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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) | 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:

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

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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 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

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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: