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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) | 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 performwater therapyactivities 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:

* 1. Identify water therapytools, materials and equipment according to listed below:

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| --- | --- |
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| 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 |

* 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 water therapy treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before water therapyactivities.

1. EXECUTE & MONITORING

You are required to performwater therapyactivities 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, 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 thisactivity

|  |  |
| --- | --- |
| 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) | |

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

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COACH: APPRENTICE:

DATE: DATE: