

## BQA NCQF QUALIFICATION TEMPLATE

| SECTION A:                         |                                                     | QUALIFICATION DETAILS                |   |                      |                           |   |                |                       |                     |                       |     |                  |  |
|------------------------------------|-----------------------------------------------------|--------------------------------------|---|----------------------|---------------------------|---|----------------|-----------------------|---------------------|-----------------------|-----|------------------|--|
| <b>QUALIFICATION DEVELOPER (S)</b> |                                                     | Madirelo Training and Testing Centre |   |                      |                           |   |                |                       |                     |                       |     |                  |  |
| <b>TITLE</b>                       | Certificate III in Hair Dressing and Beauty Therapy |                                      |   |                      |                           |   |                |                       | <b>NCQF LEVEL</b>   |                       | 3   |                  |  |
| <b>STRANDS (where applicable)</b>  | N/A                                                 |                                      |   |                      |                           |   |                |                       |                     |                       |     |                  |  |
| <b>FIELD</b>                       | Services                                            |                                      |   |                      |                           |   |                |                       | <b>CREDIT VALUE</b> |                       | 120 |                  |  |
| <b>SUB FIELD</b>                   | Personal Services                                   |                                      |   |                      |                           |   |                |                       |                     |                       |     |                  |  |
| New Qualification                  |                                                     |                                      |   | Legacy Qualification |                           |   |                | Renewal Qualification |                     | √                     |     |                  |  |
|                                    |                                                     |                                      |   |                      |                           |   |                | Registration Code     |                     | Q0378                 |     |                  |  |
| <b>SUB-FRAMEWORK</b>               |                                                     | General Education                    |   |                      |                           |   |                | TVET                  |                     | √                     |     | Higher Education |  |
| <b>QUALIFICATION TYPE</b>          |                                                     | Certificate                          | I | II                   | III                       | √ | IV             | V                     | Diploma             | Bachelor              |     |                  |  |
|                                    |                                                     | Bachelor Honours                     |   |                      | Post Graduate Certificate |   |                |                       |                     | Post Graduate Diploma |     |                  |  |
|                                    |                                                     | Masters                              |   |                      |                           |   | Doctorate/ PhD |                       |                     |                       |     |                  |  |

### RATIONALE AND PURPOSE OF THE QUALIFICATION

#### RATIONALE

The review of the Certificate III in Hairdressing and Beauty Therapy is necessitated by the evolving demands of the labour market as highlighted in the Human Resource Development Council (HRDC) Priority Skills Report of 2025, alongside the need for alignment with international occupational standards such as ISCO-08. The HRDC report identifies personal care services, including hairdressing and beauty therapy, as a priority sector due to their contribution to tourism, hospitality, wellness, and creative industries.

This growing demand requires qualifications that not only provide technical competence but also embed employability skills, customer service, and sustainability practices. Certificate III, as the trade-level qualification, must therefore be reviewed to ensure graduates are equipped with practical skills in haircutting, colouring, styling, skin care, nail care, and cosmetic treatments, while also demonstrating professionalism, hygiene, and safety standards. Benchmarking against ISCO-08 Unit Groups 5141 (Hairdressers) and 5142 (Beauticians and Related Workers) ensures that the qualification outcomes are internationally comparable, supporting mobility and recognition of skills across borders.

The review also addresses gaps in current training by integrating digital literacy, eco-friendly product use, and multicultural service delivery, which are increasingly demanded by employers. Furthermore, the qualification must articulate vertically into Certificate IV and Diploma programs, creating pathways for learners to progress into specialist, leadership, or management roles. By strengthening assessment strategies to emphasize competency-based outcomes, workplace readiness, and adherence to industry standards, the reviewed Certificate III will maintain relevance, enhance employability, and align with both national skills priorities and global occupational benchmarks.

In summary, the rationale for review is to ensure that the Certificate III in Hairdressing and Beauty Therapy remains a robust, internationally recognized trade qualification that meets the HRDC 2025 priority skills agenda and ISCO-08 standards, while preparing graduates for sustainable careers in a dynamic and expanding sector.

### PURPOSE:

The purpose of the qualification is to produce graduates with basic operational and theoretical skills and competence to

1. Carry out facial and skin care treatments and make-up services for different skin types and occasions using appropriate products safely and effectively, including basic client consultation.
2. Deliver manicure and pedicure services by applying basic nail care and grooming techniques while maintaining hygiene, infection control, and client aftercare practices.
3. Apply relaxation massage techniques safely and effectively, prepare clients for wellness treatments, and maintain client comfort, safety, and professional conduct.
4. Carry out basic hair cutting techniques using appropriate tools safely while maintaining salon standards, hygiene, and client care during service deliver.
5. Apply communication principles and computer concepts to support effective task execution and problem-solving in the workplace.

### MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

Certificate II, NCQF Level 2 or equivalent.

There shall be access in inclusion through Credit Accumulation Transfer and Recognition Prior Learning, in line with ETP policies

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| SECTION B                                                                                                                                                                                       |         |           | QUALIFICATION SPECIFICATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GRADUATE OUTCOMES)                                                                                                                                                                              | PROFILE | (LEARNING | ASSESSMENT CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1. Apply salon safety, hygiene, infection control, and professional customer care and communication in all services while maintaining a safe workplace                                          |         |           | <p>1.1 Apply salon safety procedures in accordance with workplace and industry standards</p> <p>1.2 Maintain hygiene and sanitation practices in all salon activities</p> <p>1.3 Demonstrate correct infection control procedures during all services</p> <p>1.4 Apply professional customer care and communication skills when interacting with clients</p> <p>1.5 Maintain a safe, clean, and organised workplace environment at all times</p> <p>1.6 Use salon tools, equipment, and products safely in line with occupational requirements</p>                                                                                  |
| 2. Carry out facial and skin care treatments and make-up services for different skin types and occasions using appropriate products safely and effectively, including basic client consultation |         |           | <p>2.1 Conduct basic client consultation, identify skin type and treatment needs, and communicate effectively with clients</p> <p>2.2 Carry out facial and skin care treatments and make-up services according to correct procedures and industry standards for different skin types and occasions</p> <p>2.3 Select and use appropriate beauty products and equipment safely, ensuring correct application techniques and achieving satisfactory treatment outcomes</p> <p>2.4 Apply health, safety, hygiene, and infection control procedures while maintaining professional client care and communication throughout service</p> |

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|                                                                                                                                                                       | delivery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3. Deliver manicure and pedicure services, apply basic nail care and grooming techniques, and maintain hygiene, infection control, and client aftercare practices     | <p>3.1 deliver manicure and pedicure services according to correct salon procedures and industry standards</p> <p>3.2 Apply basic nail care and grooming techniques appropriate to client needs and nail conditions</p> <p>3.3 Maintain hygiene, safety, and infection control practices throughout all nail services</p> <p>3.4 Provide appropriate client aftercare advice and professional client care communication during and after service delivery</p>                                 |
| 4. Apply relaxation massage techniques safely and effectively, prepare clients for wellness treatments, and maintain client comfort, safety, and professional conduct | <p>4.1 Carry out basic hair cutting techniques according to correct procedures and salon standards</p> <p>4.2 Select and use appropriate cutting tools and equipment safely and correctly</p> <p>4.3 Maintain hygiene, safety, and infection control practices throughout the service</p> <p>4.4 Demonstrate professional client care and communication during service delivery</p> <p>4.5 Achieve a neat, balanced, and satisfactory haircut outcome that meets basic salon requirements</p> |
| 5. Carry out basic hair cutting techniques using appropriate tools safely while maintaining salon standards, hygiene, and client care during service delivery.        | <p>5.1 Carry out basic hair cutting techniques according to correct salon procedures and standards</p> <p>5.2 Use appropriate cutting tools and equipment</p>                                                                                                                                                                                                                                                                                                                                 |

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|                                                                                                                                                                           | <p>safely and correctly</p> <p>5.3 Maintain salon hygiene, safety, and infection control practices during service delivery</p> <p>5.4 Demonstrate professional client care and communication throughout the service</p> <p>5.5 Achieve a neat and satisfactory haircut outcome that meets basic salon requirements</p>                                                                                                                                                                                                                                                                                                                                                                              |
| 6. Apply mathematical principles to perform calculations in hairdressing and beauty therapy tasks, ensuring accuracy, efficiency, and compliance with industry standards. | <p>6.1 Perform basic arithmetic operations to calculate costs, product quantities, and service charges.</p> <p>6.2 Convert between metric and imperial units when preparing products, mixing solutions, or interpreting salon specifications.</p> <p>6.3 Apply ratio and proportion to mix hair colour, chemical treatments, and beauty products.</p> <p>6.4 Calculate percentages for discounts, commissions, and product formulations.</p> <p>6.5 Use area and volume formulas on facial masks, nail polish, or hair treatments to determine product coverage.</p> <p>6.6 Apply scaling and measurement principles when interpreting design diagrams, hairstyle guides, or nail art patterns.</p> |
| 7. Apply effective workplace communication skills to support professional interactions and technical operations within the instrumentation and control environment.       | <p>7.1 Communicate technical information clearly and accurately using appropriate verbal, written, and digital communication methods.</p> <p>7.2 Prepare workplace correspondence, reports, and technical documents in accordance with organizational requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                                                                                            | <p>7.3 Deliver presentations and share information effectively with colleagues, supervisors, and other stakeholders.</p> <p>7.4 Interpret and respond appropriately to workplace instructions, enquiries, feedback, and technical information.</p> <p>7.5 Demonstrate professionalism and effective interpersonal skills when interacting in workplace settings.</p>                                   |
| <p>8. Demonstrate the use of computer concepts, ICT tools, and digital applications to perform and manage workplace tasks effectively.</p> | <p>8.1 Use basic computer concepts to perform technical and professional tasks</p> <p>8.2 Use ethical and safe practices in the use of ICT to ensure digital activities are secure.</p> <p>8.3 Produce documents using ICT applications in compliance with organizational standards.</p> <p>8.4 Communicate using digital technologies to share information, collaborate, and connect effectively.</p> |

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| SECTION C                                                           | QUALIFICATION STRUCTURE                              |                                 |           |           |               |
|---------------------------------------------------------------------|------------------------------------------------------|---------------------------------|-----------|-----------|---------------|
| COMPONENT                                                           | TITLE                                                | Credits Per Relevant NCQF Level |           |           | Total Credits |
|                                                                     |                                                      | Level [ 3 ]                     | Level [ ] | Level [ ] |               |
| <b>FUNDAMENTAL COMPONENT</b><br>Subjects/ Courses/<br>Modules/Units | Communication Skills                                 | 10                              |           | 10        |               |
|                                                                     | Computer Skills                                      | 10                              |           | 10        |               |
| <b>CORE COMPONENT</b><br>Subjects/Courses/<br>Modules/Units         | Salon Safety, Hygiene & Client Care                  | 20                              |           | 10        |               |
|                                                                     | Facial, Skin Care & Make-Up Services                 | 15                              |           | 15        |               |
|                                                                     | Nail Care – Manicure & Pedicure                      | 15                              |           | 15        |               |
|                                                                     | Relaxation Massage Techniques                        | 15                              |           | 15        |               |
|                                                                     | Basic Hair Cutting Techniques                        | 20                              |           | 20        |               |
|                                                                     | Applied Mathematics in Hairdressing & Beauty Therapy | 10                              |           | 10        |               |
| STRANDS/<br>SPECIALIZATION                                          | Subjects/ Courses/<br>Modules/Units                  | Credits Per Relevant NCQF Level |           |           | Total Credits |
|                                                                     |                                                      | Level [ ]                       | Level [ ] | Level [ ] |               |
| 1.                                                                  | N/A                                                  |                                 |           |           |               |
| 2.                                                                  |                                                      |                                 |           |           |               |
| <b>Electives</b>                                                    | N/A                                                  |                                 |           |           |               |

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### SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL

#### TOTAL CREDITS PER NCQF LEVEL

| NCQF Level           | Credit Value |
|----------------------|--------------|
| NCQF Level 3         | 120          |
|                      |              |
|                      |              |
| <b>TOTAL CREDITS</b> | 120          |

#### Rules of Combination:

**(Please Indicate combinations for the different constituent components of the qualification)**

A candidate to achieve a maximum of 120 credits inclusive of 20 credits for fundamental components and 100 credits core components. A candidate to be awarded this qualification is required to achieve the stipulated total credits inclusive of the fundamental and core components.

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Qualifications Authority

### ASSESSMENT ARRANGEMENTS

Assessment shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as assessors preferably with a qualification higher than Certificate III in Hair dressing and Beauty Therapy or related in line with ETP assessment policies.

The weightings for the assessment will be as follows:

a) Formative assessment

The weighting of formative assessment is 60%.

b) Summative Assessment

The weighting of summative assessment is 40%.

### MODERATION ARRANGEMENTS

Moderation shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as moderators preferably with a qualification higher than Certificate III in Hair dressing and Beauty Therapy or related in line with ETP moderation policies.

### RECOGNITION OF PRIOR LEARNING

There shall be provision for award of the qualification through Recognition of Prior Learning (RPL) in accordance with institutional policies in line with the Educational Training Provider (ETP) policy.

### CREDIT ACCUMULATION AND TRANSFER

Credits Accumulated and Transfer (CAT) will be administered in line with the Educational Training Provider (ETP) policy and will be administered towards the award of qualification

### PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

#### Horizontal Articulation

Learners may progress horizontally to related qualifications within the Personal Services sub-field such as:

- Certificate III in Hairdressing
- Certificate III in Beauty Therapy
- Certificate III Barbering

- Certificate III Certificate III Cosmetology Nail Technology
- Certificate III Spa and Wellness Therapy
- Certificate III Make-up Artistry or Beauty Make-up

Learners may progress vertically to:

- Certificate IV in Hairdressing or Advanced Hairdressing
- Certificate IV in Beauty Therapy or Advanced Beauty Therapy

### **Employment Pathways**

Graduates of this qualification may be employed as:

- Junior hairdresser
- Salon assistant
- Beauty therapy assistant
- Nail technician assistant
- Relaxation massage assistant
- Self-employed beauty

## **QUALIFICATION AWARD AND CERTIFICATION**

### **Minimum standards of achievement for the award of the qualification**

A candidate is required to achieve the stipulated total of 120 credits inclusive of 20 credits for fundamentals, 100 credits for core units, to be awarded the qualification.

### **Certification**

Candidates meeting prescribed requirements will be awarded Certificate III in Hair Dressing and Beauty Therapy qualification, in accordance with standards prescribed for the award of the qualification and applicable policies.

## **SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY**

The reviewed qualification was benchmarked:

Regionally: Certificate in Beauty Therapy of Potchefstroom Academy (South Africa).

Internationally: Certificate in Hairdressing of Ara Institute of Canterbury (New Zealand).

### **Title of Qualification**

The reviewed Certificate III Hairdressing and Beauty has a title presenting 2 strands in Hair dressing and Beauty Therapy and it is comparable to the benchmarks separately as the South Africa qualification has the key words Beauty Therapy whereas the New Zealand qualification has the other key word, Hairdressing. Therefore, the reviewed qualification and the benchmarks are comparable in relation to title respectively.

### **NQF Level**

All three qualifications are at NQF Level 3. These shows relatively equal level of difficulty of these qualifications.

### **Credit Value or Duration**

All three qualifications fall within the same credit value of 120. This reflects equivalent training volumes and trade-level competencies.

### **Main Exit Outcome(s)**

Graduates of the reviewed and benchmark qualifications should be able to Carry out facial and skin care treatments and apply salon safety, hygiene, infection control, and professional customer care. The reviewed qualification furthermore builds competence carrying out basic hair cutting techniques using appropriate tools safely while maintaining salon standards, hygiene, and client care during service deliver so as to produce versatile graduates.

### **Domains/Modules/Courses/Subjects Covered**

The reviewed qualification and the benchmarks all have the following modules: Hair removal, hygiene and Salon Practices. Furthermore, the reviewed qualification incorporates Communication and ICT fundamentals into the qualification while embedding Basic Mathematical Skills presenting an integrated qualification.

### **Assessment Strategies and Weightings**

The reviewed qualification applies 60% formative and 40% summative assessment whereas the South African qualification applies 50% formative and 50% summative assessment, while the New Zealand qualification applies 0% formative and 100% summative assessment. Therefore, the reviewed qualification shows significant differences in assessment strategies and weightings with the benchmarks whereas the alignment is observed between the reviewed qualifications with the South African qualification in that they assess both formative and summative assessments.

### **Qualification Rules and Minimum Standards**

The qualification rules and minimum standards of the reviewed qualification are aligned with those of the Certificate in Beauty Therapy of Potchefstroom Academy (NQF Level 3, South Africa) and Certificate in Hairdressing (NZQF Level 3, New Zealand). The reviewed qualification and the benchmarks all require that learners be competent in the entire module.

### **REVIEW PERIOD**

This qualification shall be reviewed every 5 years.

## BQA NCQF QUALIFICATION TEMPLATE

**For Official Use Only:**

| <b>CODE (ID)</b>               |                         |                                  |                              |
|--------------------------------|-------------------------|----------------------------------|------------------------------|
| <b>REGISTRATION STATUS</b>     | <b>BQA DECISION NO.</b> | <b>REGISTRATION START DATE</b>   | <b>REGISTRATION END DATE</b> |
|                                |                         |                                  |                              |
| <b>LAST DATE FOR ENROLMENT</b> |                         | <b>LAST DATE FOR ACHIEVEMENT</b> |                              |
|                                |                         |                                  |                              |



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