill sector, seeking RPL certification were working (either self-employed or with employers) and 7% were working with family/ parental skill sector. 8 percent were seeking employments for the skills they possessed.
Finding - 19	Beneficiary candidates felt that RPL has improved their employability skills due to better communication, establishing team work to solve their workplace problems. This has improved their professional mobility and growth.
Finding - 20	A significant proportion of Beneficiary candidates (75%) were self-employed. There was 15% increase in the self-employed workers after RPL certification. Unemployed workers have decreased from 10% to 4% after RPL Skill Competency Certification.
Finding - 21	A significant proportion of Beneficiary candidates (58%) have indicated increase in their monthly incomes after the RPL Skill Certification. Self-employed beneficiaries, who have started their own trades and enterprises indicated higher increase in their monthly income.
Finding - 22	Greater appreciation of Skills and job role of skilled person at workplaces after RPL certification is linked to the higher likelihood of an increase in monthly income. The highest reward in terms of increased monthly income was found for Hair stylist followed by Beauty Therapist and Assistant Hair Stylist.
Finding - 23	Education level of the beneficiary candidates seems to have little link with the monthly increase in income. Instead, skill competence level achieved during Assessment tests were more closely linked with monthly increase in incomes.
Finding 24	46% Beneficiary candidates was able to seek loans from banks for opening new ventures / increasing infrastructure in their own trades. 60% beneficiary candidates also benefited by getting higher tips and perks from clients.

EXECUTIVE SUMMARY

Pradhan Mantri Kaushal Vikas Yojana (PMKVY), is a flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE), Government of India. This scheme is being implemented by National Skill Development Council (NSDC). A special focus under the PMKVY is Recognition of Prior Learning (RPL). Main objective of the RPL scheme is to identify and assess individuals with prior learning experience or skills and provide certification to them to recognise their skill competencies.

The objective of this Skill Certification Scheme under RPL scheme is to enable many Indian youths, who are currently working in informal activities, to seek skill certification that will help them in securing a better livelihood opportunity and seek to get equal acceptance as is in the case of formal levels of training and education. A prerequisite for RPL certification is a measurement of a clear standard against which knowledge, performance and behaviour can be assessed. The standard should be identical to that which is used for defining the desired outcomes for formal training programmes for the same competence, and should unambiguously specify the minimum acceptable requirements for a person to be assessed as competent. It aims to appreciate prior learning irrespective of the medium of achieving it. Candidate assessed through RPL can progress and train under higher level job roles and they may widen career mobility and possibility of higher wages. It also helps them to seek respect among peer group. It also seeks financial inclusion by opening of bank account. In short, RPL is a process of assessment of an individual's prior learning to give due importance to learning as an outcome rather than learning as process.

A total of 35 Skill Services have been identified by NSDC for the RPL scheme for all states and 4 Union Territories in India

Major findings of the study under Relevance, Effectiveness, Efficiency and Outputs and Impact are given below.

KEY FINDINGS

The strategic approach of counselling youths for attitudinal change towards seeking skill competency certification, by organizing RPL for Beauty & Wellness Skill Sector has been relevant, context specific and integrated with a more holistic development of livelihood strategy. Income levels in the wage labour economic activity for self-entrepreneur economic activity, for the trained youth from Beauty & Entertainment Skills who sought RPL certification post RPL has improved. The RPL Programmes has created necessary conditions in the counselling/ orientation training programmes for the benefit of non-formal skilled workers for seeking job role upward mobility, higher wages and opening self-entrepreneurservice centres to provide employment opportunities to youth.

Organizational Strength, Mobilization, Screening Processes and Job Roles Identification

- The strategic approach of RPL, identified by NSDC and implemented by Beauty & Wellness Sector Skill Council (B&WSSC) towards empowering non-formal skilled workers with formal certification after assessing them with NSQF guidelines is relevant to supports PMKVY goal and vision of addressing Skill, re-skill, and up-skill of workers engaged in non-formal Beauty and Wellness Skill sector.
- Beauty & Wellness Sector Skill Council's (B&WSSC) organizational strength, managerial support, and coordination mechanism were effective in providing the necessary logistic support and monitoring of interventions at the training centres.
- RPL Process, implemented by B&WSSC for Mobilization, and enrolment of candidates for RPL certification was context specific and spread all over India. But final tally for RPL certification process was not very successful as only 6841 candidates (68%) of the targeted stakeholders were assessed for RPL certification. This indicates mobilization process was not effective enough to cover all targeted stakeholders.
- RPL Process, implemented by B&WSSC of Pre-Screening Test, and identification of Role Jobs in the Sector Skill, for skilled worker is context specific, spread all over India and integrated with a holistic approach suggested for RPL by NSDC. Proportion of Job roles selected by Training Partners were Beauty Therapist (59%), Assistant Beauty Therapist (10%), Hair Stylist (2%) and Assistant Hair Stylist (30%).

Orientation, counselling, and Capacity Building by Training Partners

- RPL Process, implemented by B&WSSC for Orientation, counselling and Capacity Building of skilled worker is relevant, context specific, and in sync with a holistic approach suggested by RPL Scheme supported by NSDC. 92 percent beneficiary candidates confirmed that RPL Programme were Successfully conducted by the Training Partners.
- Training Partners Selected for the RPL by B&WSSC for Orientation, counselling and Capacity Building of skilled worker have the requisite experience and technical competence in the field of Beauty & Wellness Skill Sector. 88% beneficiary respondents stated that they received the information and other knowledge from the sessions as per their expectations. 89% respondents conveyed that the programme has been effective in providing them useful information as well as upscaling their skills. 92% respondents were satisfied with the course curriculum and other modules taught in the training period.
- Training Partners having expertise in specific job roles were selected for providing counselling / orientation and capacity building assignments, so that training is highly successful for motivating selected candidates to face the Assessment test confidently.
- Training Partners exhibited teaching -learning materials and other tool kits for better results in the Assessment tests.

- Effective monitoring was in place from PIA/SSCs to oversee the successful completion of the RPL Processes of Mobilization, Pre-Screening Tests and Counselling/ orientation. Training Sessions given by Training Partners were appreciated by 94 % beneficiary candidates.

Assessment and Distribution of RPL Certification

- Faculty from Assessment Agency selected by PIA/ SSC for conducting Certification Assessment Tests, followed RPL Guidelines effectively and beneficiary candidates expressed level of satisfaction, indicating that the Certification Assessment test was conducted transparently without any prejudice.
- Skill certificate Assessment test indicate 8% proportion of enrolled candidates for RPL-Scheme under Beauty & Wellness, dropped out from assessment tests. However, results of assessed candidates were decent as more than 92% assessed candidates passed out and were provided with skill competency certifications for the specific job roles.
- Distribution of Skill competency certificates to the successful candidates were completed within the time schedule and candidates expressed satisfaction with the process of certificate distribution.
- B&WSSC in partnership with their Training Partners had used all required norms while conducting the RPL Scheme and provided empowering service facilities to the enrolled candidates.
- Disbursement of the stipend amount after the successful completion of the training was not provided to all candidates as per the RPL norms. Only 36% candidates have received stipend of Rs. 500.

Outcome and Impact of RPL Certification in Beauty & Wellness Skills Sector

- Youth and other working age Groups of candidates were mobilized and motivated to get assessed for RPL certification. The mobilization was also successful in enrolling all sections of societies especially individuals from Other Backward Classes (30%), Scheduled Castes (10%) and Scheduled Tribes (4%). Thus, the beneficiary stakeholders were inclusive in nature, representing all sections of society. A significant proportion of beneficiary candidates were married (73%) and having average family size of 4-5 persons (68%).
- Majority of the beneficiary candidates enrolled for RPL certification, were literate with matric (12%), intermediate (29%), graduation (50%) and post-graduate (7%) higher education levels.
- 54 percent beneficiary candidates from Beauty & Wellness Sector Skill seeking RPL certification were from lower-middle income groups (Family monthly income up to Rs20000), while 45% beneficiary candidates were having family monthly income of Rs 20-50 thousand. The beneficiaries were working without change in their job role and job profile for long period and were looking forward for seeking RPL certification.

- Eighty Five percent of beneficiary candidates of Beauty & Wellness Skill sector, seeking RPL certification were working (either self-employed or with employers) and 7% were working with family/ parental skill sector. 8 percent were seeking employments for the skills they possessed.
- Beneficiary candidates felt that RPL has improved their employability skills due to better communication, establishing team work to solve their workplace problems. This has improved their professional mobility and growth.
- A significant proportion of Beneficiary candidates (75%) were self-employed. There was 15% increase in the self-employed workers after RPL certification. Unemployed workers have decreased from 10% to 4% after RPL Skill Competency Certification.
- A significant proportion of Beneficiary candidates (58%) have indicated increase in their monthly incomes after the RPL Skill Certification. Self-employed beneficiaries, who have started their own trades and enterprises indicated higher increase in their monthly income.
- Greater appreciation of Skills and job role of skilled person at workplaces after RPL certification is linked to the higher likelihood of an increase in monthly income. The highest reward in terms of increased monthly income was found for Hair stylist followed by Beauty Therapist and Assistant Hair Stylist.
- Education level of the beneficiary candidates seems to have little link with the monthly increase in income. Instead, skill competence level achieved during Assessment tests were more closely linked with monthly increase in incomes.
- 46% Beneficiary candidates was able to seek loans from banks for opening new ventures / increasing infrastructure in their own trades. 60% beneficiary candidates also benefited by getting higher tips and perks from clients.

KEY RECOMMENDATIONS

- A prerequisite for RPL certification is a measurement of a clear standard against which knowledge, performance and behaviour can be assessed. The standard should be identical to that which is used for defining the desired outcomes for formal training programmes for the same competence, and should unambiguously specify the minimum acceptable requirements for a person to be assessed as competent.
- There is clear need to extend the activities and interventions to other areas. The findings from the present project clearly indicate that the interventions are sustainable in Beauty and Wellness sector skill. However, demand for each job role under sector skills needs to be conducted through proper survey and identification from industries, sector skill entrepreneurs and trade sector. The targets of each job role under specific sector skills need to be realistically identified. At present there seems to be mismatch between demand and targets identified. PIA/ SSCc should be also included in identifying the existing demands for the job roles. Insurance schemes for trades and businesses started by skill certified workers should be initiated at the earliest. This will encourage certified skill workers to have a risk free and risk-reduction security.

SECTION A: PROGRAMME BACKGROUND AND OBJECTIVES

Pradhan Mantri Kaushal Vikas Yojana (PMKVY), is a flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE), Government of India. This scheme is being implemented by National Skill Development Council (NSDC). A special focus under the PMKVY is Recognition of Prior Learning (RPL). Main objective of the RPL scheme is to identify and assess individuals with prior learning experience or skills and provide certification to them to recognise their skill competencies.

A huge section of India's unorganized workforce is unskilled and semi-skilled. Most of them pick up skills and knowledge in an informal set up by observing people or working under their guidance or through complete self-learning. As a result, even though they manage to get a job and earn a decent wage or salary, they may not be able to improve their skills. This also affects their productivity and quality of output. They need access to training programs and support from their employers to skill, re-skill and upskill themselves. This is where Recognition of Prior Learning (RPL) can help them get assessed and certified on their current competencies as per the levels of National Skill Qualification Framework (NSQF). RPL also shows them a path to bridge their current knowledge and skill levels to reach a competency level or go for higher skills for professional growth.

In the absence of recognized qualifications, a large proportion of people face severe disadvantages in getting decent jobs, and accessing further education, even though they might have the necessary knowledge and skills. The Recognition of Prior Learning (RPL) process can help these individuals acquire a formal qualification that matches their knowledge and skills, and thereby contribute to improving their employability, mobility, lifelong learning, social inclusion and self-esteem. This increased prospect for inclusion in the labour market is a win-win situation for all as employers are likewise able to access proof of skilled personnel and better match them with suitable jobs, while increasing their productivity levels. By getting the workforce certified under RPL, the industry gets the dual advantage of formally recognized skill levels mapped with QPs and job roles. RPL assesses the prior knowledge and skills of individuals and certifies them mainly in the unregulated sector. It provides avenues for having better assurances of increased competitiveness. This in the long run stimulates economic growth, as well as social inclusion and equity. With an increasing recognition of the learning acquired through formal, non-formal and informal means, many countries have, with the assistance of the International Labour Organization (ILO) and other institutions, sought to implement established RPL systems.

The objective of this Skill Certification Scheme under RPL scheme is to enable many Indian youths, who are currently working in informal activities, to seek skill certification that will help them in securing a better livelihood opportunity and seek to get equal acceptance as is in the case of formal levels of training and education. A prerequisite for RPL certification is a measurement of a clear standard against which knowledge, performance and behaviour can be assessed. The standard should be identical to that which is used for defining the desired outcomes for formal training programmes for the same competence, and should unambiguously specify the minimum acceptable requirements for a person to be assessed as competent. It aims to appreciate prior learning irrespective of the medium of achieving it. Candidate assessed through RPL can progress and train under higher level job roles and they may widen career mobility and possibility of higher wages. It also helps them to seek respect among peer group. It also seeks financial inclusion by opening of bank account. In short, RPL is a process of assessment of an individual's prior learning to give due importance to learning as an outcome rather than learning as process.

The RPL assessment process are required to demonstrate compliance with four fundamental principles of Legitimacy, Reliability, Flexibility, and Impartiality. To demonstrate legitimacy, reliability, flexibility and impartiality, candidates' assessment is measured against the units of competency contained within the guidelines for determining prior learning. The assessment covers a broad range of skills and knowledge, regardless of how, when, or where prior learning occurred. The

assessment of individual competencies and experience are based on the guiding principles, standards that integrate knowledge and skills with their practical application. All evidence collected during an RPL assessment are gathered, reflecting experiences and knowledge in several contexts or situations, and using different methods. It considers wide range which includes prior knowledge and experience related to given content or contextual area. Impartiality is the cornerstone while conducting the assessment. The assessment procedures are made clear to the candidates. Individuals seeking recognition of prior learning are ensured to have the opportunity for a transparent evaluation of knowledge, skills, and experience.

RPL is a very simple and straightforward process of assessing someone's skills or knowledge, regardless of where and how these were learned. Unlike other forms of assessment, it doesn't judge someone's evidence of competence solely by the credentials or qualifications they have achieved, although this can form part of their claim. Nor does it consider where a person worked, their age, gender, or physical attributes.

The candidates under the RPL scheme are being assessed based on the levels of curriculum adopted for the standardized National Skill Qualification Framework (NSQF). Candidates are selected for orientation and assessment, for certification after conducting appropriate pre-screening tests with help of (Multiple level Question paper/ Physical practical tests). All qualitative components of the skills of the candidates are assessed and tested under RPL. These tests are in sync with the standardized NSQF levels curriculum for fresh trainings conducted in the training institutions. A question papers of National Open Schooling (QP-NOSs) framed by experts, that are followed in the fresh training curriculum mode are also followed under RPL scheme to ensure quality of skills for the candidates. Candidates' prior competencies are assessed and updated. After successful assessment by independent Assessing Agency, candidates are provided a certificate and monetary rewards. Further, to ensure the acceptance of RPL in Indian market, various pilots have been conducted by different Sector Skill Councils (SSCs) and NSDA and the learnings are incorporated while preparing the guidelines for RPL in the PMKVY.

Objective of RPL Scheme.

The objectives of RPL are:

- Align the competencies of the unregulated sector workers with the National Skills Qualification Framework and provide the much-needed recognition, enhancing the career/employment opportunities available to workers.
- Enhance the chances of employment of individuals and provide them with more options for higher education by improving the visibility of the less aspirational/popular job roles amongst the youth of the country and provide a sense of pride and social recognition to the skilled individual.
- Reduce the inequalities that are present due to the privileges given to some types of skills and knowledge over others.

A total of 35 Skill Services have been identified by NSDC for the RPL scheme for all states and 4 Union Territories in India. (Refer Annexure 1).

RPL is a multi-stage process being implemented in the following 3 types of projects.

- RPL Camps,
- Employers' premises and
- RPL centres

RPL adopts 5-Step processes.

1. **Mobilizing and counselling individuals.** Programme Implementation Agencies / Sector Skill Council (SSC's) in collaboration with Skill Training Partners (TPs) across the country in

villages and cities create awareness through various mass media support system, so that individuals based on their existing skills seek assessment and relevant certification of their skills through the PIA's/SSC's. This is the key step to create mass awareness among skilled individuals. The Training Providers may work with the local NGOs for mobilisation of the candidates who act as Mobilisers. The local NGOs are also be enrolled as Training Provider provided their fulfilment of criteria as Training Provider.

2. **Pre-Screening test and Orientation for Undergoing Assessment Process.** The mobilized candidates are put to pre-screening test based on their skills and job description through written question paper mode (Multiple Choice Question paper on the broad skills) or oral/practical testing mode. Pre-screening guidance, counselling and support is provided to the candidates by the Training Partners (TP). PIA / SSCs establish a pre-screening criterion for their sector and make it available online. The Training Partners are mandated to pre-screen the candidate based on the selected criteria before the candidate undergoes assessment.
3. **Counselling/ Orientation and Capacity Building of the Identified job description under the Sector Skills.** The successful screened candidates are selected for counselling and orientation/ capacity building training programme/ short bridge course. Counselling covers the following components.
 - a. What in PMKVY.
 - b. Significance of RPL and its five-stage process
 - c. Collection of all supportive documents for skill competency by PIA/ SSC
 - d. A Self- Assessment by the candidate is created for each job role containing questions based on the NOSs of the job role. 15 minutes for each candidate are usually allotted to complete this Self-Assessment.

Every enrolled candidate must undergo the Orientation which includes the following activities:

- Domain Training – Minimum 3hrs
- Soft Skills and Entrepreneurship Tips Specific to Job Role – Minimum 2 hours
- Familiarization to Assessment Process and Terms – Minimum 1hour

1. **Certification Assessment of the Skill by Competent Independent Assessment Agency.**To ensure fairness in the quality of assessments, an independent Assessment Agency conducts evaluation of the candidates. Assessment bodies need to ensure that the assessments are being carried out by a certified Assessor who has ability to conduct NOS-based assessments and is aware of the PMKVY scheme and its guiding principles. The competent Assessment Agency affiliated with the sector skill undertakes the assessment of the job description under the sector skills based on the NSQF curriculum levels fixed for the job description. The candidate needs to pass in the minimum assessment criteria of a particular QP decided by the SSC. There are possibly three ways through which a candidate can undergo the assessment process
 - Standalone assessment- Candidate approaches the assessment centre on her/his own and gets her/himself assessed
 - Worksite assessment- Assessment of the existing employees is carried out at the shop floor
 - Assessment at Training centre- Assessment is carried out at the Training Centre. The candidates are assessed more through Practical Knowledge and demonstration. The assessment could include a theory and practical component with a 20:80 weightage respectively. Theory assessment will be a Multiple-Choice Question paper consisting of at least 20 questions. Practical assessment will include the assessed demonstrating skills based on the QP as required in the job role. The assessment agency will grade the RPL candidates as per NSQF to ascertain the competency level of candidates in each job role. Upon completion of the assessment each

candidate will be assigned grades based on his/her performance which will either be Pass grades (A/B/C) or a Fail grade (D). The assessment results are to be uploaded within 2 days of completing the assessment and at the end of the final assessment the candidates must fill a feedback form which will be stored for a minimum of 2 years.

Assessments must be conducted in local languages wherever possible. Language, communication, and expression used in assessment should be understandable and appropriate to the candidate. Questions based on practical assessment of the skills should be simple, direct, and comprehensible. To assess the proficiency of the subject knowledge, the candidate will take test developed by Assessment Agency keeping in view the literacy level of the candidate. While assessing, the assessment agency will also review the evidence submitted by the candidate i.e., confirm the identity of the candidate, physical verification of the documentation provided.

Within 5 days of the final assessments the candidates are notified their Grades and details regarding where to collect their Certificates and mark sheets. Candidates with pass grades (grades A, B and C) shall be eligible for certificates. They will be awarded a skill Certificate, mark sheets. Only candidates with valid Aadhar cards (or alternate Ids where applicable) are eligible for the skill certificates. Candidates with the failure grade (grade D) will be given the mark sheet only.

Once the certificates and mark sheets are collected the Pass grade candidates should be made aware of the opportunities available to re-skill/upskill themselves and the failure grade candidates will be similarly briefed on new training opportunities for them. After the successful assessment by the Assessment Agency, successful candidates are provided certificates aligning them as qualified skilled workers for the job description.

- i. **Reward Distribution.** The successful candidates are given monetary reward as per sector, QP and NSQF level. The reward money of the successful candidates is deposited in their bank account.
- ii. **Weekly Tracking and Monitoring** There will be weekly tracking of the progress of assessment and certification by MSDE through SDMS. SDMS will provision for the following for assessed and certified candidates on a self-declaration basis:

SECTION B:Beauty & Wellness Sector Skill Council (B&WSSC) Evaluation Framework & Methodology.

The outward appearance of a person is the first thing that catches the eye of others. Therefore, being presentable always is of considerable importance. Here, comes the role of a Beauty Therapist, who carries out various beauty treatments on a person to improve the overall appearance, which includes dressing-up appropriately, putting the right make-up, skincare, and hairstyle. Beauty & Wellness sector as a business prospect has a great scope in India because of which multiple start-ups have bloomed. These star-ups have created tremendous demand for skilled human resources for the sector. The natural wellness industry in India which extends from yoga to skincare, mental and physical health is seeing rapid development. The improved quality of life in India has boosted personal care for beauty and wellness sector to the point that estimated growth rate for the sector for 2018-2023 period before the pandemic was 9.7%. Emphasis on well-being, digital acceleration and health and safety rose to prominence in India. Demand continues to grow for products specifically designed around skin health, physical and psychological well-being, hygiene, and sustainability. Some of the major reasons for this sharp rise in growth can be accorded to elements including, increasing interest and consumer awareness, rising incomes with the Indian working class, fast track lives which leaves no time for people to sit back and cater to their needs central to the industry and entry of private-area financial backers in the new verticals of the wellbeing and health market.

The Beauty and Wellness sector is growing at a fast pace and is an important industry in India. It contributes a lot to the country's economic growth and is gradually becoming a leading employer — creating job opportunities for millions of people. The reason for this exponential growth is rising consumerism, globalisation and changing lifestyles of Indian consumers. The rapid growth of the Beauty and Wellness Industry, along with the entry of many small and large companies, has led to a huge demand for trained personnel or beauty therapists. Though the Beauty and Wellness Industry is new in India, there has been an increasing awareness about health and well-being. The industry is booming, and it is mainly due to the growing desire among both men and women to look stylish and feel good about themselves.

The outbreak of COVID-19 and the resulting global health emergency have certainly slowed the evolution of the cosmetics industry in the nation. As noted by Euromonitor International, an international market research company, and the country's prospects for growth shrunk significantly from the rosy CAGR of 8.5% achieved between 2016 to 2019. Over the 2019-2020 periods the growth rate was 2.3%, achieving a market value of a little over \$15 billion in December 2020, while the growth forecast for 2020-2021 is 1.7%. Starting in 2022 revenue in the beauty sector is expected to increase by +2.8%. The beauty and wellness market in India was valued at INR 901 billion in 2018 and is forecast to reach INR 2,464 billion by 2024, expanding at a compound annual growth rate (CAGR) of ~18.40% during the 2019-2024 period.¹. (Source: ipnews.net)

¹<https://www.cosmoprof.com/en/media-room/news/ibeauty-india-a-leader-in-the-cosmetics-industry-of-tomorrow/>, accessed on 23rd August 2021.

Beauty & Wellness is a highly unorganized sector dominated by small players and infrastructure requirements not meeting the global standards but at the same time there is a phenomenal increase in the demand of the skilled workforce. Since there is a large portfolio of services and majority of the workforce working in the sector does not have a formal certification, it becomes imperative to have a standardized process of certification that bridges the gap between expectation and performance. The industry requires a value addition in terms of training and at the same time, improve the chances of candidates to climb their career ladder. Those who are self-employed, will have a better understanding on the essentials of running a business and shifting to a more desirable role will become easy for those who are in wage employment. The RPL Certification will help to develop, enhance, and maintain work effectiveness, competence in terms of application of knowledge and skills in varied activities. The certified workers will get to know the market trends and how they can promote their products and services to their clients.

In view of the significance attached to health & hygiene sector, Beauty & Wellness skill was identified as one of the Skills for RPL- Type 1, Scheme by NSDC. Beauty & Wellness Sector Skill Council (B&WSSC) having headquarter in New Delhi was selected as Programme Implementation Agency (PIA)/ Sector Skill Council for implementing skills related to Beauty & Wellness in India. Four skill job roles identified by the PIA/ SSC for RPL. The job roles identified by the PIA/ SSC were as follows.

- Assistant Beauty Therapist
- Assistant Hair Stylist
- Beauty Therapist and
- Hair Stylist

A total of 10,000 (Ten Thousand) RPL Certification estimate was given to the PIA/ SSC by NSDC. The scheme covered states and Union Territories of Assam, Jharkhand, Tripura, Nagaland, West Bengal, Madhya Pradesh, Haryana, Rajasthan, Gujarat, Telangana, Maharashtra, Uttar Pradesh, Odisha, Uttarakhand, Chandigarh, Punjab, Delhi. (Refer Table No 1)

Table No 1.
Beauty & Wellness Sector Skill Council
RPL Targets (Under RPL Scheme)- 2019-2020

S No	Name of State/ Union Territory	RPL Certification Targets
1	Telangana	200
2	Haryana	1000
3	Punjab	900
4	Odisha	600
5	Uttar Pradesh	1500
6	Uttarakhand	900
7	Bihar	300
8	Assam	1200
9	Manipur	100
10	Tripura	100
11	Jharkhand	900
12	Rajasthan	150

13	Chhattisgarh	100
14	Nagaland	100
15	Sikkim	100
16	Madhya Pradesh	1700
17	Meghalaya	100
18	Andhra Pradesh	50
TOTAL		10000

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

Evaluation Study Scope Aims, Objectives and Limitations Study Scope

The evaluation study covers NSDC's Recognition of Prior Learning (RPL) scheme for Beauty & Wellness Sector Skill Council conducted during 2019-2020. The programme has relied mainly on two strategic approaches. These include identification, mobilization, conducting of pre-screening test and induction of short-term orientation/ capacity building training, for preparing candidates for assessment of skill certification which confirms to NSQF norms. Second strategic approach was to conduct skill certification assessment with the support and help from independent and professional Assessment Agency staff for separate job description under the beauty and wellness skill sector. The evaluation covers a significant normative component based on documentation and understanding of policy programme, the evaluation study provides recommendations and practical suggestions from the perspective of future designing and implementing replicable models. The evaluation focuses on the work at the regional level as well as at the country level. The geographic coverage includes all major states and Union Territories of India. For the evaluation a stratified representative random sample was chosen for field visit as well as for electronic survey. The evaluation covered a wide range of stakeholders including Programme Implementing Agency (PIA)/ Sector Skill Councils (SSCs), Training Partners (TPs), Certification Assessing Agencies (AAs) and Candidate Beneficiaries (CBs).

Objectives

Major objectives of the evaluation study are to:

- Examine the RPL systems and processes of programme implementation from mobilization till certification and identify gaps in the systems and processes implemented by the PIA/ SSC. Examine program's relevance that are being implemented.
- Assess the effectiveness of program processes like planning, design and identify success and challenges in the initiatives, including factors affecting quality of programs.
- Study Implementation of strategies planned activities, their achievements and effectiveness of the programme.
- Examine the geographical spread and coverage of RPL Scheme beneficiaries.
- Analyse demographic and social composition of RPL beneficiaries.
- Measure the effectiveness and outcomes of the RPL programme though both qualitative changes in skill competencies and quantitative changes in leveraging higher incomes after RPL certification.

Research Questions

- What is the efficacy of skill development initiative under RPL Scheme?
- What is the impact created in terms of employment and increase of income of youth?
- Whether livelihood opportunities of targeted youth have improved by this intervention

- How do beneficiaries and key stakeholders perceive the quality of the intervention in terms of improving competency levels.
- What are the effective approaches of the programme implementation in terms of training aids, well equipped trainers, accessors, handholding support to achieve desired outcomes?
- Does training provider led RPL projects yield better results in terms of achievements, beneficiary satisfaction and ease of implementation of the scheme.
- Has employability of the beneficiary increased by the RPL certification?
- Is there premium in salaries earned by beneficiary and has income increased due to certification.
- Have competencies demanded at work improved due to certification and orientation / capacity building.
- Has working conditions and welfare services improved for the workers after certification.
- Are there any productivity improvements that can be associated with the intervention?

NSDC selected, Datamation Organization, (Registered ISO 9001:2008 ISO 27001) to conduct an evaluation study of the RPL Scheme implemented by Media and Entertainment Skills Council, covering project programmes and activities undertaken under the RPL1 from 2019-20 period. The evaluation is to provide insights on the outcomes of the programmes, to guide the NSDC for developing strategic plan for future activities. It is expected that this process will provide NSDC, deep insights into their strengths, weaknesses, and gaps at the strategy and at the organization level. It is hoped that the evaluation will provide direction for the future positioning and strategizing, managing organizational effectiveness and to undertake the process of consolidation for the realization of the mission they have set for themselves.

Evaluation Process, Framework and Methodology

The evaluation process was evolved in close consultation with NSDC for identification of the research questions and their indicators for measurement. The independent evaluation team was provided with suggestions and comments on all deliverables. The research questions were further classified thematically covering every programme of RPL scheme implemented by its partners. At a macro level three themes were identified namely (i) Creating Necessary Conditions for the implementation of RPL (ii) Capacity Building Measures of PIAs/ SSCs and TPs (iii) Mobilization, Pre-screening and Orientation process for the beneficiary stakeholders (iv) Certification Assessment by independent professional. Care was taken to incorporate all aspects of direct and indirect interventions undertaken for the RPL scheme. These were further split up under micro level themes. The independent evaluation team initiated the data collection process in compliance to the ethical code of conduct as specified by the existing principles of following ethical code of conduct for data collection from the stakeholders. The process of evaluation aimed to imbibe the commitment of NSDC goal of empowering skilled workers with formal certification, to enhance their dreams of increasing skill knowledge, productivity, self-esteem, and livelihood opportunities.

The evaluation framework was based on the inputs derived initially from NSDC and subsequently, Datamation team developed detailed methodology for undertaking the evaluation study. The review team conducted team planning meetings, to develop a comprehensive understanding of the program and to evolve the evaluation methods and tools for the validation and authentication of the data and other information collected by the evaluation team. The external evaluators participated in briefings of NSDC - Implementing agency and stakeholder's meetings, to understand a thorough orientation to the RPL scheme, especially the intervention programs and other activities. These briefings provided needed clarifications and opportunities to discuss and finalize evaluation processes and support needs. After several rounds of consultation with the NSDC officials, a detailed methodology was chalked out for collecting quantitative and qualitative information from the stakeholders. After seeking relevant

information from NSDC website, related to their geographical reach, coverage of stakeholders, appropriate sample design has been selected for detailed survey.

Data Sources

The data sources employed both primary and secondary sources of information. The key informants of primary sources were PIA/SSCs, TPs, AAs, and CBs. In addition, discussions with NSDC officials, academicians and other civil society actors were undertaken to get a clearer perspective.

For primary data, several sets of questionnaire schedules were prepared in consultation with NSDC. The questionnaire schedule developed were pilot tested with sample selected PIA/SSCs, Assessment Agency, Training partner Agency and RPL certified beneficiaries. After thorough discussion with the stakeholders the questionnaire schedules were fine-tuned, to incorporate all relevant aspects of RPL components and activities undertaken the stakeholders. A final questionnaire schedules was prepared based on inputs sought from NSDC. Separate questionnaire schedules were prepared for the following stakeholders.

1. Schedule for Programme Implementation Agency (PIA)/ SSCs – Refer (Research Tool -1)
2. Schedule for Training Partners (TPs) – Refer (Research Tool -2)
3. Schedule for Assessment Agency (AAs) – Refer (Research Tool -3)
4. Schedule for Beneficiary Candidate (BCs) – Refer (Research Tool K -4)

The questionnaire schedule developed was sent to all PIA/ SSCs, TPs, AAs, and BCs electronically as well as personal interview, for their inputs. Email and mobile details of TPs and AAs were ascertained from PIA/ SSC, while BCs details were ascertained from NSDC website portal – tracker of beneficiaries.

The evaluators conducted telephonic interviews in majority of cases in view of the COVID-19 Pandemic and obtained written feedbacks wherever necessary. Questionnaires were drafted and modified from time to time to incorporate all relevant information.

The secondary sources of information include all research studies, past evaluation reports, books, journals, case studies, newspaper clippings, articles, and other related published and unpublished materials. It also includes visiting NSDC website as well as PIA/ SSC websites.

The study employed formal and informal data collection methods for both quantitative and qualitative analysis. The formal methods included structured, open-ended, and semi-structured questionnaires with several rounds of feedback questionnaires to capture maximum information on the theme interventions, dimensions and gaps existing within them. The informal methods consisted of research questions and discussion guidelines, which were developed to collect information through informal individual and group interactions, discussions and interviews, telephonic interviews, discussions with key internal and external stakeholders. Interviews with independent skill development experts were carried out wherever necessary.

A sample of 7TPs, 5 AAs and 1478 BCs (1182 through electronic/ telephonic survey and 296 through physical person to person survey) were selected for the electronic survey and personal physical survey. The beneficiary candidates surveyed were selected through random basis from the tracker data available from NSDC website. The beneficiary candidates selected for survey were spread from all over India. Stratified random sampling method was employed for selecting the TPs, AAs, and BCs. The indicators selected for the stratification were:

- States/ Union Territories
- Job description under the sector skills

In addition to the responses received to the questionnaire schedule from PIA/SSCs, TPs, AAs, and BCs a focussed group discussion was conducted (Video Conference) with PIA/SSC, carefully selected TPs, and AAs. Based on the responses received for the questionnaire schedules from the stakeholders, Focussed Group Discussion points were prepared to have a thorough understanding of the processes and activities undertaken by the stakeholders.

Participatory (qualitative research and data) during the FGDs conducted with PIA/SSCs, TPs and AAs was ascertained through specifically developed research tools to seek the following information.

- To get insights of the organizational structure and staffing pattern for undertaking the programs.
- Methods of decision-making processes especially policy decisions.
- Methodology adopted for mobilizing beneficiaries.
- Services provided to stakeholders in terms of management of programmes, capacity building and other services to make enabling conditions for reaching out the stakeholders.
- Training, monitoring, and evaluation methodology adopted to oversee the programmes fulfilling the basic mission and objectives of the project for RPL certification.

The methods of data collection were mainly structured questionnaire, open-ended and semi-structured questionnaires with several rounds of feedback interview schedules, to capture maximum information on the interventions. The informal methods consisted of focused group discussions (FGDs) with all stakeholders. The survey utilized the techniques of focused group discussion, gap analysis and discussions held at the operational areas.

The survey was conducted to document and understand the relevance, effectiveness, efficiency, impact, and sustainability of all components of RPL Scheme. The objective was to obtain a deeper insight into the types of changes in the attitude, awareness, skills, knowledge, and perception towards improving competencies in the skills and utilizing the formal skill certification for service and production mobility.

The independent evaluation team, initiated the data collection process and field observation in compliance, with the ethical code of conduct, by ensuring that the rights of the individuals and groups participating in the evaluation were neither violated nor trespassed upon.

The analysis of data was based on descriptive, explorative, and analytical designs consisting of compilation, computation, tabulation, and analysis of collected information. Data triangulation using a convergence of multiple data sources and validation of data authenticity was utilized in compliance with the standard evaluation practices. The data analysis was used to develop the findings and recommendations by the evaluation team.

Limitations and Mitigation Strategy

One of the major limitations experienced by the Evaluation Team was the lack of information on baseline data, M&E framework, finances, and project reports. Due to COVID-19 Pandemic, evaluation team could not meet with concerned project staff and officials and could not observe the processes undertaken by the PIA/SSCs and TPs. Lack of observational data and information was a major constraint in the evaluation. This made it difficult to produce the conclusive evidence and data in many cases.

Identifying an attributing causality for an outcome was difficult to measure due to pandemic effects on economic growth especially for manufacturing sector due to complete lockdowns. The outcome of an action could be because of a series of combined interventions by various stakeholders which were not possible to ascertain in view of complete lockdowns due to the pandemic. Moreover, the mobility of workers owing to RPL certification was not effective enough as majority of workers lost jobs and livelihood opportunities during this period. The exact quantum as to which stakeholder contributed how much is extremely hard to pinpoint under these situations and circumstances.

FINDINGS

This section explores the extent to which the overall goal and intent of NSDC programme of RPL has been and remain relevant in terms of addressing existing and changing needs of non-formal skilled workers, providing opportunities to them

Organizational Strength, Mobilization, Screening Processes and Job Roles Identification

Findings -1

The strategic approach of RPL, identified by NSDC and implemented by Beauty & Wellness Sector Skill Council (B&WSSC) towards empowering non-formal skilled workers with formal certification after assessing them with NSQF guidelines is relevant to supports PMKVY goal and vision of addressing Skill, re-skill, and up-skill of workers engaged in non-formal Beauty and Wellness Skill sector.

The Beauty and Wellness sector is growing at a fast pace and is an important industry in India. It contributes a lot to the country's economic growth and is gradually becoming a leading employer, creating job opportunities for millions of people. The reason for this exponential growth is rising consumerism, globalisation and changing lifestyles of Indian consumers. The rapid growth of the Beauty and Wellness Industry, along with the entry of many small and large companies, has led to a huge demand for trained personnel or beauty therapists. Though the Beauty and Wellness Industry is new in India, there has been an increasing awareness about health and well-being. The industry is booming, and it is mainly due to the growing desire among both men and women to look stylish and feel good about themselves. There are many workers engaged in this sector, who do not possess formal certification but have enough skill competencies to undertake jobs in non-formal sectors/ in self engaged trade, where they are not formally recognised, hence employers do not provide them with due recognition as well as income opportunities. The RPL, scheme certification for such workers is highly relevant and useful. The formal certification to these skilled workers under the RPL scheme increases their prospects for inclusion in the labour market, which is a win-win situation for both the workers with certification of their skill competencies as well as for the employers, who can match their skill competencies with job requirements. This ensures social inclusion and equity among the workers who might have attained these skill competencies through formal or informal channels. NSDC's conceptualization of the issue of RPL has been accepted worldwide for empowering the skilled workers engaged in non-formal sector. International Labour Organization's help is being sort by many countries to implement and establish RPL systems.

A special focus under the PMKVY is Recognition of Prior Learning (RPL) to empower non-formal skilled workers engaged in Beauty & Wellness Skills by providing formal certification to them to recognise their skill competencies. In the absence of recognized qualifications, a large proportion of people face severe disadvantages in getting decent jobs, and accessing further education, even though they have the necessary knowledge and skills. The Recognition of Prior Learning (RPL) process helps these individuals to acquire a formal qualification that matches their knowledge and skills, and thereby contribute to improving their employability, mobility, lifelong learning, social inclusion, and self-esteem.

Findings -2

Beauty & Wellness Sector Skill Council's (B&WSSC) organizational strength, managerial support, and coordination mechanism were effective in providing the necessary logistic support and monitoring of interventions at the training centres.

Beauty & Wellness Sector Skill Council (B&WSSC) is not for profit organization, promoted by Confederation of Indian Industries (CII) with financial support from NSDC, under the aegis of Ministry of Skill Development and Entrepreneurship². The aim of B&WSSC is to establish an effective and efficient eco-system for development and imparting of skills in Beauty and Wellness industry including developing content & curriculum, courses, information databases, delivery systems, standardization of the accreditation and certification process to enhance employability of the Indian workforce nationally and internationally. Council is chaired by Dr. Blossom Kochhar along with industry icons like Ms. Gurpreet Seble as the Council Members. Since inception, it has grown exponentially making its presence in 29 States & 7 UTs, for training and certifying over 7 lakhs youth by helping them employable /self-employable, with a certificate in Beauty and Wellness, recognised by the Government of India. B&WSSC has 717 affiliated training centres located in all States and Union Territories across the length and breadth of the country.

The organization is in the forefront to realise the vision and goals of Pradhan Mantri Kaushal Vikas Yojana (PMKVY), a flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE), Government of India. B&WSSC has certified 131,325 candidates under PMKVY, RPL- Scheme as PIA/ SSC and have covered different job roles under the RPL project in 26 states. The motivation of the organization is strong, which is reflected by their vision and multiple activities like RPL certification, taken long-term and short-term courses, bridge courses and developing curriculum in collaboration with international organizations. The organization is also engaged in conducting extensive research on content of different job roles. Each identified job role within this skill sector has been aligned with specific course and curriculum activities.

The organization has identified multiple Training Partners across major districts in 26 states of India. These Training Partners are highly acclaimed in their field of specialization. A continuous participatory activities are implemented by Training Partners with the PIA/SSC.

Findings -3

RPL Process, implemented by B&WSSC for Mobilization, and enrolment of candidates for RPL certification was context specific and spread all over India. But final tally for RPL certification process was not very successful as only 6841 candidates (68%) of the targeted stakeholders were assessed for RPL certification. This indicates mobilization process was not effective enough to cover all targeted stakeholders.

B&WSSC has implemented RPL in the RPL Centres/ organised camps identified by their training partners in several states of India. As envisaged by the RPL scheme, mobilization, and counselling of beneficiaries to participate in the RPL programme is the key to create mass awareness among the expected beneficiaries.

Mobilizing Non-formal Skill Workers. Programme Implementation Agencies / Sector Skill Council (SSC's) in collaboration with Skill Training Partners (TPs) across the country in

²www.bwssc.in/about-us.aspx, accessed on 24th August 2021.

villages and cities. According to the PIA/SSC and Training Partners non-formal skill workers were mobilized through mass media platforms – Newspaper advertisement- especially in local vernacular newspapers, door to door campaign, use of mobile vans, interaction with local groups, and other awareness programmes. TPs also stated that Local NGOs, Urban local bodies, village Panchayat and other civil society organization were also informed about importance of Skill certification scheme. However, the responses from the beneficiary candidates related to mobilization process was mostly from friends/ NGOs (43%) and Newspaper advertisement (33%). (Refer Table No 2)

Efforts were made by the TPs to inculcate the needs for seeking formal certification of their skill competencies in the RPL organised camps.

Table No 2
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Information Source for RPL Certification (July- August 2021)

Sl. No.	Come to know about PMKVY- RPL Project	% Of Candidates
1	Counselling by TPs	12.1
2	NGOs/ Friends	42.5
3	Work Site	12.5
4	Newspaper / Advertisement	32.9
	Total	1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

The mobilization strategy adopted was relevant, context specific and integrated with a more holistic perspective. A total of 8725 candidates were mobilized for applying in the pre-screening tests. Despite the COVID-19 Pandemic, this seems to be good effort on part of PIA/SSC and TPs. Many expectant beneficiaries approached Training Partners for skill certification under the RPL scheme. (Refer Table No 3).

Out of a total of 10,000 targets fixed for RPL certification for Beauty & Wellness sector Skill. A total of 8725 candidates from Telangana, Haryana, Punjab, Odisha, Uttar Pradesh, Uttarakhand, Assam, Tripura, Jharkhand, Rajasthan, Nagaland, Madhya Pradesh, Chandigarh, Delhi, Maharashtra, and Gujarat (88% of target candidates) were given pre-screening tests for enrolling themselves for RPL certification. A total of 7476 candidates were provided counselling and orientation training. However only 6841 candidates (92%) candidates participated in the RPL certification assessment test as 8% candidates dropped out of facing assessment test be the faculty of Assessing Agency In view of the COVID-19 pandemic situation, this seems to be decent proportion of target mobilised by the Training partners of B&WSSC organization.

Table No 3.
Beauty & Wellness Sector Skill Council
RPL Targets (Under RPL Scheme)- 2019-2020

S No	Name of State/ Union Territory	RPL Certification Targets	Actual Assessed for RPL Certification	% Mobilized to Targets
1	Telangana	200	185	93
2	Haryana	1000	1087	109
3	Punjab	900	75	8
4	Odisha	600	244	41
5	Uttar Pradesh	1500	290	19
6	Uttarakhand	900	621	69
7	Bihar	300		0
8	Assam	1200	1306	109
9	Manipur	100		0
10	Tripura	100	70	70
11	Jharkhand	900	250	28
12	Rajasthan	150	114	76
13	Chhattisgarh	100		0
14	Nagaland	100	200	200
15	Sikkim	100		0
16	Madhya Pradesh	1700	325	19
17	Meghalaya	100		0
18	Andhra Pradesh	50		0
19	Chandigarh		38	+38
20	Delhi		156	+156
21	Maharashtra		1847	+1847
22	Gujarat		33	+33
	TOTAL	10000	6841	68

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

Findings-4

RPL Process, implemented by B&WSSC of Pre-Screening Test, and identification of Role Jobs in the Sector Skill, for skilled worker is context specific, spread all over India and integrated with a holistic approach suggested for RPL by NSDC. Proportion of Job roles selected by Training Partners were Beauty Therapist (59%), Assistant Beauty Therapist (10%), Hair Stylist (2%) and Assistant Hair Stylist (30%).

Pre- Screening Test

As envisaged in the RPL Scheme, all mobilised candidates for skill competency certification are required to be given pre- screening tests to identify their competency levels and determine whether they have the required skill competencies for preparing them, to face the assessment test after proper orientation, counselling, and capacity building. The pre-screening test was conducted by the Training Partners at the identified training campuses in the selected States and Union Territories. The candidates selected for pre-screening tests were informed about the course structure/ physical demonstration activities to be covered for the pre-screening

testing, so that candidates prepare themselves appropriately for the pre-screening tests. This also helps in observing clear transparency and accountability for the pre-screening testing examination. Pre-screening guidance, counselling and support was provided to the candidates by the Training Partners (TP). PIA / SSCs established a pre-screening criterion for their sector and made it available online for the benefit of candidates.

B&WSSC conducted written pre-testing tool (Question paper) having multiple-choice answers in local languages as stipulated in the RPL framework. Trainer Partners fixed minimum marks to be acquired in the pre-test for qualifying for enrolment in RPL certification process. (Refer Screening Test Question Paper – Annexure -2)

A total of 7476 candidates out of 8725 candidates, who had participated in the pre-screening test were successful in qualifying for the RPL assessment. As expected in case of Beauty & Wellness sector Skill Industry, a significant number of successful candidates were women (7421) while only 352 were men (4%) and 3 were Transgender. This reflected that the industry requires women workers in large numbers. These 7476 candidates belonged to Telangana, Haryana, Punjab, Odisha, Uttar Pradesh, Uttarakhand, Assam, Tripura, Jharkhand, Rajasthan, Nagaland, Madhya Pradesh, Chandigarh, Delhi, Maharashtra, and Gujarat. Thus, the RPL Scheme for Beauty & Wellness covered a significant proportion of states and Union Territories across the length and breadth of the country. (Refer Table No 4)

Table No 4

Beauty & Wellness Sector Skill

Gender Groups of Candidates Qualified for RPL-! Training After Pre-Testing (2019-2020)

Gender	Total Assessed beneficiaries	% Count
Female	7421	94.81 %
Male	352	5.15%
Transgender	3	0.04%
Grand Total	7476	

The bar chart displays the percentage distribution of candidates by gender. The 'Female' bar is the tallest, representing 94.81%. The 'Male' bar is significantly shorter, representing 5.15%. The 'Transgender' bar is the shortest, representing 0.04%.

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

6841 candidates were finally assessed by competent faculty for RPL certification. Actual dropout rate was 8% from the successful pre-screening candidates. Perhaps these 8% candidates were not confident enough to face the final assessment test. Dropouts could be also related to COVI-19 lockout during this phase. (Refer Table No 5)

Table No 5

Beauty & Wellness Sector Skill

Candidates Qualified for RPL-! After Pre-Testing (2019-2020)

State	Candidates Assessed for RPL Assessment Certification
Assam	1306
Chandigarh	38
Delhi	156

Haryana	1087
Jharkhand	250
Madhya Pradesh	325
Maharashtra	1847
Odisha	244
Punjab	75
Rajasthan	114
Telangana	185
Tripura	70
Uttarakhand	621
Uttar Pradesh	290
Gujarat	33
Nagaland	200
TOTAL	6841

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

After the pre-test, qualified candidates were selected for four types of job roles as per their competencies in the skills. The job role skill competency was identified in view of their current job roles practiced by the candidates as well as their practical demonstration of such job roles. Four types of job roles were identified for counselling/ orientation and capacity building (Refer Table No 6).

Table No 6
Beauty & Wellness Sector Skill
Pre-tested Qualified Candidates Identified for Role Jobs (2019-2020)

Job role	Number of Qualified Candidates
Assistant Beauty Therapist	2236 (30%)
Assistant Hair Stylist	715 (10%)
Beauty Therapist	4374 (59%)
Hair Stylist	151 (2%)
Grand Total	7476

The bar chart displays the number of qualified candidates for four job roles. The x-axis lists the job roles: Assistant Beauty Therapist, Assistant Hair Stylist, Beauty Therapist, and Hair Stylist. The y-axis represents the number of candidates. The bars are colored pink, blue, green, and purple respectively. The values are 2236, 715, 4374, and 151.

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

The Training Partners after conducting thorough examination both verbal examination and practical demonstration of their skill competencies, classified candidates in terms of their competency levels in their respective job roles. A total of 4374 candidates were selected for Beauty Therapist job role (59%), while 2236 candidates were selected for Assistant Beauty Therapists job role (10%). Similarly, 151 candidates (2%) were selected for Hair stylist job role, while 715 candidates (10%) were selected for Assistant Stylist job role. Thus, candidates were categorised into two broad job roles of Beauty Therapist and Hair stylist. (Refer Table No 6).

Orientation, counselling, and Capacity Building by Training Partners

Finding -5

RPL Process, implemented by B&WSSC for Orientation, counselling and Capacity Building of skilled worker is relevant, context specific, and in sync with a holistic approach suggested by RPL Scheme supported by NSDC.92 percent beneficiary candidates confirmed that RPL Programme were Successfully conducted by the Training Partners.

Preparing successful candidates for skill competency assessment by the independent, competent, and professional faculty of Assessment Agency is the key to successful implementation of RPL scheme of NSDC. Enrolled successful candidates (in their role jobs for the sector skills) must be trained appropriately by the Training Partners to make them comfortable to face the final certificate assessment test.

B&WSSC, training partners in their respective training camps in the respective Panchayats/ Cities/ Districts and States organised 2 days orientation/ counselling and refreshing training programme (Refer Table No 7.). The components covered in the Orientation Programme were following

1. Collection of all supportive documents for the skill competency to determine their skill level
2. A Self- Assessment presentation by the candidate (in the identified job - verbal expression/ practical demonstration) to determine candidates competency levels vis- vis other candidates. This allows to determine whether refreshing training levels required for each candidate. 15 minutes are allotted to the candidates to complete this Self-Assessment. Efforts were made to identify the specific coaching required for lower level of competency candidates to refresh their understanding and practical demonstration levels. This helped preparing candidates for certification assessment test uniformly and inclusively.
3. A total of 12 Hours Counselling / Orientation training was conducted. The training module was categorised into domain knowledge, soft skills, digital and financial literacy, transaction of on-line financial aspects.
4. Domain Knowledge Training in the Job Roles were imparted to the candidates for a minimum of 3 Hours by experienced and trained professionals deputed by Training Partners in the Training Camps.
5. Soft Skills and Entrepreneurship Tips Specific to Job Role were imparted for a Minimum 2 hours
6. Digital and Financial literacy skills were also taught for 2 Hours
7. Since the sector skill requires practice hand-on experience, 6 Hours were devoted for inculcating practical hands-on skills and knowledge, so that candidates face assessment test confidently.
8. A Minimum of 1hour was devoted for this session.

Table No 7
Beauty & Wellness Skill Sector Council
Beneficiary Candidates Surveyed- Counselling and Orientation Training Curriculum
adopted by Training Partners (July- August 2021)

Sl. No.	Duration	% Candidate Responses
1	At least 2 hours of training in familiarization to assessment process and terms.	92
2	At least 4 hours of training in soft skills and entrepreneurship	92
3	2 hours of Domain Training	90
Total		1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -6

Training Partners Selected for the RPL by B&WSSC for Orientation, counselling and Capacity Building of skilled worker have the requisite experience and technical competence in the field of Beauty & Wellness Skill Sector. 88% beneficiary respondents stated that they received the information and other knowledge from the sessions as per their expectations. 89% respondents conveyed that the programme has been effective in providing them useful information as well as upscaling their skills. 92% respondents were satisfied with the course curriculum and other modules taught in the training period.

A total of 16 Training partners were selected by B&WSSC for mobilization, pre-screening test and Counselling and Orientation training programme. All selected Training Partners have the requisite training expertise and experience of working on the issues related to Beauty and Wellness Sector Skills. The Training Partners have experience in the Sector Skill specific industry and have been associated with several brand names in this industry. Training Partners have significant presence in ToT certified trainers. The Training Partners have presence among several brands with comfortable revenue and annual turnovers. Their placement proportions (%) is decent with SIT programs They have been the recipients of support from branded organizations in the Skill industry. The Training Partners are well known and have been providing training support for more than a decade. (Refer Table No 8)

The trainer's strong domain knowledge and pedagogical skills are two components more important to achieve success in training. Trainers at entry level were motivated by PIA/SSC to improve their teaching skills by providing necessary teaching-learning materials. Remuneration for trainers was sufficient to attract quality talent. The SSCs assures quality at entry and TPs were requested to comply to these norms which are often subjected to post-recruitment audits by the SSC. At present ToT assessments are being conducted by third-party assessment agencies. ToT assessments are being made an in-house responsibility of Training Partners in some cases. This has improved assessment quality. The study found examples of the practice of conducting ToT assessments by their own staff.

Table No 8
Beauty & Wellness Sector Skill
Training Partners for RPL Scheme (2019-2020)

S. No	Training Partner Name
1	ASDET
2	VLCC
3	Skills Root
4	NIACE Foundation
5	Navodaya Institute
6	IIE
7	Centum
8	TBL Education Pvt Ltd
9	Crest Infotech
10	Holistic
11	Sarathi Foundation
12	Visvesvaraya Foundation
13	NISD
14	Valuer Fabtex
15	Bapu Nature
16	EPI Skills

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

Beneficiary students were happy with the Counselling/ Orientation/ Capacity Build training organised by the training partners. 88% respondents felt they received the information and other knowledge from the sessions as per their expectations. Similarly, 89% respondents conveyed that the programme has been effective in providing them useful information as well as upscaling their skills. Ninety two percent of respondents were satisfied with the course curriculum and other modules taught in the training period. (Refer Table No 9)

Table No 9
Beauty & Wellness Sector Skill
Beneficiary Candidates Responses: RPL Training Expectation (2019-2020)

S. No	Particulars	% Responses
1	Counselling and Orientation Training as per expectation	88
2	Counselling and Orientation Training Effective and Useful for upscaling their skills.	89
3	Satisfied with the Course Curriculum and other modules taught in the Counselling and Orientation Training	92

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -7

Training Partners having expertise in specific job roles were selected for providing counselling / orientation and capacity building assignments, so that training is highly successful for motivating selected candidates to face the Assessment test confidently.

The candidates selected were allotted to various Training Partners for counselling, orientation, and capacity building training to prepare them appropriately for certification assessment test. Training partners located in different states and Union Territories were allotted the candidates. However, 8 % candidates dropped out for the assessment certification and only 6841 candidates were finally assessed by Assessment Agency faculty. The candidates allotted for counselling and orientation training for Training Partners is given in (Table No. 10). The table depicts that qualified and profession trainers were utilized by the PIA to conduct the counselling and orientation, which is the key component for successful culmination of RPL Scheme.

Table No 10
Beauty & Wellness Sector Skill
Qualified Candidates allotted for Role Jobs to Training Partners
(2019-2020)

TP Name/Job Role	Beauty Therapist - (BWS/Q01 01)	Assistant Hair Stylist - (BWS/Q02 01)	Assistant Beauty Therapist - (BWS/Q01 01)	Hair Stylist - (BWS/Q02 02)	Grand Total
Asdet	70		71		70
Bapu Nature					107
Centum					750
Crest Infotech	150		151		150
EPI Skills					196
Fairy Princess					190
Holistic				150	600
IIE	266		267		683
Navodaya Institute		372			372
NIACE Foundation	624		625		724
NISD	339		340		415
Sarathi Foundation	1050		1051		2147
Skills Root					500
TBL Education					600
Valuer Fabtex					299
Visvesraya Foundation	100	186	272		286
VLCC	237	157	77	50	636
Grand Total	2836	715	2777	200	8725

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

Finding -8

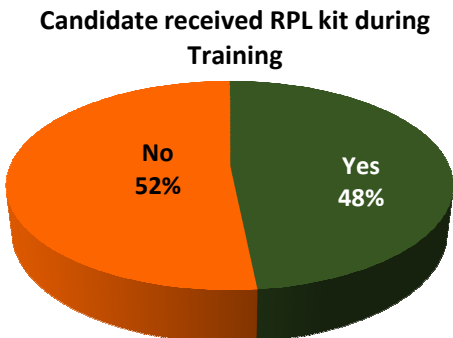
Training Partners exhibited teaching -learning materials and other tool kits for better results in the Assessment tests.

Discussion with PIA/SSC and TPs indicated that during the counselling and orientation training job specific tool kits (Knowledge products and value addition) literature and information material were exhibited in orientation sessions. Content knowledge kits were provided among trainers for exhibition during the classroom transactions. All training centres were equipped with necessary equipment's, consumable items required for training of candidates to demonstrate hands-on training. A specific initiative was also arranged "Skill on Wheels" for rural candidates to ensure knowledge dissemination before the assessment test. As an encouragement for the participating candidates PKMVY- T-shirt/ jacket and cap was distributed among the candidates.

However, responses from the beneficiary candidates did not match with the PIA/ SSC and TPs assertions as a significant proportion of beneficiary candidates started that RPL kits were not provided. (Refer Table No 11) Thus, in many centres RPL tool kits may have not been provided, which needs some scrutiny from PIA/ SSC. Those who had received tool kits were satisfied and felt it enhanced their learning capacities.

Table No 11
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- RPL Tool Kit Supplied (July- August 2021)

Sl. No.	Candidate received RPL kit during Training	% Of Candidates
1	Yes	48.4
2	No	51.6
	Total	100.0



The pie chart illustrates the distribution of responses regarding the receipt of RPL kits during training. The 'No' category, represented by an orange slice, accounts for 52% of the total. The 'Yes' category, represented by a green slice, accounts for 48% of the total.

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -9

Effective monitoring was in place from PIA/SSCs to oversee the successful completion of the RPL Processes of Mobilization, Pre-Screening Tests and Counselling/ orientation. Training Sessions given by Training Partners were appreciated by 94 % beneficiary candidates.

PIA/ SSCs also stated that to ensure efficient and effective implementation of the training programme, monthly progress report was mandatorily demanded from TPs. Training modules for specific job roles were prepared with a motive to ensure that the candidates' knowledge is enhanced. Virtual audits for the training programmes were conducted. Candidates' success stories were communicated with candidates to enhance their experiences.

Candidates requiring special attention were provided support by using ToT certified trainers in training delivery systems, to ensure equity of skill knowledge dissemination among the

candidates for the assessment test. The ToT certified trainers trained by in-house training team were used for conducting practical for candidates, to make them familiar with the assessment procedures.

Beneficiary candidates were depicted comfortable satisfaction level with the Trainers knowledge and Training Transaction in the Counselling/ Orientation session. Candidates expressed satisfaction with the demonstration of practical and hands-on training in these sessions. 45 % of responses stated highly satisfied, while 49% stated satisfied with the training transaction. Infrastructure facilities available at the training centres were found satisfactory by majority of the beneficiary candidates. (Refer Table No 12)

Table No 12
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Satisfaction Level of Trainer Counselling / Orientation and Infrastructure, (July- August 2021)

Satisfaction Rating of Trainers Knowledge and Training Transaction	Percent Responses	Satisfaction Rating of Training Infrastructure in the Training Centre	Percent Response
Highly Satisfied	45	Highly Satisfied	34
Satisfied	49	Satisfied	60
Below Satisfaction	6	Below Satisfaction	6
Total Responses	1478	Total Responses	1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Assessment and Distribution of RPL Certification

Finding -10

Faculty from Assessment Agency selected by PIA/ SSC for conducting Certification Assessment Tests, followed RPL Guidelines effectively and beneficiary candidates expressed level of satisfaction, indicating that the Certification Assessment test was conducted transparently without any prejudice.

Assessment Agencies with relevant sector experiences were selected for conducting certification assessment tests at the respective training centres in all states covered for the RPL Scheme. Assessment Agencies were selected based on the available accessors pool for the job role(Refer Table No 13). Separate accessors were deputed to conduct the tests. Special efforts were made to ensure uniformity in the assessment process across all selected training centres. Accessors were asked to prepare question papers in local regional languages. PIA/ SSC ensured effective monitoring of the assessment process without involving Training Partners, to ensure neutrality and transparency in the assessment process. The following Assessment Agencies were selected for conducting the assessment of candidates. These agencies are independent and have been approved by B&WSSC, after adopting the procedures and guidelines of NSDC. Assessment Agencies must apply through on-line process for approvals. Strict compliance procedures are adopted for giving such approvals.

Table No 13
Beauty & Wellness Sector Skill
Selected Assessment Agencies for RPL Scheme (2019-2020)

S. No	Assessment Agencies	S. No	Assessment Agencies
1	IRIS	5	SPIWD
2	Aspiring Minds	6	Vedokt
3	Mercer Metti	7	IYD
4	Trendsetters		

Source: Beauty & Wellness Sector Skill Council, New Delhi- 2021

Finding -11

Skill certificate Assessment test indicate 8% proportion of enrolled candidates for RPL-Scheme under Beauty & Wellness, dropped out from assessment tests. However, results of assessed candidates were decent as more than 92% assessed candidates passed out and were provided with skill competency certifications for the specific job roles.

One of the major outcomes of RPL, scheme is results derived from the Assessment tests. This indicates the efforts made by the TPs during counselling and orientation programmes. Out of 7476 enrolled candidates only 6841 candidates (92%) made themselves available for the skill competency assessment, thereby indicating that 8% candidates dropped before being assessed for the certification. This proportion is significant as it gives wrong signals for the future prospective candidates. Perhaps efforts should be made to reduce drop-out rates. Probably better orientation sessions are required to ensure all candidates provided orientation training face the assessment tests. also, efforts should be made to provide refreshing courses to the enrolled candidates and make them confident during counselling and orientation courses to make themselves available for assessment during future assessment training camps.

Most satisfying was the result of assessed candidates as 6321 candidates (92% candidates) successfully passed out in the assessment tests conducted by the Assessment Agency and were awarded the skill competency certificates. However, 539 candidates could not qualify for the award of certificates as they got less than 70% marks. All these 539 candidates were given only marks certificates as per the RPL, guidelines. Job role wise proportion of passed out candidates was 98% for Assistant Beauty Therapist, 96% for Assistant Hair Specialist, 89% for Beauty Therapist and 84% for Hair Stylist. (Refer Table No14)

State wise passed out candidates to Assessed candidates indicated decent results except for Assam and Chandigarh. (Refer Table No 15)

Table No 14
Beauty & Wellness Sector Skill
Candidates Skill Competency Assessment Certification Results (2019-2020)

Job role	Enrolled Candidates	Assessed Candidates	% Assessed to Enrolled	Pass out Candidates	% Pass out Candidates to Assessed
Assistant Beauty Therapist	2836	2368	100	2324	98
Assistant Hair Stylist	715	475	66	457	96
Beauty Therapist	4974	3827	66	3396	89
Hair Stylist	200	171	86	144	84
Grand Total	8725	6841	78	6321	92

Source: B&WSSC – August 2021.

Table No 15
Beauty & Wellness Sector Skill
Candidates Skill Competency Assessment Certification Results (2019-2020)

States	Assessed Candidates	Passed out Candidates	Failed in Assessment Test	% Pass out Candidates to Assessed
Assam	1306	1129	177	86
Chandigarh	38	33	5	86
Delhi	156	151	5	97
Haryana	1087	1071	16	99
Jharkhand	250	236	14	94
Madhya Pradesh	325	228	97	70
Maharashtra	1847	1687	160	91
Odisha	244	238	6	98
Punjab	75	74	1	99
Rajasthan	114	112	2	98
Telangana	185	185	0	100
Tripura	70	67	3	96

Uttarakhand	621	607	14	98
Uttar Pradesh	290	280	10	97
Gujarat	33	33	0	100
Nagaland	200	190	10	95

Source: B&WSSC – August 2021.

Finding -12

Distribution of Skill competency certificates to the successful candidates were completed within the time schedule and candidates expressed satisfaction with the process of certificate distribution.

B&WSSC in collaboration with Training partners at the local levels distributed skill competency certificates to the successful candidates within the stipulated period of 5 days. The results were also made available on-line for the benefit of candidates. Candidates who could not come to the training camps for receiving certificates were given certificates at their homes. Marks cards were also given to the unqualifying candidates, who had got less than 70 % marks during the Assessment tests conducted by the faculty of Assessment Agency. Distribution and receipt of skill competency certificates among the beneficiary candidates were confirmed by 90% beneficiaries. (Refer Table No 16)

Table No 16
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Received Skill Competency Certificates
(July- August 2021)

S. No	Particular	Percent
1	Candidates received Skill Certificated with one week after RPL Assessment	80
2	Candidates received Skill Certificates after One week	15
3	Candidates received Marks card as they could not qualify successfully for certification	5

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -13

B&WSSC in partnership with their Training Partners had used all required norms while conducting the RPL Scheme and provided empowering service facilities to the enrolled candidates.

As stipulated by the RPL, scheme biometric devices were used for attendance of the candidates during the counselling/ orientation and capacity building sessions. Similarly, Aadhar cards / other recognised address proof documents were ascertained from the candidates at the time of their enrolments for the RPL, Scheme. Qualification pack utilised during the RPL training programme were approved by NSDC/ MSDC. As envisaged a specific training module during the counselling/ orientation training was devoted for entrepreneurship module, financial training module and digital training module to empower

candidates for developing their own trade centres, which could provide job opportunities to other non-formal skilled workers.

Beneficiary candidates were asked to rate the RPL activities. Mobilization and Pre-assessment were rated as highly satisfactory by 54% respondents and Satisfactory by 33% respondents. Thus, mobilization and pre assessment were found in order because of which enrolment of the candidates were among all sections of society and across all states. Pre-testing and screening were also rated as highly satisfactory and satisfactory by more than 84% respondents, thereby indicating transparency was in place while conducting pre-tests. Candidates were also satisfied with the pre-test question papers. Counselling and Orientation training was also rated highly satisfactory and satisfactory by 82% respondents. Final assessment test conducted by Assessment Agencies were rated highly satisfied and satisfied by 80% respondents. Certification distribution process was also rated highly satisfied and satisfied by 78% respondents. (Refer Table No 17 and 18)

Table No 17

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Rating of RPL Activities (July- August 2021)

RPL Activities	Highly Satisfactory	Satisfactory	Medium	Poor
Mobilization & Pre-assessment	54.1	33.9	15.0	6.9
Pre- testing and Screening	56.1	27.9	10.0	6.1
Counselling & Orientation	43.8	38.2	10.7	7.3
Final Assessment	42.6	37.2	10.6	9.7
Certification	69.7	17.2	13.0	5.2
Reassessment	34.1	26.2	19.1	21.1

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Table No 18

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Rating of RPL Activities (July- August 2021)

Rate	Highly Satisfactory	Satisfactory	Medium	Poor
Training Aid	41.7	24.8	16.3	17.2
Well-equipped trainers	37.1	27.3	19.6	16.1
Assessors	35.9	26.0	20.3	17.8
Hand holding support	39.5	22.6	17.9	20
Provision of Bridge course	37.4	26.5	17.3	18.6
Others	39.3	20.0	19.8	21

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -14

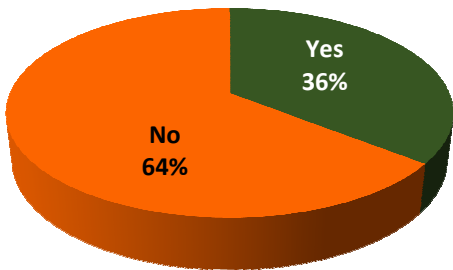
Disbursement of the stipend amount after the successful completion of the training was not provided to all candidates as per the RPL norms. Only 36% candidates have received stipend of Rs. 500.

The Beauty & Wellness skill project type is permitted to provide Rs 500 stipend after the successful completion of the certification. PIA / SSC stated that the stipend is directly paid by NSDC in the bank accounts of the successful candidates. However, responses from the candidates indicate that only 36 % candidates have received the stipend. This needs scrutiny from NSDC as PIA states that they are not involved in the disbursement of the stipend amount. (Refer Table No 19)

Table No 19
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Received Stipend (July- August 2021)

Sl. No.	Candidate received pay out after training in his account	% Of Candidates
1	Yes	35.6
2	No	64.4
	Total	100.0

Candidate received pay out after training in his account



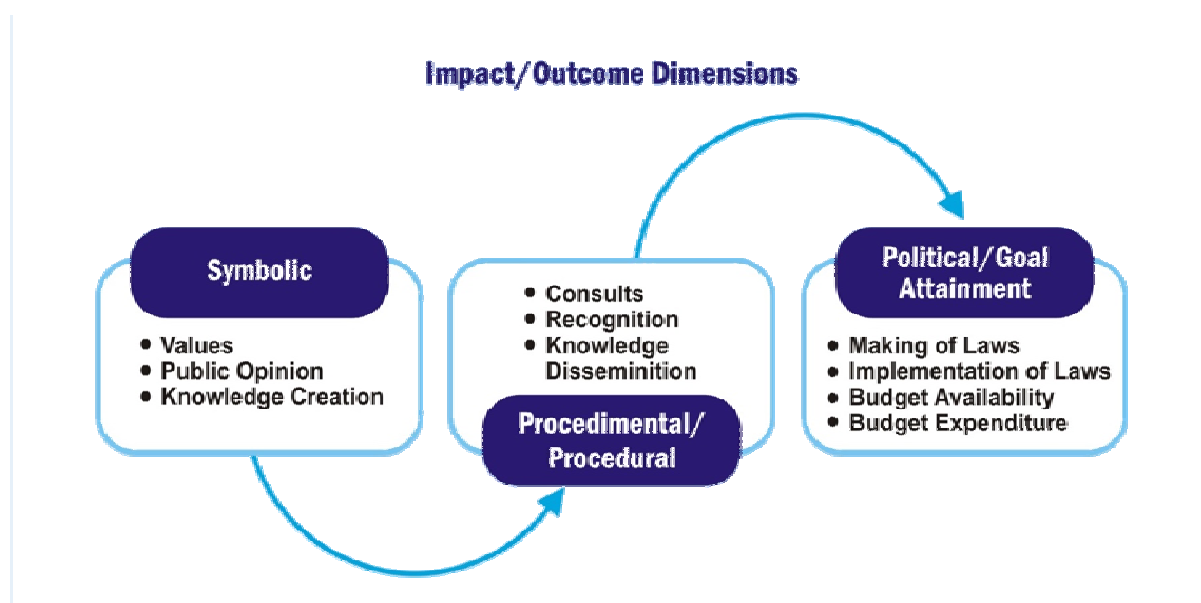
Response	Percentage
Yes	36%
No	64%

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Outcome and Impact of RPL Certification

Developing programme framework is critical to understand the project design as to how inputs and activities will result in outputs to be delivered, and how the project designers believe these outputs will, in turn, result in desired outcomes and impacts. While monitoring, tracks change and evaluation focuses on the outcomes and impacts achieved, it is often seen that impacts take a long time, sometime beyond the project period and may not be easy to measure them effectively. Impact evaluations assess the net effect of a program by comparing program outcomes with baselines or in case of no baselines with an estimate of what would have happened in the absence of the program. Since the programme is still in the midway, hence expecting outcome and impact at this stage would be too much. However, some indicators do refer to the directions of the likely outcomes and impact.

The impacts could be symbolic, precedential/procedural and political/result oriented as depicted in the below model. Achieving political impact requires continuous perseverance. The present evaluation seeks to assess the outcomes and impact (symbolic, precedential and Outcome/ Impact) of the identified goals of RPL Scheme towards creating conditions for empowering the non-formal skilled workers



A survey of candidates (who have completed RPL Scheme Skill Competency certification for Beauty & Wellness sector skill) was conducted. Email, Id's, and mobile numbers of all the candidates who had completed training were tracked from NSDC website. A questionnaire was prepared for the RPL beneficiaries 'candidates. (Refer Appendix No 1) The questionnaire was sent to all candidates for their responses. A total of 1478 responses was received by email/ telephonic survey/ personal physical interview. Responses from 1182 beneficiary candidates were received through emails/ telephone survey, while 296 responses were covered physically. Spatial Distribution coverage of beneficiary candidates indicates wide coverage as 28 states and Union Territories were covered for the survey. (Refer Table No 20)

Table No 20

Distribution of Beneficiary Candidates Selected for Survey

Sl. No.	State	No. of Candidates	% Of Candidates
1	Andhra Pradesh	8	0.5
2	Arunachal Pradesh	1	0.1
3	Assam	230	15.6
4	Bihar	3	0.2
5	Chandigarh	19	1.3
6	Chhattisgarh	21	1.4
7	Delhi	68	4.6
8	Gujarat	44	3.0
9	Haryana	121	8.2
10	Himachal Pradesh	16	1.1
11	Jharkhand	38	2.6
12	Karnataka	45	3.0
13	Kerala	21	1.4
14	Madhya Pradesh	47	3.2
15	Maharashtra	390	26.4
16	Manipur	7	0.5
17	Mizoram	4	0.3
18	Nagaland	17	1.1
19	Odisha	34	2.3
20	Punjab	63	4.2
21	Rajasthan	18	1.2
22	Sikkim	2	0.1
23	Tamil Nadu	13	0.9
24	Telangana	52	3.5
26	Uttar Pradesh	67	4.5
27	Uttarakhand	65	4.4
28	West Bengal	35	2.4
	Total	1478	100.0

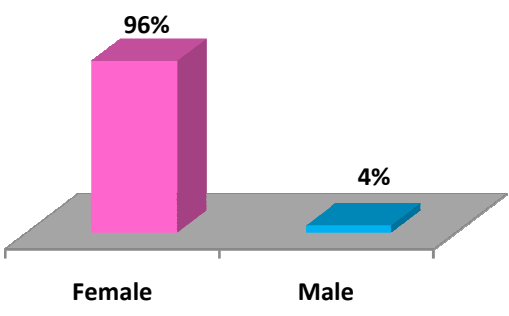
Source: Datamation Survey data August 2021

Demographic & Social Composition of RPL, Scheme Beneficiaries for Beauty & wellness Sector Skill.

Out of 1478 responses 96% responses were women while 4 % responses were men. This is in conformity of the enrolled beneficiaries for the RPL scheme for Beauty & Wellness sector skill. (Refer Table No 21)

Table No 21
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed (July- August 2021)

Sl. No.	Gender	% Of Candidates
1	Male	4
2	Female	96
Total		1478



A 3D bar chart illustrating the gender distribution of beneficiary candidates. The vertical axis represents the percentage of candidates. There are two bars: a tall pink bar for 'Female' at 96% and a very short blue bar for 'Male' at 4%. The bars are set on a grey base with labels 'Female' and 'Male' below them.

Source: Datamation Survey July-August 2021

Finding -15

Youth and other working age Groups of candidates were mobilized and motivated to get assessed for RPL certification. The mobilization was also successful in enrolling all sections of societies especially individuals from Other Backward Classes (30%), Scheduled Castes (10%) and Scheduled Tribes (4%). Thus, the beneficiary stakeholders were inclusive in nature, representing all sections of society. A significant proportion of beneficiary candidates were married (73%) and having average family size of 4-5 persons (68%).

Age composition of the beneficiaries depicts 7.5 % below 20 years, while 45% were in the age group of 21-30 Years and 32% were in the age group of 31-40 years. Thus, age composition of beneficiaries indicates all age groups were motivated to get assessed for skill competency certification, especially youth, who have many years to improve their skills and productivity. (Refer Table No 22)

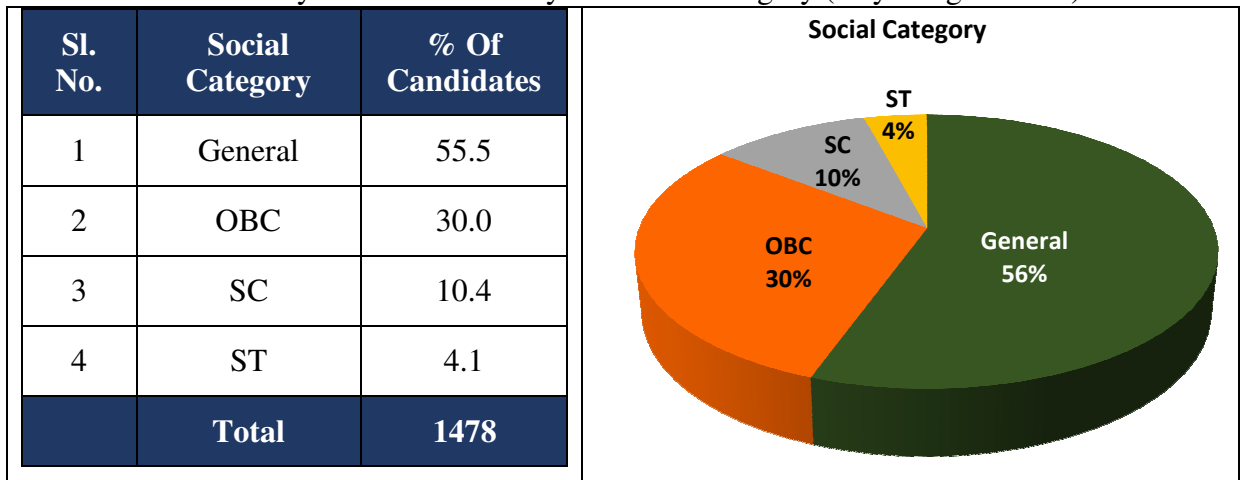
The beneficiary candidates mobilized for RPL; scheme has been inclusive in nature especially for Beauty & Wellness sector skill which has been more dominant among General class castes. Still a significant proportion of beneficiaries were from Other Backward classes (OBC- 30%). Even beneficiaries from Scheduled castes were 10%, while Scheduled Tribes were 4%. This indicates that mobilization of RPL scheme has covered all nooks and corners of India and decent representation was given to marginalised communities, who require such support. (Refer Table No 23)

Table No 22
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Age Composition (July- August 2021)

Sl. No.	Age Categories	% Of Candidates
1	Above 40 Years	14.5
2	31 to 40 Years	32.7
3	21 to 30 Years	45.3
4	Below 20 Years	7.5
Total		1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

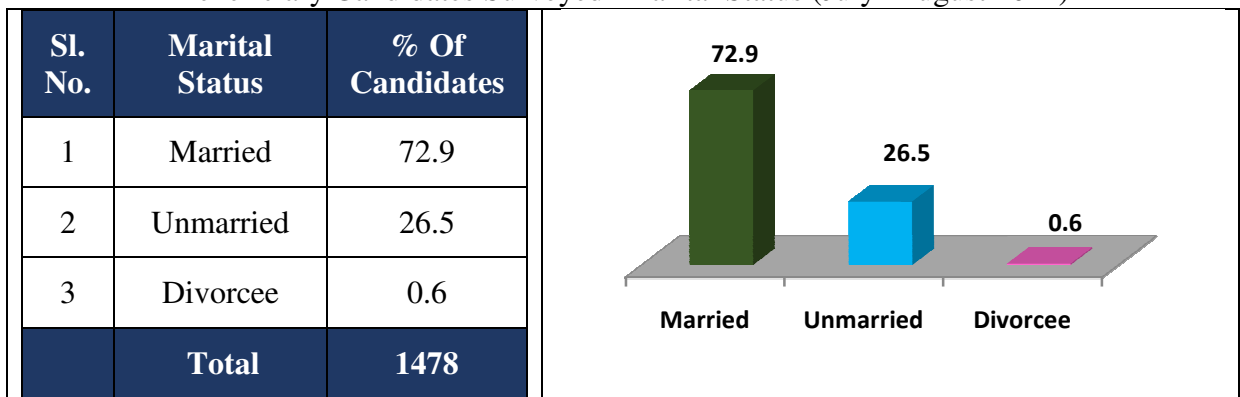
Table No 23
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Social Category (July- August 2021)



Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

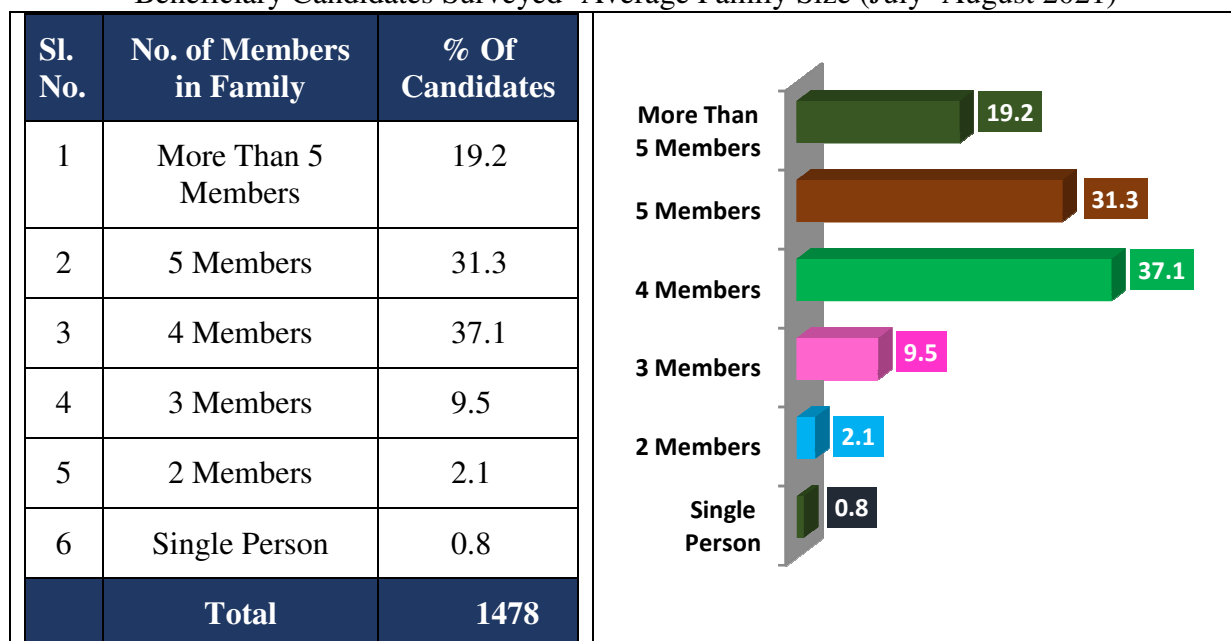
Average Family size of the beneficiary candidates was 5 and more members (51%), while it was 4 members for 37% beneficiary candidates. A significant proportion of the beneficiary candidates were married (73%) indicating that the benefits of Skill competency certification will help large number of family members, who are married with children. This can have cascading effects of improving quality of life for many married families. (Refer Table No 24 and 25)

Table No 24
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Marital Status (July- August 2021)



Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Table No 25
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Average Family Size (July- August 2021)



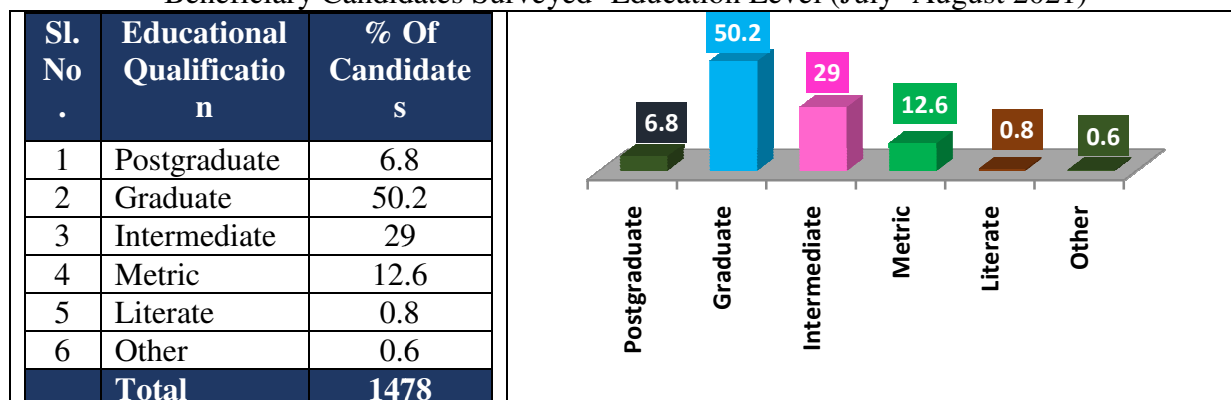
Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -16

Majority of the beneficiary candidates enrolled for RPL certification, were literate with matric (12%), intermediate (29%), graduation (50%) and post-graduate (7%) higher education levels.

The education qualification of the beneficiary candidates again indicates that 57 % beneficiaries were graduates and above level. While 42% were having matriculation and intermediate level of education, which in the long run will benefit them after seeking Skill competency certification. Very few candidates were either illiterate or education up to primary levels. (Refer Table No 26)

Table No 26
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Education Level (July- August 2021)



Source: Beneficiary Candidates Surveyed, July-August 2021

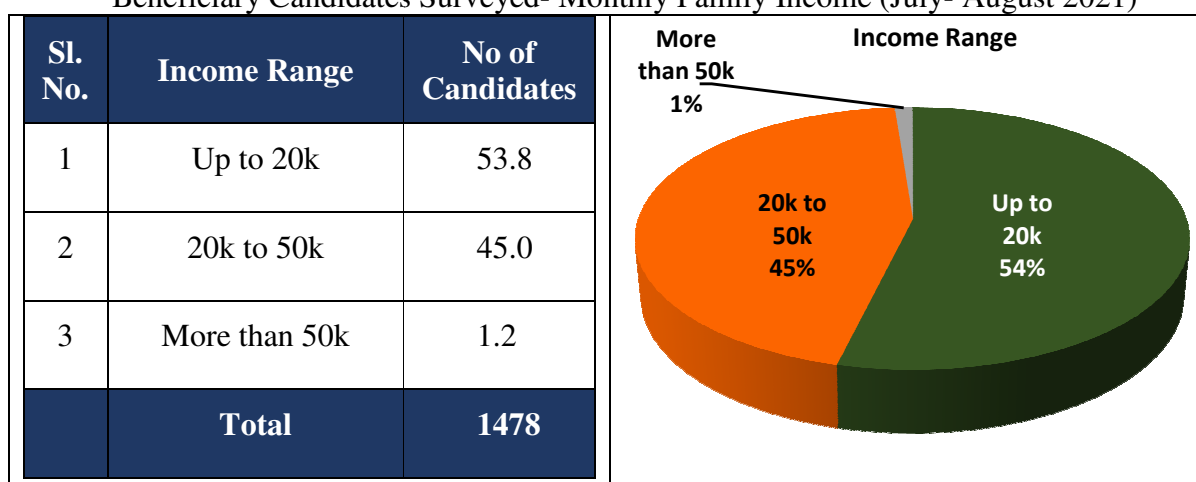
Finding -17

54 percent beneficiary candidates from Beauty & Wellness Sector Skill seeking RPL certification were from lower-middle income groups(Family monthly income up to Rs20000), while 45% beneficiary candidates were having family monthly income of Rs 20-50 thousand. The beneficiaries were working without change in their job role and job profile for long period and were looking forward for seeking RPL certification.

Family Income of Beneficiary Candidates

A significant proportion of beneficiary candidates (54%) were having monthly family income of less than Rs 20000, while 45% beneficiary candidates were having monthly family income of Rupees 20-50 thousand. Only 1% beneficiary candidates were having more than Rs 50 thousand monthly family income. Thus, the RPL scheme of skill competency certification is likely to provide better livelihood opportunities and higher income support to families with lower or medium levels of monthly incomes. Thus, the scheme is likely to have trickling down effects for increasing income of lower income groups. (Refer Table No 27)

Table No 27
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Monthly Family Income (July- August 2021)



Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

The beneficiary candidates were themselves feeling the need to upgrade their skills and get skill competency Certification. Many beneficiary candidates (58%) were wanting to upgrade their skill competencies and seek formal certification. The reasons stated for need of RPL certification was low salary (84% responses), lack of confidence due to non-availability of formal certification (65% responses) and less clients (25% responses). Candidates stated this scheme is beneficial for workers with non-formal skills in the long run for seeking mobility in their job profiles. They were appreciative of this scheme being implemented by Government of India. (Refer Table No 28 and 29)

Table No 28
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Satisfaction with their Technical Know-how before RPL
Training (July- August 2021)

Sl. No.	Satisfied with his technical know	% Of Candidates
1	Yes	42.0
2	No	58.0
Total		1478

Satisfied with his technical know

A 3D pie chart titled 'Satisfied with his technical know'. The chart is divided into two segments: a green segment representing 'Yes' at 42% and an orange segment representing 'No' at 58%.

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Table No 29
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Reasons for preferring RPL Certification Training
(July- August 2021)

Sl. No.	Challenges before Training	No of Trainees/Candidates
1	Low salary /Financial problems	84
2	Lack of knowledge & skills	65
3	Few clients	25
4	Respect at home/family/Community	7.5

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -18

Eighty Five percent of beneficiary candidates of Beauty & Wellness Skill sector, seeking RPL certification were working (either self-employed or with employers) and 7% were working with family/ parental skill sector. 8 percent were seeking employments for the skills they possessed.

Significantly 92% of the beneficiary candidates were working in this trade/ skill at the time of RPL Scheme. Only 8% beneficiary candidates were not working at the time of RPL Scheme certification. The beneficiary candidates have acquired the skills mostly through their friends, parents, and other professionals, while observing and working with them informally. A significant number have acquired the skill by observing their peer groups in non-formal establishments. 89% beneficiaries also stated that they have not changed their jobs ever before being enrolled in RPL Scheme. (Refer Table No 30)

Table No30
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Work Status at the time of RPL Enrolment (July- August 2021)

Sl. No.	Work Status with	% Of Candidates
1	Employed with Employer	24.6
2	Self Employed	60.1
3	Employed with Parents	7.1
4	Not Working	7.8
	Total	1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -19

Beneficiary candidates felt that RPL has improved their employability skills due to better communication, establishing team work to solve their workplace problems. This has improved their professional mobility and growth.

Employability Skill after RPL, Certification.

The beneficiary candidates were asked to reflect on the benefits after the counselling and orientation / capacity building training adopted by Trainer Partners. The results depicted that 81% beneficiary candidates had improved communication skills with employers and clients. 54% candidates were better equipped to resolve the problems with employers and clients. 26percent beneficiaries also felt that they learnt teamwork coordination. All these have increased client numbers (57%). (Refer Table No 31)

Table No 31
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Indicators of Employability Skills Learnt after RPL Training (July- August 2021)

SI No.	Employability Skills	% Of Respondents
1	Better communication with employer & clients	81.4
2	Ability to resolve problems for employer/client	54.4
3	Ability to work together with others	25.6
4	Increase number of clients	56.5

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Professional Growth Indicators after RPL, Certification.

The beneficiary candidates were asked to reflect on the selected professional growth indicators after the counselling and orientation / capacity building training adopted by Trainer Partners. The results depicted that beneficiary had received more appreciation and respect at workplaces, which helped them to contribute towards their job activity professionalism. Even beneficiaries indicated upward mobility of their job roles by seeking promotion. They felt NSQF curriculum was effective for increasing their self-esteem and confidence as they felt they can compete with professionals. (Refer Table No 32)

Table No 32

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Indicators of Professional Growth after RPL Training (July- August 2021)

Sl No.	Received profession growth	% Of Respondents
1	Respected at my workplace	66.8
2	Able to contribute more at job	58.6
3	Got a change in my role	50.8
4	Got a promotion	21.6
5	Some sorts of up skilling aligned with NSQF which helps them for career progression	39.8
6	Soft skill and personality development	24.5
7	Feel more confident	58.6

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

The beneficiary candidates felt that despite their hard work and motivation, their income was much less than their expectations with the jobs undertaken before the RPL Scheme. 65% beneficiaries felt skills acquired non-formally were not allowing them to seek job opportunities with branded employers, hence they were compelled to work in those establishments where salaries / income was low. These candidates stated non-availability of formal skill competency certificates was working as negative factors for them to make them confident and compete with other who had formal skill competency certificates. (Refer Table No 33)

Table No 33

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Satisfaction with their Income before RPL Training (July- August 2021)

Sl. No.	Satisfied with his income	% Of Candidates
1	Yes	35.1
2	No	64.9
Total		1478

A 3D pie chart titled "Satisfied with his income" is shown to the right of the table. The chart is divided into two segments: a green segment representing "Yes" at 35% and a larger orange segment representing "No" at 65%.

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -20

A significant proportion of Beneficiary candidates (75%) were self-employed. There was 15% increase in the self-employed workers after RPL certification. Unemployed workers have decreased from 10% to 4% after RPL Skill Competency Certification.

Work Status: Pre and Post RPL Skill Competency Certification

One of the main objectives of RPL Scheme was to ensure empowerment of skilled workers to seek better avenues and increase incomes. It is satisfying to find out that 75% of the RPL skill certified candidates were working in their own trade/ business as compared to 60% before the RPL skill certification. This indicates that the RPL scheme has infused greater empowerment and self confidence among the beneficiary candidates to start their own trades and employ others in this skill activity. Wage earners working with other have decreased from 22% to 16 %, thereby depicting upward mobility for the beneficiaries. After the RPL training 87% respondents stated that they were motivated to start their own entrepreneurial ventures and would encourage other skilled workers to join their entrepreneurial ventures. Not working beneficiary candidates have declined from 10% to 4%, thereby indicating creation of job opportunities after RPL certification.(Refer Table No 34)

Table No 34

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Work Status before and after RPL Training (July- August 2021)

S. No	Work Status	Before RPL Certification Scheme (%)	After RPL Certification Scheme (%)
1	Self -Employed with family members	8	5
2	Self Employed with Others	60	75
3	Wage Earners working with other	22	16
4	Not Working	10	4
		1478	1478

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -21

A significant proportion of Beneficiary candidates (58%) have indicated increase in their monthly incomes after the RPL Skill Certification. Self-employed beneficiaries, who have started their own trades and enterprises indicated higher increase in their monthly income.

Income Increase after RPL Scheme Certification.

Asstated, one of the major aims of the RPL certification was to provide incentives for increase in their income levels. Most satisfying result of RPL, certification indicates that 58% beneficiary candidates have increased their monthly income among those who were working at the time of seeking responses thorough this survey. Even not working beneficiary has also

come down from 10% to 4 % after seeking RPL certification. Thus, RPL certification has increased job opportunities although COVID -19 had affected economic activities adversely especially Beauty & Wellness sector skill due to frequent lock downs. 43% of the working beneficiaries have increased monthly income by Rs 500, while 9% beneficiaries have increased monthly income by Rs. 500-1000. Five % RPL beneficiaries have increased monthly income by Rs 1000-2000, and 1% beneficiaries have increased monthly income by more than Rs 2000. Since Beauty and Wellness sector Skill is more women dominated it is reflected in their monthly increase in the incomes. Only 53% men had increase in their monthly incomes as compared to 58% for women. (Refer Table No 35 and 36)

Table No 35
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Monthly Income Increase of Earners after RPL- Training
(July- August 2021)

S. No	Work Status	Actual No.	After RPL Certification Scheme Increase in Monthly Income (Percent)				
			Nil	Below 500	500-1000	1000-2000	Above 2000
1	Self -Employed with family members	74	47	35	12	6	
2	Self Employed	1109	40	45	9	5	1
3	Wage Earners working with other	236	48	38	10	4	
	ALL(Percent)		42	43	9	5	1
	All (Actual Numbers)	1419	592	615	133	68	11

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Table No 36
Beauty & wellness Sector Skill
Beneficiary Candidates Surveyed- Gender Group and Monthly Income Increase after RPL- Training (July- August 2021)

S. No	Gender		% Candidates Whose Income Increased after RPL
1	Male	57	53
2	Women	1362	58
	Total	1419	823

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -22

Greater appreciation of Skills and job role of skilled person at workplaces after RPL certification is linked to the higher likelihood of an increase in monthly income. The highest reward in terms of increased monthly income was found for Hair stylist followed by Beauty Therapist and Assistant Hair Stylist.

Link between appreciation at workplace and income increase after RPL certification

An association between appreciation at workplace by their employers/ customers with increase in income was found through the survey. Ninety six percent beneficiaries, who had received very high level of appreciation at workplace, had also increased monthly income. While beneficiaries who had got low level of appreciation or did not get any appreciation, their income did not increase as compared to the beneficiary receiving very high and high level of appreciation. (Refer Table No 37)

Table No 37

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Appreciation at Workplace and Monthly Income Increase of Earners after RPL Training (July- August 2021)

	% Candidates		% Increase in Income				
			Nil	Below 500	500-1000	1000-2000	Above 2000
Appreciate level							
Very High		397	4	48	30	15	3
High		298	15	78	4	3	
Medium		383	54	46			
Low		199	92	8			
No Appreciation		142	100				
ALL		1419	592	615	133	68	11

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Job Role and Monthly Income Increase

As stated, 58% of beneficiaries indicated monthly increase in their income after the RPL certification, but the monthly increase in incomes was high for Hair Stylist (71%). Sixty two percent Beauty Therapist and Assistant Hair Stylist also indicated increase in monthly income. However only 48% Assistant Beauty Therapists had increased in their monthly income. Thus, among the four job roles Hair Stylist followed by Beauty Therapist and Assistant Hair Therapist benefitted maximum by increasing their monthly incomes. (Refer Table No 38)

Table No 38

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Job Role Wise, Monthly Income Increase of Earners after RPL Training (July- August 2021)

S. No	Job Role	Actual Numbers	% Candidates Whose Income Increased after RPL (Percent)
1	Assistant Beauty Therapist	457	48
2	Assistant Hair Stylist	105	62
3	Beauty Therapist	785	62
4	Hair Stylist	72	71
5	Grand Total (Actual Numbers	1419	823(58 Percent)

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -23

Education level of the beneficiary candidates seems to have little link with the monthly increase in income. Instead, skill competence level achieved during Assessment tests were more closely linked with monthly increase in incomes.

Education Levels and Monthly Income Increase

Education levels did not seem to have much impact in the increase of monthly incomes of the beneficiaries. This indicates that education levels do not have significant impact on competency in skill. Even lesser educated individuals perform better in the skill competence and then can earn better than more educationally qualified individuals. (Refer Table No 39)

Table No 39

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Education Levels Wise, Monthly Income Increase of Earners after RPL Training (July- August 2021)

S. No	Education Level		% Candidates Whose Income Increased after RPL
	Postgraduate	99	46
	Graduate	710	61
	Intermediate	412	56
	Metric	184	60
	Literate	14	43
		1419	823 58

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

Finding -24

46% Beneficiary candidates was able to seek loans from banks for opening new ventures / increasing infrastructure in their own trades. 60% beneficiary candidates also benefited by getting higher tips and perks from clients.

Other Financial Benefits

Beneficiary Candidates were also asked what kind of other financial benefits was accrued after the RPL, Certification. It was satisfying to note that a significant proportion of beneficiaries had also received royalty benefits, higher tips, and perks from clients. Even 45% beneficiaries stated that with the help of formal certification they were able to seek bank loans for opening/ increasing infrastructure in their own trades. (Refer Table 40)

Table No40

Beauty & wellness Sector Skill

Beneficiary Candidates Surveyed- Financial Security after RPL Training (July- August 2021)

SI No.	Financial Security	% Of Respondents
1	Royalty Bonus	30.4
2	Perk received at my workplace	59.3
3	Government associated banks financial support	45.6

Source: Responses of the Survey from Beneficiary Candidates, July-August 2021

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Annexure-1

SSC-wise target for RPL is given as under:

SSC	Final Target for RPL
-----	----------------------

Agriculture SSC	70,000
Apparel SSC	30,000
Automotive SSC	10,800
Beauty and Wellness SSC	25,000
BFSI SSC	12,500
Capital Goods SSC	4,200
Media SSC	30,800
Domestic Worker SSC	4,200
Earthmoving & Infrastructure SSC	4,200
Electronics SSC	25,000
Food Industry SSC	14,100
Furniture & Fitting	4,100
Gems & Jewellery SSC	25,000
Handicrafts SSC	4,200
Healthcare SSC	12,500
Indian Plumbing SSC	12,500
Iron & Steel SSC	4,100
IT-Items SSC	20,000
Leather SSC	20,000
Life Sciences SSC	12,500
Logistics SSC	20,800
Media & Entertainment SSC	5,200
Mining SSC	10,000
Power SSC	4,200
Retailers Association's SSC	30,000
Rubber SSC	4,200
Security SSC	20,800
Sports' SSC	4,100
Telecom SSC	25,000
Textiles & Handloom SSC	10,000

Source: PMKVY, RPL Guidelines, NSDC (2016-2020)



Research Tool-1

Programme Implementing Agency / Sector Skill Agency

For Impact Evaluation Report – Tool 1

Interviewer must ask the respondent and tick, write, or fill up the space for answer using the response given by the respondent.

Details of Respondent & Professional information

1. Type of Survey [to be answered by interviewer]
 - A. Telephonic Interview
 - B. Physical Interview

2. Mention your PIA Credential
.....

3. What is your Name?
.....

4. Name of Respondent
.....

5. Designation/Role of the Respondent
.....

6. What is your E-mail Id?
.....

7. What is your mobile number?
.....

8. Legal Status of PIA.
 - A. A Private Company
 - B. A Non-Govt. Organisation - Charitable
 - C. Industrial Association
 - D. Co-operative
 - E. Any Other Specify.....

9. Mention the Area in which your PIA is providing training/ education/Certification

- A. Construction
- B. Driving
- C. Beauty & Wellness
- D. Media & Entertainment
- E. Sports, Physical Education, Fitness & Leisure
- F. Did not get any training

10. What is the project duration?

- A. 12 mths
 - B. 10 mths
 - C. 6 mths,
 - D. 3 months
 - E. Any Other
- mention.....

11. Course Duration

- A. 12 mths
 - B. 10 mths
 - C. 6 mths,
 - D. 3 months
 - E. Any Other
- mention.....

12. Training Duration

- A. 10 hours
 - B. 4 hours
 - C. 2 hours
 - D. 1 hour
 - E. Any Other
- mention.....

13. Tick the job roles identified by your PIA.

1	BWS/Q0101 - Assistant Beauty Therapist	28	MES/Q0902 - Camera Operator
2	BWS/Q0201 - Assistant Hair Stylist	29	MES/Q1201 - Dancer
3	BWS/Q0102 - Beauty Therapist	30	MES/Q0706 - Digital Marketing Manager
4	BWS/Q0301 - Bridal Fashion and Photographic Makeup Artist	31	MES/Q0901 - Director of Photography
5	BWS/Q0202 - Hair Stylist	32	MES/Q1401 - Editor
6	BWS/Q2303 - Master Wellness Neurotherapies	33	MES/Q0601 - GRAPHIC DESIGNER
7	BWS/Q0402 - Pedicurist and Manicurist	34	MES/Q1802 - Hairdresser
8	BWS/Q2302 - Senior Wellness Neurotherapies	35	MES/Q0504 - Lighting Artist
9	BWS/Q1002 - Spa Therapist	36	MES/Q2802 - Line Producer
10	BWS/Q2301 - Wellness Neurotherapies	37	MES/Q1301 - Live Action Director
11	BWS/Q2201 - Yoga Instructor	38	MES/Q1801 - Make-Up Artist
12	BWS/Q2203 - Yoga Trainer	39	MES/Q1503 - Music Programmer
13	CON/Q0602 - Assistant Electrician	40	MES/Q2805 - Production Assistant
14	CON/Q0102 - Assistant Mason	41	MES/Q3108 - Props Master
15	CON/Q0103 - Mason General	42	MES/Q0204 - Sales Coordinator (Media Org.)

16	DWC/Q0102 - General Housekeeper	43	MES/Q0203 - Sales Executive (Media Org)
17	DWC/Q0101 - Housekeeper cum Cook	44	MES/Q3103 - Set Carpenter
18	FIC/Q8501 - Traditional Snack and Savoury Maker	45	MES/Q3109 - Set Decorator
19	SPF/Q1102 - Fitness Trainer	46	MES/Q3104 - Set Painter
20	SPF/Q1104 - Lifeguard Pool and Beach	47	MES/Q3106 - Set Plasterer
21	SPF/Q1103 - Sports Masseur	48	MES/Q3403 - Sound Assistant
22	MES/Q0105 – Actor	49	MES/Q3401 - Sound Designer
23	MES/Q0206 - Advertising Operations Coordinator (Digital)	50	MES/Q3404 - Sound Editor
24	MES/Q0701 – Animator	51	MES/Q3402 - Sound Engineer
25	MES/Q3102 - Art Director	52	MES/Q0205 - Traffic Coordinator (Media Org.)
26	MES/Q0501 - Art Director (Animation and Gaming)	53	MES/Q0101 - Voice-Over Artist
27	MES/Q0903 - Assistant Cameraman	54	Other

14. How did you mobilise the participants/candidates for PMKVY-RPL programme?

- A. Advertisement
- B. Other (Please Mention)

Programme Impact

15. What kind of RPL Training did you provide?

- A. Online RPL
- B. In Employer’s Premises
- C. Organised Camps
- D. RPL by Demand
- E. No Training

16. How was the training received by beneficiaries?

- A. 5 – Highly Appreciated
- B. 4 – Well Appreciated
- C. 3 – Appreciated
- D. 2 – Found Satisfactory
- E. 1 – Not Appreciated

17. Mention the PMKVY Kit provided to beneficiaries during training.

- A. 01 PKMVY T-shirt/ Jacket
- B. 01 PMKVY Cap
- C. Trainee Handbook
- D. Pen & Notepad
- E. Bag

18. Mention the number of PMKVY Kit provided to beneficiaries during training.

.....

19. The Trainer engaged by you for training/guiding supporting the beneficiaries are:

- A. Trained
- B. Untrained

20. Name the agency that supplied expert for conducting training

.....
..

21. Tick the activities completed by your agency

- A. Course Duration as per project completed
- B. Training Hours as per project completed
- C. Assessment by approved agencies completed
- D. Successful Completion of PMKVY-RPL Certificate issued

22. Mention the challenges faced by your agency during project implementation

- A. Process adopted for pre-screening
- B. Mobilization for RPL course
- C. Counselling of candidates
- D. Process adopted for training
- E. Process adopted for assessment

23. Provide the following information.

- A. No. of beneficiaries allotted to your PIA.....
- B. No of beneficiaries trained.....
- C. No of beneficiaries assessed.....
- D. No. of beneficiaries issued certificate.....
- E. No. of beneficiaries achieved minimum 25% hike in monthly earnings.....

24. Name of Assessment agency

.....

25. How are the beneficiaries placed post training?

- A. Got employed in a small enterprise
- B. Got employment in a large enterprise
- C. Has set up a small business
- D. Self Employed

26. Rate the ease of implementation of key project activities

5 – Very Effective

4 – Effective

3 – No Change

2 – Not very good

1 – Poor

27. Rate how the beneficiaries responded to PMKVY-RPL Training and certification

5 – Very Effective

4 – Effective

3 – No Change

2 – Not very good

1 – Poor

28. Which of the following PMKVY Outcomes have you recorded for the beneficiaries allotted to your PIA?

A. Better Employment

B. Higher Salary

29. Mention how you assessed beneficiary satisfaction with date

A. Survey [Dates]

B. FGD [Dates]

C. Any Other mention.....

30. Mention the amount of stipend given to each candidate for you project type.

.....

31. How many beneficiaries were given stipend?

.....

32. Mention the amount for each category

.....

33. Mention the mobilizing agency deployed by your PIA for bringing in trainees

.....

34. Mention the Assessment partner engaged by your PIA

.....

35. Did you use a pre=screening tool designed by an approved Assessment Part of SSC/NSDC

.....

36. Did you PIA use a Consequence Management Framework?

1. Yes

2 – No

3 –

Other.....

37. Did you engage a separate training partner? Mention name of NGO/Agency etc.

1. Yes

2 – No

3 –

Other.....

38. What is the required attendance % for candidate eligibility for assessment for your project type?

.....%

39. What is the pass% for getting a certificate for your project type – Level

.....%

40. How many students were certified?.....

.....

41. How many students got only marksheets

42. Name the approved RPL facilitators (NSDC Approved) engaged by your PIA.

.....

43. Mobilizing Agency/PIA used the following for mobilizing candidates

- A. Door-to-Door Campaign
- B. Mobile Van
- C. Interaction with Local Groups
- D. Through Local Leadership
- E. Other (Please Mention)

44. Mention the Centre Accreditation - Affiliation number/s of you training Centres of your PIA

.....

45. Tick the options applicable for your PIA

- | | | |
|--|--------|-------|
| 1. Used Biometric Device for Attendance | 1. Yes | 2. No |
| 2. Used Aadhar Validation for Candidates screening | 1. Yes | 2. No |
| 3. Qualification Pack approved by NSDC/MSDE | 1. Yes | 2. No |
| 4. Training also given on Entrepreneurship Module | 1. Yes | 2. No |
| 5. Training given on Financial Literacy Module | 1. Yes | 2. No |
| 6. Training given on Digital Literacy Module | 1. Yes | 2. No |
| 7. Our Trainers were Certified by SSC/NSDC | 1. Yes | 2. No |
| 8. Organised Kaushal Mela | 1. Yes | 2. No |
| 9. Organised Rozgar Mela | 1. Yes | 2. No |

46. Mention post training financial support provided to candidates (amount) if any.

.....

47. How many candidates were provided post training financial support?

.....

Caller/ Surveyor Name

Caller/ Surveyor Mobile Number

.....

Research Tool-2

Training Partners

Demography and Personal Information of Respondent Training Partner

1. Name of Respondent

Age

Gender

Address

Email:

Mobile

PIA Details of the Trainer Partner

2. Name of PIA with address details, which engaged you as Training Partner

3. Legal Status of PIA/ Organization with which you work:

4. Who mobilised trainers for the training: PIA/ Your organization/ Others Specify?

5. Who assessed these trainees that they require update or better training for the skill sets they already possess?

6. Do you agree with the conduction assessment of their assessment? Yes/No

7. If No give details

Partner Trainees Credential for Imparting Training

8. Designation / experiences in conduction of such Training

9. Name of the agency, wherefrom trainers were engaged

10. State Education level, Professional Degree of the trainer utilized related to training imparted/

11. Experience in Years for giving such training and Institute name where the training is imparted

12. Name and Type of main Skill Area in which training is imparted:

Construction/ Driving/ Beauty and Wellness/ Construction Sector/ Sports, Physical Education, Fitness, and leisure

Name the subset of the job identified for training from the main skill area

Training Curriculum and Methods Used

13. Please state Training details for the current training programme for which evaluation is to be conducted
 - a. Level of Training Imparted
 - b. Period of course duration for each component of Training Imparted:

Number of Hours / Days / Months
 - c. Give details of Curriculum taught (Knowledge Domain and Practical Training) Level wise
 - d. Was the curriculum in sync with NSQF levels
 - e. How much was practical training given
 - f. What training was imparted for inculcating green skill components
14. Whether PMKVY kit distributed to Trainees. Also mention the components of the kit distributed.
15. Was the kit having all required tool, information, brochures related to the course imparted

Beneficiary Trainee Details

16. Total trainees allotted to you for each subset of job from the main skill area
 - a. Male
 - b. Female
17. What was Age group wise number of trainees?
 - a. Less than 18
 - b. 19-25
 - c. 25-44
 - d. Above 44
18. Caste wise trainees
 - a. General Caste
 - b. OBC
 - c. SC
 - d. ST

19. Where was the training provided?
 - a. Online
 - b. Employer's place
 - c. Specify Other
20. What steps were taken to impart training among trainee to reduce their initial inequalities or aptitudes towards the skill
21. How many completed full training and how many were dropouts (Gender wise and Caste wise)
22. Your Evaluation outcomes (Number of trainees who passed the training imparted)
 - a. Highly Satisfactory
 - b. Satisfactory
 - c. Below satisfactory
23. Number of Trainees who were issued certificates
24. Do you keep contact with the trainees after training Yes/No?
25. How the beneficiaries are placed after the training
 - a. Got Employment
 - b. Got employment in large enterprise
 - c. Have setup self-trade business
26. What was beneficiary satisfaction level after the training.

Research Tool-3

Assessment Agency

for 1:1 Interview / FGD of Assessment Agency

For Impact Evaluation Report – Tool 2

Interviewer must ask the respondent and tick, write, or fill up the space for answer using the response given by the respondent.

About Assessment Agency & Assessor

1. Type of Survey [to be answered by interviewer]

- F. Telephonic Interview
- G. Physical Interview

2. Name of Assessment Agency

3. Mention accreditation number if any.

4. Name of Respondent

5. Designation/Role of the Respondent in the AA

6. What is your E-mail Id?

7. What is your mobile number?

About SSC

8. Name of SSC

9. Name of PIA

10. What is the project duration for which Assessment is being done by your agency?

- 12 mths B. 10 mths C. 6 mths, D. 3 months E. Any Other mention.....

11. What is the Course Duration for which Assessment is being done by your agency?

- 12 mths B. 10 mths C. 6 mths, D. 3 months E. Any Other mention.....

12. Mention the support you received from the PIA for carrying out assessment of candidates.

13. Was your agency engaged during the pre-screening stage? Yes/No

14. What was your agency required to do for pre-screening of candidates?

15. Was there a pay out to candidate for assessment? If yes mention the amount per candidate.

16. Provide the following information.

- No of beneficiaries assessed.....

- No. of beneficiaries qualified for Skill Certificate, mark sheet and pay out (INR 500) (scoring 50% -Level 1,2,3, 70%- Level 4 and above)
- How many candidates qualified for mark sheet and pay out (INR 500) (scoring 30% to level specific passing score)
- No of Candidates that qualified for only the mark sheet.....
- No. of beneficiaries qualified for mark sheet& pay out of Rs.500 A mobile app was used for tracking assessor (Yes/No)

17. What is mandatory for receiving the Rs.500 pay out?
.....

18. Which job roles assessments did you carry out?
.....

About Assessment

19. How many days were allocated for Assessment?
.....

20. Did you conduct an orientation of candidates before the actual assessment?
.....

21. What did you cover during the orientation?
.....

22. In which language was the assessment carried out?
.....

23. Mention the areas covered by your assessment.
.....

24. What did you include in the Core Section of the Assessment tool/question paper?
.....

25. What did you include in the Non - Core Section of the Assessment tool/question paper?
.....

26. How would you rate the attendance of beneficiaries for assessment?

5 – 80-100 Excellent | 4 – 60-79.9 Good | 3 – 40-59.9 Satisfactory | 2 – 20-3.9 Needs Improvement
| 1 – Below 20 Poor

27. What are the key documents checked by you before allowing candidates into the assessment venue?
.....

28. Who uploaded assessment data - scores etc.? Into the SDMS portal?
.....

29. Did you use the standardized feedback form after assessment?
.....

30. Mention the criteria for awarding ABC grade certificate to candidates
.....

31. Mention two things that worked very well during the PMKVY-RPL Assessment.
.....

32. What is your suggestion for improvement of the following?

Course Materials.....

Training & Guidance of candidates by PIA

Assessment Process.....

*****End of Paper*****

Research Tool-4

Beneficiary Candidates

For Impact Evaluation Report – Tool 1

Interviewer must ask the respondent and tick, write, or fill up the space for answer using the response given by the respondent.

Demographic & Personal Details of Respondent

1.Type of Survey [to be answered by interviewer]

- A. Telephonic Interview
 - B. Physical Interview
2. What is your Candidate ID.?

_____ 3. What is your Name?

—

4. How did you come to know about the PMKVY RPL Initiative of Govt. of India? Mention A. from work- place B. Friends C. Newspaper / Advertisement D. Others specify

5. Your Age.....

6. Your Gender A. Female B. Male C. Others

7. Tick the village/ward/district etc. name of your residence

8. What is your E-mail Id?

—

_____ 9. What is your mobile number?

—

10. What is your Marital Status?

- A. Married
- B. Unmarried
- C. Others.....(specify)

11. Tick the category respondent belongs to

- A. General
- B. OBC/MOBC
- C. SC D.ST
- E. Others specify.....

12. Tick the educational qualification that is correct for respondent.

- A. Postgraduate
- B. Graduate

- C. Intermediate
- D. High School/Matriculation
- E. Literate
- F. Illiterate

13. Mention here respondent's technical qualification here (if any)

14. How many members are there in respondent's family including self?

15. What was the total family/household income before PMKVY training & Certification?
Up to 10k (1)/ 10k - 25k (2)/ 25k - 50k (3)/ 50+k (4) Any Other specify

16. What is the total family/household income after PMKVY training & Certification? Up to 10k
(1)/ 10k - 25k (2)/ 25k - 50k (3)/ 50+k (4) Any Other specify

Information Related to Profession

17. What did respondent do for a living/ what work did s/he do for earning money/salary/wage before s/he took up their present profession? Mention here.

18. What is respondent's present profession? A.TSC, Q2208 – Power loom Operator
B. AMH/Q1947 – Self Employed Tailor
C. FIC/Q8501 – Traditional Snack & Savoury Maker
D. General Housekeeper (DWC/Q0102) LEVEL 3 E. Housekeeper cum Cook (DWC/Q0101) LEVEL 3
F. Others specify.....

19. Applicable Level
A. Level 1 B. Level 2 C. Level 3 D. Level 4 E. Any Other mention

20. Tick the option that is applicable to respondent. Their present profession is a result of
A. Parental Trade
B. Self-Taught
C. New Learning from PMKVY

21. Tick the category respondent belongs to
A. Self Employed
B. Employed in a small establishment
C. Employed in a large establishment
D. Unemployed
E. Small Entrepreneur employing a few others
F. Any other specify.....

22. What was the duration of respondent's PMKVY Course/training?
A. Start Date.....
B. End Date

23. When did respondent receive your certificate?

24. Did the PIA help you get the following?
- A. Trade License
 - B. Formalized Market Connect
 - C. Bank Loans/ Financing
 - D. Formation of Cooperative
 - E. Course on Digital Transactions (E-Wallet)
25. How long has the respondent been in their current profession before and after PMKVY training & Certification?
- A. Before.....
 - B. After.....
26. If respondent changed their profession, mention the reason here.
-
-

27. Tick the challenges respondent was facing before PMKVY Training.
- A. Financial problem – low salary
 - B. Lack of knowledge and skills
 - C. Lack of recognition & respect at work
 - D. Few Clients
 - E. Respect at home/family /community
 - F. No job satisfaction

Programme Impact of respective SSC

28. Project Type
- A. Type 1 B. Type 2
 - C.Type 3
29. Name of SSC A. Textile SSC
- B. Apparel Mode – Ups & Home Furnishing SSC
 - C. SSC for Food Processing Industries – Food Industry Capacity & Skill Initiative (FICSI)
 - D. Domestic Workers SSC
30. Which of the following items has respondent received from the PIA?
- A. 01 PMKVY T-shirt/Jacket
 - B. 01 PMKVY Cap
 - C. Job Role Specific Guidebook/Work Instruction Manual
 - D. Health & Safety Manual & Kit
 - E. PMKVY Pen
 - F. Notebook G. Student Booklet,
 - H. Any Other mention
31. Did PIA arrange for the following facilities for respondent?
- A. Pick & Drop
 - B. Bridge Course
 - C. Training
32. Did PIA get a videography of the PMKVY Trainings/ project for respondent? A. Yes B. No. C. Mention how many.....

33. Tick the items that respondent has completed under PMKVY RPL programme. A. Domain Training of 6 hours

- B. Health and Safety
- C. Soft Skills, Entrepreneurship Tips specific to the Job Role & Financial and digital literacy – 4 hours
- D. Familiarization to the Assessment Process and Terms – 2 hours
- E. Digital transaction – 2 hours

34. Mention the activities respondent was engaged in as part of PMKVY – RPL

35. Rate the PMKVY activities organised by PIA as described by respondent. Scale Very Effective -5, Effective -4, No Change - 3, Not too good - 2, Poor - 1)

36. Rate the quality of key project interventions and responsiveness to respondent needs Scale Very Effective -5, Effective -4, No Change - 3, Not too good - 2, Poor - 1)

37. Tick the kind of activities respondent participated in organised by SATSBPSPS and mention the number of times

- A. Bridge Course Training.....
- B. Seminars.....
- C. Workshops.....
- D. Any Other specify.....

38. Tick the items respondent is familiar with and has been using after the PMKVY Training.

- A. Digital Transaction
- B. Cashless Transaction
- C. BHIM UPI App
- D. Bharat QR Code
- E. Basics of Entrepreneurship

39. Mention the agency name which assessed respondent's learning after the course.

- A.
- B. Respondent unable to name the agency.

Programme Impact on Beneficiaries

40. Which of the following outcomes did the PMKVY Training and Certification achieve for respondent?

- A. Start my own business
- B. Get more job opportunities
- C. Get recognition as a professional with quality services
- D. Improve the quality of products I make as a professional
- E. Increased my income

41. Rate the level of technical Skills of respondent before PMKVY Training.

5– Excellent 4 – Good 3 – Average 2 – Poor 1 – Not care taken

42. Rate the level of your technical Skills of respondent after PMKVY Training

5– Excellent 4 – Good 3 – Average 2 – Poor 1 – Not care taken

43. How did the respondent describe the individual who trained him/her?
- A. Trained
 - B. Untrained
44. How much money did respondent earn before PMKVY Training & Certification? Up to 10k (1)/ 10k - 25k (2)/ 25k - 50k (3)/ 50+k (4) Any Other specify
45. How much money is respondent earning now?
- Up to 10k (1)/ 10k - 25k (2)/ 25k - 50k (3)/ 50+k (4) Any Other specify

46. Which of the following are you familiar with now?

- A. Market Approach
- B. Decision making
- C. Inventory management
- D. use of technology
- E. work safety
- F. Soft skills
- G. Digital Interface

47. Tick the advantages that respondent has experienced since their training, certification

Employability Skills

- A. Better communication with employer & clients
- B. Ability to resolve problems for employer/client
- C. Ability to work together with others
- D. increase number of clients

Received profession growth

- A. Respected at my workplace
- B. Able to contribute more at job
- C. Got a change in my role
- D. Got a promotion
- E. Some sorts of up skilling aligned with NSQF which helps them for career progression
- F. soft skill and personality development
- G. Feel more confident

Access to better job opportunities

- A. Able to ask for higher salary
- B. Get/have a say in terms and conditions for job

Financial Security

- A. income increased by 10% or less
- B. income increased by 11 to 20%
- C. income increased by 21 to 30%
- D. income increased by 31 to 40%
- E. income increased by 41 to 50%
- F. income increased by more than 50%
- G. Perk received at my workplace
- H. Royalty Bonus
- I. government associated banks financial support



Entrepreneurial

- A. _started my own business
- B. _consulting/freelancing
- C. Any Other(mention)

*****End of Paper*****

Annexure -II

Questionnaire for Pre-Screening Test Employed by B&WSSC

<table border="1" style="margin: auto; width: 80%;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																																															
 B&WSSC <small>REALITY & WELLNESS SECTOR SKILL COUNCIL</small>	Pre-Screening Form						 Skill India <small>कौशल भारत - कुशल भारत</small>	Colour Passport Size Photograph																																							
Centre:					Date:																																										
Project Name:	Recognition of Prior Learning																																														
Please fill up the Form with Block letters only																																															
Applicant's Name:																																															
Father's / Husband's Name:																																															
Mother's Name:																																															
Date of Birth					Gender	<input checked="" type="checkbox"/> M	<input type="checkbox"/> F	<input type="checkbox"/> T	Religion																																						
Caste	GEN	SC	ST	OBC	Otha	Email ID:																																									
Bank's Name:																																															
Aadhar Card No:								PAN Card No.																																							
Name as per Bank Passbook:																																															
				A/C No.								IFSC																																			
Age as on 1st January 2017								Total Years of Experience																																							

Permanent Address :

Pin :

City : District : State :

Present Address :

Pin :

City : District : State :

Mobile No. Language:

Educational Qualification: Working Experience :

Job Role :

Declaration: I hereby declare that all the information, mentioned above, furnished by me are true & correct. If anything found wrong, my registration is liable to cancel without refunding any amount. I also declare that have not received any reward amount, earlier, from any government sponsored program. My registration can be rejected of cancelled also if this project is withdrawn / postpone / cancelled by the approving authority.

Signature of the Candidate

Signature of the Coordinator

For Office Use Only

Name of the Trainer

Pre-Training Status Batch End Date Assessment Date

Batch Start Date Fees Paid by Certificate No.

Course Fees

Coordinator's Feedback:

To be filled by candidate only, please tick your answers

For Skin

➤ Which is not the part of facial trolley?

- b) Head band
- c) Spatula
- d) Emery board
- a) Cleanser

a) Towel drapes

➤ All facial procedures begin with _____.

- b) Scrub
- c) Toner
- d) Moisturiser
- a) Dry skin

➤ Which is not the classification of skin type?

- b) Oily skin
- c) Combination skin
- d) Mixed skin

➤ What is the use of pre-wax lotion?

- b) To warm the skin
- c) To sanitize the skin
- d) To moisturize the skin

a) To soften the hair

➤ Identify this tool.



- b) Emery board
- c) Callus reducer

a) Cuticle trimmer

➤ Always keep your workstation, _____.

- b) Messy
- c) Ready for service
- d) Well organized

a) Sanitized, neat

➤ The outermost layer of skin is called _____.

- a) Dermis
- b) Epidermis
- c) Hypodermis
- d) Melanin

To be filled by candidate only, please tick your answers

For Hair

➤ Which of the following is a bad behaviour to practice at the workplace?

- a) Giving courteous and friendly service to all clients
- b) Showing favouritism.
- c) Being loyal to your employer, managers, and associates
- d) Obeying all the hairstyle board laws and rules

➤ A customer wants her hair straightened. Which of the following equipment is vital to perform the job?

- a) Curling iron
- b) Hair colour
- c) Straightening iron
- d) Scissors

➤ What is the average hair growth?

- a) ½ Inch per month
- b) 2 inches per month
- c) 4 inches per month
- d) 12 centimetres per month

➤ Why is personal hygiene important for a beautician?

- a) It acts as an advertisement for the salon's efficiency
- b) It keeps a person confident and healthy
- c) It prevents the spread of infections and diseases
- d) All the above

➤ In which of the following situations should you avoid blow drying hair?

- a) When the customers hair is damp
- b) When the customer's hair is damaged
- c) When the customer wants to set her hair
- d) When the customer's hair is healthy

➤ How can you ensure the comfort of the client during the shampoo process?

- a) Ensure the water pressure is on maximum high
- b) Keeping the end of the hose far away from the client's head
- c) Spray water in the client's eyes and ears
- d) Test if the water temperature is comfortable for the client before beginning

➤ What is the benefit of conditioning hair?

- a) It preserves the natural hair colour
- b) It moisturizes the hair and smoothens it
- c) It provides shape to the hair
- d) It lengthens the hair
- e) Horizontal line

To be filled by candidate only, please tick your answers

For Spa

- Which of the following should be checked and changed regularly to maintain the salon's hygiene?

a)



b)



c)



d)



- Which oil is used in Essential Oil Spa to restore tissue, prevent damage, and restore skin texture?

a)



b)

Hair oil



c)



d)



➤ Which of the following will you use for the privacy of the client?

a)



b)



c)



d) ➤ What should be thrown directly in the



dustbin as it may cause fire if mixed with flammable substances?

a) Used cotton and gauze

b) Used clay packs

c) Black head remover

d) All the given options

➤ What is used to disinfect an injury?

a)



b)



c)



d)



➤ What should you do if the base of a spa bed is slightly broken?

a)



b)



c)



d)



➤ What should you do if the client wants best service?

- a) use extra cream for massage
- b) give good service
- c) show feedback of other clients
- d) ignore the client

➤ Which of the following is used for personal grooming?

a)



b)



c)



d) All of the given options

➤ What should you do to display courteous behaviour?

a) be punctual

b) talk politely

c) be multitasking

d) be a good team member

To be filled by candidate only, please tick your answers

For Manicurist & Pedicurist

➤ Before applying nail paint, you should place between the toes.

- a. Pumice Stone
- b. Emery Board
- c. Toe Separator
- d. Cuticle Cutter

➤ Consultation has two parts, they are.

- a. Recommendation and massage
- b. Threading and waxing
- c. Analysis and recommendation
- d. Cleaning and massage

➤ What precautions help prevent accidents and injury?

- a. Keep all containers covered and labelled
- b. Avoid excessive friction in nail buffing
- c. Do not file a sharp pointed implement to clean under the nail
- d. All the above

➤ Hot oil manicure is suitable for

- a. Soft hands with loosen skin
- b. Brittle nail with dry cuticle
- c. Callus growth
- d. Stained nails

➤ The below picture shows.



- a. Cuticle scissors
- b. Toenail scissors

c. Cuticle nipper

d. Toenail nipper

➤ Identify the following tools



a. Orange Stick

b. Pumice stone

c. Nail Brush

d. Cuticle Pusher

➤ Name the tool shown in the image



a. Nail Clipper

b. Cuticle nipper

c. Cuticle pusher

d. Toenail nipper