|  |  |  |  |
| --- | --- | --- | --- |
| C:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg  LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpg | | | |
| NOSS  (CODE NOSS) | AESTHETIC THERAPY SERVICES  (MP-060-3:2013) | | |
| Competency Unit Title  (CU CODE) | AESTHETIC THERAPY CONSULTATION  (MP-060-3:2013-C01) | LEVEL | 3 |
| Competency Unit Descriptor | **Aesthetic therapy consultation competency unit is to analyse the body structure, shape and condition. The outcome of this competency is to recommend appropriate services and products for optimum result in accordance with service recommended with client body condition, service and beauty industry guidelines and regulatory/statutory requirements.The person who is competent in aesthetic therapy consultation should be able to comprehend the human body Anatomy and Physiology (A&P) as to provide effective consultation service. She/he should be able to check client information, carry out aesthetic therapy consultation, recommend aesthetic therapy and carry out aesthetic therapy consultation documentation** | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Aesthetic Therapy Consultation

DURATION: 72 HOURS

1. SETTING GOAL \*:

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

* 1. Client profile (name, age, gender, occupation, etc) are obtained/confirmed
  2. Medical history are reviewed
  3. Client lifestyle are identified
  4. Therapy services and products offered are identified and explained to clients
  5. Client body condition are analyzed
  6. Client concern/body abnormalities/ contraindication are identified
  7. Equipment and tools for therapy analysis are utilized in accordance with service requirements
  8. Client are consulted in accordance with consultation procedure and technique
  9. Consultation codes of ethics are practiced
  10. Condition requiring medical attention advised to seek medical help
  11. Client privacy and modesty are assured
  12. Aesthetic therapy consultation results are recorded/documented in accordance with Standard operating procedure (SOP)
  13. Consultation results are confirmed in accordance with client needs
  14. Benefits and implication of therapy are explained to customer
  15. Therapy and products are proposed to clients in accordance with client concern and legislative requirements
  16. Service fees are advised in accordance with recommended therapy
  17. Client informed consent of agreed therapy /products purchased
  18. Client informed consent are documented and signed by client in accordance with customer service charter
  19. Term and condition (cash/credit card/etc.) of payment are agreed in accordance with therapy packaged plan and company billing procedure
  20. Client consultation record (forms / checklist / cards) are completed in accordance with company policy, Standard Operating Procedure and legislative requirements.

1. PLANNING

You are required to plan activities to achieve listed setting goal ofperforming aesthetic therapy consultationby using resources listed below:

* 1. Identify aesthetic therapy consultationequipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO  (TEM : Trainees) |
| 1. Computer with internet facilities 2. Office facilities  * Printer * etc  1. Beauty Industry Guidelines 2. Company policies and various procedure manuals 3. Documentation  * consultation cards * consent forms * etc  1. Skin analysis equipment/ tools  * Skin scope * skin scanner * Magnifying lamp * etc  1. Personal Protective Equipment (PPE)  * disposable gloves * mask * etc | 1:10  1:15  1:1  1:1  1:1  1:20  1:20  1:5  As per requirements |

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

|  |
| --- |
| 1. Anatomy coloring workbook – The Princeton Review – 2nd edition (by I. Edward Alcamo, Ph.D. ISBN: 0-375-76342-2 2. Body Treatments and Dietetics for the Beauty Therapist (By Ann Gallant), ISBN 0 85950 400 X Library edition & 0 85950 401 8 Student edition 3. Dorling Kindersley, London; Human Body: An Illustrated guide to every part of the human body and how it works. First UK Edition, 2001. ISBN-10: 0751335142, ISBN-13: 978-0751335149 4. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 – Second Edition. (By Dawn Mernagh-Ward & Jennifer Cartwright) ISBN 0 7487 6078 4 5. Professional Beauty Therapy – the official guide to level 3. 4th edition (by Lorraine Nordmann) ISBN 9781-1-4080-1928-3 6. Parsons, Richard D., (1995), The Skilled Consultant: A Systematic Approach to the Theory and Practice of Consultation, United States, Allyn& Bacon, ISBN: 9780205161195 |

1. DESION MAKING

You are required to get coach approval before performing aesthetic therapy consultation.

1. EXECUTE & MONITORING

You are required to perform aesthetic therapy consultation activities according to steps below:

* 1. Receive client
     1. You are required to express friendly facial expression.
  2. Carry out client consultation
     1. Refer to company Standard Operating Procedure (SOP)
     2. Consult client’s for :

1. medical history
2. lifestyle information
3. client’s profile
   1. Document client information
   2. Explain therapy and products offered
   3. Carry out sensitivity test
   4. Analyse client body condition
      1. Weight
      2. Height
      3. Fat percentage
      4. Body mass index (BMI)
   5. Utilize equipment/tools for consultation service such as:
      1. Fat calliper
      2. Weight scale
      3. Measuring tape
   6. Check body abnormalities/ concern area /indications such as:
      1. Cellulite
      2. Sagging
      3. Oedema
      4. Fat deposit
      5. Over weight
      6. Under weight
      7. Stress
      8. Deprecation
   7. Consult client on service/product
   8. Follow consultation codes of ethics
   9. Recommend untreated body abnormalities/ concern
   10. Assure client privacy and modesty
   11. Document aesthetic therapy consultation results
   12. Confirm consultation results
   13. Explain benefits and implication of therapies
   14. Propose therapies and products
   15. Advise therapies fee
   16. Acquire client consent of agreed therapies
   17. Compile therapy consultation information
   18. Verify therapies consultation findings
   19. Compile agreed therapy plan and documents
   20. Assure consultation records (forms/card) and client profile card completeness
   21. Document agreed services plan
   22. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Meticulous and thorough in checking client consultation details 2. Ensure clarity of client requirements 3. Polite, courteous and attentive to client 4. Meticulous and thorough in checking client consultation details 5. Empathy with client condition 6. Communicate effectively regarding proposed services and charges 7. Show sincerity in proposing aesthetic service 8. Meticulous and thorough in updating consultation records |
| Safety | 1. Aware on personal, client and workplace safety requirements |
| Environment | 1. Organized and systematic. 2. Premise should be well ventilated |

* 1. Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.11 Convey information and ideas to people.  03.10 Provide consultations and counselling. |
| Conceptual Skills | 03.16 Identify and assess client/customer needs. |
| Interpersonal skills | 03.16 Identify and assess client / customer needs  03.09 Manage and improve performance of individuals |
| Multitasking and prioritizing | 02.09 Prepare flowcharts  02.10 Prepare reports and instructions  01.07 Utilize database applications to locate and process information |
| Leadership Skills | .  01.11 Apply thinking skills and creativity.  06.07 Develop and maintain networks. |
| Self-discipline | 05.02 Inspect and monitor work done and / or in progress |
| Teamwork | 05.01 Implement project / work plans |
| Learning Skills | 01.11 Apply thinking skills and creativity. |

1. EVALUATING

You are required to evaluate aesthetic services consultation 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 | Client welcomed, ushered and attended in accordance with client reception procedure and technique. |  |  |  |  |  |  |  |  |  |  |
| 2. | Medical history details specified and clarified in accordance with therapy requirements. |  |  |  |  |  |  |  |  |  |  |
| 3. | Client information recorded in accordance with company Standard Operating Procedure (SOP). |  |  |  |  |  |  |  |  |  |  |
| 4. | Body analysis method employed, procedure followed and technique applied. |  |  |  |  |  |  |  |  |  |  |
| 5. | Client consultation executed in accordance with consultation technique. |  |  |  |  |  |  |  |  |  |  |
| 6. | Recommendation on untreated face skin abnormalities/ concern made in accordance with procedure and referral technique. |  |  |  |  |  |  |  |  |  |  |
| 7. | Therapies and products offered recommended. |  |  |  |  |  |  |  |  |  |  |
| 8. | Therapies fee determined and explained to client in accordance with recommended therapies. |  |  |  |  |  |  |  |  |  |  |
| 9. | Client consent of agreed therapies documented and signatory confirmed in accordance with legislative requirements. |  |  |  |  |  |  |  |  |  |  |
| 10. | Agreed services plan recorded in service plan and company management Information System |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 70 | | | | | 70 | | | | |
| 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 | Conceptual Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Leadership Skills |  |  |  |  |  |  |  |  |  |  |
| 5 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 6 | Teamwork |  |  |  |  |  |  |  |  |  |  |
| 7 | Learning Skills |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 42 | | | | | 42 | | | | |

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 / 70X 60 | A2 / 70X 60 |
| ATTITUDE,SAFETY &ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 49X 20 | C2 / 49X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P=20 | Q=80 |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

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

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

COACH: APPRENTICE:

DATE: DATE: