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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) | FACE TREATMENT  (MP-061-3:2012 (C06)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in face treatment works. A spa face treatment is not just cleansing the skin, it softens the skin and the massage will help with tension as well. A spa facial gives relief from the tension felt on forehead, around eyes and mouth which can have a relaxing effect on whole body. Spa facials generally include no less than five steps: Cleansing, Exfoliating, Massage, Mask, and Moisturizing  The person who is competent in face treatment shall be able to prepare face treatment work area, products, furniture, fitting, materials, tools and equipment, prepare guest for face treatment, perform face treatment activities, monitor face treatment procedure, evaluate face treatment services, records face treatment services and perform post face treatment procedure. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Face Treatment

DURATION: 280 HOURS

1. SETTING GOAL

You are required to performface treatmentactivities based on performance criteria below:

1. Guest‘s skin type and condition is determined in accordance with spa procedure and requirements.
2. Guest’s health and lifestyle information is ascertained in accordance with guidelines.
3. Indication, contra-indication and pre caution of face treatment determined according to SOP.
4. Purpose and benefit of face treatment are identified.
5. Type of treatment services method and techniques are determined in accordance with company SOP.
6. Effective communication skills with guest are applied.
7. Types and usage of face treatment medium and tools are identified.
8. Face treatment work area is organised in accordance with authority bodies with regard to emergency procedures.
9. Work area ergonomics, deportment and posture are practised.
10. Face treatment tools, materials, products, equipment, furniture and fitting are arranged in accordance with workplace procedures.
11. Face treatment medium are selected.
12. Cleanliness of work area is maintained according to workplace requirements.
13. Personal hygiene practices are followed to workplace requirements.
14. Safe keeping of guest belongings and treatment area for guest privacy is advised in accordance to premise SOP.
15. Work environment meet all hygiene and safety requirement and legislation observed.
16. Verbal and non verbal communication is applied.
17. Availability of equipment’s and consumable products for face treatment followed.
18. Cleansing, exfoliating, massage, mask, and moisturising are carried out using appropriate medium recognised in accordance with treatment procedure.
19. Indication and contra-indication for face treatment are recognised.
20. Head and shoulder anatomy and physiology recognised.
21. Rapport is established and communications are clearly conveyed.
22. Methods and technique of face treatment are demonstrated in accordance with treatment procedures and guidelines.
23. Face treatment conducted according to time/ duration allocated.
24. Changes in sensory parameters are detected.
25. Post treatment response in face treatment is explained.
26. Code of ethics is explained.
27. Anatomical locations and treatment technique are conducted in accordance with face treatment guidelines.
28. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
29. Post face treatment responses are advised in accordance with SOP.
30. Home care advices are given in accordance to home care advice guidelines.
31. Responsive feedback from guest is recorded.
32. Guest‘s documentation record is interpreted and updated.
33. Face treatment products residues are cleaned, dried and workplace tidied up in accordance with premise housekeeping practices.
34. Face treatment tools disinfected, sanitized and sterilised in accordance with company SOP and regulatory bodies’ requirement.
35. Face treatment material is disposed according to standard hygiene practices and SOP.

1. Face treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.
2. PLANNING

You are required to plan activities to achieve listed setting goal of performing face treatment activitiesby using resources listed below:

* 1. Identify face treatmenttools, materials and equipment according to listed below:

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| --- | --- |
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| ITEMS | RATIO (TEM : Trainees) |
| 1. Spatula 2. Bowl 3. Linen 4. Brush 5. Cotton bud/wool 6. Gauze 7. Towel 8. Facial products 9. Magnifying lamp 10. Waste bin 11. Hair cap 12. Face mask 13. Toiletries 14. Sanitation 15. Stationeries 16. Safety box | 1:1  As required  As required  1:1  As required  As required  As required  As required  1:10  1:5  1:1  1:1  1:1  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 face treatment according to Spa Operations Procedure

1. DESION MAKING

You are required to get coach approval before face treatment activities.

1. EXECUTE & MONITORING

You are required to performface treatmentactivities according to steps below:

PRE-TREATMENT

1. Determine types of face 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 face treatment method and technique.

1. Identify types of face treatment medium.
2. Determine and arrange types and usage of face treatment tools, material and equipment.
3. Select face treatment medium.
4. Practice deportment and posture and organize work area ergonomics.
5. Ensure fire safety procedure is applied.
6. Practice basic first aid and CPR procedure when required.
7. Upkeep personal grooming practices and ethic.
8. Organize and ensure work place cleanliness and hygiene to meet all hygiene and safety requirement and legislation.
9. Advice guest clothing and accessories to be kept in the safe provided.
10. Brief guest on the spa facilities & amenities and prepare guest for treatment.
11. Prepare treatment area for guest privacy.
12. 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 face anatomy & physiology and contra-indication for face treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of face treatment.
6. Practice deportment, face 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 body treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of face treatment.
2. Adhere to safety and health in performing post face treatment procedure.
3. Advise, interpret and record post face 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 face 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

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying face treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing face treatment work area. 3. Analytical, meticulous, proactive and alert in preparing guest face treatment. 4. Analytical, meticulous, proactive and alert in performing face treatment. 5. Analytical, meticulous, proactive and alert in monitoring face treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating face treatment services. 7. Meticulous in writing customize measurement report. 8. Accompany guest to front office. 9. Adhere to report submission dateline. 10. Analytical, meticulous, proactive and alert in post face 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 | 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.  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 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.  03.16 Identify and assess client/customer needs. |
| Multitasking and prioritizing | 04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  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 evaluateface treatmentactivities 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 face treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare face treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for face treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform face treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor face treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate face treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record face treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform post face 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: