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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) | 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:

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| --- | --- |
|  | |
| 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.

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| 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

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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 | 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) | |

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

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COACH: APPRENTICE:

DATE: DATE: