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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) | 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:

* 1. Identify manicure & pedicure tools, materials and equipment according to listed below:

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| --- | --- |
| 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 |

* 1. 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 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

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| 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

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| --- | --- |
| 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.

|  |  |  |  |  |  |  |  |  |  |  |  |
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| 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

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|  | 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: