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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) | HAND AND FOOT TREATMENT  (MP-061-3:2012 (C07)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements of hand and foot treatment works such as soaking, cleansing, exfoliating, treating, masking and massaging of the feet (knee and below) and on hands (elbow and below) according to the guest’s requirements.  The person who is competent in hand and foot treatment shall be able to prepare hand and foot treatment area, materials, furniture, fitting, tools and equipment, prepare guest for hand and foot treatment, perform hand and foot treatment activities, monitor hand and foot treatment procedure, evaluate hand and foot treatment services, record hand and foot treatment services and perform post hand and foot treatment procedure in accordance with massage treatment specifications. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Hand And Foot Treatment

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform hand and foot treatment activities based on performance criteria below:

1. Guest‘s health information is ascertained in accordance with guidelines.
2. Indication and contra-indication of hand and foot treatment are determined.
3. Purpose and benefit of hand and foot treatment are identified.
4. Type of treatment services method and techniques are determined in accordance with SOP.
5. Effective communication skills with guest are applied.
6. Types and usage of hand and foot treatment medium and tools are identified.
7. Hand and foot treatment work area is organized in accordance with authority bodies with regard to emergency procedures.
8. Work area ergonomics, deportment and posture are practised.
9. Hand and foot treatment tools, materials, furniture and fitting are arranged in accordance with workplace procedures.
10. Hand and foot treatment medium are selected.
11. Cleanliness of work area is maintained according to workplace requirements.
12. Safe keeping of guest belongings and treatment area for guest privacy are advised in accordance with premise SOP.
13. Work environment and all hygiene and safety requirements are met and legislation is observed.
14. Verbal and non verbal communications are applied.
15. Availability of equipment and consumable products for hand and foot treatment is ascertained.
16. Soaking, cleansing, exfoliating, treating, masking and massaging of hand and foot are carried out using appropriate medium recognised in accordance with treatment procedure.
17. Indication and contra-indication for hand and foot treatment are recognised.
18. Upper and lower limb anatomy and physiology are recognised.
19. Rapport is established and communications are clearly conveyed.
20. Methods and technique of hand and foot treatment are demonstrated in accordance with treatment concept and guidelines.
21. Hand and foot treatment conducted according to time/ duration allocated.
22. Changes in sensory parameters are detected.
23. Post treatment responses in hand and foot treatment are explained.
24. Codes of ethics are explained.
25. Anatomical locations and treatment technique conducted in accordance with hand and foot treatment guidelines.
26. Feedbacks in the effectiveness / services performance are assessed in accordance to guest and premises requirements.
27. Post hand and foot treatment procedures 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 recorded.
32. Hand and foot treatment products residues are cleaned dried and workplace tidied up in accordance with premise housekeeping practices.
33. Hand and foot treatment material disposed according to standard hygiene practices and SOP.
34. Hand and foot treatment 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 hand and foot treatment activitiesby using resources listed below:

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

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| ITEMS | RATIO (TEM : Trainees) |
| 1. Foot bowls 2. Hand bowls 3. Foot file/pumice stone 4. Nail file/Emery board 5. Scissor 6. Nail cutter 7. Brush 8. Linen 9. Soap 10. Antiseptic 11. Exfoliating product (salt, sugar) 12. Waste bin 13. Hair cap 14. Face mask 15. Toiletries 16. Sanitation 17. Stationeries 18. Safety box | 1:1  As required  1:1  1:1  1:1  1:1  1:1  As required  As required  As required  As required  1:5  1:1  1:1  As required  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 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 hand and body treatment according to Spa Operations Procedure.

1. DESION MAKING

You are required to get coach approval before hand and foot treatment activities.

1. EXECUTE & MONITORING

You are required to performhand and foot treatmentactivities according to steps below:

PRE-TREATMENT

1. Determine types of hand and foot 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 hand and foot treatment method and technique.
7. Identify types of hand and foot treatment medium.
8. Determine and arrange types and usage of hand and foot treatment tools, material and equipment.
9. Select hand and foot 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 hand and foot anatomy and physiology& contra-indication for hand and foot treatment.
3. Able to describe precaution during treatment.
4. Use selected medium of treatment.
5. Apply techniques of hand and foot treatment.
6. Practice deportment, body 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 hand and foot treatment duration/time allocated.

POST-TREATMENT

1. Check effectiveness of hand and foot treatment.
2. Adhere to safety and health in performing post hand and foot treatment procedure.
3. Advise, interpret and record post hand and foot 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 hand and foot 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 guest’s hand and foot treatment requirement. 2. Analytical, meticulous, proactive and alert in preparing hand and foot treatment area, materials, furniture, fitting, tools and equipment. 3. Analytical, meticulous, proactive and alert in preparing guest for hand and foot treatment. 4. Analytical, meticulous, proactive and alert in performing hand and foot treatment activities. 5. Analytical, meticulous, proactive and alert in monitoring hand and foot treatment procedure. 6. Analytical, meticulous, proactive and alert in evaluating hand and foot treatment 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 hand and foot 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 | * 1. 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. |
| 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.  03.16 Identify and assess client/customer needs.  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.  03.15 Liase to achieve identified outcomes.  06.07 Develop and maintain networks. |

1. EVALUATING

You are required to evaluatehand and foot treatmentactivities 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 hand and foot treatment requirement |  |  |  |  |  |  |  |  |  |  |
| 2. | Prepare hand and foot treatment work area, materials, tools and furniture and fitting |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare guest for hand and foot treatment |  |  |  |  |  |  |  |  |  |  |
| 4. | Perform hand and foot treatment |  |  |  |  |  |  |  |  |  |  |
| 5. | Monitor hand and foot treatment procedure |  |  |  |  |  |  |  |  |  |  |
| 6. | Evaluate hand and foot treatment services |  |  |  |  |  |  |  |  |  |  |
| 7. | Record hand and foot treatments services |  |  |  |  |  |  |  |  |  |  |
| 8. | Perform hand and foottreatment 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: