|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | SPA OPERATION PREPARATION  (MP-061-3:2012 (C01)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in spa operation preparation works to ensure operation, presentation, safety, hygiene of spa are in order in accordance with Standard Operating Procedure (SOP) and authority bodies (DOSH, KKM, BOMBA, Local Authorities)  The person who is competent in spa operation preparation shall be able to prepare spa operationtools, products (supplies), materials and equipment, carry out cleaning, maintenance, repair and laundry, carry out opening and closing procedure, carry out health and safety practises, handle emergency situation and assess spa operation standard and specification according to company and authority bodies requirement. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Identify spa operation standard, procedure, requirement and specification.

DURATION: 280 HOURS

1. SETTING GOAL

You are required to performspa operation preparationactivities based on performance criteria below:

1. Spa operation standard checklist obtained and interpreted according to procedure, requirement and specification.
2. Spa operation tools and equipment functioning tested according to manufacturer instruction.
3. Spa materials and products are sufficiently arranged in accordance with workplace procedures.
4. Spa area prepared and readied for operation according to SOP.
5. Linen is properly arranged according to requirement.
6. Spa materials and products (supplies) sufficiently replenished and arranged according to SOP.
7. Spa is readied for operation according to SOP.
8. Spas have been safely closed according to closing procedure.
9. First Aid management are executed in accordance with first aid principles and procedures.
10. Required spa equipment and tools are disinfected and sterilised according to SOP.
11. Equipment and tools are hygienically cleaned to regulatory and workplace requirements.
12. Emergency situation is recognised and handled according to authority bodies and SOP requirement.
13. Spa operation requirement and specification standard are checked according to SOP.
14. Spa operation checklist and logbook are submitted to superior.
15. PLANNING

You are required to plan activities to achieve listed setting goal of performing spa operation preparation by using resources listed below:

* 1. Identify reflexology tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Stationeries 2. Scissor 3. Broom 4. Mop 5. Cloth 6. Linen 7. Kettle 8. Pail 9. Wiper 10. Oil burner 11. PPE 12. Essential oil 13. Raw ingredient 14. Detergent 15. Fresh flowers 16. Reservation book 17. Checklist 18. Survey form 19. Information form 20. Spa activities form 21. Blender 22. Music player set 23. Refrigerator 24. Steriliser 25. Hot /cold cabinet 26. Washing machine 27. Computer 28. Fax machine 29. Telephone 30. First aid kits 31. Fire Extinguisher 32. Alarm system 33. Padlock 34. Spa uniform | As required  1:1  1:1  1:1  As required  As required  1:20  1:1  1:1  1:20  1:1  As required  As required  As required  As required  1:1  1:1  1:1  1:1  1:1  1:10  1:20  1:20  1:10  1:10  1:20  1:10  1:20  1:20  As required  As required  1:20  As required  1:1 |

* 1. Refer to references below as a guidance to perform this activity.

|  |
| --- |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

* 1. Refer to Spa Standard Operating Procedure to perform any preparations required.

1. DESION MAKING

You are required to get coach approval before performing spa operation preparation.

1. EXECUTE & MONITORING

You are required to perform spa operation preparation according to steps below:

1. Acquire standard operation procedure from superior and ensure it is interpreted
2. Obtain spa operation checklist according to job scope such as Therapist, Receptionist, Attendant, Supervisor etc.
3. Determine and list types of opening activities such as oil burner preparation, treatment room preparation
4. Determine and list authority bodies related to emergency situation such as Emergency Number, Fire Department, Building Department
5. Determine and list risk management for emergency situations according to the instructions by the premise of the spa
6. Determine and list health and safety practices according to SOP
7. Determine and list maintenance works such as checking water treatment facilities
8. Determine and list types of closing activities such as turning off lights, shutting down PC, turning off electrical equipments
9. Determine types of spa operation tools, products (supplies), materials and equipment.
10. Follow procedure and guideline on acquiring spa operation tools, products (supplies), materials and equipment.
11. Carry out spa operation’s tools, products (supplies), materials and equipment preparation.
12. Determine cleaning area and cleaning schedule.
13. Select method of cleaning using suitable cleaning tools & materials and apply cleaning techniques
14. Clean and store tools used.
15. Determine maintenance and repair works and schedule.
16. Select method and coordinate maintenance and repair works (if necessary).
17. Apply technique using tools & materials for maintenance and repair.
18. Clean and store maintenance and repairing tools used.
19. Determine laundry works and schedule.
20. Select method of laundry and coordinate laundry works.
21. Apply opening & closing procedure.
22. Use opening and closing procedure tools and materials.
23. Follow spa operation hour.
24. Determine method of health & safety practices and schedule.
25. Coordinate health and safety practices works (if necessary).
26. Use health and safety practices tools and materials to apply technique of health and safety practices works.
27. Clean, disinfect, sterilize and store spa equipment and tools used for health and safety practices.
28. Ensure spa area hygiene and safety is maintained according to SOP.
29. Determine types, level and the authority body related to emergency situation.
30. Follow emergency situation procedure.
31. Check linen availability, linen arrangement, refreshment and stock readiness.
32. Check light functioning, music arrangement and suitability
33. Check cleanliness of spa area, room presentation, spa decoration and readiness of spa for operation as per spa standard.
34. Check spa safety, spa security and health level to ensure emergency situation can be competently handled as per emergency procedure.
35. Determine purpose of updating spa operation preparation checklist and logbook.
36. Determine, update and submit spa operation preparation checklist and logbook format.
37. Comply with attitude and safety listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Keep spa operation work area neat and tidy. 2. Analytical, meticulous, proactive and alert in preparing spa operation tools, products (supplies), materials and equipment. 3. Analytical, meticulous, proactive and alert in maintaining and housekeeping cleaning duties. 4. Meticulous in performing opening and closing procedure. 5. Meticulous in handling health and safety practices. 6. Meticulous in handling emergency situation. 7. Meticulous in assessing spa operation standard and specification. 8. Meticulous in updating spa operation preparation checklist and logbook. 9. Adhere to report submission dateline. |
| Safety | 1. Follow Standard Operating Procedure to acquire spa operation checklist. 2. Follow SOP to acquire spa operation material, tools and equipment. 3. Adhere to safety and health during testing electrical equipment. 4. Follow manual for handling electrical equipment. 5. Adhere to safety and health procedure 6. Handle equipment with care. 7. Follow manual during starting and switch of the electrical equipment. |

1. Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | 01.01 Identify and gather information.  01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions.  03.16 Identify and assess client/customer needs. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility  06.06 Monitor and correct performance of systems  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  06.07 Develop and maintain networks.  03.05 Demonstrate safety skills  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group  03.13 Develop and maintain team harmony and misresolve conflicts. |

1. EVALUATING

You are required to evaluate spa operation preparation using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Standard operation procedure interpreted. |  |  |  |  |  |  |  |  |  |  |
| 2. | Types of opening activities listed. |  |  |  |  |  |  |  |  |  |  |
| 3. | Maintenance works determined. |  |  |  |  |  |  |  |  |  |  |
| 4. | Health and safety practices determined. |  |  |  |  |  |  |  |  |  |  |
| 5. | Emergency situation determined. |  |  |  |  |  |  |  |  |  |  |
| 6. | Types of closing activities listed. |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 42 | | | | | 42 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 42X 60 | A2 /42X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | SPA GUEST RELATION SERVICES AND PROMOTION  (MP-061-3:2012 (C02)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in guest relation services to ensure front office operation and services of SPA has been satisfied and encourage guest in accordance with Standard Operating Procedure (SOP) of spa operation.  The person who is competent in guest relation services shall be able to prepare spa promotion and guest relation service materials, tools and equipment, perform guest relation services, perform spa promotion, assess spa promotion and guest relation service performance and report spa reservation status | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Spa Guest Relation Services and Promotion

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform spa guest relation services and promotion activities based on performance criteria below:

1. Services, product, promotion materia~~l~~ and benefit of the treatment and facilities of the spa are listed and interpreted in accordance with regulatory bodies, spa association and premise rules and regulation.
2. Spa promotion and guest relation service materials, tools and equipment are prepared and arranged according to company requirements.
3. Guest greets appropriately and determined their requirements for product and services.
4. Explanation on product, facilities and services provided according to SOP.
5. Good communication skill applied.
6. Problems (complaint) identified and managed according to organisation /premises procedures.
7. Guest enquiries and reservation are attended, recorded and acted according to SOP.
8. Guest has been explained about products, facilities and services selection for treatment according to SOP.
9. Guest’s need and requirements are evaluated in accordance with organisation policies, procedures and SOP.
10. Numbers of reservation are checked according to daily target.
11. Spa guest reservation report is submitted to superior.
12. Guest’s need and requirements are evaluated in accordance with organisation policies, procedures and SOP.
13. Numbers of reservation are checked according to daily target.
14. Spa guest reservation report is submitted to superior.
15. PLANNING

You are required to plan activities to achieve listed setting goal of performing spa guest relation services and promotion activitiesby using resources listed below:

* 1. Identify spa guest relation services and promotion tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Product sample 2. Spa Menu 3. Flyer 4. Customer feedback form 5. Discount and gift voucher 6. Promotional information 7. Consultation form 8. Reservation book 9. Telephone 10. Fax machine 11. Stationary 12. Refreshment 13. Spa uniform 14. PPE 15. Guest reservation report format | 1:1  1:1  1:1  1:1  As required  As required  1:1  1:1  1:10  1:25  As required  As required  1:1  1:1  1:1 |

* 1. Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

* 1. Refer to guest relations procedure as listed in Standard Operations Procedure and execute promotion activities set by the Spa

1. DESION MAKING

You are required to get coach approval before spa guest relation services and promotion activities.

1. EXECUTE & MONITORING

You are required to perform spa guest relation services and promotionactivities according to steps below:

1. Determine type of spa services & promotion, product & spa retails, spa refreshment and facilities according to guest services SOP.
2. Determine guest relation personal appearance, presentation, grooming (verbal, non verbal presentation) according to guest services SOP
3. Determine method & technique of acquiring guest treatment requirement.
4. Determine professional approach to handle guest inappropriate behavior.
5. Arrange guest relation services and promotion materials, tools and equipment.
6. Practice professional ethics and personal hygiene and adhere according to company SOP.
7. Adhere to safety and hygiene practices.
8. Carry out greeting and welcoming guest.
9. Provide explanation base on guest needs and requirement.
10. Provide explanation on product, facilities and services.
11. Apply verbal and non verbal communication skill.
12. Apply professional approach to handle guest inappropriate behavior.
13. Provide guest with refreshment.
14. Record potential guest details.
15. Take action on guest feedback.
16. Promote spa services, facilities and product.
17. Apply selling skill.
18. Apply code of ethics.
19. Use verbal and non verbal communication skill.
20. Perform sales activities
21. Administer reservation book according to SOP.
22. Adhere to safety and health procedure.
23. Follow sales procedure.
24. Analyze numbers of reservation by guest against marketing plan.
25. Arrange guest for treatment.
26. Check effectiveness of spa promotion and spa guest relation services.
27. Determine guest reservation report format.
28. Prepare and submit guest reservation report to superior.
29. Compile promotion effectiveness report.
30. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying spa promotion and guest relation service requirement and specification. 2. Analytical, meticulous, proactive and alert in preparing spa promotion and guest relation service materials, tools and equipment. 3. Good communication skill in guest relation services. 4. Good communication skill in sales activities. 5. Analytical, meticulous, proactive and alert in assessing spa promotion and guest relation service performance. 6. Meticulous in writing spa promotion and guest relation service report. 7. Adhere to report submission dateline. |
| Safety | 1. Follow SOP to acquire spa promotion and guest relation service materials, tools and equipment. 2. Follow SOP to carry out guest relation services. 3. Adhere to personnel grooming when dealing with guest. 4. Follow SOP to acquire spa reservation. 5. Adhere to personnel grooming when dealing with guest. |

3.31 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes  03.16 Identify and assess client/customer needs  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks |
| Conceptual Skills | * 1. Identify and gather information.   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions  03.16 Identify and assess client/customer needs |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counselling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks |
| Multitasking and prioritizing | 03.05 Demonstrate safety skills.  04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  06.01 Understand systems.  03.08 Develop and maintain cooperation within work group.  03.13 Develop and maintain team harmony and resolve conflicts.  05.02 Inspect and monitor work done and/or in progress.  06.07 Develop and maintain networks |

1. EVALUATING

You are required to evaluatespa guest relation services and promotionactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify spa promotions requirements and specifications |  |  |  |  |  |  |  |  |  |  |
| 2. | Identify guest relation service requirements and specifications |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare spa promotion materials, tools and equipment |  |  |  |  |  |  |  |  |  |  |
| 4. | Prepare guest relation service materials, tools and equipment |  |  |  |  |  |  |  |  |  |  |
| 5. | Perform spa promotion services |  |  |  |  |  |  |  |  |  |  |
| 6. | Perform guest relation services |  |  |  |  |  |  |  |  |  |  |
| 7. | Assess spa promotion service performance |  |  |  |  |  |  |  |  |  |  |
| 8. | Assess guest relation service performance |  |  |  |  |  |  |  |  |  |  |
| 9. | Report spa reservation status |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 63 | | | | | 63 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 63X 60 | A2 /63X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | FULL BODY MASSAGE  (MP-061-3:2012 (C03)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in body massage works on the whole body to promote general health, relaxation and balance the mind, body and soul in accordance with regulatory bodies requirement.  The person who is competent in full body massage shall be able to prepare full body massage work area, prepare guest for full body massage, perform full body massage, monitor full body massage procedure, evaluate full body massage services, record full body massages services and perform post massage procedure in accordance with massage treatment specifications. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Full Body Massage

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform full body massage activities based on performance criteria below:

1. Basic health information is ascertained in accordance with SOP.
2. Indication and contraindication of massage therapy distinguished.
3. Type of massage services method and techniques are determined in accordance with premise policies and procedure.
4. Full body massage for general health requirements and lifestyle are determined.
5. Good guest skill communication is applied.
6. Types and usage of full body massage medium and tools are determined.
7. Full body massage work area is organised in accordance with authority body with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practiced.
9. Full body massage tools, materials, furniture and fitting are arranged according to work place procedures.
10. Full body massage medium are selected.
11. Cleanliness of work area is maintained according to workplace requirement.
12. Personal hygiene practices are followed to workplace requirements.
13. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance to premise policies.
14. Work environment meet all hygiene and safety requirements and legislation observed.
15. Verbal and non verbal communication is applied.
16. Availability of equipment and consumable products for body massage are ascertained.
17. Full body massage is carried out using appropriate medium and minor ailments (contra-indication) recognised in accordance with massage procedure.
18. Human body anatomy and physiology recognised.
19. Rapport is established and communication is clearly conveyed.
20. Methods and technique of full body massage are demonstrated in accordance with massage principles and concept.
21. Indication and contra-indication for full body massage are recognised.
22. Full body massage conducted according to time/ duration allocated.
23. Changes in sensory parameters are detected.
24. Codes of ethics are applied.
25. Anatomical locations and massage technique conducted in accordance with massage therapy guidelines.
26. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
27. Post treatment response conditions of full body massage are advised in accordance with SOP.
28. Home care advices are given in accordance to home care advice guidelines.
29. Responsive feedback from guest is recorded.
30. Guest’s documentation record is interpreted and updated.
31. Compliance with statutory bodies’ safety regulation and requirement is recorded.
32. Full body massage products residues are cleaned up and workplace tidied up in accordance with premise housekeeping practices.
33. Full body massage material disposed according to standard hygiene practices and SOP.
34. Full body massage products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
35. PLANNING

You are required to plan activities to achieve listed setting goal of performing full body massage activitiesby using resources listed below:

* 1. Identify full body massage tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Massage bed/mattress 2. Trolley 3. Massage medium (cream, lotion, powder, oil etc) 4. Massage apparel (sarong,/short etc) 5. Linen 6. Hair cap 7. Face mask 8. Toiletries 9. Sanitation 10. Stationeries 11. Safety box | 1:2  1:2  As per required  1:1  As per required  1:1  1:1  As per required  As per required  As per required  1:20 |

* 1. Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. The Easy Massage Work Book, Clare Harris, 2006, ISBN – 978-84483-882-0 2. Traditional and Complementary Medicine, Practice Guidelines on Malay Massage, 2007, ISBN – 983-44754-4-4 3. The Complete Illustrated Guide to Massage, Steward Mitchell, 1997, ISBN – 1-85230-990-3 4. Professional Beauty Therapy level 3, Lorraine Nordmann, 2007, ISBN- 978-1-844809-696-6 5. Beauty Basics Level 1, Lorraine Nordmann, 2007, ISBN- 978-1-844809-694-2 6. Sport Massage, Tim Paine, 2000, ISBN- 0-71365007-9 7. Fibromyalgia & Chronic, Myofascial Pain, Devin Starlanly and Mary Ellen Copeland, 2001, ISBN- 1-57224-238-8 8. Berurut Untuk Pemulihan Urat Saraf, Amran Kasimin dan Abdullah Seman, 1995, ISBN-983-9601-95-4 9. Good Practice Guideline on Full Body Massage, Traditional dan Komplementari, Kementerian Kesihatan, Malaysia, 2011, ISBN- 978-98344754-9-9 10. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 11. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 12. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 13. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 14. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 15. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 16. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 17. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 18. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 19. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform body massage treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before full body massage activities.

1. EXECUTE & MONITORING

You are required to perform full body massage activities according to steps below:

PRE-TREATMENT

1. Demonstrate guest reception/pre-counseling.
2. Explain types of body massage.
3. Apply suitable verbal & non verbal communication, professional grooming practices and ethic throughout the entire treatment.
4. Determine guest health condition & lifestyle, guest medical history, indication and contra-indication.
5. Determine type of full body massage method, technique, medium and usage of full body massage tools.
6. Select and arrange full body massage tools, material and equipment to enable good deportment, posture and work area ergonomics.
7. Determine basic first aid procedure and apply fire safety procedure.
8. Upkeep work place cleanliness and hygiene.
9. Organize treatment area cleanliness and hygiene.
10. Advice guest clothing and amenities keep in safe place provided.
11. Advice guest on the spa facilities and amenities.

CONDUCTING THE TREATMENT

1. Prepare guest for treatment.
2. Ensure availability of equipment and consumable product for body massage.
3. Ensure work environment meet all hygiene and safety requirement and legislation.
4. Able to identify human body anatomy and physiology.
5. Able to identify indication and contra-indication for body massage.
6. Able to identify minor ailments.
7. Use selected medium of massage.
8. Apply techniques of full body massage.
9. Practice deportment and correct body posture.
10. Adhere to safety and health practices in performing massage procedure.
11. Conduct code of ethics.
12. Monitor guest body reaction, sensations (if necessary) and guest preference.
13. Monitor full body massage duration/time allocated.

POST-TREATMENT

1. Check effectiveness of full body massage.
2. Adhere safety and health in performing post massage procedure.
3. Advise, interpret and record post body massage responses according to procedures.
4. Apply confidentiality in recording.
5. Record product & services utilized and delivered.
6. Confirm services & treatment delivered and advise receptionist on additional changes of treatment (if any).
7. Record full body massages product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.
10. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest full body massage requirement. 2. Analytical, meticulous, proactive and alert in preparing full body massage work area. 3. Patient, polite, meticulous, proactive and alert in preparing guest for body massage. 4. Analytical, meticulous, proactive and alert in performing full body massage. 5. Analytical, meticulous, proactive and alert in monitoring full body massage procedure. 6. Analytical, meticulous, proactive and alert in evaluating full body massage services. 7. Meticulous in writing subordinate administrative activities report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in performing post massage procedure |
| Safety | 1. Adhere to all safety and hygiene procedure. 2. Keep post massage materials clean, neat and tidy. |
| Environment | 1. Ergonomic and ventilated work place. |

3.35 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | 01.01 Identify and gather information.  01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions.  03.16 Identify and assess client/customer needs. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counselling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  03.08 Develop and maintain a cooperation within work group.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluatefull body massageactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest full body massage requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare full body massage work area, tools, materials, furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for full body massage |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform full body massage |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor full body massage procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate full body massage services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record full body massages services. |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post massage procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | BODY TREATMENT  (MP-061-3:2012 (C04)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in body treatment such as scrubs, wraps and masks to promote general health and overall wellbeing.  The person who is competent in body treatment shall be able to prepare body treatment work area, materials, tools and furniture and fitting, prepare guest for body treatment, perform body treatment, monitor body treatment procedure, evaluate body treatment services, record body treatment services and perform post treatment procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Body Treatment

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform body treatment activities based on performance criteria below:

1. Guest‘s health information is ascertained in accordance to guidelines.
2. Indication and contraindication of body treatment are distinguished.
3. Purpose and benefit of body treatment are identified.
4. Type of treatment services method and techniques are determined in accordance to premise policies.
5. Effective communication skills with guest are applied.
6. Types and usage of body treatment medium and tools are identified.
7. Body treatment work area is organised in accordance to authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practiced.
9. Body treatment tools, materials, furniture and fitting are arranged.
10. Body treatment medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Personal hygiene practices are followed to workplace requirements.
13. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance to premise SOP.
14. Work environment meet all hygiene and safety requirement and legislation observed.
15. Verbal and non verbal communication is applied.
16. Availability of equipment and consumable products for body treatment are ascertained.
17. Scrubs, wraps and masks activities are carried out using appropriate medium selected in accordance with treatment procedure.
18. Indication and contra-indication for body treatment are recognised.
19. Human body anatomy and physiology are recognised.
20. Rapport is established and communication is clearly conveyed.
21. Methods and technique of body treatment are demonstrated in accordance with body treatment concepts, guidelines and recipes.
22. Body treatment conducted according to time/ duration allocated.
23. Changes in sensory parameters are detected.
24. Post treatment responses in body treatment are explained.
25. Codes of ethics are practiced.
26. Anatomical locations and treatment technique conducted in accordance to treatment therapy guidelines.
27. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
28. Post body treatment responses are advised in accordance with SOP.
29. Home care advices are given in accordance to home care advice guidelines.
30. Responsive feedback from guest is recorded.
31. Guest‘s documentation record is interpreted and updated.
32. Compliance statutory safety regulation and requirement is recorded.
33. Body treatment products residues are cleaned up and workplace tidied up in accordance with premise housekeeping practices.
34. Body treatment material disposed according to standard hygiene practices and SOP.
35. Body treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
36. PLANNING

You are required to plan activities to achieve listed setting goal of performing body treatment activities by using resources listed below:

* 1. Identify body treatmenttools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Brush 2. Bowl 3. Tray/trolley 4. Blanket 5. Linen 6. Spatula 7. Mask 8. Glove 9. Chair 10. Pillow 11. Massage bed/table 12. Massage medium (Oil, Dry ingredients, Cream, Lotion, Gel, Fresh ingredient) 13. Hair cap 14. Face mask 15. Toiletries 16. Sanitation 17. Stationeries 18. Safety box | 1:1  As per required  1:1  1:1  As per required  1:1  1:1  1:1  1:1  1:1  1:2  As per required  1:1  As per required  As per required  As per required  1:1  1:20 |

* 1. Refer to references below as a guidance to perform this activity.

|  |
| --- |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform body treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before body treatment activities.

1. EXECUTE & MONITORING

You are required to perform body treatment activities according to steps below:

PRE-TREATMENT

1. Determine types of body treatment.
2. Determine verbal and non verbal communication & apply personal grooming practices and ethic.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre consultation.
5. Determine guest medical history, indication and contra-indication.
6. Determine guest skin condition & type of body treatment method and technique.
7. Identify types of body treatment medium.
8. Determine and arrange types and usage of body treatment tools, material and equipment.
9. Select body treatment medium.
10. Practice deportment and posture and organize work area ergonomics.
11. Ensure fire safety procedure is applied.
12. Practice basic first aid and CPR procedure when required.
13. Upkeep personal grooming practices and ethic.
14. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
15. Advice guest clothing and accessories to be kept in the safe provided.
16. Brief guest on the spa facilities & amenities and prepare guest for treatment.
17. Prepare treatment area for guest privacy.
18. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

1. Apply basic & effective communication skill (verbal and non verbal).
2. Able to identify human body anatomy and physiology & contra-indication for body treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of body treatment.
6. Practice deportment, body contact, and breathing and correct body posture.
7. Adhere to safety and health practices.
8. Conduct code of ethics.
9. Monitor guest preference & body reaction and sensations (if necessary).
10. Monitor body treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of body treatment.
2. Adhere to safety and health in performing post body treatment procedure.
3. Advise, interpret and record post body treatment responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilized and delivered.
6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
7. Record body treatment product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.
10. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest full body treatment requirement. 2. Precise in identifying body treatment indication and contra-indication. 3. Analytical, meticulous, proactive and alert in preparing full body treatment work area. 4. Creative to arrange work area. 5. Neat and tidy. 6. Patient, polite, meticulous, proactive and alert in preparing guest for body treatment. 7. Analytical, meticulous, proactive and alert in performing body treatment. 8. Analytical, meticulous, proactive and alert in monitoring body treatment procedure. 9. Analytical, meticulous, proactive and alert in evaluating body treatment services. 10. Meticulous in writing subordinate administrative activities report. 11. Accompany guest to front office. 12. Adhere to report submission dateline. 13. Analytical, meticulous, proactive and alert in performing post body treatment procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. 2. Safety conscious to use sanitation and protective equipment. 3. Keep post treatment materials clean, neat and tidy. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  06.07 Develop and maintain networks. |
| Conceptual Skills | 01.01 Identify and gather information.  01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  02.10 Prepare reports and instructions.  03.16 Identify and assess client/customer needs. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluatefull body massageactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest body treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare body treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for body treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform body treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor body treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate body treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record body treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post treatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | WATER THERAPY  (MP-061-3:2012 (C5)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in water therapy works using jets, underwater massage, mineral baths and others. It also includes a [whirlpool bath](http://en.wikipedia.org/wiki/Bathtub#Whirlpool_tubs),[hot roman bath](http://en.wikipedia.org/wiki/Thermae" \o "Thermae), [hot tub](http://en.wikipedia.org/wiki/Hot_tub), [Jacuzzi](http://en.wikipedia.org/wiki/Jacuzzi), cold plunge, traditional bath and [mineral bath](http://en.wikipedia.org/wiki/Mineral_spa). These treatments use physical water properties, such as temperature and pressure, for therapeutic purposes, to stimulate blood circulation and treat the symptoms of certain diseases.  The person who is competent in water therapy shall be able to prepare water therapy area, materials, furniture, fitting, tools and equipment, prepare guest for water therapy, perform water therapy activities, monitor water therapy procedure, evaluate water therapy services, record water therapy services, perform post water therapy procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Water Therapy

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform water therapy activities based on performance criteria below:

1. Guest‘s health information is ascertained in accordance with guidelines.
2. Indication and contra-indication of water therapy are determined.
3. Purpose and benefit of water therapy are identified.
4. Type of treatment services method and techniques are determined in accordance with premise policies.
5. Effective communication skills with guest are applied.
6. Types and usage of water therapy form, ingredients and tools are identified.
7. Water therapy work area is organised in accordance with authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practised.
9. Water therapy tools, materials, furniture and fitting are arranged in accordance with workplace procedures.
10. Water therapy medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Personal hygiene practices are followed to workplace requirements.
13. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance with premise SOP.
14. Work environment met all hygiene and safety requirements and legislation is observed.
15. Verbal and non verbal communications are applied.
16. Availability of equipment and consumable products for water therapy is ascertained.
17. Water therapy types, method and techniques are carried out in accordance to treatment procedures and guidelines.
18. Indication and contra-indication for water therapy are recognised.
19. Human body anatomy and physiology are recognised.
20. Rapport and communication are clearly conveyed.
21. Water therapy conducted according to time/ duration is allocated.
22. Changes in sensory parameters are detected.
23. Post treatment responses in water therapy are explained.
24. Code of ethics is practiced.
25. Anatomical locations and treatment technique are conducted in accordance with water therapy guidelines.
26. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
27. Post water therapy responses are advised in accordance with SOP.
28. Home care advices are given in accordance to home care advice guidelines.
29. Responsive feedback from guest is recorded.
30. Guest‘s documentation record is interpreted and updated.
31. Compliance statutory safety regulation and requirement is recorded.
32. Water therapy products residues are cleaned dried and workplace tidied up in accordance with premise housekeeping practices.
33. Water therapy material disposed according to standard hygiene practices and SOP.
34. Water therapy products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
35. PLANNING

You are required to plan activities to achieve listed setting goal of performing water therapy activitiesby using resources listed below:

2.1 Identify water therapytools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Sauna/Steam room 2. Bath tab 3. Jacuzzi 4. Rain forest shower 5. Showers 6. *Tempayan* (earthen pot) 7. *Gayung (*ladle*)* 8. Ice room 9. Bucket 10. Herba pot 11. Linen 12. Salt 13. Flower 14. Oils/essential oils 15. Mud 16. Seaweed/algae 17. Fresh ingredients 18. Dry ingredients/Herbs 19. Sulfur 20. Hair cap 21. Face mask 22. Toiletries 23. Sanitation 24. Stationeries 25. Safety box | 1:10  1:20  1:20  1:10  1:10  1:10  1:10  1:20  As per required  As per required  As per required  As per required  As per required  As per required  As per required  As per required  As per required  As per required  As per required  1:1  1:1  As per required  As per required  As per required  1:20 |

2.2 Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform water therapy treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before water therapy activities.

1. EXECUTE & MONITORING

You are required to perform water therapy activities according to steps below:

PRE-TREATMENT

1. Determine types of water therapy.
2. Demonstrate verbal and non verbal communication throughout the entire treatment.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre-counseling.
5. Determine guest medical history, indication and contra-indication.
6. Determine type of water therapy medium, method and technique.
7. Identify and select types of water therapy form & ingredient.
8. Determine types and usage of water therapy & arrange tools, material and equipment.
9. Practice deportment and posture and organize work area ergonomics.
10. Ensure fire safety procedure is applied
11. Practice basic first aid and CPR procedure when required.
12. Upkeep personal grooming practices and ethic.
13. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
14. Advice guest clothing and accessories to be kept in the safe provided.
15. Brief guest on the spa facilities & amenities and prepare guest for treatment.
16. Prepare treatment area for guest privacy.
17. Ensure availability of equipment and consumable product for water therapy.

CONDUCTING THE TREATMENT

1. Describe human body anatomy and physiology.
2. Identify indication and contra-indication for water therapy.
3. Able to identify of minor ailments.
4. Use selected form of water therapy.
5. Apply techniques of water therapy such as soaking, floating and massage middle of water.
6. Practice deportment and correct body posture.
7. Adhere to safety and health practices and code of ethics.
8. Monitor guest body reaction and sensations (if necessary) and preference.
9. Monitor water therapy duration/time allocated.
10. Adhere to safety and health practices according to manual of safety equipment.

POST-TREATMENT

1. Check effectiveness of water therapy.
2. Adhere to safety and health in performing post water therapy procedure.
3. Advise, interpret and record post water therapy responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilised and delivered.
6. Confirm services and treatment delivered and advise receptionist on additional changes (if any).
7. Record water therapy product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.

3.37 Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest’s water therapy requirement. 2. Analytical, meticulous, proactive and alert in preparing water therapy work area. 3. Analytical, meticulous, proactive and alert in preparing guest for water therapy. 4. Analytical, meticulous, proactive and alert in performing water therapy. 5. Analytical, meticulous, proactive and alert in monitoring water therapy procedure. 6. Analytical, meticulous, proactive and alert in evaluating water therapy services. 7. Meticulous in writing subordinate administrative activities report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in post water therapy procedure. |
| Safety | 1. Adhere safety and hygiene procedures |
| Environment | 1. Ergonomic and ventilated work place. |

3.38 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | 01.01 Identify and gather information.  01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions.  03.16 Identify and assess client/customer needs. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility  06.06 Monitor and correct performance of systems.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluatefull body massageactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest’s water therapy requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare water therapy area, materials, furniture, fitting, tools and equipment |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for water therapy |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform water therapy activities |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor water therapy procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate water therapy services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record water therapy services. |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post water therapy procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | FACE TREATMENT  (MP-061-3:2012 (C06)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in face treatment works. A spa face treatment is not just cleansing the skin, it softens the skin and the massage will help with tension as well. A spa facial gives relief from the tension felt on forehead, around eyes and mouth which can have a relaxing effect on whole body. Spa facials generally include no less than five steps: Cleansing, Exfoliating, Massage, Mask, and Moisturizing  The person who is competent in face treatment shall be able to prepare face treatment work area, products, furniture, fitting, materials, tools and equipment, prepare guest for face treatment, perform face treatment activities, monitor face treatment procedure, evaluate face treatment services, records face treatment services and perform post face treatment procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Face Treatment

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform face treatment activities based on performance criteria below:

1. Guest‘s skin type and condition is determined in accordance with spa procedure and requirements.
2. Guest’s health and lifestyle information is ascertained in accordance with guidelines.
3. Indication, contra-indication and pre caution of face treatment determined according to SOP.
4. Purpose and benefit of face treatment are identified.
5. Type of treatment services method and techniques are determined in accordance with company SOP.
6. Effective communication skills with guest are applied.
7. Types and usage of face treatment medium and tools are identified.
8. Face treatment work area is organised in accordance with authority bodies with regard to emergency procedures.
9. Work area ergonomics, deportment and posture are practised.
10. Face treatment tools, materials, products, equipment, furniture and fitting are arranged in accordance with workplace procedures.
11. Face treatment medium are selected.
12. Cleanliness of work area is maintained according to workplace requirements.
13. Personal hygiene practices are followed to workplace requirements.
14. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance to premise SOP.
15. Work environment meet all hygiene and safety requirement and legislation observed.
16. Verbal and non verbal communication is applied.
17. Availability of equipment’s and consumable products for face treatment followed.
18. Cleansing, exfoliating, massaging, masking, and moisturising are carried out using appropriate medium recognised in accordance with treatment procedure.
19. Indication and contra-indication for face treatment are recognised.
20. Head and shoulder anatomy and physiology recognised.
21. Rapport is established and communications are clearly conveyed.
22. Methods and technique of face treatment are demonstrated in accordance with treatment procedures and guidelines.
23. Face treatment conducted according to time/ duration allocated.
24. Changes in sensory parameters are detected.
25. Post treatment response in face treatment is explained.
26. Code of ethics is explained.
27. Anatomical locations and treatment technique are conducted in accordance with face treatment guidelines.
28. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
29. Post face treatment responses are advised in accordance with SOP.
30. Home care advices are given in accordance to home care advice guidelines.
31. Responsive feedback from guest is recorded.
32. Guest‘s documentation record is interpreted and updated.
33. Face treatment products residues are cleaned, dried and workplace tidied up in accordance with premise housekeeping practices.
34. Face treatment tools disinfected, sanitized and sterilised in accordance with company SOP and regulatory bodies’ requirement.
35. Face treatment material is disposed according to standard hygiene practices and SOP.

1. Face treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
2. PLANNING

You are required to plan activities to achieve listed setting goal of performing face treatment activitiesby using resources listed below:

2.1 Identify face treatmenttools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Spatula 2. Bowl 3. Linen 4. Brush 5. Cotton bud/wool 6. Gauze 7. Towel 8. Facial products 9. Magnifying lamp 10. Waste bin 11. Hair cap 12. Face mask 13. Toiletries 14. Sanitation 15. Stationeries 16. Safety box | 1:1  As required  As required  1:1  As required  As required  As required  As required  1:10  1:5  1:1  1:1  1:1  As required  As required  1:20 |

2.2 Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform face treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before face treatment activities.

1. EXECUTE & MONITORING

You are required to performface treatmentactivities according to steps below:

PRE-TREATMENT

1. Determine types of face treatment.
2. Determine verbal and non-verbal communication & apply personal grooming practices and ethic.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre consultation.
5. Determine guest medical history, indication and contra-indication.
6. Determine guest skin condition& type of face treatment method and technique.

1. Identify types of face treatment medium.
2. Determine and arrange types and usage of face treatment tools, material and equipment.
3. Select face treatment medium.
4. Practice deportment and posture and organize work area ergonomics.
5. Ensure fire safety procedure is applied.
6. Practice basic first aid and CPR procedure when required.
7. Upkeep personal grooming practices and ethic.
8. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
9. Advice guest clothing and accessories to be kept in the safe provided.
10. Brief guest on the spa facilities & amenities and prepare guest for treatment.
11. Prepare treatment area for guest privacy.
12. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

1. Apply basic & effective communication skill (verbal and non verbal).
2. Able to identify human face anatomy & physiology and contra-indication for face treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of face treatment.
6. Practice deportment, face contact, breathing and correct body posture.
7. Adhere to safety and health practices.
8. Conduct code of ethics.
9. Monitor guest preference &body reaction and sensations (if necessary).
10. Monitor body treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of face treatment.
2. Adhere to safety and health in performing post face treatment procedure.
3. Advise, interpret and record post face treatment responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilized and delivered.
6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
7. Record face treatment product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.

3.38 Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying face treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing face treatment work area. 3. Analytical, meticulous, proactive and alert in preparing guest face treatment. 4. Analytical, meticulous, proactive and alert in performing face treatment. 5. Analytical, meticulous, proactive and alert in monitoring face treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating face treatment services. 7. Meticulous in writing customize measurement report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in post face treatment procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | 01.01 Identify and gather information.  01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counselling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks.  03.16 Identify and assess client/customer needs. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluateface treatmentactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest face treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare face treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for face treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform face treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor face treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate face treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record face treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post face treatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY &ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | HAND AND FOOT TREATMENT  (MP-061-3:2012 (C07)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements of hand and foot treatment works such as soaking, cleansing, exfoliating, treating, masking and massaging of the feet (knee and below) and on hands (elbow and below) according to the guest’s requirements.  The person who is competent in hand and foot treatment shall be able to prepare hand and foot treatment area, materials, furniture, fitting, tools and equipment, prepare guest for hand and foot treatment, perform hand and foot treatment activities, monitor hand and foot treatment procedure, evaluate hand and foot treatment services, record hand and foot treatment services and perform post hand and foot treatment procedure in accordance with massage treatment specifications. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Hand And Foot Treatment

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform hand and foot treatment activities based on performance criteria below:

1. Guest‘s health information is ascertained in accordance with guidelines.
2. Indication and contra-indication of hand and foot treatment are determined.
3. Purpose and benefit of hand and foot treatment are identified.
4. Type of treatment services method and techniques are determined in accordance with SOP.
5. Effective communication skills with guest are applied.
6. Types and usage of hand and foot treatment medium and tools are identified.
7. Hand and foot treatment work area is organized in accordance with authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practised.
9. Hand and foot treatment tools, materials, furniture and fitting are arranged in accordance with workplace procedures.
10. Hand and foot treatment medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Safe keeping of guest belongings and treatment area for guest privacy are advised in accordance with premise SOP.
13. Work environment and all hygiene and safety requirements are met and legislation is observed.
14. Verbal and non verbal communications are applied.
15. Availability of equipment and consumable products for hand and foot treatment is ascertained.
16. Soaking, cleansing, exfoliating, treating, masking and massaging of hand and foot are carried out using appropriate medium recognised in accordance with treatment procedure.
17. Indication and contra-indication for hand and foot treatment are recognised.
18. Upper and lower limb anatomy and physiology are recognised.
19. Rapport is established and communications are clearly conveyed.
20. Methods and technique of hand and foot treatment are demonstrated in accordance with treatment concept and guidelines.
21. Hand and foot treatment conducted according to time/ duration allocated.
22. Changes in sensory parameters are detected.
23. Post treatment responses in hand and foot treatment are explained.
24. Codes of ethics are explained.
25. Anatomical locations and treatment technique conducted in accordance with hand and foot treatment guidelines.
26. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
27. Post hand and foot treatment procedures are advised in accordance with SOP.
28. Home care advices are given in accordance to home care advice guidelines.
29. Responsive feedback from guest is recorded.
30. Guest‘s documentation record is interpreted and updated.
31. Compliance statutory safety regulation and requirement recorded.
32. Hand and foot treatment products residues are cleaned dried and workplace tidied up in accordance with premise housekeeping practices.
33. Hand and foot treatment material disposed according to standard hygiene practices and SOP.
34. Hand and foot treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
35. PLANNING

You are required to plan activities to achieve listed setting goal of performing hand and foot treatment activitiesby using resources listed below:

2.1 Identify hand and foot treatmenttools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Foot bowls 2. Hand bowls 3. Foot file/pumice stone 4. Nail file/Emery board 5. Scissor 6. Nail cutter 7. Brush 8. Linen 9. Soap 10. Antiseptic 11. Exfoliating product (salt, sugar) 12. Waste bin 13. Hair cap 14. Face mask 15. Toiletries 16. Sanitation 17. Stationeries 18. Safety box | 1:1  As required  1:1  1:1  1:1  1:1  1:1  As required  As required  As required  As required  1:5  1:1  1:1  As required  As required  As required  1:20 |

2.2 Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform hand and body treatment according to Spa Operations Procedure.

1. DESION MAKING

You are required to get coach approval before hand and foot treatment activities.

1. EXECUTE & MONITORING

You are required to performhand and foot treatmentactivities according to steps below:

PRE-TREATMENT

1. Determine types of hand and foot treatment.
2. Determine verbal and non-verbal communication & apply personal grooming practices and ethic.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre consultation.
5. Determine guest medical history, indication and contra-indication.
6. Determine guest skin condition & type of hand and foot treatment method and technique.
7. Identify types of hand and foot treatment medium.
8. Determine and arrange types and usage of hand and foot treatment tools, material and equipment.
9. Select hand and foot treatment medium.
10. Practice deportment and posture and organize work area ergonomics.
11. Ensure fire safety procedure is applied.
12. Practice basic first aid and CPR procedure when required.
13. Upkeep personal grooming practices and ethic.
14. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
15. Advice guest clothing and accessories to be kept in the safe provided.
16. Brief guest on the spa facilities & amenities and prepare guest for treatment.
17. Prepare treatment area for guest privacy.
18. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

1. Apply basic & effective communication skill (verbal and non-verbal).
2. Able to identify human hand and foot anatomy and physiology& contra-indication for hand and foot treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of hand and foot treatment.
6. Practice deportment, body contact, breathing and correct body posture.
7. Adhere to safety and health practices.
8. Conduct code of ethics.
9. Monitor guest preference & body reaction and sensations (if necessary).
10. Monitor hand and foot treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of hand and foot treatment.
2. Adhere to safety and health in performing post hand and foot treatment procedure.
3. Advise, interpret and record post hand and foot treatment responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilized and delivered.
6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
7. Record hand and foot treatment product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.

3.38 Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest’s hand and foot treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing hand and foot treatment area, materials, furniture, fitting, tools and equipment. 3. Analytical, meticulous, proactive and alert in preparing guest for hand and foot treatment. 4. Analytical, meticulous, proactive and alert in performing hand and foot treatment activities. 5. Analytical, meticulous, proactive and alert in monitoring hand and foot treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating hand and foot treatment services. 7. Meticulous in writing subordinate administrative activities report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in performing post hand and foot treatment procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | * 1. Identify and gather information   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  03.16 Identify and assess client/customer needs.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.15 Liase to achieve identified outcomes.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluatehand and foot treatmentactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest hand and foot treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare hand and foot treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for hand and foot treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform hand and foot treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor hand and foot treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate hand and foot treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record hand and foot treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform hand and foottreatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY &ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

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COACH: APPRENTICE:

DATE: DATE:

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| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | SCALP AND HAIR BATH (HAIR TREATMENT)  (MP-061-3:2012 (C08)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in scalp and hair bath works of the hair treatment such as cleansing, cream/fresh product application, massaging, steaming, rinsing and drying. The benefits of scalp and hair treatment are to stimulate hair growth, reduce dandruff, stimulate healthy & shining hair and increase hair volume and weight.  The person who is competent in scalp and hair bath shall be able to prepare hair treatment area, materials, furniture, fitting, tools and equipment, prepare guest for hair treatment, perform hair treatment activities, monitor hair treatment procedure, evaluate hair treatment services, record hair treatment services and perform post hair treatment procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Scalp And Hair Bath (Hair Treatment)

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform scalp and hair bath (hair treatment) activities based on performance criteria below:

1. Guest‘s health Information is ascertained in accordance with guidelines.
2. Indication and contra-indication of hair treatment are determined.
3. Purpose and benefit of hair treatment are identified.
4. Type of treatment services method and techniques are determined in accordance with premise policies.
5. Effective communication skills with guest are applied.
6. Types and usage of hair treatment medium and tools are identified.
7. Hair treatment work area is organized in accordance with authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practised.
9. Hair treatment tools, materials, furniture and fitting are arranged in accordance with workplace procedures.
10. Hair treatment medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Personal hygiene practices are followed to workplace requirements.
13. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance with premise SOP.
14. Work environment and all hygiene and safety requirement are met and legislation is observed.
15. Verbal and non verbal communications are applied.
16. Availability of equipment and consumable products for hair treatment is ascertained.
17. Cleansing, cream/fresh product application, massaging, steaming, rinsing and drying for hair treatment using appropriate medium is carried out in accordance with treatment procedure.
18. Indication and contra-indication for hair treatment are recognised.
19. Head and shoulder anatomy and physiology are recognised.
20. Rapport is established and communications are clearly conveyed.
21. Methods and technique of hair treatment are demonstrated in accordance with treatment procedures and guidelines.
22. Hair treatment conducted according to time/ duration allocated.
23. Changes in sensory parameters are detected.
24. Post treatment response in hair treatment is explained.
25. Code of ethics is practiced.
26. Anatomical locations and treatment technique are conducted in accordance with hair treatment guidelines.
27. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
28. Post hair treatment response is advised in accordance with SOP.
29. Home care advices are given in accordance to home care advice guidelines.
30. Responsive feedback from guest is recorded.
31. Guest‘s documentation record interpreted and updated.
32. Compliance statutory safety regulation and requirement recorded.
33. Hair treatment products residues are cleaned dried and workplace tidied up in accordance with premise housekeeping practices.
34. Hair treatment material disposed according to standard hygiene practices and SOP.
35. Hair treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
36. PLANNING

You are required to plan activities to achieve listed setting goal of performing scalp and hair bath (hair treatment) activities by using resources listed below:

2.1 Identify scalp and hair bath (hair treatment) tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Spatula 2. Bowl 3. Linen 4. Brush 5. Cotton bud 6. Towel 7. Scalp and hair treatment products 8. Steamer 9. Tissue 10. Shower cap 11. Waste bin 12. Hair cap 13. Face mask 14. Toiletries 15. Sanitation 16. Stationeries 17. Safety box | 1:1  As required  As required  1:1  As required  As required  As required  1:5  As required  1:1  1:5  1:1  1:1  1:1  As required  As required  1:20 |

2.2 Refer to references below as a guidance to perform this activity.

|  |
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|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Performs scalp and hair bath treatment according to Spa Operations Procedure.

1. DESION MAKING

You are required to get coach approval before scalp and hair bath (hair treatment) activities.

1. EXECUTE & MONITORING

You are required to perform scalp and hair bath (hair treatment) activities according to steps below:

PRE-TREATMENT

1. Determine types of scalp and hair bath treatment.
2. Determine verbal and non-verbal communication & apply personal grooming practices and ethic.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre consultation.
5. Determine guest medical history, indication and contra-indication.
6. Determine guest skin condition & type of scalp and hair bath treatment method and technique.
7. Identify types of scalp and hair bath treatment medium.
8. Determine and arrange types and usage of scalp and hair bath treatment tools, material and equipment.
9. Select scalp and hair bath treatment medium.
10. Practice deportment and posture and organize work area ergonomics.
11. Ensure fire safety procedure is applied.
12. Practice basic first aid and CPR procedure when required.
13. Upkeep personal grooming practices and ethic.
14. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
15. Advice guest clothing and accessories to be kept in the safe provided.
16. Brief guest on the spa facilities & amenities and prepare guest for treatment.
17. Prepare treatment area for guest privacy.
18. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

1. Apply basic & effective communication skill (verbal and non verbal).
2. Able to identify human scalp and hair bath anatomy and physiology & contra-indication for scalp and hair bath treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of scalp and hair bath treatment.
6. Practice deportment, body contact, breathing and correct body posture.
7. Adhere to safety and health practices.
8. Conduct code of ethics.
9. Monitor guest preference & body reaction and sensations (if necessary).
10. Monitor scalp and hair bath treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of scalp and hair bath treatment.
2. Adhere to safety and health in performing post scalp and hair bath treatment procedure.
3. Advise, interpret and record post scalp and hair bath treatment responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilized and delivered.
6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
7. Record scalp and hair bath treatment product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.

3.38 Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest’s hair treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing hair treatment area, materials, furniture, fitting, tools and equipment. 3. Analytical, meticulous, proactive and alert in preparing guest for hair treatment. 4. Analytical, meticulous, proactive and alert in performing hair treatment activities. 5. Analytical, meticulous, proactive and alert in monitoring hair treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating hair treatment services. 7. Meticulous in writing customise measurement report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in performing post hair treatment procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | * 1. Identify and gather information   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  03.16 Identify and assess client/customer needs.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.15 Liase to achieve identified outcomes.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluate scalp and hair bath (hair treatment) activities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest scalp and hair bath treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare scalp and hair bath treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for scalp and hair bath treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform scalp and hair bath treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor scalp and hair bath treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate scalp and hair bath treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record scalp and hair bath treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post scalp and hair bath treatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY & ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

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| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

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COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | MANICURE & PEDICURE  (MP-061-3:2012 (C09)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in manicure & pedicure works. Manicure & pedicure is a [cosmetic](http://en.wikipedia.org/wiki/Cosmetics) [beauty treatment](http://en.wikipedia.org/wiki/Beauty_treatment) for the [fingernails](http://en.wikipedia.org/wiki/Fingernail), hands and feet performed at home or in a [nail salon](http://en.wikipedia.org/wiki/Nail_salon). A manicure & pedicure treatment is not only a treatment for the natural nails but also for the hands and feet. Its consists of filing, shaping of the free edge, treatments, [massage](http://en.wikipedia.org/wiki/Massage) and the application of [polish](http://en.wikipedia.org/wiki/Fingernail_polish).  The person who is competent in manicure & pedicure shall be able to prepare manicure & pedicure treatment area, materials, furniture, fitting, tools and equipment, prepare guest for manicure & pedicure treatment, perform manicure & pedicure treatment activities, monitor manicure & pedicure treatment procedure, evaluate manicure & pedicure treatment services, record manicure & pedicure treatment services and perform post manicure & pedicure treatment procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Manicure & Pedicure

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform manicure & pedicure activities based on performance criteria below:

1. Guest‘s health information is ascertained in accordance with guidelines.
2. Indication and contra-indication of manicure & pedicure treatment are determined.
3. Purpose and benefit of manicure & pedicure treatment are identified.
4. Type of treatment services method and techniques are determined in accordance to SOP.
5. Effective guest communication is applied.
6. Types and usage of manicure & pedicure treatment medium and tools are identified.
7. Manicure & pedicure treatment work area is organised in accordance with authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practised.
9. Manicure & pedicure treatment tools, materials, furniture and fitting are arranged in accordance with workplace procedures.
10. Manicure & pedicure treatment medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Personal hygiene practices are followed to workplace requirements.
13. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance with premise SOP.
14. Work environment met all hygiene and safety requirement and legislation are observed.
15. Verbal and non verbal communications are applied.
16. Availability of equipment and consumable products for manicure & pedicure treatment is ascertained.
17. Manicure & pedicure treatment using appropriate medium is carried out in accordance with treatment procedure.
18. Indication and contra-indication for manicure & pedicure treatment are recognised.
19. Types of nails physiology are recognised.
20. Rapport is established and communication clearly is conveyed.
21. Methods and technique of manicure & pedicure treatment are demonstrated and relevant points are identified in demonstrated in accordance with treatment procedures and guidelines.
22. Manicure & pedicure treatment conducted according to time/ duration allocated.
23. Changes in sensory parameters are detected.
24. Post treatment responses in manicure & pedicure treatment are explained.
25. Code of ethics is practiced.
26. Anatomical locations and treatment technique conducted in accordance with manicure & pedicure treatment guidelines.
27. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
28. Post manicure & pedicure treatment response are advised in accordance with SOP.
29. Guest home care guidelines and practices are advised in accordance with guest needs.
30. Responsive feedback from guest is recorded.
31. Guest‘s documentation record is interpreted and updated.
32. Compliance with statutory safety regulation and requirement is recorded.
33. Manicure & pedicure treatment tools are disinfected and sterilised products residues are cleaned and workplace dried, tidied up in accordance with premise housekeeping practices.
34. Manicure & pedicure treatment material disposed according to standard hygiene practices and SOP.
35. Manicure & pedicure treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
36. PLANNING

You are required to plan activities to achieve listed setting goal of performing manicure & pedicure activities by using resources listed below:

2.1 Identify manicure & pedicure tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Bowls 2. Waste bin 3. Foot file/pumice stone 4. Nail file/Emery board 5. Scissor 6. Nail cutter 7. Brush 8. Linen 9. Soap 10. Antiseptic 11. Exfoliating product (salt, sugar) 12. Pusher 13. Cutter 14. Trimmer 15. Orange stick 16. Cuticle softener 17. Nail polish/varnish 18. Buffer 19. Base and top coat 20. Nail polish dryer 21. Toiletries 22. Stationeries 23. Safety box | 1:1  1:5  As required  1:1  1:1  1:1  1:1  As required  As required  As required  As required  1:1  1:1  1:1  1:1  As required  As required  1:1  As required  1:5  As required  As required  1:20 |

2.2 Refer to references below as a guidance to perform this activity.

|  |
| --- |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform manicure & pedicure treatment according to Spa Operations Procedure.

1. DESION MAKING

You are required to get coach approval before manicure & pedicure activities.

1. EXECUTE & MONITORING

You are required to perform manicure & pedicure activities according to steps below:

PRE-TREATMENT

1. Determine types of manicure & pedicure treatment.
2. Determine verbal and non-verbal communication & apply personal grooming practices and ethic.
3. Determine health condition and lifestyle.
4. Demonstrate guest reception/pre consultation.
5. Determine guest medical history, indication and contra-indication.
6. Determine guest skin condition & type of manicure & pedicure treatment method and technique.
7. Identify types of manicure & pedicure treatment medium.
8. Determine and arrange types and usage of manicure & pedicure treatment tools, material and equipment.
9. Select manicure & pedicure treatment medium.
10. Practice deportment and posture and organize work area ergonomics.
11. Ensure fire safety procedure is applied.
12. Practice basic first aid and CPR procedure when required.
13. Upkeep personal grooming practices and ethic.
14. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
15. Advice guest clothing and accessories to be kept in the safe provided.
16. Brief guest on the spa facilities & amenities and prepare guest for treatment.
17. Prepare treatment area for guest privacy.
18. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

1. Apply basic & effective communication skill (verbal and non verbal).
2. Able to identify human hand & foot anatomy and physiology & contra-indication for manicure & pedicure treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of manicure & pedicure treatment.
6. Practice deportment, body contact, breathing and correct body posture.
7. Adhere to safety and health practices.
8. Conduct code of ethics.
9. Monitor guest preference & body reaction and sensations (if necessary).
10. Monitor manicure & pedicure treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of manicure & pedicure treatment.
2. Adhere to safety and health in performing post manicure & pedicure treatment procedure.
3. Advise, interpret and record post manicure & pedicure treatment responses according to procedures.
4. Apply confidentiality in recording.
5. Record product and services utilized and delivered.
6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
7. Record manicure & pedicure treatment product inventory and storage.
8. Comply cleaning and maintenance of work area procedure.
9. Follow waste disposal procedure.

3.38 Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying guest’s manicure & pedicure treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing manicure & pedicure treatment area, materials, furniture, fitting, tools and equipment. 3. Analytical, meticulous, proactive and alert in preparing guest for manicure & pedicure treatment requirement. 4. Analytical, meticulous, proactive and alert in performing manicure & pedicure treatment activities requirement. 5. Analytical, meticulous, proactive and alert in monitoring manicure & pedicure treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating manicure & pedicure treatment services 7. Meticulous in writing body treatments services report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in performing post manicure & pedicure treatment procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | * 1. Identify and gather information   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  03.16 Identify and assess client/customer needs.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.15 Liase to achieve identified outcomes.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluate manicure & pedicure activities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest manicure & pedicure treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare manicure & pedicure treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for manicure & pedicure treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform manicure & pedicure treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor manicure & pedicure treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate manicure & pedicure treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record manicure & pedicure treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post treatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 / 48X 60 |
| ATTITUDE,SAFETY & ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | HAIR DEPILATION  (MP-061-3:2012 (C10)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in hair depilation works of removing unnecessary hair on eyebrows, upper lip, jaw line, back, leg, arm, under arm, chest and bikini line according to treatment guidelines.  The person who is competent in hair depilation shall be able to prepare hair depilation services area, materials, furniture, fitting, tools and equipment, prepare guest for hair depilation services, perform hair depilation services activities, monitor hair depilation services procedure, evaluate hair depilation services, record hair depilation services, perform post hair depilation services procedure | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Hair Depilation

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform hair depilation activities based on performance criteria below:

* 1. Guest‘s health information is ascertained in accordance with guidelines.
  2. Indication and contra-indication of hair depilation services are determined.
  3. Purpose and benefit of hair depilation services are identified.
  4. Type of treatment services method and techniques are determined in accordance with premise policies.
  5. Effective communication skills with guest are applied.
  6. Types and usage of hair depilation services medium and tools are identified.
  7. Hair depilation services work area is organized in accordance with authority bodies with regard to emergency procedures.
  8. Work area ergonomics, deportment and posture are practiced.
  9. Hair depilation services tools; materials, furniture and fitting are arranged in accordance with workplace procedures.
  10. Hair depilation services medium are selected.
  11. Cleanliness of work area is maintained according to workplace requirements.
  12. Personal hygiene practices are followed to workplace requirements.
  13. Safe keeping of guest belongings and treatment area for guest privacy are advised in accordance with premise Standard Operating procedure.
  14. Work environment met all hygiene and safety requirement and legislation is observed.
  15. Verbal and non verbal communications are applied.
  16. Availability of equipment and consumable products for hair depilation services is ascertained.
  17. Hair depilation services are carried out using appropriate medium recognised in accordance with treatment procedure.
  18. Indication and contra-indication for hair depilation services are recognised.
  19. Skin and hair anatomy and physiology are recognised.
  20. Rapport is established and communication is clearly conveyed.
  21. Methods and technique of hair depilation services are demonstrated and relevant points are identified in demonstrated in accordance with treatment procedures and guidelines.
  22. Hair depilation services conducted according to time/ duration allocated.
  23. Changes in sensory parameters are detected.
  24. Post treatment responses in hair depilation services are explained.
  25. Code of ethics is practiced.
  26. Anatomical locations and treatment technique conducted in accordance with hair depilation services guidelines.
  27. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
  28. Post hair depilation services responses are advised in accordance with SOP.
  29. Home care advices are given in accordance to home care advice guidelines.
  30. Responsive feedback from guest is recorded.
  31. Guest‘s documentation record is interpreted and updated.
  32. Compliance statutory safety regulation and requirement recorded.
  33. Hair depilation treatment tools disinfected and sterilised, products residues are cleaned and workplace tidied up in accordance with premise housekeeping practices.
  34. Hair depilation services material disposed according to standard hygiene practices and SOP.
  35. Hair depilation services products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedure.

B. PLANNING

You are required to plan activities to achieve listed setting goal of performing hair depilation activities by using resources listed below:

2.1 Identify hair depilation tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Bowls 2. Waste bin 3. Scissor 4. Linen 5. Cleanser 6. Antiseptic 7. Disinfectant 8. Tweezers 9. Spatula 10. Cotton 11. Waxing strip 12. Thread 13. Wax heater 14. Wax applicator 15. Steriliser 16. Melting pot 17. Hair cap 18. Face mask 19. Toiletries 20. Sanitation 21. Stationeries 22. Safety box | 1:1  1:5  1:1  As required  As required  As required  As required  1:1  1:1  As required  As required  As required  As required  As required  1:10  1:1  1:1  1:1  As required  As required  As required  1:20 |
|  | |

2.2 Refer to references below as a guidance to perform this activity.

|  |
| --- |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

2.3 Perform hair depilation treatment according to Spa Operations Procedure.

C. DESION MAKING

You are required to get coach approval before hair depilation activities.

D. EXECUTE & MONITORING

You are required to perform hair depilation activities according to steps below:

PRE-TREATMENT

* 1. Determine types of hair depilation treatment.
  2. Determine verbal and non-verbal communication & apply personal grooming practices and ethic.
  3. Determine health condition and lifestyle.
  4. Demonstrate guest reception/pre consultation.
  5. Determine guest medical history, indication and contra-indication.
  6. Determine guest skin condition & type of hair depilation treatment method and technique.
  7. Identify types of hair depilation treatment medium.
  8. Determine and arrange types and usage of hair depilation treatment tools, material and equipment.
  9. Select hair depilation treatment medium.
  10. Practice deportment and posture and organize work area ergonomics.
  11. Ensure fire safety procedure is applied.
  12. Practice basic first aid and CPR procedure when required.
  13. Upkeep personal grooming practices and ethic.
  14. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
  15. Advice guest clothing and accessories to be kept in the safe provided.
  16. Brief guest on the spa facilities & amenities and prepare guest for treatment.
  17. Prepare treatment area for guest privacy.
  18. Ensure availability of equipment and consumable product for water therapy.

DURING TREATMENT

* 1. Apply basic & effective communication skill (verbal and non-verbal).
  2. Able to identify human body anatomy and physiology & contra-indication for hair depilation treatment.
  3. Able to describe precaution during treatment.
  4. Use selected medium of treatment.
  5. Apply techniques of hair depilation treatment.
  6. Practice deportment, body contact, breathing and correct body posture.
  7. Adhere to safety and health practices.
  8. Conduct code of ethics.
  9. Monitor guest preference & body reaction and sensations (if necessary).
  10. Monitor hair depilation treatment duration/time allocated.

POST-TREATMENT

* 1. Check effectiveness of hair depilation treatment.
  2. Adhere to safety and health in performing post hair depilation treatment procedure.
  3. Advise, interpret and record post hair depilation treatment responses according to procedures.
  4. Apply confidentiality in recording.
  5. Record product and services utilized and delivered.
  6. Confirm services and treatment delivered and advice receptionist on additional changes (if any).
  7. Record hair depilation treatment product inventory and storage.
  8. Comply cleaning and maintenance of work area procedure.
  9. Follow waste disposal procedure.
  10. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | * 1. Analytical, meticulous, proactive and alert in identifying guest’s hair depilation services requirement.   2. Analytical, meticulous, proactive and alert in preparing hair depilation services area, materials, furniture, fitting, tools and equipment.   3. Analytical, meticulous, proactive and alert in preparing guest for hair depilation services.   4. Analytical, meticulous, proactive and alert in monitoring hair depilation services procedure requirement.   5. Analytical, meticulous, proactive and alert in evaluating hair depilation services.   6. Meticulous in writing body treatments services report.   7. Accompany guest to front office.   8. Adhere to report submission dateline.   9. Analytical, meticulous, proactive and alert in performing post hair depilation services procedure. |
| Safety | 1. Adhere to all safety and hygiene procedure. |
| Environment | 1. Ergonomic and ventilated work place. |

3.39 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes.  03.16 Identify and assess client/customer needs.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Conceptual Skills | * 1. Identify and gather information   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's.  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions. |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain a cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counseling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs.  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions. |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  03.16 Identify and assess client/customer needs.  05.01 Implement project/work plans.  05.02 Inspect and monitor work done and/or in progress. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  03.05 Demonstrate safety skills.  06.01 Understand systems.  03.08 Develop and maintain a cooperation within work group.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.15 Liase to achieve identified outcomes.  06.07 Develop and maintain networks. |

E. EVALUATING

You are required to evaluate hair depilation activities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify guest hair depilation treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare hair depilation treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for hair depilation treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform hair depilation treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor hair depilation treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate hair depilation treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record hair depilation treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post hair depilation treatment procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 48 | | | | | 48 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 48X 60 | A2 /48X 60 |
| ATTITUDE,SAFETY & ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE: