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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) | SPA OPERATION PREPARATION  (MP-061-3:2012 (C01)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in spa operation preparation works to ensure operation, presentation, safety, hygiene of spa are in order in accordance with Standard Operating Procedure (SOP) and authority bodies (DOSH, KKM, BOMBA, Local Authorities)  The person who is competent in spa operation preparation shall be able to prepare spa operationtools, products (supplies), materials and equipment, carry out cleaning, maintenance, repair and laundry, carry out opening and closing procedure, carry out health and safety practises, handle emergency situation and assess spa operation standard and specification according to company and authority bodies requirement. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Identify spa operation standard, procedure, requirement and specification.

DURATION: 280 HOURS

1. SETTING GOAL

You are required to performspa operation preparationactivities based on performance criteria below:

1. Spa operation standard checklist obtained and interpreted according to procedure, requirement and specification.
2. Spa operation tools and equipment functioning tested according to manufacturer instruction.
3. Spa materials and products are sufficiently arranged in accordance with workplace procedures.
4. Spa area prepared and readied for operation according to SOP.
5. Linen is properly arranged according to requirement.
6. Spa materials and products (supplies) sufficiently replenished and arranged according to SOP.
7. Spa is readied for operation according to SOP.
8. Spas have been safely closed according to closing procedure.
9. First Aid management are executed in accordance with first aid principles and procedures.
10. Required spa equipment and tools are disinfected and sterilised according to SOP.
11. Equipment and tools are hygienically cleaned to regulatory and workplace requirements.
12. Emergency situation is recognised and handled according to authority bodies and SOP requirement.
13. Spa operation requirement and specification standard are checked according to SOP.
14. Spa operation checklist and logbook are submitted to superior.
15. PLANNING

You are required to plan activities to achieve listed setting goal of performing spa operation preparation by using resources listed below:

* 1. Identify reflexology tools, materials and equipment according to listed below:

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| ITEMS | RATIO (TEM : Trainees) |
| 1. Stationeries 2. Scissor 3. Broom 4. Mop 5. Cloth 6. Linen 7. Kettle 8. Pail 9. Wiper 10. Oil burner 11. PPE 12. Essential oil 13. Raw ingredient 14. Detergent 15. Fresh flowers 16. Reservation book 17. Checklist 18. Survey form 19. Information form 20. Spa activities form 21. Blender 22. Music player set 23. Refrigerator 24. Steriliser 25. Hot /cold cabinet 26. Washing machine 27. Computer 28. Fax machine 29. Telephone 30. First aid kits 31. Fire Extinguisher 32. Alarm system 33. Padlock 34. Spa uniform | As required  1:1  1:1  1:1  As required  As required  1:20  1:1  1:1  1:20  1:1  As required  As required  As required  As required  1:1  1:1  1:1  1:1  1:1  1:10  1:20  1:20  1:10  1:10  1:20  1:10  1:20  1:20  As required  As required  1:20  As required  1:1 |

* 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 |

* 1. Refer to Spa Standard Operating Procedure to perform any preparations required.

1. DESION MAKING

You are required to get coach approval before performing spa operation preparation.

1. EXECUTE & MONITORING

You are required to perform spa operation preparation according to steps below:

1. Acquire standard operation procedure from superior and ensure it is interpreted
2. Obtain spa operation checklist according to job scope such as Therapist, Receptionist, Attendant, Supervisor etc.
3. Determine and list types of opening activities such as oil burner preparation, treatment room preparation
4. Determine and list authority bodies related to emergency situation such as Emergency Number, Fire Department, Building Department
5. Determine and list risk management for emergency situations according to the instructions by the premise of the spa
6. Determine and list health and safety practices according to SOP
7. Determine and list maintenance works such as checking water treatment facilities
8. Determine and list types of closing activities such as turning off lights, shutting down PC, turning off electrical equipments
9. Determine types of spa operation tools, products (supplies), materials and equipment.
10. Follow procedure and guideline on acquiring spa operation tools, products (supplies), materials and equipment.
11. Carry out spa operation’s tools, products (supplies), materials and equipment preparation.
12. Determine cleaning area and cleaning schedule.
13. Select method of cleaning using suitable cleaning tools & materials and apply cleaning techniques
14. Clean and store tools used.
15. Determine maintenance and repair works and schedule.
16. Select method and coordinate maintenance and repair works (if necessary).
17. Apply technique using tools & materials for maintenance and repair.
18. Clean and store maintenance and repairing tools used.
19. Determine laundry works and schedule.
20. Select method of laundry and coordinate laundry works.
21. Apply opening & closing procedure.
22. Use opening and closing procedure tools and materials.
23. Follow spa operation hour.
24. Determine method of health & safety practices and schedule.
25. Coordinate health and safety practices works (if necessary).
26. Use health and safety practices tools and materials to apply technique of health and safety practices works.
27. Clean, disinfect, sterilize and store spa equipment and tools used for health and safety practices.
28. Ensure spa area hygiene and safety is maintained according to SOP.
29. Determine types, level and the authority body related to emergency situation.
30. Follow emergency situation procedure.
31. Check linen availability, linen arrangement, refreshment and stock readiness.
32. Check light functioning, music arrangement and suitability
33. Check cleanliness of spa area, room presentation, spa decoration and readiness of spa for operation as per spa standard.
34. Check spa safety, spa security and health level to ensure emergency situation can be competently handled as per emergency procedure.
35. Determine purpose of updating spa operation preparation checklist and logbook.
36. Determine, update and submit spa operation preparation checklist and logbook format.
37. Comply with attitude and safety listed below when performing this activity

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| Attitude | 1. Keep spa operation work area neat and tidy. 2. Analytical, meticulous, proactive and alert in preparing spa operation tools, products (supplies), materials and equipment. 3. Analytical, meticulous, proactive and alert in maintaining and housekeeping cleaning duties. 4. Meticulous in performing opening and closing procedure. 5. Meticulous in handling health and safety practices. 6. Meticulous in handling emergency situation. 7. Meticulous in assessing spa operation standard and specification. 8. Meticulous in updating spa operation preparation checklist and logbook. 9. Adhere to report submission dateline. |
| Safety | 1. Follow Standard Operating Procedure to acquire spa operation checklist. 2. Follow SOP to acquire spa operation material, tools and equipment. 3. Adhere to safety and health during testing electrical equipment. 4. Follow manual for handling electrical equipment. 5. Adhere to safety and health procedure 6. Handle equipment with care. 7. Follow manual during starting and switch of the electrical equipment. |

1. 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.  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.  06.07 Develop and maintain networks.  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. |

1. EVALUATING

You are required to evaluate spa operation preparation 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 | Standard operation procedure interpreted. |  |  |  |  |  |  |  |  |  |  |
| 2. | Types of opening activities listed. |  |  |  |  |  |  |  |  |  |  |
| 3. | Maintenance works determined. |  |  |  |  |  |  |  |  |  |  |
| 4. | Health and safety practices determined. |  |  |  |  |  |  |  |  |  |  |
| 5. | Emergency situation determined. |  |  |  |  |  |  |  |  |  |  |
| 6. | Types of closing activities listed. |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 42 | | | | | 42 | | | | |
| 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 / 42X 60 | A2 /42X 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: