

DUTY AREAS AND TASKS	NOCTI COMPETENCY	NATIONAL SKILL STANDARD
A. Cosmetology Orientation		
1. Interact effectively with others as part of a team	PES1,2,3	AL-2,6,
2. Follow instructions; take criticism well	PES1,2,3	SA-1,2,
3. Maintain good attendance	PES 3	V-2
4. Stay on Task	PES 3	M-1
5. Communicate effectively	PES1,2,3	AL-1,2,3,4,6 S,1,2,4
6. Job Shadow	PES1,2,3	AL-4
7. Develop Resume	PES 1, 3	W-2S
8. Develop portfolio	PES 1, 3	N/A
9. Identify Knowledge of history/opportunities of Cosmetology	PES 3	AL-1,2,3,4 ,6 ALN-1,2,
B Cosmetology Sciences.		
1. Identify Knowledge of Infection Control	SC1,	RC-3
2. Identify Knowledge of Anatomy/Physiology	SC1,2,3,4	RC-3
3. Identify rules Methods/decontamination/infection	SC1,	RC-3
4. Demonstrate Methods of decontamination/& infection	SC1,	RC-3,
5. Identify Knowledge of Skeletal /Muscular System	SC1,2,3,4	RC-3
6. Identify Knowledge of Nervous System	SC1,2,3,4	RC-3
7. Identify Knowledge of Circulatory System	SC1,2,3,4	RC-3
8. Identify Knowledge of Endocrine System	SC1,2,3,4	RC-3
9. Identify Knowledge of Digestive System	SC1,2,3,4	RC-3
10. Identify Knowledge of Excretory System	SC1,2,3,4	RC-3
11. Identify Knowledge of Respiratory System	SC1,2,3,4	RC-3
12. Identify Knowledge of Integumentary System	SC1,2,3,4	RC-3

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13. Identify Knowledge of Chemistry	SC1,2,3,4	RC-3
14. Identify Knowledge of Electricity	SC1,2,3,4	RC-3
C. Properties of hair and scalp		
1 . Identify knowledge on the hair and scalp	PS 1,2	RC-3 IE 1,2 W-2
2. Identify the structures of the hair	PS 1,2	AL-6
3. Analyze hair texture, density, elasticity, growth pattern	SC-2	CT-4
4. Demonstrate procedures used for a normal hair and scalp treatment	PS 1,2	RC-3,HD-1,2
5. Demonstrate procedures used for a dry hair and scalp treatment	PS 1, 2	RC-3, HD-1,2
6. Demonstrate procedures used for a oily hair and scalp treatment	PS 1, 2	RC-3,HD-1,2
7. Demonstrate procedures used for a corrective hair treatment	PS 1, 2	RC-3, HD-1,2
8. Identify knowledge of disorders of the hair and scalp	PS 1,2	RC-3, HD-1,2
9. Identify knowledge on Draping	MPS/ 4	RC-3
10. Demonstrate procedures used in draping for wet services	MPS/4	HD-2
11. Demonstrate procedures used in draping for chemical services	MPS/4	HD-2
12. Demonstrate procedures used in draping for dry hair services	MPS/4	HD-2
13. Demonstrate procedures used in draping for a comb-out	MPS/4	HD-2
14. Identify knowledge shampooing, rinsing conditioning	PS/1/2 , SC/2	RC-3, HC-1,2,3
15. Demonstrate procedures used in a proper shampoo	PS/1/2, SC/2	HC-1,
16. Analyze client's scalp and hair for abnormal conditions /disorders	PS/2	W-2
17. Brush hair in preparation for shampoo	PS/1	HC-1

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D. Haircutting		
1. Conduct client consultation for Haircutting	HD/1	SP-2, HCT-2
2. Identify knowledge of haircutting	HD/1	RC-3
3. Use safety precautions of haircutting	HD/1	PI-1,2,4
4. Analyze client's needs of haircutting	HD/1	AL-4,6
5. Demonstrate proper use of scissors, razor and thinning shear	HD/1	PI-1,2,4
6. Section head for haircutting	HD/1	PI-1,2,4
7. Demonstrate <i>zero degree</i> or blunt hair cut	HD/1	HCT-
8. Give basic haircut 90degees (state board)	HD/1	HCT-1
9. Give a razor hair cut (Blunt)	HD/1	HCT-1
10. Give a razor hair cut 90degees	HD/1	HCT-2,4
11. Give a 45-degree haircut	HD/1	HCT-2,4
12. Demonstrate clipper cut	HD/1	HCT-2,4
13. Demonstrate Trimming Beard mustache, sideburns and ear hairs	HD/1	HCT-2,4
14. Analyze client's hair for a haircut, (elasticity, porosity, texture and density)	HD/1	SP-2,
15. Design a haircut with a weight line	HD/1	HCT-2,4
16. Use clippers with and without attachments	HD/1	HCT-2,4
E. Hairstyling		
1. Identify knowledge of hairstyling (styling finishing products)	HD/ 2	RC-3
2. Conduct client consultation for hairstyling	HD/ 2	SP-2
3. Demonstrate use of blow dryer/ and appropriate brushes	HD/ 2	HD- 4
4. Create a basic braid	HD/ 2	HD-4
5. Create a French braid /Inverted braid	HD/ 2	HD-4
6. Demonstrate up-do styling	HD/ 2	HD-4

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7. Demonstrate appropriate comb-out techniques	HD/ 2	HD-4
F. Wet Hairstyling		
1. Identify knowledge of wet hairstyling	HD/ 2	HD-4
2. Perform a method of finger waving	HD/ 2	HD-4
3. Demonstrate Clock-wise And Counter clock-wise Pin curls	HD/ 2	HD-4
4. Demonstrate backcombing & back-brushing technique	HD/ 2	HD-4
5. Demonstrate roller curl techniques/on base/half off base/off base	HD/ 2	HD-4
6. Demonstrate finishing techniques to customer satisfactory	HD/ 2	HD-4
G. Thermal Hairstyling		
1. Identify knowledge on thermal hair straighter	HD/ 4	AL-6,HD-4
2. Demonstrate proper thermal iron techniques	HD/ 4	HD-4
3. Demonstrate safety techniques /thermal iron	HD/ 4	HD-4
4. Demonstrate proper blow-drying techniques/w-Brushes	HD/ 4	HD-4
5. Demonstrate proper thermal soft press/hard press	HD/ 4	HD-4
H. Permanent waving		
1. Identify knowledge on permanent waving	CS/2	AL-6,CR-3
2. Perform clean and even partings for perm patterns	CS/2	CR-3
3. Perform standard Perm wrap in 45 mins.	CS/2	CR-3
4. Perform piggy-back Perm wrap	CS/2	CR-3
5. Demonstrate rod selection, section partings demonstrate proper rod selection and sectioning, partings and Wrapping procedures	CS/2	CR-3
6. Demonstrate application of apply waving lotion and neutralizer	CS/2	CR-3
7. Demonstrate test curl	CS/2	CR-3
8. Demonstrate proper perming procedures	CS/2	CR-3

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9. Perform safety precautions	CS/2	EM-1
10. Record client consultation information on perming	CS/2	W-1
11. Analyze hair and scalp condition to determine perm type	CS/2	HC-1,2
I. Chemical Hair relaxing and Soft Curl Permanent		
1. Identify knowledge/ hair relaxing & soft curl permanent	CS/3	RC-3
2. Demonstrate proper sectioning and sub sectioning/ hair relaxing & soft curl permanent	CS/3	CR-3
3. Perform safety precautions (apply protective cream)/Cotton	CS/3	EM-1
4. Conduct client consultation with client about desired style	CS/3	SP-2,
5. Consult with client about prior chemical relaxers used / about possible scalp irritations	CS/3	AL-4
6. Prior to straightening hair, examine hair for porosity, texture, density, and growth pattern	CS/3	CT-4
7. Select appropriate chemical and strength of relaxer for desired texture, porosity, density, and elasticity	CS/3	CT-4
8. Give chemical relaxer according to manufacturer's directions for desired results	CS/3	AL-4, CR-2,3
9. Give a soft-curl permanent according to manufacturer's guidelines	CS/3	AL-4, CR-2,3
10. Give a chemical relaxer for a retouch	CS/3	AL-4, CR-2,3
11. Demonstrate completing a client record card for chemical relaxer	CS/3	W-1
J. Hair Coloring		
1. Identify knowledge on hair coloring & lightening hair color	CS/1	RC-3
2. Give a patch Test	CS/1	HCL-1
3. Give a strand test	CS/1	HCL-1
4. Perform a Consultation, record information that may affect the services	CS/1	AL-4
5. Identify level of natural hair color	CS/1	HCL-1
6. Give a temporary color	CS/1	HCL-1,3
7. Give semi-permanent color	CS/1	HCL-1,3

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8. Give one step virgin color going darker	CS/1	HCL-1,3
9. Give one step virgin color going lighter	CS/1	HCL-1,3
10. Give one step tint retouch	CS/1	HCL-1,3
11. Give lighter treatment to virgin hair	CS/1	HCL-1,3
12. Give a lightening retouch	CS/1	HCL-1,3
13. Apply toner to lightened hair	CS/1	HCL-1,3
14. Highlight Hair With Cap	CS/1	HCL-1,3
15. Highlight Hair with Foil	CS/1	HCL-1,3
16. Create special hair color effects/low lights	CS/1	HCL-1,3
17. Remove hair color from skin	CS/1	HCL-1,3
18. Perform corrective color services	CS/1	HCL-1,3
19. Complete client record card for color services	CS/1	AL-4
20. Perform safety precautions	CS/1	PI-1,2,4
K. Artistry of Artificial Hair		
1. Explain knowledge of care & styling of hairpieces	HD/2	RC-3
2. Measure patron's head for wig	HD/2	HA-1,
3. Shampoo human hair wig or hairpiece	HD/2	N/A
4. Clean and condition synthetic wig or hairpiece	HD/2	N/A
5. Style wig on client's head	HD/2	HA-1,2,3
6. Record client consultation information	HD/2	AL-4
7. Demonstrate safety practices when working on artificial hair	HD/2	EM1
L. Nail Care		
1. Knowledge of the nail and its disorders	MPS/3	NC-3,RC-3
2. Give a complete professional manicure/ hand and arm massage	MPS/3	NC-3

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3. Correctly set up a manicure/ pedicure table Demonstrate proper safety /sanitation	MPS/4	EM1
4. Perform Various Types of manicures (oil)	MPS/3	NC-3
5. Perform Various Types of manicures (French)	MPS/3	NC-3
6. Perform Various Types of manicures (men's)	MPS/3	NC-3
7. Demonstrate advance nail techniques	MPS/2	NC-3
8. Demonstrate artificial nail Remover with acetone	MPS/2	NC-3
9. Perform a pedicure with a foot massage	MPS/2	NC-3
10. Identify knowledge of massage	MPS/1	NC-3
11. Demonstrate knowledge of the nail and its disorders	SC3	NC-3
M. Skin Care		
1. Identify knowledge on facials	SC/4	RC-3,SC-3
2. Give complete facial for dry skin	PS/3	SC-1,2,3
3. Give complete facial for oily skin	PS/3	SC-1,2,3
4. Give appropriate mask according to skin type	PS/3	SC-1,2,3
5. Identify knowledge on facial make-up	PS/3	RC-3,
6. Apply professional make-up	PS/3	SC-3
7. Perform a client Consultation with complete skin analysis	PS/3	IO-2
8. Identify knowledge of removing unwanted hair	PS/3	RC-3,
9. Identify the histology of the skin	PS/3	RC-3,
10. Demonstrate waxing techniques /eye arching/lip waxing	PS/3	HR-1,2,3
11. Demonstrate tweezing techniques	PS/3	HR-1,2,3
12. Perform an eyebrow arch	PS/3	HR-1,2,3
13. Identify knowledge of electricity light therapy	SC/4	RC-3,

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N. Cosmetology Business		
1. Knowledge of Salon business	N/A	RC-3,
2. Plan Layout of a salon	N/A	MF1,2-3,
3. Schedule Appointments	PES/1	AL-3,W-2,
4. Use Proper Telephone Techniques	PES/1	AL-3
5. Demonstrate knowledge of local, state, and federal regulations for operating a business	PES/1,2	MF-1,2,3
6. Demonstrate marketing strategies	PES/1,2	MF-1
7. Demonstrate Salesmanship	PES/1,2	MF-1
8. Resolve client and employee complaints.	PES/1,2	AL-4,JD-1
9. Maintain inventories of retail products	PES/1,2	W-1,
O. State Laws		
1. Identify knowledge of state laws	N/A	
P. Mock State Board Exam		
2. Chemical Relaxing/Straightening	CS/3	AL-4, JD-1,
3. Hair Lightening –Retouch/Hair Tinting Darker	CS/1	AL-4, JD-1,
4. Permanent Wave	CS/2	AL-4,JD-1,
5. Hair Cutting	HD/1	AL-4, JD-1,
6. Hair Styling/Iron	HD/2	AL-4, JD-1,
7. Manicuring	MPS/3	AL-4, JD-1,
8. Facial	PS/3	AL-4, JD-1,
Q. Safety precautions		
1. Demonstrate safety precautions	SC/1	PI-1,2,4
Clinical Practices		
1. First Year	N/A	SO-1,5 AL-3,

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		JD-1, AI-4, W-1, LS-1, CT-2, 3, 4, ALN-4
2. Second Year	N/A	AL-3, AI-4, LS-1, W-1 CT-2, 3, 4, SO-1, 5 ALN-4 ,
3. Third Year	N/A	AL-3, AI-4, LS-1 W-1, CT-2, 3, 4, SO-1, 5 ALN-4, JD-1 ,

NOCTI Competency Categories:

SC Scientific Concepts; **PES** Professionalism and Employability Skills; **PS** Physical Service;
MPS Manicuring and Pedicuring Skills;

National Industry Skill Standards
Cosmetology Industry

Developed by Team of Professionals / Leadership of Cosmetology Advancement Foundation
Skill Standards and Illustrative Task Statements Categories:

Reading Comprehension = RC

- (1) Read and complete forms for employment, financial records, licenses, etc.
- (3) Read manufacturer directions, procedures, and precautions of selected products to perform a cosmetology service

Active Listening = AL

- (1) Communicate with vendors and manufacturers to obtain product information
- (2) Communicate with co-workers to encourage a team atmosphere and team efforts
- (3) Schedule client appointments
- (4) Observe and listen to client to determine cosmetology needs
- (6) Utilize client feedback as a self-evaluation of performance.

Writing = W

- (1) Maintain a waiting list for client appointments
- (1) Maintain client records in written form
- (2) Fill out forms such as applications
- (2) Write professional letters to clients

Speaking = S

- (1) Greet clients and give an overview of services and products available
- (2) Discuss maintenance and care of hair after services; including products, restrictions, and special care.
- (4) Consult with clients to determine their cosmetology needs.

Mathematics = M

- (1) Complete sales ticket for services and/or products
- (2) Maintain records of income, including tips, and expenses
- (2) Price products for resale
- (3) Determine most economical sale of products, using division and conversion units.
- (3) Determine formula of solution for hair texture, porosity, and elasticity
- (3) Use geometry techniques to determine proper hair cut techniques

Critical Thinking = CT

- (1) Establish time requirements and prices for services
- (2) Maintain an appointment schedule
- (3) Evaluate client and their requests to determine appropriate services and/or products
- (4) Determine reactions to solutions, procedures, or products by observing the client
- (4) Self-evaluation of performance and determining new approaches for improvement

Active Learning = ALN

- (1) Subscribe to professional cosmetology journals and attend seminars to learn new hair designs and techniques
- (2) Learn about products through personal use
- (3) Use client feedback as a self-evaluation of performance
- (4) Consult with client to determine needs and expectations for services.

Learning Strategies = LS

- (1) Use a variety of teaching strategies to show clients how to care for hair, skin, and/or nails.

Monitoring = MN

- (1) Maintains and uses a reminder system for daily schedules and tasks
- (2) Monitor various procedures to assure positive results
- (3) Determine reactions to solutions, procedures, or products by observing client
- (4) Utilize client feedback as a self-evaluation of performance

Social Perceptiveness = SP

- (2) Demonstrates respect for individual differences
- (3) Assist co-workers in resolving problems or conflicts.
- (4) By observing clients, determine reactions to solutions, procedures, or products.

Coordination = CD

- (1) Maintain a work schedule and an appointment reminder system
- (2) Schedule client appointments
- (3) Adjust procedures to fit client needs and expectations.

Persuasion = P

- (1) Suggest products and services or sell added services
- (2) Encourage client to change hairstyle, beauty regimen, or try a new service.

Instructing = I

- (1) Teach client how to maintain hair care, nail care, or skin care and proper product usage.

Service Orientation = SO

- (1) Greet clients and offer them refreshments
- (2) Accommodate waiting customers
- (3) Consult with clients to determine needs
- (4) Discuss available alternatives with the client, when their expectations cannot be met.
- (5) Provide services to meet the needs and expectations of clients

Problem Identification = PI

- (1) Review manufacturer procedures, directions, and precautions before performing service
- (2) Determine reactions to solutions, procedures, or products by observing client
- (3) Assist co-workers in resolving problems or conflicts
- (4) Identify signs of adverse health/safety conditions and take appropriate action or precautions

- (4) Analyze client needs for products and/or services

Information Gathering = IG

- (1) Locate information sources for current cosmetology trends and information
- (2) Ask co-workers and other professionals for information and assistance.
- (3) Consult manufacturer's directions and safety precautions for products

Information Organization = IO

- (1) Organize work area based on sequence of services, use of equipment, or other logical approach.
- (2) Organize client information to assure efficient access to critical personal and health information.
- (2) Utilize system for important information such as client records, income, tips, and expense records, etc.

Idea Generation = ID

- (1) Describe different hairstyles to achieve a client's desired look.
- (3) Incorporate various marketing strategies into a client development plan.

Idea Evaluation = IE

- (1) Select products according to hair and scalp type and condition
- (2) Recommend services and products based on client's needs and expectations.

Solution Appraisal = SA

- (1) Determine problems and outcomes by communicating with clients
- (2) Observe clients to determine reactions to solutions, procedures, or products.
- (2) Gives and receives feedback to increase cooperation

Operations Analysis = OA

- (1) Determine hair design through listening to client's requests.
- (2) Recommend products and/or services to meet the client's needs and expectations.
- (2) Use business records to evaluate business growth.

Operation and Control = OC

- (2) Use a variety of instruments and equipment to achieve various services

Equipment Maintenance = EM

- (1) Change blades for razors
- (1) Sanitize instruments and equipment
- (1) Oil clippers/scissors

Visioning = V

- (1) Understand how to conduct business using a salon team approach.
- (2) Implement a time management plan based on normal working situations.
- (3) Develop image of finished style needed to meet client's expectations

Identification of Key Causes = IK

- (1) Provide and encourage the use of a suggestion box.
- (2) Contact past clients to determine customer satisfaction
- (3) Review processes and procedures while providing client services
- (4) Analyze records of performance and client retention to determine areas of improvement

Judgment and Decision Making = JD

- (1) Maintain professionalism while interacting with clients and co-workers.
- (2) Identify precautions and safety measures needed to protect the client.
- (2) Maintain an appointment schedule
- (3) Make decisions and plan actions based on the well-being of the entire salon or team
- (4) Develop a marketing, client development, or business plan.

Time Management = TM

- (1) Define time allotments for various services
- (2) Develop and maintain an appointment schedule
- (3) Adjust services or actions to accommodate adverse time conditions.
- (3) Use available time to benefit salon operations or professional development, when client's fail to show or cancel appointments
- (4) Evaluate appointment records and past performance to determine one's time efficiency.

Management of Financial Resources = MF

- (1) Determine potential income and expenses based on income structures (commission vs. salaries), service times, product usage, and other variables
- (2) Maintain financial records, such as daily cash report, weekly sales, monthly statements, and tax reports.
- (3) Manage income to successfully meet expenses and provisions for future endeavors.

Management of Material Resources = MM

- (1) Properly use salon equipment, facilities, and products.
- (2) Maintain product supply for client services, purchasing products in bulk quantities when appropriate.
- (2) Inventory retail product supply and places orders accordingly

Hair Care = HC

- (1) Shampoo and condition hair
- (2) Determine hair condition and type based on observation
- (3) Recommend or provide solutions to improper hair care regimens

Skin Care = SC

- (1) Cleanse skin
- (1) Operate simple facial equipment
- (2) Determine skin condition and type based on observation
- (3) Apply basic skin treatment for the improvement of skin, including cleansing, toning, moisturizing, and massage.

Nail Care = NC

- (1) Give hand massage and cleanse nails
- (2) Manipulate the cuticle
- (3) Shape, condition, and polish nails

Hair Designing = HD

- (1) Blow dry hair
- (2) Use wet & dry setting techniques to achieve final hair design. Use thermal tools and products to achieve final hair design.
- (3) Arrange hair through various styling techniques to achieve final hair design.
- (4) Design hair dependent on the client's facial shape, individual style, and expectations.

Hair Cutting = HCT

- (1) Cut a one-length hair style
- (2) Cut hair utilizing angles and sectioning; layered, graduated hair styles

- (4) Create length and shape dependent on hair texture, condition, growth pattern, and facial shape.

Hair Removal = HR

- (1) Prep skin for hair removal and remove hair from the body. Perform aftercare
- (2) Wax and tweeze hair to shape the eyebrow
- (3) Use depilatory products to remove hair from the body.

Hair Additions = HA

- (1) Fit and style an hair piece
- (2) Select an appropriate hair piece based on client needs and characteristics
- (3) Use hair addition techniques to enhance hair volume

Chemical Reconstruction = CR

- (2) Choose products and services for hair reconstruction dependent on the client's needs.
- (3) Apply products and techniques to produce or remove wave and curl formation.

Hair Coloring = HCL

- (1) Interpret color charts to determine appropriate formula needs.
- (2) Analyze hair condition and recognize evidence of previous hair treatments.
- (3) Apply color products to hair