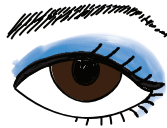
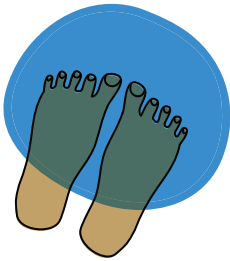
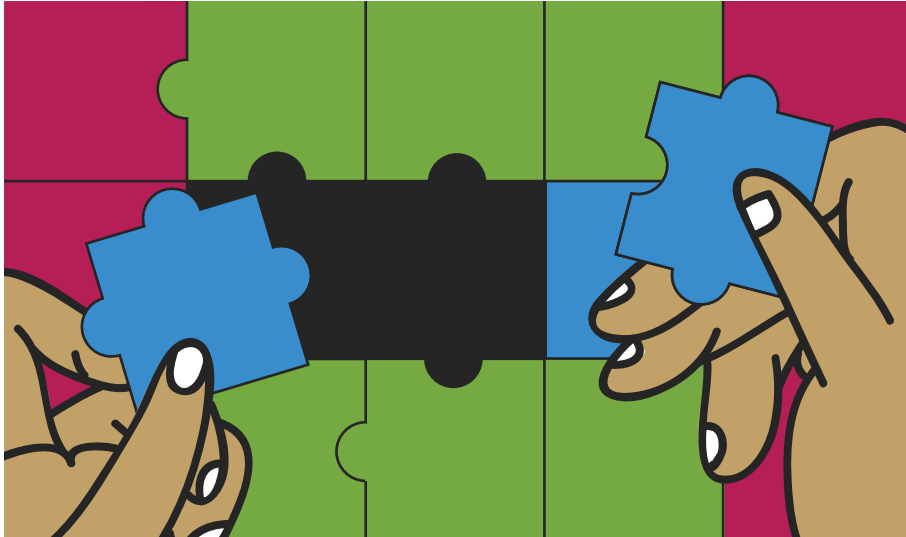


FAQ BOOKLET







PARTNERSHIPS

HOW CAN I BECOME A SALON-I PARTNER ?

In partnership what we expect from the partners is their intent of bringing in transformation in the lives and status of people through vocational skill training. And that is our key selection factor.

However over the years we have had our learnings and we look towards partners having the following criteria:

For NSDC or partners affiliated to Skill India Mission:

1. At least 3 years of experience in skill training.
2. Has some experience of women oriented skill training programs.
3. Have own running and operational

centres in the states of Maharashtra, Delhi, Gujarat, Chattisgarh, North East, U.P. Karnataka.

4. Can show impact and case studies of the programs done in skill training.
5. Has an MIS system and team to follow processes.
6. Works towards placement post skilling and has placement tracking.
7. Having a background in Beauty and Wellness sector will be an added advantage.

For NGO partners:

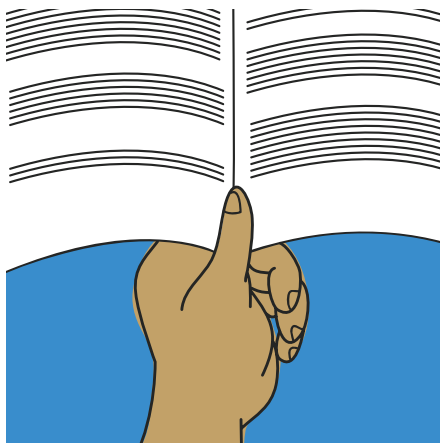
1. A strong community connect.
2. Skill training associated with the overall schemes and objectives of the NGO.
3. Capacity to scale (not limited only to one centre in a city).
4. Has experience of working with women and livelihoods.
5. Has 80G or 35AC or 12A or all.
6. Has 3 years of externally audited reports.
7. Have a strong commitment to be associated and scale for the next 3 years.
8. In case working in disability sector and trying to connect vocational training as a livelihood option for disabled candidates.

In case the above criteria are met, you can send an email to:

Yaquta.contractor@godrejcp.com or Poulomi.pal@godrejcp.com

We have our nodal partners in few states and in most cases we would like you to get affiliated to the nodal partnership. The nature of support and handholding will remain the same.

WHAT ARE THE DIFFERENT KINDS OF PARTNERSHIP MODELS AVAILABLE?



KNOWLEDGE PARTNERSHIP

Throughout the years Godrej Salon-I has heavily invested in ensuring quality training and pedagogy. This is what we had found missing in the space of vocational training which impedes quality learning. We have created training tools, facilitation guides, audio-visual based animated content, sector embedded life skills modules, comprehensive Training of the Trainer modules, all to equip the Beauty and Wellness sector and have students prepared with the requisite skills. In fact we have also created app-based evaluation system, which is precise and objective and we can share with the

partners for them to use.

Through Knowledge partnership Godrej salon-I will provide you the content, the training tools and collaterals, evaluation app. The handover will be done through a 5-7 days TOT (Training of the Trainer) and then the partner organizations can use the content,

through the facilitation guides and pedagogy tools.

We also have partnered with Wadhvani Foundation, who are hosting the content on their web-portal and we can arrange a partnership model where the support for using the content through their portal can be available.

AS A KNOWLEDGE PARTNER

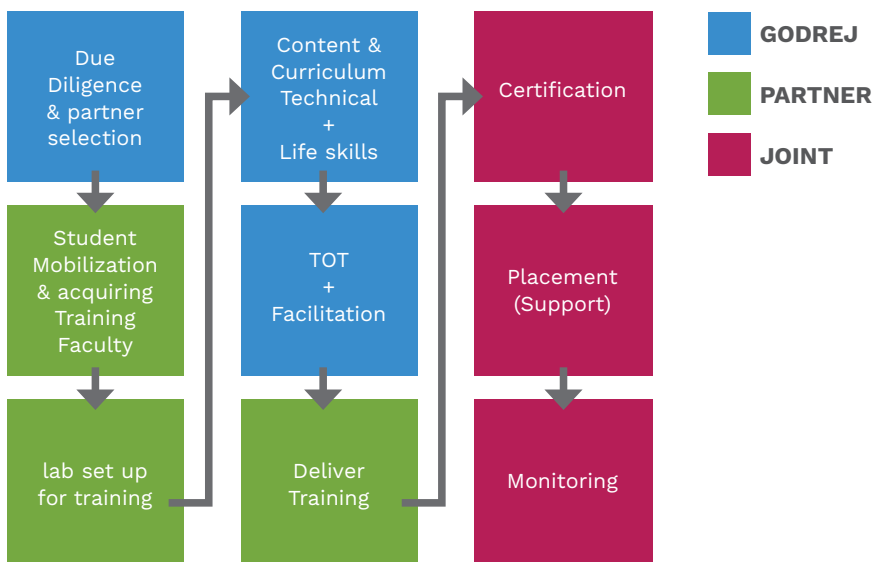
Godrej Responsibilities:

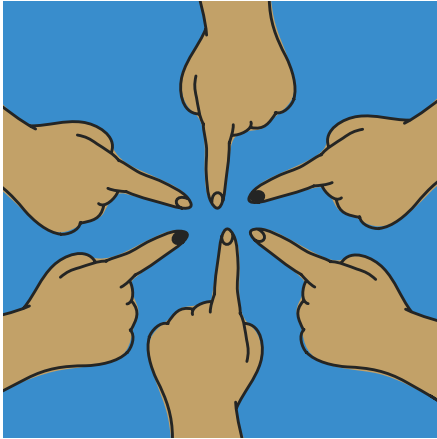
- Delivering the curriculum to the partner
- Doing a TOT for the trainers
- Providing the application for evaluation
- Providing Life Skills module with training
- Connect with Wadhvani Foundation for e-learning needs (if needed)
- Having the logo on certificate

Partner Responsibilities:

- Mobilization
- Running the course
- Trainer recruitment
- Ensuring deployment of content and process as per the Godrej SOP at the centre
- Adherence to MIS
- Providing placement reports

The flow chart below can explain the responsibility areas:





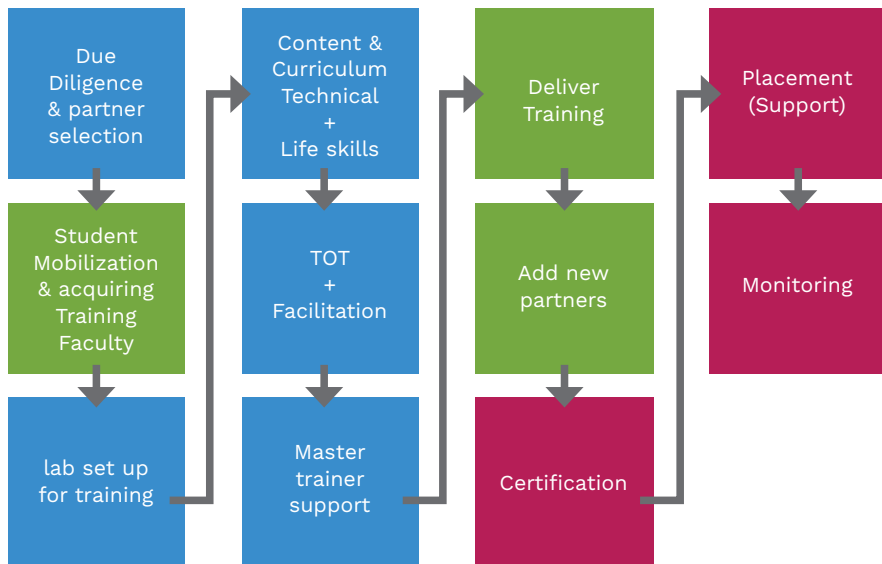
NODAL PARTNERSHIP

This is the kind of partnerships where partners evolve to showing impact through scale and quality. The nodal partner is supposed to become the

representative of Godrej Salon-I in the region and add more partners to its ambit. All the provisions under knowledge partnership is provided to the nodal partner. In addition we also support lab-set up for the nodal partner and support the cost of appointing master trainer depending on the scale of the centres. The nodal partner has to adhere to stronger SOPs pertaining to training and pedagogy.

All the trainer are evaluated and have to have a technical competency approved by Godrej Salon-i.

Every trainer has to go through a week long technical training, 2 days of quarterly assessment and 8 days of annual facilitation training (for improving Life skills facilitation and pedagogy skills)



GODREJ **PARTNER** **JOINT**



CERTIFICATION AND EVALUATION PARTNER

This is also similar to the knowledge partnership. The only difference is we provide the content and not much consolidated efforts happen in the area of trainer handholding. This is for partners leveraging on large Govt schemes rolling out where the Godrej Salon-I certification helps.



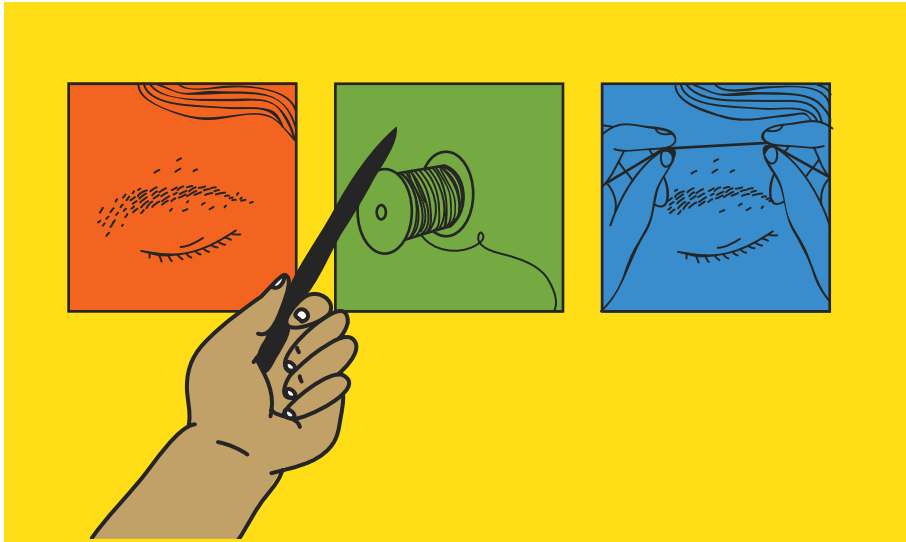
PARTNERSHIP IN DISABILITY SECTOR

This is a new area where we are still exploring. So far we are trying to work in the model of the knowledge partner- try and learn and evolve.



HOW CAN I BECOME A SALON-I PARTNER ?

Well this is a partnership and works on mutual consent. One can definitely select the model, but as already specified, we will decide on the model post rigorous due-diligence, prospects and scalability.



TRAINING AND HANDHOLDING

WHAT ARE THE ROLES AND RESPONSIBILITIES OF A SALON-I TRAINER?

1. Conduct day to day training at the partner centre.
2. Ensure that their technical competency as per the Godrej salon-I scoring pattern in 85% or above.
3. Adhere to the SOP training guidelines of Salon-I learnt at the TOT.
4. Do the training showing the AV
5. Conduct Life skills training.
6. Adhere to the Salon-I course plan or create a course plan in the empty template provided.
7. Ensure that at all times course plan is exhibited in the classroom.
8. The posters shared as training tools are displayed and students comprehend them.
9. Maintain all students records as per the trainer hand book.
10. Maintain the trainer hand book.
11. Purchase of consumables for the centres- the trainer should maintain a stock check of the materials and replenish old stock.
12. Ensuring OJTs for the students.
13. Ensuring market survey is done by each student.
14. Ensuring that the students complete their project books in

- the prescribed format.
15. Ensuring that the students do service on external clients and practice checklist maintained on the record book.
 16. Also ensure that all the students do enough practice and conform to the certification criteria of 80% across all services.
 17. Align with the master trainers and attend all TOTs.
 18. Create and maintain session plans for all topics mentioned in the course plan.
 19. Appear for the 2 days quarterly trainer assessment (if nominated).
 20. Work for placement support for the students with local salons and with organization's placement team's help.

WHAT ARE THE ROLES AND RESPONSIBILITIES OF THE MASTER TRAINER?

1. TOT for the trainers of the cluster that they manage (each master trainer will be responsible for minimum 10 centres under her purview)
2. Ensure that her technical competency as per the Godrej Salon-I scoring criteria is 95% or above
3. Ensure that the trainers in the cluster have a technical competency of 85% or above (the Master trainer is supposed to do handholding of the trainer till she gets the required technical competency)
4. Visit all the centres at least once a month or more (if they are at vicinity)
5. Ensure that all the centre trainers are adhering to the SOPs
6. Appear for the Master trainer assessment (if nominated)
7. Prepare a TOT plan and session plan for each session
8. Be deft with the entire module be it technical or Life skills and hand-hold the trainers to facilitate
9. Attend all the workshops and trainings arranged by Godrej Salon-I for Master Trainers
10. Align the Godrej training guideline to the centre's training plan
11. Mid-level assessment of the students (for centre where 3rd party assessment is scheduled) or final evaluation of the students (wherever applicable)
12. Maintain all history and records of the students and ensure all trainers are using the handbooks, modules and posters.
13. Extend placement help if needed to the centre trainers

WHAT ARE THE DIFFERENT TYPES OF HANDHOLDING SUPPORT AVAILABLE TO THE TRAINER, TYPES OF RESOURCES AND DURATION?

1. Technical TOT-7 days
2. Facilitation and Life skills training-8 days
3. There are two days assessment and performance feedback
4. Audio Visual content loaded on pen-drive
5. Soft copies of Instructional Guidelines (loaded on pen-drive)
6. Mobile App - Godrej guru for the trainer to view content (app to be shared only when the trainers' technical competency is above 85%)
7. Evaluation app (for the reference of the trainer) and of course with the Master Trainers
8. Trainer Hand- books
9. Course Plan poster (for the 14 week course)- for each training location
10. Course Plan for centre customization for each training location
11. Hygiene Practice Chart
12. Poster on Why Godrej is doing the Salon-i poster
13. Life skills kit (with 57 posters)
14. Project Book guideline (for the project books to be maintained by student/trainer)
15. Continuous monitoring and support



CURRICULUM AND CONTENT

IS THE SALON-I TRAINING CURRICULUM ALIGNED TO THE INDUSTRY?

Yes it is. However it is important to understand how. Every trade in the skill paradigm is aligned to a Sector Skill Council. The role of the Sector Skill Council is to come

up with guidelines and occupational standards relevant for that industry termed as NOS or National Occupational Standards.

Our curriculum is aligned with NOSes as below:



ASSISTANT BEAUTY THERAPIST

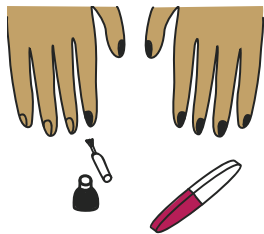


BEAUTY THERAPIST



MANICURIST AND PEDICURIST

We have 7 modules in the content :



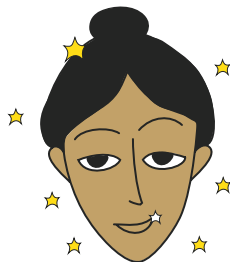
MANICURE



PEDICURE



THREADING



PCH*



WAXING



FACIAL

* Personal Care and Hygiene aligned to NOS- BWs/N9002 and BWs/N9003 (Maintain health and safety at workplace and Maintain positive impression at Workplace)

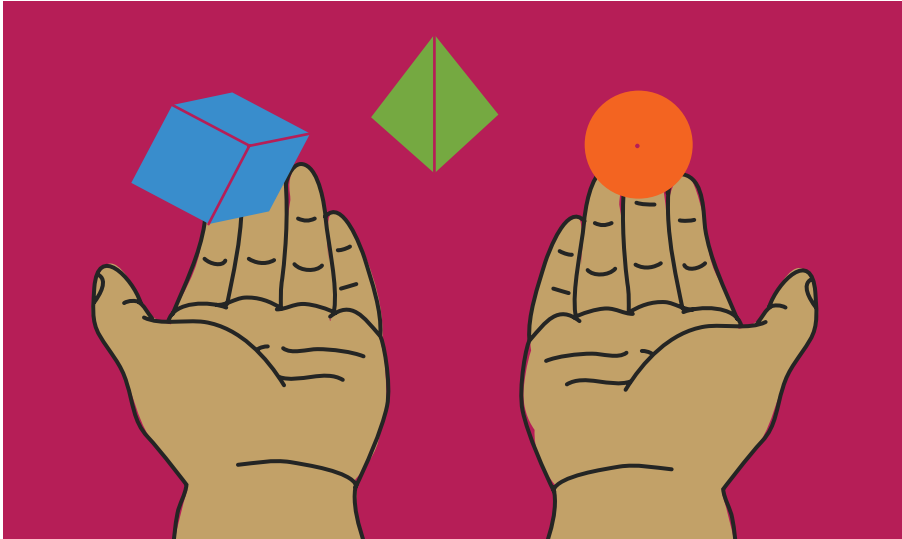
Each of the services follow an SOP which is divided into 5 parts:

1. Hygiene and Safety (personal and of the workplace) service-BWS/N0105-N0108 and even assisting BWS/N0401
2. Client Consultation (aligned with process) 5. After-Care
3. Workstation Set-Up (prepare and maintain work area BW/ N9001) And thus it takes care of the industry requirements and needs.
4. Procedure (providing the

HOW CAN ONE ACCESS CURRICULUM? ARE THERE BOOKS OR ONLINE CONTENT?

There are several ways of accessing the content:

1. With our partner we will provide HTML or flash based content which is audio-visual in nature loaded on a pen-drive
2. In addition for the master trainers we will give access to a mobile app which has the content
3. The content in audio-visual in nature and we have moved away from books.
4. In addition each trainer will also get instructional guidelines for every module
5. The content should be viewed and displayed in class and usually our partners have projectors or LCDs.
6. The Master Trainers and trainers will have access to the AV curriculum
7. For the students to view, we expect our partners to make arrangements.



LIFE SKILLS

WHAT ARE THE ROLES AND RESPONSIBILITIES OF A SALON-I TRAINER?

Life Skills are abilities for adaptive and positive behavior that enable us to deal effectively with demands and challenges of everyday life, in other words “psychosocial competency”. They are a set of human skills acquired via teaching or direct experience

that are used to handle problems, decision making and questions common encounters in daily life.

YES SALON-I has a Life Skills module.

HOW CAN ONE ACCESS CURRICULUM? ARE THERE BOOKS OR ONLINE CONTENT?

We have curated a Life Skills module aligned to the Beauty and Wellness sector which not only speaks about

their journey from deciding to joining the course to emerging out financially empowered and taking charge of her

life. It looks from a gender lens as well questioning stereotypes which impedes women to build a career or be aware of their health and safety as well.

The module is done in a fun way through illustrated posters, each enabling the students to work in a group, connect to their experience and learn.

Every centre for every batch receives a Life skills kit which has 57 posters. Prior to that the trainer goes through

a Life skills facilitation workshop and continuous handholding.

Also the course plan suggests the flow of Life skills modules.

And we believe in equipping the trainer to become a facilitator and look at the training holistically incorporating technical skills and life skills facilitation tools and technique.

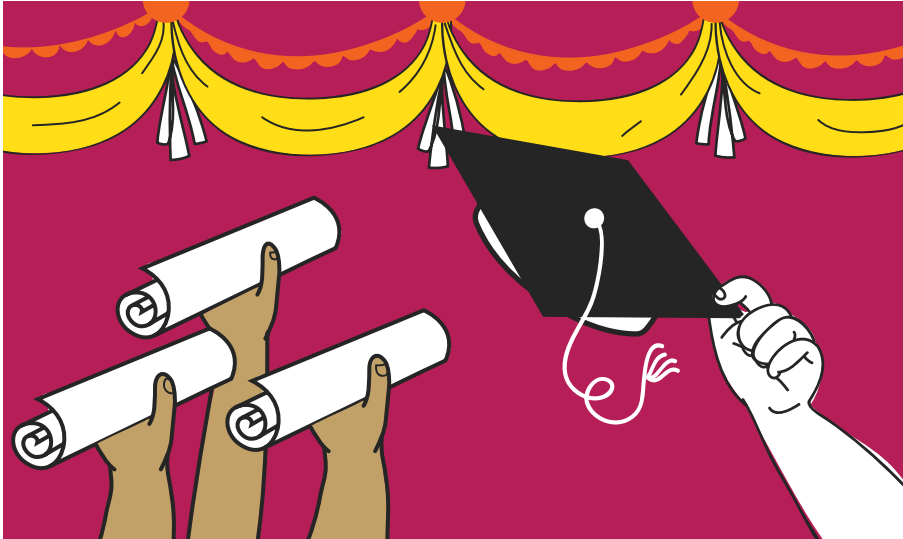
WHAT ARE THE POSSIBLE OUTCOMES OF THE LIFE SKILL TRAINING?

We envisage that through the experience of doing the Life Skills module students will have the opportunity to develop a strong bond with their batch mates and create a collective where they can have a meaningful and safe environment so that they also enjoy while learning together

Students are equipped to critically think, undertake goal setting in terms of their careers and as a result are enabled to articulate their dreams and aspirations

Students will have an understanding of the Beauty and Wellness industry through a gender lens and be aware of their rights and entitlements at the work place

Students will also gain confidence and leadership skills to make decisions in their family, community and work life in order to negotiate for what they aspire to achieve in their own life and create their own identity in society



CERTIFICATION

WHAT IS THE CERTIFICATION PROCESS?

Godrej Salon-I is very stringent about certification standards.

For this we have created a certification app which can be used on any android phone.

We expect the trainers to use that app- the app makes the evaluation process unbiased

However with all our nodal partners we will do the evaluation ourselves through a 3rd party assessment agency.

The organization will have to inform us minimum 20 days in advance and we will send someone for certification on a mutually

agreeable date.

The results will be shared within a week's time.



MIS

HOW DO I REPORT THE DATA FOR TRAINING TO GODREJ SALON-I?

Godrej Salon-I has a separate MIS process for internal data reporting.

Every partner has to report data in the MIS system.

Post onboarding every partner is shared with an MIS reporting guideline with a manual for using the system and how to enter data.

This is a requirement every partner has to feed in on a monthly basis.

This is beneficial for both to keep monitoring the progress and also plan assessments and training.

YOUR QUERIES

We would like to know what more queries you have.

For any further queries kindly send a mail to.....



