



Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia

NATIONAL OCCUPATIONAL SKILLS STANDARD  
(*STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN*)

S960-002-3:2020

AESTHETIC SERVICES

*PERKHIDMATAN ESTETIK*

LEVEL 3

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Department of Skills Development (DSD)  
Federal Government Administrative Centre  
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

**AESTHETIC SERVICES**

***PERKHIDMATAN ESTETIK***

**LEVEL 3**

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## Preface

### **Standard Definition**

The National Occupational Skills Standard (NOSS) is a Standard document that outlines the **minimum** competencies required by a skilled worker working in Malaysia for a particular area and level of occupational, also the path to achieve the competencies. The competencies are based on the needs of employment, according to the career structure for the occupational area and developed by industry experts and skilled workers.

The National Competency Standard (NCS) is a Standard document that outlines the competencies required by a skilled worker in Malaysia.

### **Description of Standard Components**

The document is divided into three (3) components which includes: -

#### **Component I    Standard Practice**

This component is about the information related to occupational area including introduction to the industry, Standard requirements, occupational structure, levelling of competency, authority and industry requirements as a whole.

#### **Component II    Standard Content**

This component is a reference to industry employers in assessing and improving the competencies that is required for a skilled worker. The competencies are specific to the occupational area. The component is divided into two (2) section which are the chart (Competency Profile Chart, CPC) and details of the competencies (Competency Profile, CP).

#### **Component III    Curriculum of Competency Unit**

This component is a reference for the training personnel to identify training requirements, design the curriculum, and develop assessment. The training hours that included in this component is based on the recommendations by the Standard Development Committee (SDC). If there are modifications to the training hours, the Department provides the medium for discussion and consideration for the matter.

**Abbreviation**

1	A&P	Anatomy and Physiology
2	BMI	Body Mass Index
3	DSD	Department of Skills Development
4	FIFO	First-in-First-Out
5	LILO	Last-in-Last-Out
6	LMI	Lean Meat Index
7	MSC	Malaysian Skills Certificate
8	NCS	National Competency Standard
9	NOSS	National Occupational Skills Standard
10	NPCB	National Pharmaceutical Control Bureau
11	PPE	Personal Protection Equipment

## Glossary

- 1 Beauty Industry    The **beauty industry** refers to trades providing services, treatments and related products intending to maintain, enhance a person's external physical appearance and to produce a greater feeling of wellbeing. Such services include facial, body treatments, lash/brow enhancements, application of makeup artistry, nail artistry, temporary hair removal, manicure and pedicure.
  
- 2 Beauty Practitioner    **Beauty Practitioner** refers to the following job titles below:
  - a) **Beautician** who is certified with Malaysian Skills Certificate (MSC) Level 1 Beauty Therapy and able to perform beauty services such as Professional Ethics, Safety and Hygiene Practices, Salon Reception Duties, Manual Facial Services, Day and Night Make Up Services, Manicure Services and Pedicure Services.
  - b) **Beauty Therapist** who is certified with Malaysian Skills Certificate (MSC) Level 2 Beauty Therapy and able to perform beauty therapy services such as Facial Electrotherapy, Specialised Facial Mask Therapy, Eyelash and Eyebrow Enhancement, Eye Contour Services, Superfluous Hair Depilation and Superfluous Hair Lightening.
  - c) **Aesthetician** who is certified with Malaysian Skills Certificate (MSC) Level 3 Beauty Therapy and able to perform aesthetic services such as Body Consultation, Body Thermal Therapy, Manual Body Massage, Body Electrotherapy, Body Wrap Therapy, Salon Operational Supervision, Salon Sales and Promotional Activities and Bust Firming Therapy.
  
- 3 Bust Area    Bust area is the upper part of the human torso between the neck and waist especially area covering the breasts of a woman.
  
- 4 Bust Enhancement Therapy    Treatment procedures performed to the bust area to firm, lift, enlarge and contour breast area.
  
- 5 Client Informed Consent Form    A document that your client absolutely **MUST** sign prior to you performing any treatment / service on her / his face or body. It will indicate that your client understands the risks involved when receiving the treatment. It is a legal document that will be reviewed if a negative outcome is the result of your treatment /service actions.
  
- 6 Non-Medical and Non-Invasive Procedures    Non-invasive procedures are defined as external applications or treatment procedures that are carried out without creating a break in the skin or penetrating the epidermis only.
  
- 7 *Syariah*    The holy laws of Islam (*hukum syarak*) that cover all parts of a Muslim's life.

- 8 Treatment      The term ‘treatment’ is commonly used to describe the non-medical and non-invasive procedures performed by beauty practitioners, beauticians, beauty therapists and aestheticians. The term ‘treatment’ is also internationally used and accepted in most beauty procedures based on the standards of the Beauty Examination Boards such as the CIDESCO, CIBTAC, ITEC, CITY & GUILD, World Skills Competitions and other similar awarding organizations.



**List of Figure**

1. Figure 1 Occupational Structure for Beauty Therapy
2. Figure 2 Occupational Area Structure for Beauty Therapy

### **Acknowledgement**

Director General of Department of Skills Development (DSD) would like to extend his gratitude to the National Skills Development Council (MPKK), Standard Technical Committee (JTS), Standard Technical Evaluation Committee (JTPS), Standard Development Committee (JPS), and organisation and individuals who have been involved directly or indirectly for the contribution, persistence and support in the development of this Standard until it is completed.

The Director General of DSD also would like to express his sincere thanks to Siti Fauziah binti Jumadi for supervision of development sessions and also Ayu Natasya binti Kasim as documentor for the whole session.

**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**AESTHETIC SERVICES**  
**LEVEL 3**

## **1. Introduction**

### **1.1. Occupation Overview**

The beauty industry refers to trades providing services and treatments intending to maintain, enhance a person's external physical appearance and to produce a greater feeling of wellbeing. Beauty therapy offers a wide variety of skin/body improvement and enhancement services performed manually or with the use of equipment/electrical machines. The services include manual facials, face and body electrotherapies, superfluous hair depilation and lightening, manicure and pedicure, eyelash/eyebrow enhancement, day / evening make-up and nail artistry. All the services are handled professionally in a safe, hygienic, well maintained salon environment and complying with requirements of regulatory/statutory bodies. Body and face skin consultations will be carried out first to ascertain client's skin type and condition before suitable services and products are recommended to clients. The services' procedures will follow beauty industry guidelines and other regulatory/statutory standards/requirements to ensure the safety, health and welfare of people engaging in services or providing employment.

Beauty skills information and knowledge will guide beauty practitioners to help clients maintain radiant skin, healthy body and general wellbeing. The job functions of a beauty practitioner include helping to enhance client's face and body skin appearance, temporarily removing and/or lightening unwanted superfluous hair, grooming toes and finger nails, tinting eyelash and eyebrow, perming and extending individual eyelashes and using makeup products and colours to transform client to the desired looks for occasions. The beauty practitioners may carry out their duties and task manually or with the aid of electrical machines and tools.

The growing number of women and men desiring to look good and their demand for variety of services cater to the growth and importance of the beauty industry. Good beauty practices, professionalism, high service quality level results in customer satisfaction which means more demands for services therefore generating higher sales, revenue and creating more employment opportunities.

### **1.2. Rationale of NOSS Development**

This is a review of the NOSS for Aesthetic Services Level 2 (MP-060-2:2013) and Aesthetic Therapy Services Level 3 (MP-060-3:2013). This NOSS development needs to be done to ensure that the knowledge and skills requirements are up-to-date and in line with current economic developments, market needs and trends. In addition, the new requirements included in this new NOSS are based on new technology know-hows, changing market demand, safety and regulatory guidelines and skill graduates employability to acquire the competencies and standards in the aesthetic therapy and aesthetic medical industry.

The new NOSS document shall be used as a framework of reference to follow for training and assessment by training providers in Malaysia to fulfil each competency required by the future competent workers. With the increasing demand for multiracial skilled workers in the aesthetic services industry, there is a need to produce quality, professionally trained and certified practitioners to fill the aesthetic job market in the

country. However, Muslim workers are to adhere *syariah* compliant practices. A certified practitioner should follow salon safety and hygiene, adopt good personal and hygiene standards, practise professional ethics of good conduct and behaviour towards clients, among colleagues and fellow practitioners in similar industry. Building, maintaining and expanding a client network based on attributes like being professional, knowledgeable, skilful, friendly, honest, approachable and respectful are good traits to be recognised globally. A competent workforce would be able to position Malaysia as the centre of excellence in the ASEAN region. With the cooperation of the Ministry of Health and the Ministry of Domestic Trade, Co-operatives and Consumerism stating the Dos and Don'ts of the aesthetic services, professionalism is further improved where the occurrence of unwanted incidents limited while enhancing consumer protection against improper practices in the beauty industry.

### **1.3. Rationale of Occupational Structure and Occupational Area Structure**

Focus group discussion among practitioners discovered there are existing occupations from level 1 to level 3 as classified under the Malaysia Standard Industry Classification (MSIC) in the section of others service activities (S), group of other personal service activities (960) in the area of beauty therapy. The job titles identified are commonly used and cover the beauty therapy career path from lower level until the higher level which specify each job competencies including knowledge, skills and attitude.

Based on the findings from the workshop, the main scope of work and responsibility generated by every level differs slightly. The competency for level 1 involves doing manual services without using specific equipment while Level 2 starts with using certain equipment (machine) based on services needed and Level 3 directly focusing on body services and some supervisory tasks. The proposed Occupational Structure and Occupational Area Structure are depicted in Figure 1 and 2 on the following pages.

The competency for the Aesthetician level 3 is consistent with the competency definition at level 3 as recognised by Department of Skills Development (DSD) as the personnel who needs to be competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine which include competent in body consultation & electrotherapy, body thermal therapy, manual body massage, body wrap therapy and performing salon operational supervision, sales and promotional activities.

### **1.4. Regulatory/Statutory Body Requirements Related to Occupation**

The Beauty Therapy Industry in Malaysia is subjected to the related local authority acts and regulatory requirements for safety, hygiene and waste disposal practices, product distribution, marketing/sales and services/treatment/therapies conducted.

### **1.5. Occupational Prerequisite**

The minimum requirements set forth by the industry for any interested individual to undertake the job or career in this area are as follows:

- a) Age 18 years and above; and
- b) Physically fit.

#### **1.6. General Training Prerequisite for Malaysian Skills Certification System**

The prerequisite for the enrolment of this course is as below:

- a) Completed Malaysian Skills Certificate (MSC) S960-002-2:2020 Beauty Therapy Services;
- b) Be able to read and write in Bahasa Malaysia and/or English and/or other languages will be advantage; and
- a) Physically fit.

## 2. Occupational Structure (OS)

Section	(S) Other Service Activities
Group	(960) Other Personal Service Activities
Area	Beauty Therapy
Level 5	Aesthetic Manager
Level 4	Senior Aesthetician
Level 3	Aesthetician
Level 2	Beauty Therapist
Level 1	Beautician

Figure 1: Occupational Structure for Beauty Therapy

## 3. Occupational Area Structure (OAS)

Section	(S) Other Service Activities
Group	(960) Other Personal Service Activities
Area	Beauty Therapy
Level 5	Aesthetic Services Management
Level 4	Aesthetic Therapy Services
Level 3	Aesthetic Services
Level 2	Beauty Therapy Services
Level 1	Beauty Services

Figure 2: Occupational Area Structure for Beauty Therapy

#### 4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.



## 5. Award of Certificate

The Director General may award, to any person upon conforming to the Standards the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- a) Malaysian Skills Certificate (MSC); or
- b) Statements of Achievement.

## 6. Occupational Competencies

The Aesthetic Services Level 3 personnel is competent in performing the following core competencies:

- a) Body Consultation;
- b) Body Thermal Therapy;
- c) Manual Body Massage;
- d) Body Electrotherapy;
- e) Body Wrap Therapy;
- f) Salon Operational Supervision; and
- g) Salon Sales and Promotional Activities.

For added value, the Aesthetic Services Level 3 personnel is competent in performing the following elective competencies: -

- h) Bust Firming Therapy.

## 7. Work Conditions

- a) Working environment

Generally, aesthetician work within normal working hours (8 hours) from morning to evening depending on the organisation's nature of business. They may be required to work extra hours to fulfil internal and external requirements and may be required being on shift work too. In a beauty and aesthetic salon service, they may be needed to work extra hours to accommodate work requirements. They need to use/wear the company required attire during the commencement of their jobs. They may work individually or as a pair in a safe and hygienic environment according to the workplace.

Customer's safety and security must be upheld to prevent any mishap or accidents. Supervision also provides an operational procedure or process that aestheticians must be able to apply and related downwards to their assistants. Without coherent and systematic processes, disservice can fall upon their customers.

- b) Issues Related to Area of Work

Aestheticians and those in related occupations usually work in clean, pleasant surroundings with good ventilation since the client's comfort is of the utmost importance. Good health and stamina are important because these workers must stand

a great deal. Prolonged exposure to some chemicals may be hazardous and cause irritation, so special care must be taken when working with these chemicals. Personnel in this field also required to adhere to safety and security procedures, statutory/regulatory bodies' requirements in order to protect self and public rights as their job scope involve in maintaining human health and wellness.

## **8. Employment Prospects**

### **a) Malaysian Market**

There are excellent prospects in the private sector due to a shortage of hands-on experts in the Beauty Therapy Services and Aesthetic Therapy Services area. The same is also true in the public sector where this area seems to be currently experiencing a lack of professionals and well-experienced personnel. This area, however, has a very good job market potential for skilled personnel due to a shortage of such highly skilled experts in this region.

Upon completion of the Competency Units (Core & Electives), other related occupations with respect to employment opportunities are:

- i) Beauty Therapist;
- ii) Aesthetic Therapist;
- iii) Manicurist / pedicurist;
- iv) Beauty Consultant;
- v) SPA Therapist;
- vi) Beauty Product and Equipment Suppliers;
- vii) Beauty Product Promoter;
- viii) Beauty Trainer;
- ix) Beauty Advisor;
- x) Beauty Supervisor; and
- xi) Beauty Centre Supervisor.

Other related industries with respect to employment opportunities are:

- i) Education;
- ii) Health and Medical Tourism;
- iii) Fashion and Image; and
- iv) Health and Wellness (inclusive SPA).

### **b) International Market**

There is a potential for our personnel to work in overseas by looking at the demands and trends of employment opportunities internationally. Subject to licensing in various countries, there is an opportunity to seek employment abroad.

## **9. Up Skilling Opportunities**

The person who has completed in aesthetic services competencies may proceed further training for up skilling opportunities to improve their skills, knowledge, career path and professional recognition.

- a) Training for advancement:
  - i) Frontline & Customer Service Training;
  - ii) Human Resource;
  - iii) Sales / Marketing / Branding / New Media Marketing; and
  - iv) Machine Operation.
  
- b) Industrial Recognition:

There is no industrial recognition for this moment.

## 10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- a) Local
  - i) Malaysian Esthetic Association – CIDESCO Section Malaysia (MY548)  
46-2, Perdagangan One,  
Puchong, Jalan OP1/3,  
Off Jalan Puchong  
47160 Puchong,  
Selangor, Malaysia  
Tel: +603 8075 6360  
Fax: +603 8071 6367  
Email: meacidesco2015@gmail.com
  - ii) Malaysian Association of Cosmetologists (MACs)  
31, 5th Flr, Jln PJU 1/41,  
Block D1,  
Petaling Jaya,  
Selangor, Malaysia.  
Tel: +603 7806 5629  
Email: macs@go4hc.com
  - iii) National Pharmaceutical Control Bureau (NPCB)  
Lot. 36, Jalan Universiti,  
46200 Petaling Jaya,  
Selangor Darul Ehsan  
Tel: +603-7883 5400
  - iv) Traditional and Complementary Medicine Division  
Ministry of Health  
Block E,  
Cenderasari Road,  
50590 Kuala Lumpur  
Tel: +603 2279 8100  
Email: tcm@moh.gov.my

b) International

- i) Comité International d'Esthétique et de Cosmétologie (Zurich) (CIDESCO)  
Website: [info@cidesco.com](mailto:info@cidesco.com)
  
- ii) International Therapy Examination Council (UK) (ITEC)  
Website: [www.itenworld.co.uk](http://www.itenworld.co.uk)  
Email: [infor@itecworld.co.uk](mailto:infor@itecworld.co.uk)
  
- iii) City & Guilds, London (C & G)  
Email: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)
  
- iv) Confederation of International Beauty Therapy & Cosmetology (CIBTAC)  
Email: [enquiries@cibtac.com](mailto:enquiries@cibtac.com)

**11. Standard Technical Evaluation Committee**

NO	NAME	POSITION & ORGANISATION
<b>CHAIRMAN</b>		
1	Siti Fauziah binti Jumadi	Principal Assistant Director Department of Skills Development (DSD)
<b>EVALUATION PANEL</b>		
1	Dr. Shahila Amran	Medical Doctor Ministry of Health
2	Dato' Kalthom Ithnin	Medical Tourism Consultant Health Tourism Works Sdn. Bhd.
3	Datin Norlisa Lee Abdullah	Honorary Secretary Malaysian Esthetic Association
<b>SECRETARIAT</b>		
1	Syazwani binti Azmi	Assistant Director Department of Skills Development (DSD)

## 12. Standard Development Committee

### AESTHETIC SERVICES

#### LEVEL 3

NO	NAME	POSITION & ORGANISATION
DEVELOPMENT PANEL		
1	Khairunnisa' Binti Hamdan	Trainer Giatmara Malaysia Jalan Medan Tuanku, Kuala Lumpur.
2	Lilyani binti Ismail	Trainer Giatmara Malaysia Kepong Utara, Kuala Lumpur.
3	Amy Ho Yen Meei	Director Sunny Aroma Petaling Jaya, Selangor.
4	Jowie Soo Li Keng	Director JS Beauty Consultancy Petaling Jaya, Selangor.
5	Junaidah binti Othman	Director Urus Budaya Kajang, Selangor.
6	Normah binti Babjee	Director Palmarosa Quince International Sdn. Bhd. Petaling Jaya, Selangor.
7	Salina Ali	Director Rozsall Salon & Beauty Academy Kota Kinabalu, Sabah.
8	Teah Mooi Muah Evelyn	Director Beaulab Consultants & Partners PLT Petaling Jaya, Selangor.
9	Maureen Sim Geok Eng	Training Coordinator AC Beauty Lane Sdn. Bhd. Kota Kinabalu, Sabah.
10	Joon Lian Wong	Principal Issamay School of Beauty Sdn. Bhd. Petaling Jaya, Selangor.
11	Nazariah binti Taharin	Principal Sentuhan Derina Taman Melawati, Kuala Lumpur.

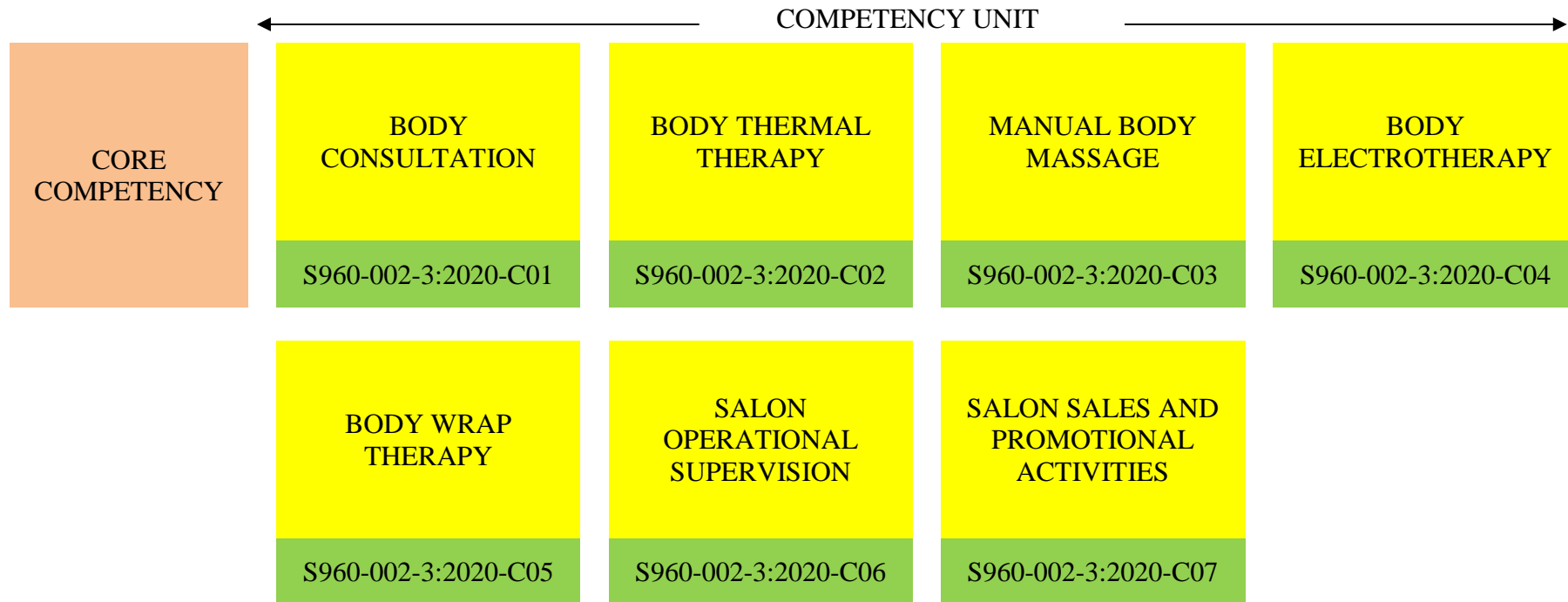
FACILITATOR		
1	Syazwani binti Azmi	Assistant Director Department of Skills Development (DSD).
2	Jefrizain bin Abdul Rasid	Assistant Director Department of Skills Development (DSD).



**STANDARD CONTENT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**AESTHETIC SERVICES**  
**LEVEL 3**

**13. Competency Profile Chart (CPC)**

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	AESTHETIC SERVICES		
NOSS LEVEL	THREE (3)	NOSS CODE	S960-002-3:2020



ELECTIVE  
COMPETENCY

BUST FIRING  
THERAPY

S960-002-3:2020-E01

#### 14. Competency Profile (CP)

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
NOSS LEVEL	Three (3)	NOSS CODE	S960-002-3:2020

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1 Body Consultation  S960-002-3:2020-C01	<p>Body Consultation describes the competency of analysing body posture, specific figure faults, body types, skin and muscular conditions, adipose and cellulite conditions, measuring of height and weight, calculation of body mass index (BMI), recording of consultation information on body consultation card/form, designing and recommending a complete salon service plan and home care.</p> <p>The person who is competent in this CU should be able to prepare body consultation work area, prepare client for body consultation, carry out body consultation, carry out post body</p>	1. Prepare body consultation work area.	1.1 Service area hygiene and safety practices assured in accordance with salon requirements. 1.2 Tools, equipment and materials identified and selected in accordance with body consultation service requirements. 1.3 Tools, equipment and materials arranged and set up in accordance with body consultation service flow.
		2. Prepare client for body consultation.	2.1 Client's requirements identified. 2.2 Client's personal belongings kept safely in accordance with salon requirements. 2.3 Client ushered to change into service attire in accordance with salon requirements.

	<p>consultation advice and upkeep body consultation work area.</p> <p>The outcomes of this CU are body consultation and body posture analysed, specific figure faults and body types identified, skin, muscular, adipose and cellulite conditions analysed, height and weight measuring techniques adhered, body mass index (BMI) calculated, methods of recording body consultation information on body consultation card/form followed, salon service plan and home care designed and recommended in accordance with salon and client's requirements.</p>	<p>3. Carry out body consultation.</p>	<p>3.1 Client personal profile (name, age, gender, occupation and medical history) recorded in accordance with Data Protection Act.</p> <p>3.2 Client's contraindications (health condition, allergies and medical history) checked.</p> <p>3.3 Body types and posture analysed.</p> <p>3.4 Specific figure faults identified.</p> <p>3.5 Skin, muscular, adipose and cellulite conditions analysed.</p> <p>3.6 Height and weight measurements taken in accordance with salon requirements.</p> <p>3.7 Body mass index (BMI) calculated.</p> <p>3.8 Methods of recording body consultation information adhered in accordance with salon requirements.</p> <p>3.9 Salon service plan designed in accordance with client's requirements.</p> <p>3.10 Salon service plan recommended in accordance with client's requirements.</p> <p>3.11 Home care recommended in accordance with service requirement.</p>
		<p>4. Carry out post body consultation advice.</p>	<p>4.1. After care advised in accordance with salon requirements.</p> <p>4.2. Home care advised in accordance with service requirements.</p>

			<p>4.3. Body consultation post advised recorded in accordance with salon requirements.</p> <p>4.4. Client's next service appointment scheduled.</p>
		<p>5. Upkeep body consultation work area.</p>	<p>5.1 Tools and equipment sterilised, sanitised and store in accordance with salon requirements.</p> <p>5.2 Materials and products replenished in accordance with salon requirements.</p> <p>5.3 Stock inventory updated and completed in accordance with salon requirements.</p> <p>5.4 Waste identified and disposed in accordance with local authority requirements.</p>
<p>2 Body Thermal Therapy</p> <p>S960-002-3:2020-C02</p>	<p>Body Thermal Therapy describes the competency of service using heat to induce body perspiration, helps in emulsifying adipose fats and lipids, reducing fluid retention thereby detoxification and improve blood circulation as per client's requirements in a salon.</p> <p>The person who is competent in this CU should be able to carry out body thermal therapy consultation, prepare body thermal therapy work area, prepare client for body thermal therapy service, carry out</p>	<p>1. Carry out body thermal therapy consultation.</p>	<p>1.1 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act.</p> <p>1.2 Client's contraindications checked in accordance with salon procedures and techniques.</p> <p>1.3 Client's body thermal therapy service requirements determined in accordance with salon procedures and techniques.</p> <p>1.4 Body thermal therapy consultation findings updated and recorded in body thermal therapy consultation card/form in accordance with salon procedures and techniques.</p>

<p>body thermal therapy pre-procedure, carry out body thermal therapy service, carry out post body thermal therapy advice and upkeep body thermal therapy work area.</p> <p>The outcomes of this CU are body perspiration induced, adipose fats and lipids emulsified, fluid retention reduced thereby detoxification and blood circulation improved in accordance with client's requirements.</p>		1.5 Client's informed consent and signature obtained.
	2. Prepare body thermal therapy work area.	<p>2.1 Room/cubicle for body thermal therapy set in accordance with salon requirements.</p> <p>2.2 Safety precaution applied in accordance with salon safety requirements.</p> <p>2.3 Equipment functionality tested and confirmed in safe working condition.</p> <p>2.4 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>2.6 Tools, equipment and materials arranged in accordance with client's manual facial requirements.</p>
	3. Prepare client for body thermal therapy service.	<p>3.1 PPE used in accordance with salon requirements.</p> <p>3.2 Tools and materials for client prepared in accordance with salon requirements.</p> <p>3.3 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p>

			<p>3.4 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>3.5 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>3.6 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>3.7 Client's body covered in accordance with salon's towels management.</p> <p>3.8 Client's hair draped in accordance with salon service requirements.</p>
		<p>4. Carry out body thermal therapy pre-procedure.</p>	<p>4.1 Body thermal therapy pre-treatments method for client determined in accordance with salon service requirements.</p> <p>4.2 Body thermal therapy pre-treatments performed in based on respective manufacturer's instructions on procedures and techniques.</p> <p>4.3 Cleansing and deep cleansing method for body thermal therapy determined in accordance with salon procedures and techniques.</p> <p>4.4 Client for body thermal therapy cleansing and deep cleansing prepared in accordance with salon procedures and techniques.</p> <p>4.5 Body thermal therapy cleansing and deep cleansing procedures and techniques explained and performed</p>



			in accordance with salon procedures and techniques.
		5. Carry out body thermal therapy service.	<p>5.1 Methods of body thermal therapy determined in accordance with salon procedures and techniques.</p> <p>5.2 Body thermal therapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>5.3 Precautions during body thermal therapy checked in accordance with salon procedures and techniques.</p> <p>5.4 Client's response attended to and monitored throughout body thermal therapy service monitored throughout body thermal therapy services in accordance with salon procedures and techniques.</p> <p>5.5 Residual products removed from client's body upon completion.</p> <p>5.6 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>5.7 Client's personal belongings returned in with salon requirements.</p> <p>5.8 Body thermal therapy service result recorded in body consultation card/form in accordance with salon procedures and techniques.</p>

		6. Carry out post body thermal therapy advice.	6.1 After care advised in accordance with salon requirements. 6.2 Home care advised in accordance with service requirements. 6.3 Body thermal therapy post advice recorded in client's body consultation card/form in accordance with salon requirements. 6.4 Client's next service appointment scheduled.
		7. Upkeep body thermal therapy work area.	7.1 Tools and equipment sterilised, sanitised and store in accordance with salon requirements. 7.2 Materials and products replenished in accordance with salon requirements. 7.3 Stock inventory updated and completed in accordance with salon requirements. 7.4 Waste identified and disposed in accordance with local authority requirements.
3 Manual Body Massage  S960-002-3:2020-C03	Manual Body Massage describes the competency of manual body massage using knowledge of the anatomy and physiology of the body, five (5) classical massage movements, effective rhythm, rate pressure, continuity of hand movement and use of proper body	1. Carry out manual body massage consultation.	1.1 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act. 1.2 Client's contraindications checked in accordance with salon procedures and techniques. 1.3 Client's manual body massage requirements determined in

<p>mechanics as per client's requirements in the salon at all times.</p> <p>The person who is competent in this CU should be able to consult client for manual body massage, prepare manual body massage work area, prepare client for manual body massage, carry out manual body massage, carry out post manual body massage therapy advice and upkeep manual body massage work area.</p> <p>The outcomes of this CU are skills of the anatomy and physiology of the body applied, five (5) classical massage movements, effective rhythm, rate pressure, continuity of hand movement and proper body mechanics as per client's requirements followed in the salon at all times.</p>		<p>accordance with salon procedures and techniques.</p> <p>1.4 Manual body massage consultation findings updated and recorded in body thermal therapy consultation card/form in accordance with salon procedures and techniques.</p> <p>1.5 Client's informed consent and signature obtained.</p>
	2. Prepare manual body massage work area.	<p>2.1 Tools, equipment and materials for manual body massage set in accordance with salon requirements.</p> <p>2.2 Safety precaution applied in accordance with salon safety requirements.</p> <p>2.3 Equipment functionality tested and confirmed in safe working condition.</p> <p>2.4 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>2.6 Tools, equipment and materials arranged in accordance with client's manual facial requirements.</p>
	3. Prepare client for manual body massage.	3.1 PPE used in accordance with salon requirements.

			<p>3.2 Tools and materials for client prepared in accordance with salon requirements.</p> <p>3.3 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p> <p>3.4 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>3.5 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>3.6 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>3.7 Client's body covered in accordance with salon's towels management.</p> <p>3.8 Client's hair draped in accordance with salon service requirements.</p>
		<p>4. Carry out manual body massage.</p>	<p>4.1 Body massage medium selected in accordance with salon requirements.</p> <p>4.2 Client's body massaged using 5 classical massage movement and massage flow in accordance with salon requirements.</p> <p>4.3 Client's response attended to and monitored throughout manual body massage throughout body thermal therapy services in accordance with salon procedures and techniques.</p>

			<p>4.4 Massage medium removed in accordance with salon procedures and techniques.</p> <p>4.5 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>4.6 Client's personal belongings returned in with salon requirements.</p> <p>4.7 Manual body massage result recorded in body consultation card/form in accordance with salon procedures and techniques.</p>
		<p>5. Carry out post manual body massage advice.</p>	<p>5.1 Client's feedback interpreted and recorded in accordance with salon procedures and techniques.</p> <p>5.2 Manual body massage after care advice delivered to client in accordance with salon procedures and techniques.</p> <p>5.3 Home care product advised and recommended to client in accordance with salon requirements.</p> <p>5.4 Post manual body massage consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques.</p> <p>5.5 Client's next service appointment set and confirmed.</p>

		6. Upkeep manual body massage work area.	<p>6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>6.2 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques.</p> <p>6.3 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques.</p> <p>6.4 Stock inventory updated and recorded in accordance with salon procedures and techniques.</p> <p>6.5 Salon waste disposed in accordance with local authority requirements.</p>
4 Body Electrotherapy  S960-002-3:2020-C04	Body Electrotherapy describes competency of body electrotherapy services that use equipment such as faradism/electrical muscle stimulation (EMS), galvanism, vacuum suction, mechanical/gyratory massage, high frequencies and micro-current and post advice as per client's requirements in accordance with manufacturer's instructions at the salon.	1. Prepare body electrotherapy work area.	<p>1.1 Personal hygiene and utilisation of Personal Protective Equipment (PPE) such as apron and mask practised in accordance with service requirements.</p> <p>1.2 Tools, equipment and materials identified, selected and arranged in accordance with client's service requirements.</p> <p>1.3 Tools, equipment and materials set up in accordance with salon requirements.</p>

	<p>The person who is competent in this CU should be able to prepare body electrotherapy work area, prepare client for body electrotherapy services, carry out body faradic electrotherapy service/electrical muscle stimulation (EMS), carry out body galvanic electrotherapy service, carry out body vacuum suction electrotherapy service, carry out body mechanical/gyratory massage electrotherapy service, carry out body high frequencies electrotherapy services, carry out micro-current electrotherapy service, carry out post body electrotherapy advice and upkeep body electrotherapy work area.</p> <p>The outcomes of this CU are muscles toned, body contour, lymphatic &amp; blood circulation improved, fat &amp; cellulite reduced, client's body relaxed and toned, body &amp; skin brightened and muscle fibres up lifted and firmed.</p>	<p>2. Prepare client for body electrotherapy services.</p>	<p>2.1 Body consultation card/form obtained in accordance with salon requirements.                  2.2 Body electrotherapy consultation findings interpreted.                  2.3 Client's contraindications to body electrotherapy services checked.                  2.4 Client's personal belongings safely kept in accordance with salon requirements.                  2.5 Client ushered to change into service attire in accordance with salon requirements.                  2.6 Electrotherapy service recommended to client explained in accordance with service requirements.                  2.7 Client's queries answered.                  2.8 Client's body cleansed in accordance with salon requirements.</p>
		<p>3. Carry out body faradic electrotherapy service.</p>	<p>3.1 Client's body consultation card/form obtained.                  3.2 Electrical current employed in body faradism/electrical muscle stimulation (EMS) applied.                  3.3 Thermal and tactile tests performed.                  3.4 Body faradic electrotherapy/ electrical muscle stimulation (EMS) service on body areas applied in accordance with client's requirements.</p>

			<p>3.5 Client's reaction monitored and attended to.</p> <p>3.6 Precautions (duration and intensity) adhered during electrotherapy service.</p> <p>3.7 Faradic paddings and residual products removed from the client's body upon completion in accordance with salon requirements.</p> <p>3.8 Client ushered to change into own attire upon completion of electrotherapy service.</p> <p>3.9 Client's personal belongings returned.</p> <p>3.10 Client ushered to designated area for follow up service upon completion of body faradic electrotherapy.</p> <p>3.11 Tools, equipment and materials sterilised after use and safely kept in accordance with salon requirements.</p> <p>3.12 Materials and products replenished in accordance with salon requirements.</p>
		<p>4. Carry out body galvanic electrotherapy service.</p>	<p>4.1 Client consultation card/form obtained.</p> <p>4.2 Electrical current employed in body galvanic electrotherapy service applied.</p> <p>4.3 Thermal and tactile tests performed.</p> <p>4.4 Body galvanic electrotherapy service applied on body areas</p>



			<p>required in accordance with client's requirements.</p> <p>4.5 Client's reaction monitored and attended to.</p> <p>4.6 Precautions (duration and intensity) adhered during electrotherapy service.</p> <p>4.7 Galvanic paddings and residual products removed from the client's body upon completion in accordance with salon requirements.</p> <p>4.8 Client ushered to change into own attire upon completion of electrotherapy service.</p> <p>4.9 Client's personal belongings returned.</p> <p>4.10 Tools and equipment sterilised and sanitised in accordance with salon requirements.</p> <p>4.11 Materials and products replenished in accordance with salon requirements.</p>
		<p>5. Carry out body vacuum suction electrotherapy service.</p>	<p>5.1 Client consultation card/form obtained.</p> <p>5.2 Electrical current employed in body vacuum suction electrotherapy service applied.</p> <p>5.3 Thermal and tactile tests performed.</p> <p>5.4 Body vacuum suction electrotherapy service applied on body areas</p>

			<p>required in accordance with client's requirements.</p> <p>5.5 Client's reaction monitored and attended to.</p> <p>5.6 Precautions (duration and intensity) adhered during electrotherapy service.</p> <p>5.7 Vacuum suction ventouses and residual products removed from the client's body upon completion in accordance with salon requirements.</p> <p>5.8 Client ushered to change into own attire upon completion of electrotherapy service.</p> <p>5.9 Client's personal belongings returned.</p> <p>5.10 Tools and equipment sterilised, sanitised and store upon completion in accordance with salon requirements.</p> <p>5.11 Materials and products replenished in accordance with salon requirements.</p>
		<p>6. Carry out body mechanical massage electrotherapy service.</p>	<p>6.1 Client consultation card/form obtained.</p> <p>6.2 Electrical current employed in body mechanical massage electrotherapy service applied.</p> <p>6.3 Thermal and tactile tests performed.</p> <p>6.4 Body mechanical/gyratory massage electrotherapy service applied on</p>

			<p>body areas required in accordance with client's requirements.</p> <p>6.5 Client's reaction monitored and attended to.</p> <p>6.6 Precautions (duration and mechanical/gyratory massage applicators) adhered during electrotherapy service.</p> <p>6.7 Mechanical/gyratory massage applicators and residual products removed from the client upon completion in accordance with salon requirements.</p> <p>6.8 Client ushered to change into own attire upon completion of electrotherapy service.</p> <p>6.9 Client's personal belongings returned in accordance with salon requirements.</p> <p>6.10 Tools and equipment sterilised, sanitised and stored after use in accordance with salon requirements.</p> <p>6.11 Materials and products replenished in accordance with salon requirements.</p>
		<p>7. Carry out body high frequencies electrotherapy services.</p>	<p>7.1 Client consultation card/form obtained.</p> <p>7.2 Electrical current employed in body high frequency (direct and indirect methods) electrotherapy services applied.</p> <p>7.3 Thermal and tactile tests performed.</p>

			<p>7.4 Body high frequency electrotherapy services applied on body areas required in accordance with client's requirements.</p> <p>7.5 Client's reaction monitored and attended to.</p> <p>7.6 Precautions (duration and intensity) during electrotherapy service adhered.</p> <p>7.7 High frequency electrodes and residual products removed from the client's body upon completion in accordance with salon requirements.</p> <p>7.8 Client ushered to change into own attire upon completion of electrotherapy service in accordance with salon requirements.</p> <p>7.9 Client's personal belongings returned.</p> <p>7.10 Tools and equipment sterilised, sanitised and stored in accordance with salon requirements.</p> <p>7.11 Materials and products replenished in accordance with salon requirements.</p>
		<p>8. Carry out micro-current electrotherapy service.</p>	<p>8.1 Client body consultation card/form obtained.</p> <p>8.2 Electrical current employed in micro-current electrotherapy service applied.</p> <p>8.3 Thermal and tactile tests performed.</p>

			<p>8.4 Body micro-current electrotherapy service applied on body areas required in accordance with client's requirements.</p> <p>8.5 Client's reaction monitored and attended to.</p> <p>8.6 Precautions (duration and intensity) adhered during electrotherapy service.</p> <p>8.7 Micro-current electrodes and residual products removed from the client's body upon completion in accordance with service requirements.</p> <p>8.8 Client ushered to change into own attire upon completion of electrotherapy service.</p> <p>8.9 Client's personal belongings returned.</p> <p>8.10 Tools and equipment sterilised, sanitised and stored in accordance with salon requirements.</p> <p>8.11 Materials and products replenished in accordance with salon requirements.</p>
		<p>9. Carry out post body electrotherapy advice.</p>	<p>9.1 After care advised in accordance with client's requirements.</p> <p>9.2 Home care advised in accordance with client's requirements.</p> <p>9.3 Body electrotherapy service performed recorded in client's body consultation card/form.</p>

			9.4 Client's next service appointment scheduled.
		10. Upkeep body electrotherapy work area.	10.1 Tools and equipment sterilised, sanitised and stored in accordance with salon requirements. 10.2 Materials and products replenished in accordance with salon requirements. 10.3 Stock inventory updated and completed in accordance with salon requirements. 10.4 Waste identified and disposed in accordance with local authority requirements.
5 Body Wrap Therapy  S960-002-3:2020-C05	Body Wrap Therapy describes the competency of preparing client for body wrap, consult client, carry out body wrap pre-procedure, body wrap therapy and post care advised in accordance with client's requirements.  The person who is competent in this CU should be able to carry out body wrap preparation, carry out client consultation body wrap therapy, carry out pre-procedure body wrap therapy, carry out body wrap therapy, carry out post body	1. Carry out body wrap work area preparation.	1.1 Body wrap service area hygiene and safety practices assured in accordance with salon requirements. 1.2 Tools, equipment and materials identified, selected and arranged in accordance with body wrap therapy requirements. 1.3 Equipment arranged according to body wrap therapy service flow. 1.4 Personal hygiene and utilization of Personal Protective Equipment (PPE) such as apron, disposable gloves and products are determined in accordance with service requirement.

	<p>wrap therapy advice and upkeep body wrap therapy work area.</p> <p>The outcomes of this CU are the body areas rejuvenated, toned, moisturised, refine and enhanced in accordance with client's requirements.</p>	<p>2. Carry out client consultation body wrap therapy.</p>	<p>2.1 Client's profile checked in accordance with salon requirements.</p> <p>2.2 Client's contraindications checked in accordance with salon requirements.</p> <p>2.3 Client's body wrap therapy consultation card/form findings interpreted in accordance with salon requirements.</p> <p>2.4 Client's body wrap therapy home care explained to client in accordance with consultation findings.</p> <p>2.5 Client's queries replied in accordance with salon requirements.</p> <p>2.6 Client's consultation record completed in accordance with salon requirements.</p>
		<p>3. Carry out pre-procedure body wrap therapy.</p>	<p>3.1 Usher client to designated area to change to service attire in accordance with salon service requirements.</p> <p>3.2 Client's belongings safely kept in accordance with salon safety procedures.</p> <p>3.3 Client's feet sterilised in accordance with salon hygiene requirements.</p> <p>3.4 Client's hair draped in accordance with salon service procedures and techniques.</p> <p>3.5 Modesty of client assured in accordance with service requirement.</p> <p>3.6 Personal hygiene and utilization of Personal Protective equipment (PPE)</p>

			<p>used in accordance with salon requirements.</p> <p>3.7 Body wrap therapy cleansing and deep cleansing methods selected and prepared in accordance with salon requirements.</p> <p>3.8 Cleansing, deep cleansing procedures techniques of body wrap therapy applied in accordance with salon requirements.</p> <p>3.9 Client's body cleansed, deep cleansed and prepared for body wrap therapy.</p>
		<p>4. Carry out body wrap therapy.</p>	<p>4.1. Methods of body wraps (cold, warm, herbal, mud) determined in accordance with client's requirements.</p> <p>4.2. Client's body wrapped with the selected method in accordance with salon requirements.</p> <p>4.3. Client's reaction monitored and attended to.</p> <p>4.4. Residual products from client's body removed upon completion in accordance with salon requirements.</p> <p>4.5. All clients' personal belonging's returned in accordance with salon requirements.</p> <p>4.6. Client sent to designated area upon completion of body wrap therapy.</p>



			<p>4.7. Client's feedback recorded and stored in accordance with salon requirements.</p> <p>4.8. Used tools and equipment, sterilised and stored in accordance with salon requirements.</p>
		5. Carry out post body wrap therapy advice.	<p>5.1 After care advised in accordance with salon requirements.</p> <p>5.2 Home care advised in accordance with service requirements.</p> <p>5.3 Body wrap therapy post advised recorded in accordance with salon requirements.</p> <p>5.4 Client's next service appointment scheduled.</p>
		6. Upkeep body wrap therapy work area.	<p>6.1 Tools and equipment sterilised, sanitised and stored in accordance with salon requirements.</p> <p>6.2 Materials and products replenished in accordance with salon requirements.</p> <p>6.3 Stock inventory updated.</p> <p>6.4 Waste disposal carried out in accordance with local authority requirements.</p>
6 Salon Operational Supervision S960-002-3:2020-C06	Salon Operational Supervision describes the competency of monitoring all the salon operational activities which involve clients' requirements and subordinates that	1. Carry out salon cost saving practice.	<p>1.1 Checklist obtained in accordance with salon requirements.</p> <p>1.2 Amount of products volume per usage determined in accordance with salon requirements.</p>

	<p>work in the company/salon at all times.</p> <p>The person who is competent in this CU should be able to carry out salon cost saving practices, carry out sale procedures, maintain salon inventory, handle salon administration, prepare work schedule, carry out in-house training and monitor salon safety &amp; hygiene.</p> <p>The outcomes of this CU are salon overhead expenses monitored, sales activities carried out, salon products inventory monitored, staff are trained and safety &amp; hygiene complied in accordance with company requirements.</p>	<p>1.3 Staffs workload (number of staffs, unproductive hours, and frequent overtime) determined.</p> <p>1.4 Daily salon expenses, petty cash, invoices, bills and staffs workload determined.</p> <p>1.5 Proposals for salon expenses prepared in accordance with salon requirements.</p> <p>2. Carry out sale procedures.</p> <p>3. Maintain salon inventory.</p>	<p>2.1 Sale procedures and techniques are determined in accordance with salon requirements.</p> <p>2.2 Products and services are determined in accordance with salon requirements.</p> <p>2.3 Client's requirements are determined in accordance with salon requirements.</p> <p>2.4 Sale activities (products/services, modes of payment, receipt issued, and appointment booked) executed in accordance with requirements.</p> <p>2.5 Sales activities (products &amp; services sold, update appointment book) documented in accordance with salon requirements.</p> <p>3.1 Salon inventory check list obtained in accordance with salon requirements.</p> <p>3.2 Inventory documents (products, services, bills, invoices, stationery)</p>
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			<p>obtained in accordance with salon requirements.</p> <p>3.3 Salon inventory checked in accordance with salon requirements.</p> <p>3.4 Salon inventory updated and replenished in accordance with salon requirements.</p> <p>3.5 Salon inventory report prepared and submitted to superior in accordance with salon requirements.</p>
		4. Handle salon administration.	<p>4.1. Staff performance monitored (staffs' promotions, further trainings) in accordance with salon requirement.</p> <p>4.2. Consultation records, appointment books filed and stored after usage and salon administration report prepared and submitted to superior in accordance with salon requirements.</p> <p>4.3. Clients' feedback analysed in accordance to salon requirements.</p> <p>4.4. Grievances attended to in accordance with salon requirements.</p>
		5. Prepare work schedule.	<p>5.1. Staff schedule format obtained in accordance with salon requirement.</p> <p>5.2. Number of staff, services available in the centre, working hours and position of duties allocated in accordance with salon requirements.</p> <p>5.3. Staff schedule prepared and submitted to superior in accordance with salon requirements.</p>

		<p>6. Carry out in-house training.</p>	<p>6.1 Company procedures and techniques to conduct in-house training obtained in accordance with salon requirements.</p> <p>6.2 Training Need Analysis (TNA) and Training Need Identification (TNI) carried out.</p> <p>6.3 Staff training requirements determined in accordance with salon requirements.</p> <p>6.4 Training requirement prepared in accordance with salon requirements.</p> <p>6.5 Staff training (retraining, up skilling, discipline, new staff training) conducted in accordance with salon requirements.</p> <p>6.6 Staff trainings conducted in accordance with salon requirements.</p> <p>6.7 Staff trainings feedback collected in accordance with salon requirements.</p> <p>6.8 Staff trainings activities recorded and updated in accordance with salon requirements.</p>
		<p>7. Monitor salon safety &amp; hygiene.</p>	<p>7.1 Risk assessment checklist and form obtained in accordance with salon regulations.</p> <p>7.2 Area of risks (workplace ergonomic, services (machines used), client's changing room, treatment room, and hygiene (waste management: waste disposal, collection and removal))</p>

			<p>identified for risks assessment in accordance with salon requirement.</p> <p>7.3 Risk area for safety (hazards, accidents, etc.) Inspected using risk assessment form in accordance with salon requirements.</p> <p>7.4 Risk assessment findings recorded and submitted to superior in accordance with salon regulations.</p>
7	<p>Salon Sales and Promotional Activities</p> <p>S960-002-3:2020-C07</p>	<p>Salon Sales and Promotional Activities describe the competency of promoting salon sales, and delivering the salon promotional activities to the public.</p> <p>The person who is competent in this CU should be able to obtain commercial promotional budget, identify clients' needs &amp; requirements, carry out periodical sales and promotional activities, and prepare sales &amp; promotional.</p> <p>The outcomes of this CU are commercial promotional budget obtained, client's needs and requirements identified, periodical sales and promotional activities identified, periodical sales and promotional activities carried out</p>	<p>1. Obtain commercial promotional budget.</p> <p>1.1 Staffs for sales &amp; promotional activities determined in accordance with promotional activities and company requirement.</p> <p>1.2 Banners, website, venue, samples, starter kits for sales &amp; promotional activities determined in accordance with activities and salon requirement.</p> <p>1.3 Sales modes (vouchers, redemption reward purchase) and promotion activities determined in accordance with salon requirement.</p> <p>2. Identify clients' needs &amp; requirements.</p> <p>2.1 Market trend (influences) determined in accordance with market influence.</p> <p>2.2 Demography (population, age and genders) statistics determined in accordance with salon requirement.</p> <p>2.3 Clients' purchasing power and pattern (clients' Occupational statistics, on-line, off-line, delivery mode/methods, clients' frequent</p>

	<p>and sales &amp; promotional report prepared.</p>		<p>salon visiting) determined in accordance with salon requirement.</p> <p>2.1 Findings (clients' needs &amp; requirement) recorded in accordance with salon requirements.</p>
		<p>3. Carry out periodical sales and promotional activities.</p>	<p>3.1 Seasonal, festivals, anniversary, birthdays, etc. dates for sales &amp; promotional activities determined and proposed in accordance with market/industry and salon requirements.</p> <p>3.2 Products/services for sales &amp; promotional activities determined in accordance with salon requirements.</p> <p>3.3 Festive seasonal promotions determined in accordance to calendar and salon requirements.</p> <p>3.4 Periodical sales &amp; promotional activities determined and submitted to superior in accordance with salon requirements.</p> <p>3.5 Periodical sales and promotional activities (Duration of promotions, Products/services on promotions, Flyers, catalogues of the promotions, Terms &amp; conditions of promotions) obtained from superior in accordance with salon promotions requirements.</p> <p>3.6 Periodical sales and promotional activities requirements analysed.</p> <p>3.7 Periodical sales and promotional activities (calls, email, social media,</p>

			<p>face-to-face) executed in accordance with salon requirements.</p>
		<p>4. Prepare sales &amp; promotional report.</p>	<p>4.1 Questionnaires, face-to-face interviews and on-line chat for feedbacks are gathered in accordance with salon requirements.                  4.2 Clients' feedback is analysed in accordance with salon requirements.                  4.3 Clients' feedback is recorded in accordance with clients' feedback data.                  4.4 Public feedback is recorded in accordance with salon requirements.                  4.5 Improvement to clients' feedback proposed to superior in accordance with salon requirements.</p>
<p>8 Bust Firming Therapy  S960-002-3:2020-E01</p>	<p>Bust Firming Therapy describes the competency of service to client's bust area by cleansing, deep cleansing, masking, apply protective care, from the shoulder area to below the bust line to improve the bust condition.</p> <p>The person who is competent in this CU should be able to consult client for bust firming therapy, prepare bust firming therapy work area, prepare client for bust firming therapy, cleanse client's bust area,</p>	<p>1. Prepare bust firming therapy work area.</p>	<p>1.1 Bust firming therapy work area hygiene and safety practices adhered in accordance with salon requirements.                  1.2 Tools, equipment and materials identified, selected and arranged in accordance with client's bust firming therapy requirements.                  1.3 Equipment arranged according to bust firming therapy service flow (magnifying lamp, and vaporizer).                  1.4 Personal hygiene and utilization of Personal Protective Equipment (PPE) such as apron and products are</p>

	<p>carry out bust firming massage, carry out bust firming mask application, carry out bust firming protective care, carry out post bust firming therapy advise and upkeep bust firming therapy work area.</p> <p>The outcomes of this CU are the area from the shoulder to below the bust line firmed (lifted, enlarged, contoured, firmed) in accordance with client's requirement.</p>	<p>2. Consult client for bust firming therapy.</p> <p>3. Prepare client for bust firming therapy.</p>	<p>assured in accordance with service requirement.</p> <p>2.1 Client's profile checked in accordance with salon requirements.  2.2 Client's contraindications checked in accordance with salon requirements.  2.3 Client's bust firming therapy consultation findings interpreted in accordance with salon requirements.  2.4 Client's bust firming therapy and home care explained to client in accordance with consultation findings.  2.5 Client's queries replied in accordance with salon requirements.  2.6 Client consultation record completed in accordance with salon requirements.</p> <p>3.1 Client ushered to change into bust firming therapy salon attire in accordance with salon requirements.  3.2 Usher client to designated area to change to service attire in accordance with salon service requirements.  3.3 Client's belongings safely kept in accordance with salon safety procedures.  3.4 Client's feet sterilised in accordance with salon hygiene requirements.</p>
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			<p>3.5 Client's hair draped in accordance with salon service procedures and techniques.</p> <p>3.6 Modesty of client assured in accordance with service requirement.</p> <p>3.7 Personal hygiene and utilization of Personal Protective equipment (PPE) used in accordance with salon requirements.</p> <p>3.8 Position client for bust firming therapy.</p>
		4. Cleanse client's bust area.	<p>4.1 Bust firming therapy cleansing and deep cleansing medium selected and cleansed in accordance with salon requirements.</p> <p>4.2 Client's bust area cleansed and deep cleansed in accordance with salon requirements.</p> <p>4.3 Bust area wiped dry and toned in accordance with salon requirements.</p>
		5. Carry out bust firming massage.	<p>5.1 Massage medium (cream, oil) selected and applied in accordance with salon requirements.</p> <p>5.2 Client's bust areas massaged using five (5) classical movements (effleurage, petrissage, tapotement, vibration and friction)</p> <p>5.3 Client's reaction monitored and attended to.</p> <p>5.4 Massage media removed from bust area upon completion.</p>

		<p>6. Carry out bust firming mask application.</p>	<p>6.1 Bust firming mask (cream, rubber mask) selected.          6.2 Bust firming mask applied in accordance with salon requirements.          6.3 Client's reaction monitored and attended to.          6.4 Mask medium removed in accordance with salon requirements.</p>
		<p>7. Carry out bust firming protective care.</p>	<p>7.1 Bust firming therapy protective care (cream, serum, vials, complex) selected.          7.2 Bust therapy protective care applied on bust area.          7.3 Client's reaction to the bust firming therapy monitored in accordance to salon requirements.          7.4 Clients' personal belongings returned after the therapy session in accordance with salon requirements.          7.5 Client ushered to designated area upon completion of bust firming service.</p>
		<p>8. Carry out post bust firming therapy advice.</p>	<p>8.1 Home care advised in accordance with service requirement.          8.2 Bust firming therapy recorded in accordance with salon requirement.          8.3 Client's next service appointment scheduled.</p>

		9. Upkeep bust firming therapy work area.	9.1 Tools and equipment sterilised, sanitised and stored in accordance with salon requirements. 9.2 Materials and products replenished in accordance with salon requirements. 9.3 Stock inventory updated. 9.4 Waste disposal carried out in accordance with local authority requirements.
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**CURRICULUM OF COMPETENCY UNIT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**AESTHETIC SERVICES**  
**LEVEL 3**

**15. Curriculum of Competency Unit**  
**15.1. Body Consultation**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Body Consultation		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to analyse body consultation and body posture, identify specific figure faults and body types, analyse skin, muscular, adipose and cellulite conditions, adhere height and weight measuring techniques, calculate body mass index (BMI), follow methods of recording body consultation information on body consultation card/form, design and recommend salon service plan and home care in accordance with salon and client's requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare body consultation work area.</li> <li>2. Prepare client for body consultation.</li> <li>3. Carry out body consultation.</li> <li>4. Carry out post body consultation advice.</li> <li>5. Upkeep body consultation work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-3:2020-C01	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare body consultatio	1.1 Tools, equipment and materials:	1.1 Identify tools, equipment and materials.	<u>ATTITUDE</u>	1.1 Body consultation tools, equipment and materials explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
n work area.	<ul style="list-style-type: none"> <li>• Types of tools (plump line, measure tape, body robe, stationery, body consultation card/form).</li> <li>• Types of equipment (weighing scale)</li> <li>• Types of materials (disposable shower cap, disposable slippers, disposable under garments, tissue papers, surgical spirit, hand sanitiser, cotton wool).</li> </ul>	<p>1.2 Select tools, equipment and materials.</p> <p>1.3 Arrange tools, equipment and materials</p> <p>1.4 Set up tools, equipment and materials.</p>	<p>1.1 Meticulous in preparing tools and materials.</p> <p>1.2 Responsible in ensuring functionality of tools.</p> <p><u>SAFETY</u></p> <p>1.1 Comply with local authority safety standard.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Ensure surrounding is conducive.</p> <p>1.2 Ensure room quiet and clean.</p> <p>1.3 Ensure good lighting</p>	<p>1.2 Service area hygiene and safety practices assured in accordance with salon requirements.</p> <p>1.3 Tools, equipment and materials identified and selected in accordance with body consultation service requirements.</p> <p>1.4 Tools, equipment and materials arranged and set up in accordance with body consultation service flow.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Functionality of tools, equipment and materials.</li> </ul>			
2. Prepare client for body consultation.	2.1 Client privacy and modesty assurance.	2.1 Identify client's requirements. 2.2 Keep client's personal belongings. 2.3 Usher client to change into service attire.	<u>ATTITUDE</u> 2.1 Meticulous and thorough in checking client consultation details. 2.2 Ensure clarity of client requirements.  <u>SAFETY</u> 2.1 Comply with local authority safety standard.  <u>ENVIRONMENT</u> 2.1 Ensure surrounding is conducive. 2.2 Ensure room quiet and clean. 2.3 Ensure good lighting.	2.1 Client's personal belongings kept safely in accordance with salon requirements. 2.2 Client ushered to change into service attire in accordance with salon requirements. 2.3 Client privacy and modesty explained and assured.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out body consultation.	3.1 Body Anatomy and Physiology (A&P): <ul style="list-style-type: none"> <li>• Motor point of muscles (origin and insertion)</li> <li>• Lymphatic system</li> <li>• Circulatory system</li> <li>• Muscular system</li> <li>• Skeletal system</li> <li>• Nervous system</li> </ul> 3.2 Contraindications.           3.3 Body types: <ul style="list-style-type: none"> <li>• ectomorph.</li> <li>• endomorph.</li> <li>• mesomorph.</li> </ul> 3.4 Posture faults: <ul style="list-style-type: none"> <li>• sclerosis.</li> <li>• kyphosis.</li> <li>• lordosis.</li> </ul>	3.1 Record client's personal profile. 3.2 Check client's contraindications. 3.3 Analyse client's body types and posture. 3.4 Identify specific figure faults. 3.5 Analyse skin, muscular, adipose and cellulite conditions. 3.6 Take height and weight measurements. 3.7 Calculate body mass index (BMI). 3.8 Record body consultation. 3.9 Create salon service plan. 3.10 Recommend salon service plan. 3.11 Obtain client's informed consent and signature.	<u>ATTITUDE</u> 3.1 Meticulous and thorough in checking client consultation details 3.2 Ensure clarity of client requirements 3.3 Caring and alert to client discomfort.  <u>SAFETY</u> 3.1 Ensure the 'Privacy and Confidentiality' of client's record/form 3.2 Ensure private and confidential consultation records  <u>ENVIRONMENT</u> 3.1 Ensure surrounding is conducive. 3.2 Ensure room quiet and clean. 3.3 Ensure good lighting	3.1 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act. 3.2 Body Anatomy and Physiology (A&P) explained. 3.3 Contraindications explained. 3.4 Client's contraindications (health condition, allergies and medication) checked in accordance with salon procedures and techniques. 3.5 Body types and posture faults explained. 3.6 Client's body types and posture analysed in accordance with salon procedures and techniques. 3.7 Specific figure faults identified in accordance with salon requirements. 3.8 Skin, muscular and connective tissue disorder explained. 3.9 Skin, muscular, adipose and cellulite conditions analysed in accordance with salon procedures and techniques.



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>3.5 Skin, muscular and connective tissue disorder (cellulitis, adipose tissues, varicose veins, broken capillaries).</p> <p>3.6 Measuring client height and weight procedures and techniques.</p> <p>3.7 Body Mass Index (BMI).</p> <p>3.8 Body analysis findings.</p> <p>3.9 Salon service plan.</p> <p>3.10 Methods of recording body consultation information.</p>			<p>3.10 Measuring client height and weight procedures and techniques explained.</p> <p>3.11 Body Mass Index (BMI) explained.</p> <p>3.12 Height and weight measurements taken in accordance with salon requirements.</p> <p>3.13 Body mass index (BMI) calculated.</p> <p>3.14 Methods of recording body consultation information explained.</p> <p>3.15 Body consultation recorded in accordance with salon procedures and techniques.</p> <p>3.16 Salon service plan designed and recommended in accordance with client's requirements.</p> <p>3.17 Consent form described.</p> <p>3.18 Client's informed consent and signature obtained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out post body consultation advice.	4.1 Client feedback. 4.2 After care advice. 4.3 Home care advice and product recommendation. 4.4 Client consultation record: <ul style="list-style-type: none"> <li>• client feedback.</li> <li>• tools and product used.</li> <li>• updating contra-actions and remedial action.</li> </ul> 4.5 Client consultation card/form storing techniques: <ul style="list-style-type: none"> <li>• manual.</li> <li>• electronic.</li> </ul>	4.1 Obtain client's feedback. 4.2 Provide body after care advice. 4.3 Recommend home care advice and product. 4.4 Record post body consultation. 4.5 Schedule next service appointment.	<u>ATTITUDE</u> 4.1 Honest in recording client's feedback. 4.2 Sensitive to client's concern when providing advice. 4.3 Confidentiality in handling client's report.  <u>SAFETY</u> 4.1 Ensure private and confidential consultation records.  <u>ENVIRONMENT</u> Not Available	4.1 Client feedback described. 4.2 Client's feedback interpreted and recorded accordance with salon procedures and techniques. 4.3 Body after care advice described. 4.4 Body after care advice delivered to client in accordance with salon procedures and techniques. 4.5 Home care advice and product recommendation described. 4.6 Home care product advised and recommended to client in accordance with salon requirements. 4.7 Client consultation records explained. 4.8 Client consultation card/form storing techniques explained. 4.9 Post body consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 4.10 Next service appointment details described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.6 Next service appointment details.			4.11 Next service appointment scheduled in accordance with salon procedures and techniques.
5. Upkeep body consultation work area.	5.1 Tools and equipment storage procedure. 5.2 Product and materials replenishment/ replacement procedure.	5.1 Clean tools and equipment. 5.2 Store tools and equipment. 5.3 Carry out product and materials replenishment/ replacement procedure. 5.4 Update stock inventory 5.5 Dispose salon waste.	<u>ATTITUDE</u> 5.1 Meticulous and thorough in up-keeping work area. 5.2 Complied with time management.  <u>SAFETY</u> 5.1 Use Personal Protective equipment at all times 5.2 Adhere to safety rules and regulations at all times.  <u>ENVIRONMENT</u> Not Available	5.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 5.2 Product, tools, equipment, materials storage procedure explained. 5.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 5.4 Product and materials replenishment/ replacement procedure explained. 5.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 5.6 Stock inventory updated and recorded in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				5.7 Salon waste disposed in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. Body Treatments and Dietetics for the Beauty Therapist (Student Edition). ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition). London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; Pathology A to Z: A Handbook for Massage Therapist (Third Edition). ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition). ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. Anatomy and Physiology for Dummies (2nd Edition). Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. Anatomy and Physiology for the Manual Therapies (1 har/pas). Wiley Publishing
- 8 Susan Cressy. For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. Body Therapy & Facial Work (3rd Edition). Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.

**15.2. Body Thermal Therapy**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Body Thermal Therapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to induce body perspiration, emulsify adipose fats and lipids, reduce fluid retention thereby detoxification and improve blood circulation in accordance with client's requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Carry out body thermal therapy consultation.</li> <li>2. Prepare body thermal therapy work area.</li> <li>3. Prepare client for body thermal therapy service.</li> <li>4. Carry out body thermal therapy pre-procedure.</li> <li>5. Carry out body thermal therapy service.</li> <li>6. Carry out post body thermal therapy advice.</li> <li>7. Upkeep body thermal therapy work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-3:2020-C01 Body Consultation.		
CU CODE	S960-002-3:2020-C02	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out body thermal therapy	1.1 Body Anatomy and Physiology (11 systems). 1.2 Body thermal therapy	1.1 Record client's personal profile. 1.2 Check client's contraindications.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking client consultation details	1.1 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
consultation.	contraindications: <ul style="list-style-type: none"> <li>• general (allergies, cancer).</li> <li>• localised (sunburn, recent scar).</li> </ul> 1.3 Body thermal therapy client consultation findings: <ul style="list-style-type: none"> <li>• BMI.</li> <li>• body measurement</li> <li>• Body concerns.</li> </ul>	1.3 Identify client's body thermal therapy service requirements. 1.4 Record body thermal therapy consultation findings. 1.5 Obtain client's informed consent and signature.	1.2 Ensure clarity of client requirements.  <u>SAFETY</u> 1.1 Ensure privacy of client's consultation card/form.  <u>ENVIRONMENT</u> 1.1 Ensure conducive surrounding 1.2 Ensure quiet and clean environment. 1.3 Ensure privacy environment.	1.2 Body Anatomy and Physiology explained. 1.3 Body thermal therapy contraindications explained. 1.4 Client's contraindications checked in accordance with salon procedures and techniques. 1.5 Client's body thermal therapy service requirements determined in accordance with salon procedures and techniques. 1.6 Body thermal therapy client consultation findings explained. 1.7 Body thermal therapy consultation findings updated and recorded in body thermal therapy consultation card/form in accordance with salon procedures and techniques. 1.8 Client's informed consent and signature obtained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Prepare body thermal therapy work area.	<p>2.1 Body thermal therapy tools (Checklist – couch cover, timer/ clock, towels/ linens, bowls, body sponges and brush).</p> <p>2.2 Body thermal therapy equipment (infra-red lamps, thermal blanket, paraffin wax bath, steam bath/ sauna).</p> <p>2.3 Body thermal therapy materials (Checklist- Surgical spirit/hand sanitiser, disposable shower cap, tissue, cotton and body</p>	<p>2.1 Prepare tools, equipment and materials for body thermal therapy.</p> <p>2.2 Check equipment functionality and safety.</p> <p>2.3 Select tools and equipment cleaning method.</p> <p>2.4 Clean tools and equipment.</p> <p>2.5 Organise tools, equipment, materials and products.</p>	<p><u>ATTITUDE</u></p> <p>2.1 Resourceful in locating service areas and obtaining tools, equipment and materials.</p> <p>2.2 Adhere to services preparation requirements and procedure.</p> <p><u>SAFETY</u></p> <p>2.1 Comply safety requirements.</p> <p><u>ENVIRONMENT</u></p> <p>2.1 Ensure work area is quiet, good ventilation and clean.</p> <p>2.2 Ensure surrounding is conducive.</p>	<p>2.1 Body thermal therapy tools explained.</p> <p>2.2 Body thermal therapy equipment explained.</p> <p>2.3 Body thermal therapy materials explained.</p> <p>2.4 Functionality of body thermal therapy tools and equipment explained.</p> <p>2.5 Usage of body thermal therapy tools and equipment explained.</p> <p>2.6 Tools, equipment and materials for body thermal therapy set in accordance with salon requirements.</p> <p>2.7 Safety precaution applied in accordance with salon safety requirements.</p> <p>2.8 Equipment functionality tested and confirmed in safe working condition.</p> <p>2.9 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>2.10 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	thermal therapy products). 2.4 Functionality of body thermal therapy tools and equipment. 2.5 Usage of body thermal therapy tools and equipment.			2.11 Tools, equipment and materials arranged in accordance with client's requirements.
3. Prepare client for body thermal therapy service.	3.1 Tools and materials for client preparation: <ul style="list-style-type: none"> <li>• type of tools (body robe, towels management and slippers).</li> <li>• types of materials (shower cap, surgical spirit /hand sanitiser, disposable bras and panties).</li> </ul>	3.1 Prepare tools and materials for client preparation. 3.2 Usher client to change into service attire. 3.3 Keep client's personal belongings. 3.4 Sanitise client's feet. 3.5 Position client on the body thermal therapy couch/area. 3.6 Cover client's body. 3.7 Drape client's hair.	<u>ATTITUDE</u> 3.1 Modesty of client protected. 3.2 Client's privacy maintained at all times. 3.3 Respectful personal boundaries. 3.4 Maintain professional appearance, personal hygiene and behaviour. 3.5 Good time management.  <u>SAFETY</u> 3.1 Adhere to hygiene and safety practices	3.1 Tools and materials for client preparation explained. 3.2 Client preparation procedures explained. 3.3 PPE used in accordance with salon requirements. 3.4 Tools and materials prepared for client in accordance with salon requirements. 3.5 Client ushered to designated area and changed in service attire in accordance with salon service requirements. 3.6 Client's personal belongings safely stored in accordance with salon requirements. 3.7 Client's feet sanitised in accordance with salon hygiene requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.2 Client preparation procedures: <ul style="list-style-type: none"> <li>• location for changing (treatment room, makeup room).</li> <li>• types of attire (gown, robe, towels).</li> <li>• methods of safe keeping client belongings.</li> <li>• protect modesty of client.</li> </ul>		when in contact with client.  <u>ENVIRONMENT</u> Not Available	3.8 Client positioned on the couch/area in accordance with salon procedures and techniques. 3.9 Client's body covered in accordance with salon's towels management. 3.10 Client's hair draped in accordance with salon service requirements.
4. Carry out body thermal therapy pre-procedure.	4.1 Methods of preparing body thermal therapy pre-treatments: <ul style="list-style-type: none"> <li>• infra-red.</li> <li>• thermal blankets.</li> </ul>	4.1 Identify body thermal therapy pre-treatments method. 4.2 Perform body thermal therapy pre-treatments.	<u>ATTITUDE</u> 4.1 Meticulous in selecting the cleansing methods for body thermal therapy. 4.2 Adhere to pre-procedures	4.1 Methods of preparing body thermal therapy pre-treatment explained. 4.2 Body thermal therapy pre-treatments method for client determined in accordance with salon service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• paraffin wax bath.</li> <li>• steam bath.</li> <li>• sauna.</li> </ul> <p>4.2 Manufacturer's instructions on procedures and techniques.</p> <p>4.3 Body cleansing and deep cleansing procedures and techniques.</p>	<p>4.3 Identify body cleansing and deep cleansing methods.</p> <p>4.4 Prepare client for body cleansing and deep cleansing.</p> <p>4.5 Perform body cleansing and deep cleansing.</p>	<p>preparations requirements.</p> <p>4.3 Protect client's modesty at all times.</p> <p>4.4 Good time management.</p> <p><u>SAFETY</u></p> <p>4.1 Avoid touching electrical equipment if your hands are wet.</p> <p>4.2 Wear Personal Protection Equipment (PPE) when applicable.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>4.3 Manufacturer's instructions on procedures and techniques of pre-treatments explained.</p> <p>4.4 Body thermal therapy pre-treatments performed in based on respective manufacturer's instructions on procedures and techniques.</p> <p>4.5 Body cleansing and deep cleansing method determined in accordance with salon procedures and techniques.</p> <p>4.6 Client prepared for body cleansing and deep cleansing in accordance with salon procedures and techniques.</p> <p>4.7 Body cleansing and deep cleansing procedures and techniques explained and performed in accordance with salon procedures and techniques.</p>
5. Carry out body thermal therapy service.	5.1 Methods of body thermal therapy services: <ul style="list-style-type: none"> <li>• Infra-red</li> </ul>	5.1 Identify body thermal therapy method. 5.2 Perform body thermal therapy.	<u>ATTITUDE</u> 5.1 Adhere to work procedure, method and technique consistently.	5.1 Methods of body thermal therapy services explained. 5.2 Methods of body thermal therapy determined in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Thermal blankets</li> <li>• Paraffin wax bath</li> <li>• Steam Bath</li> <li>• Sauna</li> </ul> <p>5.2 Manufacturer's instructions on procedures and techniques:</p> <ul style="list-style-type: none"> <li>• Infra-red</li> <li>• Thermal blankets</li> <li>• Paraffin wax bath</li> <li>• Steam Bath</li> <li>• Sauna</li> </ul> <p>5.3 Body thermal therapy precautions:</p> <ul style="list-style-type: none"> <li>• duration.</li> <li>• intensity.</li> </ul> <p>5.4 Client response.</p>	<p>5.3 Check precautions during body thermal therapy service.</p> <p>5.4 Attend to client's response.</p> <p>5.5 Monitor client's response throughout body thermal therapy service.</p> <p>5.6 Remove residual products from client's body.</p> <p>5.7 Usher client to change into own attire.</p> <p>5.8 Return client's personal belongings.</p> <p>5.9 Record body thermal therapy service result.</p>	<p>5.2 Attentive to client response.</p> <p>5.3 Modesty of client protected at all times.</p> <p>5.4 Empathy in handling client's need at all times.</p> <p>5.5 Focused on performing body thermal therapy on client.</p> <p>5.6 Attend adverse reaction/ abnormalities of client immediately.</p> <p>5.7 Clear and precise when returning client's belongings after body thermal therapy.</p> <p>5.8 Ensure good time management of the body thermal therapy process.</p> <p><u>SAFETY</u></p> <p>5.1 Always wash hands before and after touching client.</p>	<p>5.3 Manufacturer's instructions on procedures and techniques explained.</p> <p>5.4 Body thermal therapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>5.5 Body thermal therapy precautions explained.</p> <p>5.6 Precautions during body thermal therapy checked in accordance with salon procedures and techniques.</p> <p>5.7 Client response explained.</p> <p>5.8 Client's response attended to and monitored throughout body thermal therapy service in accordance with salon procedures and techniques.</p> <p>5.9 Residual products removed from client's body upon completion.</p> <p>5.10 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>5.11 Client's personal belongings returned in with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			5.2 Do not touch electrical when hands are wet.  <u>ENVIRONMENT</u> Not Available	5.12 Body thermal therapy service result recorded in body consultation card/form in accordance with salon procedures and techniques.
6. Carry out post body thermal therapy advice.	6.1 Client feedback. 6.2 Body thermal therapy after care advice: <ul style="list-style-type: none"> <li>• precautions.</li> <li>• cautions.</li> <li>• products (body moisturising creams/ lotions).</li> </ul> 6.3 Body thermal therapy home care advice: <ul style="list-style-type: none"> <li>• precautions (24 hours – no heat therapy).</li> <li>• body home care products</li> </ul>	6.1 Obtain client's feedback. 6.2 Provide body thermal therapy after care advice. 6.3 Recommend home care advice and product. 6.4 Record post body thermal therapy consultation. 6.5 Schedule next service appointment.	<u>ATTITUDE</u> 6.1 Honest in recording client's feedback. 6.2 Apply effective communication skill. 6.3 Show sincerity and integrity in providing home care advice. 6.4 Clear and precise in providing home care advice. 6.5 Thorough in completing client's consultation records. 6.6 Sensitive to client's concerns when providing advice. 6.7 Systematically stored client's consultation card.	6.1 Client feedback explained. 6.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 6.3 Body thermal therapy after care advice explained. 6.4 Body thermal therapy after care advice delivered to client in accordance with salon procedures and techniques. 6.5 Body thermal therapy home care and product advice explained. 6.6 Home care product advised and recommended to client in accordance with salon requirements. 6.7 Client consultation record explained. 6.8 Client consultation card/form storing techniques explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(creams, lotions).</p> <p>6.4 Client consultation record:</p> <ul style="list-style-type: none"> <li>• client feedback.</li> <li>• tools and product used.</li> <li>• updating contra-actions and remedial action.</li> </ul> <p>6.5 Client consultation card/form storing techniques:</p> <ul style="list-style-type: none"> <li>• manual.</li> <li>• electronic.</li> </ul> <p>6.6 Next service appointment details.</p>		<p>6.8 Confidentiality in handling all clients' report.</p> <p><u>SAFETY</u></p> <p>6.1 Ensure the 'Privacy and Confidentiality' of client's record/form.</p> <p>6.2 Ensure privacy of client's consultation card/form</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>6.9 Post body thermal therapy consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques.</p> <p>6.10 Next service appointment details explained.</p> <p>6.11 Client's next service appointment set and confirmed.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Upkeep body thermal therapy work area.	7.1 Tools and equipment storage procedure. 7.2 Product and materials replenishment/ replacement procedure.	7.1 Clean tools and equipment. 7.2 Store tools and equipment. 7.3 Carry out product and materials replenishment/ replacement procedure. 7.4 Update stock inventory. 7.5 Dispose salon waste.	<u>ATTITUDE</u> 7.1 Meticulous and thorough in up-keeping work area. 7.2 Resourceful in locating keeping areas/store. 7.3 Systematic and well organized in carrying out up keeping of body thermal therapy work area. 7.4 Complied with time management.  <u>SAFETY</u> 7.1 Use Personal Protective Equipment at all times. 7.2 Adhere to safety rules and regulations at all times.  <u>ENVIRONMENT</u> Not Available	7.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 7.2 Product, tools, equipment, materials storage procedure explained. 7.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 7.4 Product and materials replenishment/ replacement procedure explained. 7.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 7.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 7.7 Salon waste disposed in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. Body Treatments and Dietetics for the Beauty Therapist (Student Edition). ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition). London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; Pathology A to Z: A Handbook for Massage Therapist (Third Edition). ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition). ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. Anatomy and Physiology for Dummies (2nd Edition). Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. Anatomy and Physiology for the Manual Therapies (1 har/pas). Wiley Publishing
- 8 Susan Cressy. For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. Body Therapy & Facial Work (3rd Edition). Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.



### 15.3. Manual Body Massage

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Manual Body Massage		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to apply skills of the anatomy and physiology of the body, five (5) classical massage movements, effective rhythm, rate pressure, continuity of hand movement and proper body mechanics as per client's requirements followed in the salon at all times.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Carry out manual body massage consultation.</li> <li>2. Prepare manual body massage work area.</li> <li>3. Prepare client for manual body massage.</li> <li>4. Carry out manual body massage.</li> <li>5. Carry out post manual body massage advice.</li> <li>6. Upkeep manual body massage work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-3:2020-C01 Body Consultation.		
CU CODE	S960-002-3:2020-C03	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out manual body massage	1.1 Manual body massage contraindications:	1.1 Record client's personal profile. 1.2 Check client's contraindications.	<u>ATTITUDE</u> 1.1 Honest in recording client's feedback.	1.1 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
consultation.	<ul style="list-style-type: none"> <li>• general (allergic to product, ingredients, food).</li> <li>• medical condition.</li> </ul> 1.2 Manual body massage client consultation findings.	1.3 Identify client's manual body massage requirements. 1.4 Record manual body massage consultation findings. 1.5 Obtain client's informed consent and signature.	1.2 Sensitive to client's concern when providing advice. 1.3 Confidentiality in handling client's report.  <u>SAFETY</u> 1.1 Ensure the Privacy and Confidentiality client's consultation record.  <u>ENVIRONMENT</u> 1.1 Manual body massage area conducive.	1.2 Manual body massage contraindications explained. 1.3 Client's contraindications checked in accordance with salon procedures and techniques. 1.4 Client's manual body massage requirements determined in accordance with salon procedures and techniques. 1.5 Manual body massage client consultation findings explained. 1.6 Manual body massage consultation findings updated and recorded in body thermal therapy consultation card/form in accordance with salon procedures and techniques. 1.7 Client's informed consent and signature obtained.
2. Prepare manual body massage work area.	2.1 Manual body massage tools (body robe, stationery, body consultation card/form, body couch, trolley).	2.1 Prepare tools, equipment and materials for manual body massage. 2.2 Check equipment functionality and safety.	<u>ATTITUDE</u> 2.1 Meticulous in preparing tools, equipment and materials.	2.1 Manual body massage tools explained. 2.2 Manual body massage equipment explained. 2.3 Manual body massage materials types explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>2.2 Manual body massage materials (protective couch cover, disposable shower cap, disposable slippers, disposable under garments, tissue papers, surgical spirit, hand sanitiser, cotton wool).</p> <p>2.3 Functionality of manual body massage tools and equipment</p> <p>2.4 Usage of manual body massage tools and equipment.</p>	<p>2.3 Select tools and equipment cleaning method.</p> <p>2.4 Clean tools and equipment.</p> <p>2.5 Organise tools, equipment, materials and products.</p>	<p>2.2 Responsible in ensuring functionality of tools, equipment</p> <p><u>SAFETY</u></p> <p>2.1 Comply with local authority safety standard.</p> <p><u>ENVIRONMENT</u></p> <p>2.1 Ensure surrounding is conducive.</p> <p>2.2 Ensure room quiet and clean.</p> <p>2.3 Ensure good lighting</p>	<p>2.4 Functionality of manual body massage tools and equipment explained.</p> <p>2.5 Usage of manual body massage tools and equipment explained.</p> <p>2.6 Tools, equipment and materials for manual body massage set in accordance with salon requirements.</p> <p>2.7 Safety precaution applied in accordance with salon safety requirements.</p> <p>2.8 Equipment functionality tested and confirmed in safe working condition.</p> <p>2.9 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>2.10 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>2.11 Tools, equipment and materials arranged in accordance with client's requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Prepare client for manual body massage.	<p>3.1 Tools and materials for client preparation:</p> <ul style="list-style-type: none"> <li>• type of tools (body robe, towels management and slippers).</li> <li>• types of materials (shower cap, surgical spirit /hand sanitiser, disposable bras and panties).</li> </ul> <p>3.2 Client preparation procedures.</p>	<p>3.1 Prepare tools and materials for client preparation.</p> <p>3.2 Usher client to change into service attire.</p> <p>3.3 Keep client's personal belongings.</p> <p>3.4 Sanitise client's feet.</p> <p>3.5 Position client on the manual body massage couch/area.</p> <p>3.6 Cover client's body.</p> <p>3.7 Drape client's hair.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Meticulous and thorough in checking client consultation details</p> <p>3.2 Ensure clarity of client requirements</p> <p>3.3 Caring and alert to client discomfort.</p> <p>3.4 Handle client politely</p> <p>3.5 Adhere to customer relationship guidelines, codes of ethics</p> <p>3.6 Attentive to client requirements</p> <p><u>SAFETY</u></p> <p>3.1 Comply with local authority safety standard.</p> <p>3.2 Ensure client's personal belongings safely kept</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Manual body massage area conducive.</p>	<p>3.1 Tools and materials for client preparation explained.</p> <p>3.2 Client preparation procedures explained.</p> <p>3.3 PPE used in accordance with salon requirements.</p> <p>3.4 Tools and materials for client prepared in accordance with salon requirements.</p> <p>3.5 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p> <p>3.6 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>3.7 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>3.8 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>3.9 Client's body covered in accordance with salon's towels management.</p> <p>3.10 Client's hair draped in accordance with salon service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out manual body massage.	4.1 Manual body massage purpose (manipulate the soft tissue of the body). 4.2 Manual body massage procedures. 4.3 Types of medium body massage (oil, cream, lotion, gel). 4.4 Types and effects of massage movements: <ul style="list-style-type: none"> <li>• Effleurage.</li> <li>• Petrissage.</li> <li>• Friction.</li> <li>• Vibration.</li> <li>• Tapotement.</li> </ul> 4.5 Manual body massage flow (rhythm, pressure, continuity,	4.1 Select body massage medium. 4.2 Massage client's body. 4.3 Attend to client's response. 4.4 Monitor client's response throughout manual body massage. 4.5 Remove massage medium. 4.6 Usher client to change into own attire. 4.7 Return client's personal belongings. 4.8 Record manual body massage result.	<u>ATTITUDE</u> 4.1 Adhere to work procedure method and technique consistently. 4.2 Modesty of client protected at all times. 4.3 Maintain personal posture at all times. 4.4 Client's reaction attended to. 4.5 Ensure time management 4.6 Adhere to manual massage flow  <u>SAFETY</u> 4.1 Comply with local authority safety standard.  <u>ENVIRONMENT</u> 4.1 Manual body massage area conducive.	4.1 Manual body massage purpose explained. 4.2 Manual body massage procedures explained. 4.3 Types of medium body massage explained. 4.4 Body massage medium selected in accordance with salon requirements. 4.5 Types and effects of massage movements explained. 4.6 Manual body massage flow explained. 4.7 Client's body massaged using 5 classical massage movement and massage flow in accordance with salon requirements. 4.8 Client response explained. 4.9 Client's response attended to and monitored throughout manual body massage throughout body thermal therapy services in accordance with salon procedures and techniques. 4.10 Massage medium removed in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>speed, duration of massage).</p> <p>4.6 Client response.</p>			<p>4.11 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>4.12 Client's personal belongings returned in with salon requirements.</p> <p>4.13 Manual body massage result recorded in body consultation card/form in accordance with salon procedures and techniques.</p>
<p>5. Carry out post manual body massage advice.</p>	<p>5.1 Client feedback.</p> <p>5.2 Manual body massage after care advice.</p> <p>5.3 Manual body massage home care advice.</p> <p>5.4 Client consultation record:</p> <ul style="list-style-type: none"> <li>• client feedback.</li> <li>• tools and product used.</li> <li>• updating contra-actions and</li> </ul>	<p>5.1 Obtain client's feedback.</p> <p>5.2 Provide manual body massage after care advice.</p> <p>5.3 Recommend home care advice and product.</p> <p>5.4 Record post manual body massage therapy consultation.</p> <p>5.5 Schedule next service appointment.</p>	<p><u>ATTITUDE</u></p> <p>5.1 Honest in recording client's feedback.</p> <p>5.2 Sensitive to client's concern when providing advice.</p> <p>5.3 Confidentiality in handling client's report.</p> <p><u>SAFETY</u></p> <p>5.1 Ensure private and confidential consultation records.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>5.1 Client feedback explained.</p> <p>5.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques.</p> <p>5.3 Manual body massage after care advice explained.</p> <p>5.4 Manual body massage after care advice delivered to client in accordance with salon procedures and techniques.</p> <p>5.5 Manual body massage home care and product advice explained.</p> <p>5.6 Home care product advised and recommended to client in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	remedial action. 5.5 Client consultation card/form storing techniques: <ul style="list-style-type: none"> <li>• manual.</li> <li>• electronic.</li> </ul> 5.6 Next service appointment details.			5.7 Client consultation record explained. 5.8 Client consultation card/form storing techniques explained. 5.9 Post manual body massage consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques. 5.10 Next service appointment details explained. 5.11 Client's next service appointment set and confirmed.
6. Upkeep manual body massage work area.	6.1 Tools and equipment storage procedures. 6.2 Product and materials replenishment/ replacement procedure.	6.1 Clean tools and equipment. 6.2 Store tools and equipment. 6.3 Carry out product and materials replenishment/ replacement procedure. 6.4 Update stock inventory. 6.5 Dispose salon waste.	<u>ATTITUDE</u> 6.1 Meticulous and thorough in up-keeping work area. 6.2 Complied with time management.  <u>SAFETY</u> 6.1 Use Personal Protective equipment at all times 6.2 Adhere to safety rules and regulations at all times.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Product, tools, equipment, materials storage procedure explained. 6.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 6.4 Product and materials replenishment/ replacement procedure explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<u>ENVIRONMENT</u> Not Available	6.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 6.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.7 Salon waste disposed in accordance with local authority requirements.



## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. Body Treatments and Dietetics for the Beauty Therapist (Student Edition). ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition). London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; Pathology A to Z: A Handbook for Massage Therapist (Third Edition). ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition). ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. Anatomy and Physiology for Dummies (2nd Edition). Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. Anatomy and Physiology for the Manual Therapies (1 har/pas). Wiley Publishing
- 8 Susan Cressy. For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. Body Therapy & Facial Work (3rd Edition). Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.

**15.4. Body Electrotherapy**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Body Electrotherapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to tone muscles, improve body contour, lymphatic &amp; blood circulation, reduce fat &amp; cellulite, relax and tone client's body, brighten body &amp; skin and firm muscle fibres.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare body electrotherapy work area.</li> <li>2. Prepare client for body electrotherapy services.</li> <li>3. Carry out body faradic electrotherapy service.</li> <li>4. Carry out body galvanic electrotherapy service.</li> <li>5. Carry out body vacuum suction electrotherapy service.</li> <li>6. Carry out body mechanical massage electrotherapy service.</li> <li>7. Carry out body high frequencies electrotherapy services.</li> <li>8. Carry out micro-current electrotherapy service.</li> <li>9. Carry out post body electrotherapy advice.</li> <li>10. Upkeep body electrotherapy work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-3:2020-C01 Body Consultation.		
CU CODE	S960-002-3:2020-C04	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare body	1.1 Body electrotherapy	1.1 Prepare tools, equipment and	<u>ATTITUDE</u>	1.1 Body electrotherapy tools explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
electrotherapy work area.	<p>tools (Checklist –couch cover, timer/ clock, towels/ linens, bowls and body sponges).</p> <p>1.2 Body electrotherapy equipment (Faradic /electrical muscle stimulation (EMS), galvanic, Vacuum suction, mechanical massage, gyratory massage, high frequencies, micro-current).</p> <p>1.3 Body electrotherapy materials (Checklist- Surgical spirit/hand</p>	<p>materials for body electrotherapy.</p> <p>1.2 Check equipment functionality and safety.</p> <p>1.3 Select tools and equipment cleaning method.</p> <p>1.4 Clean tools and equipment.</p> <p>1.5 Organise tools, equipment, materials and products.</p>	<p>1.1 Resourceful in locating service areas and obtaining tools, equipment and materials.</p> <p>1.2 Adhere to services preparation and procedure.</p> <p><u>SAFETY</u></p> <p>1.1 Comply with local authority safety standard.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Ensure work area is quiet, good ventilation and clean.</p> <p>1.2 Ensure surrounding is conducive.</p>	<p>1.2 Body electrotherapy equipment explained.</p> <p>1.3 Body electrotherapy materials explained.</p> <p>1.4 Functionality of Body electrotherapy tools and equipment explained.</p> <p>1.5 Usage of body electrotherapy tools and equipment explained.</p> <p>1.6 Tools, equipment and materials for body electrotherapy set in accordance with salon requirements.</p> <p>1.7 Safety precaution applied in accordance with salon safety requirements.</p> <p>1.8 Equipment functionality tested and confirmed in safe working condition.</p> <p>1.9 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>1.10 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>1.11 Tools, equipment and materials arranged in accordance with client’s requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	sanitiser, disposable shower cap, tissue, cotton and body thermal therapy products). 1.4 Functionality of body electrotherapy tools and equipment. 1.5 Usage of body electrotherapy tools and equipment.			
2. Prepare client for body electrother apy services.	2.1 Tools and materials for client preparation: <ul style="list-style-type: none"> <li>• type of tools                (body robe,                towels                management                and                slippers).</li> <li>• types of                materials                (shower cap,</li> </ul>	2.1 Prepare tools and materials for client preparation. 2.2 Usher client to change into service attire. 2.3 Keep client's personal belongings. 2.4 Sanitise client's feet. 2.5 Position client on the body electrotherapy couch/area. 2.6 Cover client's body.	<u>ATTITUDE</u> 2.1 Modesty of client protected. 2.2 Ensure client's privacy. 2.3 Respecting personal boundaries. 2.4 Adhere to customer relationship guidelines and codes of ethics. 2.5 Good time management.	2.1 Tools and materials for client preparation explained. 2.2 Client preparation procedures explained. 2.3 PPE used in accordance with salon requirements. 2.4 Tools and materials for client prepared in accordance with salon requirements. 2.5 Client ushered to designated area and changed in service attire in accordance with salon service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>surgical spirit /hand sanitiser, disposable bras and panties).</p> <p>2.2 Client preparation procedures</p> <ul style="list-style-type: none"> <li>• Location for changing (treatment room, makeup room)</li> <li>• Types of attire (Gown, Robe, Towels)</li> <li>• Methods of Safe keeping client's belongings</li> <li>• Protect Modesty of client.</li> </ul>	2.7 Drape client's hair.	<p><u>SAFETY</u></p> <p>2.1 Adhere to hygiene and safety practices.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>2.6 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>2.7 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>2.8 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>2.9 Client's body covered in accordance with salon's towels management.</p> <p>2.10 Client's hair draped in accordance with salon service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out body faradic electrotherapy service.	<p>3.1 Functionality of body faradic:</p> <ul style="list-style-type: none"> <li>• Low frequency, direct current of between 10 and 120 Hz.</li> <li>• Frequency control</li> <li>• Surge control</li> <li>• Relaxation control</li> <li>• Phase control (biphasic or monophasic pulse)</li> </ul> <p>3.2 Effects and benefits of faradic treatment:</p> <ul style="list-style-type: none"> <li>• Muscle tone enhancement</li> <li>• Skin elasticity improvement</li> </ul>	<p>3.1 Obtain body consultation card/form.</p> <p>3.2 Apply electrical current employed in body faradic electrotherapy/ electrical muscle stimulation (EMS) service.</p> <p>3.3 Perform tactile and thermal tests on client.</p> <p>3.4 Check precautions during body faradic electrotherapy service.</p> <p>3.5 Perform body faradic electrotherapy.</p> <p>3.6 Monitor client's reaction throughout body faradic electrotherapy service.</p> <p>3.7 Attend to client's response.</p> <p>3.8 Remove faradic pads and residual products from client's body.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Adhere to pre-procedures and techniques.</p> <p>3.2 Protect client's modesty.</p> <p>3.3 Good time management.</p> <p><u>SAFETY</u></p> <p>3.1 Avoid touching equipment with wet hands.</p> <p>3.2 Wear Personal Protection Equipment (PPE) when required.</p> <p>3.3 Follow safety precautions during body faradic electrotherapy service.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>3.1 Functionality of body faradic explained.</p> <p>3.2 Effects and benefits of faradic treatment described.</p> <p>3.3 Body consultation card/form obtained and interpreted in accordance with salon requirements.</p> <p>3.4 Electrical current employed in body faradic electrotherapy/EMS in accordance with salon requirements.</p> <p>3.5 Tactile and thermal tested on client in accordance with salon requirement.</p> <p>3.6 Body faradic electrotherapy service precautions of explained.</p> <p>3.7 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>3.8 Body faradic electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• body's metabolism increasing</li> <li>• Sensory nerve stimulation</li> <li>• Motor nerves stimulation</li> <li>• Blood circulation increasing</li> <li>• lymphatic circulation improvement</li> </ul> <p>3.3 Reasons for muscle contraction:</p> <ul style="list-style-type: none"> <li>• Greasy skin</li> <li>• The selected intensity is too low</li> <li>• Insufficient medium or saline solution on the electrodes</li> </ul>	<p>3.9 Usher client to change into own attire.</p> <p>3.10 Return client's personal belongings.</p> <p>3.11 Record body faradic electrotherapy service result.</p>		<p>3.9 Reasons for muscle contraction explained.</p> <p>3.10 Client's response monitored and attended to in accordance with salon requirements.</p> <p>3.11 Faradic medium explained.</p> <p>3.12 Padding layout technique explained.</p> <p>3.13 Considerations to take into account when deciding on the padding technique explained.</p> <p>3.14 Faradic paddings and residual products removed from client's body in accordance with salon requirements.</p> <p>3.15 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>3.16 Client's personal belongings returned in accordance with salon requirements.</p> <p>3.17 Body faradic electrotherapy service result recorded in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Electrode pads are dirty</li> <li>• Incorrect positioning of the electrodes</li> <li>• Loose leads in the terminals</li> <li>• Poor contact between the electrode pads and the skin</li> <li>• Too much adipose tissue in the area</li> </ul> <p>3.4 Faradic medium (saline water/ conducting gel)</p> <p>3.5 Padding layout technique:</p> <ul style="list-style-type: none"> <li>• Longitudinal padding</li> <li>• Split padding</li> </ul>			



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Dual or duplicate padding</li> </ul> <p>3.6 Considerations to take into account when deciding on the padding technique:</p> <ul style="list-style-type: none"> <li>• The areas of the body being treated</li> <li>• the number of pads available</li> <li>• The shape or size of the muscle</li> <li>• Size of the body</li> <li>• Manufacturer's instructions</li> <li>• Weaker muscle</li> <li>• The phase control being used</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.7 Body faradic electrotherapy service precautions (equipment and electrode in good working condition).			
4. Carry out body galvanic electrotherapy service.	<p>4.1 Functionality of body galvanic equipment:</p> <ul style="list-style-type: none"> <li>• Iontophoresis - enhances penetration of water-soluble product</li> <li>• Body Galvanism – dampen sponge envelope</li> </ul> <p>4.2 Galvanism medium (saline water/ conductive gel).</p> <p>4.3 Effects and benefits of body</p>	<p>4.1 Obtain body consultation card/form.</p> <p>4.2 Apply electrical current employed in body galvanic electrotherapy service.</p> <p>4.3 Perform tactile and thermal tests on client.</p> <p>4.4 Check precautions during body galvanic electrotherapy service.</p> <p>4.5 Perform body galvanic electrotherapy service.</p> <p>4.6 Monitor client’s reaction throughout</p>	<p><u>ATTITUDE</u></p> <p>4.1 Adhere to pre-procedures and techniques.</p> <p>4.2 Protect client’s modesty.</p> <p>4.3 Good time management.</p> <p><u>SAFETY</u></p> <p>4.1 Avoid touching equipment with wet hands.</p> <p>4.2 Wear Personal Protection Equipment (PPE) when required.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>4.1 Functionality of body galvanic equipment explained.</p> <p>4.2 Galvanism medium explained.</p> <p>4.3 Effects and benefits of body galvanic electrotherapy explained.</p> <p>4.4 Body consultation card/form obtained and interpreted in accordance with salon requirements.</p> <p>4.5 Electrical current employed in body galvanic electrotherapy service in accordance with salon requirements.</p> <p>4.6 Tactile and thermal tested on client in accordance with salon requirement.</p> <p>4.7 Effects of different polarity explained.</p> <p>4.8 Body galvanic electrotherapy service precautions explained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	galvanic electrotherapy: <ul style="list-style-type: none"> <li>• Improvement of the blood circulation</li> <li>• Improvement of the lymphatic circulation</li> <li>• Introduces the specific benefits of the anti-cellulite product when using iontophoresis</li> <li>• Improvement of the appearance of cellulite.</li> <li>• sluggish or sallow skin stimulation</li> </ul> 4.4 Effects of different polarity.	body electrotherapy service. <ul style="list-style-type: none"> <li>4.7 Attend to client's response.</li> <li>4.8 Remove galvanic paddings and residual products from client's body.</li> <li>4.9 Usher client to change into own attire.</li> <li>4.10 Return client's personal belongings.</li> <li>4.11 Record body galvanic electrotherapy service result.</li> </ul>		4.9 Causes of galvanic burn explained. 4.10 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements. 4.11 Body galvanic electrotherapy performed based on manufacturer's instructions on procedures and techniques. 4.12 Client's response attended to and monitored in accordance with salon requirements. 4.13 Galvanic paddings and residual products removed from client's body in accordance with salon requirements. 4.14 Client ushered and changed into own attire in accordance with salon requirements. 4.15 Client's personal belongings returned in accordance with salon requirements. 4.16 Body galvanic electrotherapy service result recorded in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.5 Body galvanic electrotherapy service precautions (equipment and electrode in good working condition).</p> <p>4.6 Causes of galvanic burn (over production of acid or alkali)</p>			
<p>5. Carry out body vacuum suction electrotherapy service.</p>	<p>5.1 Effects and benefits of body vacuum suction electrotherapy:</p> <ul style="list-style-type: none"> <li>• areas of cellulite improvement and reduction</li> <li>• blood circulation improvement</li> <li>• lymphatic circulation improvement</li> </ul>	<p>5.1 Obtain body consultation card/form.</p> <p>5.2 Apply electrical current employed in body vacuum suction electrotherapy service.</p> <p>5.3 Perform tactile and thermal tests on client.</p> <p>5.4 Check precautions during body vacuum suction electrotherapy service.</p>	<p><u>ATTITUDE</u></p> <p>5.1 Adhere to pre-procedures and techniques.</p> <p>5.2 Protect client's modesty.</p> <p>5.3 Good time management.</p> <p><u>SAFETY</u></p> <p>5.1 Avoid touching equipment with wet hands.</p> <p>5.2 Wear Personal Protection Equipment (PPE) when required.</p>	<p>5.1 Effects and benefits of body vacuum suction electrotherapy explained.</p> <p>5.2 Methods of vacuum suction application explained.</p> <p>5.3 Vacuum suction medium explained.</p> <p>5.4 Body consultation card/form obtained and interpreted in accordance with salon requirements.</p> <p>5.5 Electrical current employed in body vacuum suction electrotherapy in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• areas of fluid retention or oedema (non-systemic) reduction</li> <li>• appearance and condition of the skin improvement</li> </ul> <p>5.2 Methods of vacuum suction application:</p> <ul style="list-style-type: none"> <li>• Gliding</li> <li>• pulsating</li> </ul> <p>5.3 Vacuum suction medium (mineral oil/ vacuum suction oil).</p> <p>5.4 Body vacuum suction electrotherapy service precautions.</p>	<p>5.5 Perform body vacuum suction electrotherapy.</p> <p>5.6 Attend to client's response.</p> <p>5.7 Monitor client's reaction throughout body electrotherapy service.</p> <p>5.8 Remove vacuum suction ventouse and residual products from client's body.</p> <p>5.9 Usher client to change into own attire.</p> <p>5.10 Return client's personal belongings.</p> <p>5.11 Record body vacuum suction electrotherapy service result.</p>	<p><u>ENVIRONMENT</u> Not Available</p>	<p>5.6 Tactile and thermal tested on client in accordance with salon requirement.</p> <p>5.7 Body vacuum suction electrotherapy service precautions explained.</p> <p>5.8 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>5.9 Body vacuum suction electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>5.10 Client's response attended to and monitored in accordance with salon requirements.</p> <p>5.11 Vacuum suction ventouse and residual products removed from client's body in accordance with salon requirements.</p> <p>5.12 Client ushered and changed into own attire in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				5.13 Client's personal belongings returned in accordance with salon requirements. 5.14 Body vacuum suction electrotherapy service result recorded in accordance with salon requirements.
6. Carry out body mechanical massage electrotherapy service.	6.1 Purpose of mechanical massage: <ul style="list-style-type: none"> <li>• skin tone improvement</li> <li>• muscular tension, aches and pains relief</li> <li>• circulation blood improvement</li> <li>• metabolic rate increasing</li> </ul> 6.2 Functionality of body mechanical/gyratory massage equipment and accessories.	6.1 Obtain body consultation card/form. 6.2 Apply electrical current employed in body mechanical/gyratory massage electrotherapy service. 6.3 Perform tactile and thermal tests on client. 6.4 Check precautions during body mechanical/gyratory massage electrotherapy service. 6.5 Perform body mechanical/gyratory	<u>ATTITUDE</u> 6.1 Adhere to pre-procedures and techniques. 6.2 Protect client's modesty. 6.3 Good time management.  <u>SAFETY</u> 6.1 Avoid touching equipment with wet hands. 6.2 Wear Personal Protection Equipment (PPE) when required.  <u>ENVIRONMENT</u> Not Available	6.1 Purpose of mechanical massage explained. 6.2 Functionality of body mechanical/gyratory massage equipment and accessories explained. 6.3 Mechanical massager medium explained. 6.4 Mechanical massager applicator explained. 6.5 Body consultation card/form obtained and interpreted in accordance with salon requirements. 6.6 Electrical current employed in body mechanical/gyratory massage in accordance with salon requirements. 6.7 Tactile and thermal tested on client in accordance with salon requirement.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>6.3 Mechanical massager medium (talc).</p> <p>6.4 Mechanical massager applicator:</p> <ul style="list-style-type: none"> <li>• Round sponge</li> <li>• Curved sponge</li> <li>• Heavy pronged head</li> <li>• Football head</li> <li>• Light house applicator</li> <li>• Pin cushion applicator</li> </ul> <p>6.5 Body mechanical/ gyratory massage electrotherapy service precautions.</p>	<p>massage electrotherapy.</p> <p>6.6 Attend to client's response.</p> <p>6.7 Monitor client's reaction throughout body electrotherapy service.</p> <p>6.8 Remove mechanical/ gyratory massage applicators and residual product from client's body.</p> <p>6.9 Usher client to change into own attire.</p> <p>6.10 Return client's personal belongings.</p> <p>6.11 Record body mechanical/ gyratory massage electrotherapy service result.</p>		<p>6.8 Body mechanical/ gyratory massage electrotherapy service precautions explained.</p> <p>6.9 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.</p> <p>6.10 Body mechanical massage electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>6.11 Client's response attended to and monitored in accordance with salon requirements.</p> <p>6.12 Mechanical/ gyratory massage applicators and residual products removed from client's body in accordance with salon requirements.</p> <p>6.13 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>6.14 Client's personal belongings returned in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				6.15 Body mechanical/ gyratory massage electrotherapy service result recorded in accordance with salon requirements.
7. Carry out body high frequencies electrotherapy services.	<p>7.1 Functionality of body high frequency equipment and accessories:</p> <ul style="list-style-type: none"> <li>• Mushroom electrode</li> <li>• Flattened dome electrode</li> <li>• Horseshoe electrode</li> <li>• Fulgurator</li> <li>• Saturator Glass (for indirect high frequency)</li> </ul> <p>7.2 Body high frequency electrotherapy medium (talc or oxygenated cream).</p>	<p>7.1 Obtain body consultation card/form.</p> <p>7.2 Apply electrical current employed in body high frequency electrotherapy service.</p> <p>7.3 Perform tactile and thermal tests on client.</p> <p>7.4 Check precautions during body high frequency electrotherapy service.</p> <p>7.5 Perform body high frequency electrotherapy.</p> <p>7.6 Attend to client's response.</p> <p>7.7 Monitor client's reaction throughout body electrotherapy service.</p>	<p><u>ATTITUDE</u></p> <p>7.1 Adhere to pre-procedures and techniques.</p> <p>7.2 Protect client's modesty.</p> <p>7.3 Good time management.</p> <p><u>SAFETY</u></p> <p>7.1 Avoid touching equipment with wet hands.</p> <p>7.2 Wear Personal Protection Equipment (PPE) when required.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>7.1 Functionality of body high frequency equipment and accessories explained.</p> <p>7.2 Body high frequency electrotherapy medium explained.</p> <p>7.3 Body consultation card/form obtained and interpreted in accordance with salon requirements.</p> <p>7.4 Electrical current employed in body high frequency electrotherapy in accordance with salon requirements.</p> <p>7.5 Tactile and thermal tested on client in accordance with salon requirement.</p> <p>7.6 Body high frequency electrotherapy service precautions explained.</p> <p>7.7 Precautions of using equipment and electrode checked and confirmed in good working condition in</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>7.3 Body high frequency electrotherapy service precautions.</p>	<p>7.8 Remove high frequency electrodes and residual products from client's body upon completion.</p> <p>7.9 Usher client to change into own attire upon completion.</p> <p>7.10 Return client's personal belongings.</p> <p>7.11 Record body high frequency electrotherapy service result.</p>		<p>accordance with salon requirements.</p> <p>7.8 Body high frequency electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>7.9 Client's response attended to and monitored in accordance with salon requirements.</p> <p>7.10 High frequency electrodes and residual products removed from client's body in accordance with salon requirements.</p> <p>7.11 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>7.12 Client's personal belongings returned in accordance with salon requirements.</p> <p>7.13 Body high frequency electrotherapy service result recorded in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
8. Carry out micro-current electrotherapy service.	8.1 Principle of micro-current. 8.2 Purpose of micro-current: <ul style="list-style-type: none"> <li>• Improvement of appearance of cellulite</li> <li>• Improvement of scar tissue</li> <li>• Improvement of appearance of stretch marks</li> <li>• Improvement of muscle tone</li> </ul> 8.3 Micro-current electrotherapy medium (water soluble conductive gel). 8.4 Micro-current application method: <ul style="list-style-type: none"> <li>• Grab</li> <li>• Slide</li> </ul>	8.1 Obtain body consultation card/form. 8.2 Apply electrical current employed in body micro-current electrotherapy service. 8.3 Perform tactile and thermal tests on client. 8.4 Check precautions during body micro-current electrotherapy service. 8.5 Perform body micro-current electrotherapy. 8.6 Attend to client's response. 8.7 Monitor client's reaction throughout body electrotherapy service. 8.8 Remove body micro-current electrodes and residual products from client's body.	<u>ATTITUDE</u> 8.1 Adhere to pre-procedures and techniques. 8.2 Protect client's modesty. 8.3 Good time management.  <u>SAFETY</u> 8.1 Avoid touching equipment with wet hands. 8.2 Wear Personal Protection Equipment (PPE) when required.  <u>ENVIRONMENT</u> Not Available	8.1 Principle of micro-current explained. 8.2 Purpose of micro-current explained. 8.3 Micro-current electrotherapy medium explained. 8.4 Micro-current application method explained. 8.5 Effects of micro-current explained. 8.6 Body consultation card/form obtained and interpreted in accordance with salon requirements. 8.7 Electrical current employed in body micro-current electrotherapy in accordance with salon requirements. 8.8 Tactile and thermal tested on client in accordance with salon requirement. 8.9 Body micro-current electrotherapy service precautions explained. 8.10 Precautions of using equipment and electrode checked and confirmed in good working condition in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Probe</li> </ul> <p>8.2 Effects of micro-current:</p> <ul style="list-style-type: none"> <li>• Stimulation of cellular functioning of epidermal and dermal layers</li> <li>• Improvement of blood circulation (increases oxygen and nutrients to skin's cells)</li> <li>• Improvement of lymphatic circulation</li> <li>• Shortening of muscles and improvement in tone</li> </ul> <p>8.5 Body micro-current electrotherapy service precautions.</p>	<p>8.9 Usher client to change into own attire upon completion.</p> <p>8.10 Return client's personal belongings.</p> <p>8.11 Record body micro-current electrotherapy service result.</p>		<p>8.11 Body micro-current electrotherapy performed based on manufacturer's instructions on procedures and techniques.</p> <p>8.12 Client's response attended to and monitored in accordance with salon requirements.</p> <p>8.13 Micro-current electrodes and residual products removed from client's body in accordance with salon requirements.</p> <p>8.14 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>8.15 Client's personal belongings returned in accordance with salon requirements.</p> <p>8.16 Body micro-current electrotherapy service result recorded in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
9. Carry out post body electrotherapy advice.	9.1 Client feedback. 9.2 Body electrotherapy after care advice. 9.3 Body electrotherapy home care advice 9.4 Client consultation record: <ul style="list-style-type: none"> <li>• client feedback.</li> <li>• tools and product used.</li> <li>• updating contra-actions and remedial action.</li> </ul> 9.5 Client consultation card/form storing techniques: <ul style="list-style-type: none"> <li>• manual.</li> </ul>	9.1 Obtain client's feedback 9.2 Provide body electrotherapy after care advice. 9.3 Recommend home care advice and product. 9.4 Record post body electrotherapy service advice. 9.5 Schedule next service appointment.	<u>ATTITUDE</u> 9.1 Honesty in recording client's feedback. 9.2 Apply effective communication skill. 9.3 Show sincerity and integrity in providing home care advice. 9.4 Clear and precise in providing homecare advice. 9.5 Thorough in completing client's consultation records. 9.6 Systematically stored client's consultation card. 9.7 Confidentiality of data stored.  <u>SAFETY</u> 9.1 Ensure private and confidential consultation records.  <u>ENVIRONMENT</u> Not Available	9.1 Client feedback explained. 9.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 9.3 Body electrotherapy after care advice explained. 9.4 Body electrotherapy after care advice delivered to client in accordance with salon procedures and techniques. 9.5 Body electrotherapy home care and product advice explained. 9.6 Home care product advised and recommended to client in accordance with salon requirements. 9.7 Client consultation record explained. 9.8 Client consultation card/form storing techniques explained. 9.9 Post body electrotherapy consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques. 9.10 Next service appointment details explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• electronic.</li> </ul> 9.6 Next service appointment details.			9.11 Client's next service appointment set and confirmed.
10. Upkeep body electrotherapy work area.	10.1 Tools and equipment storage procedures. 10.2 Product and materials replenishment/replacement procedure.	10.1 Clean tools and equipment. 10.2 Store tools and equipment. 10.3 Carry out product and materials replenishment/replacement procedure. 10.4 Update stock inventory. 10.5 Dispose salon waste.	<u>ATTITUDE</u> 10.1 Meticulous and thorough in up-keeping work area. 10.2 Resourceful in locating keeping areas/store. 10.3 Good time management.  <u>SAFETY</u> 10.1 Use Personal Protective Equipment (PPE) when required. 10.2 Adhere to safety rules and regulations.  <u>ENVIRONMENT</u> Not Available	10.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 10.2 Product, tools, equipment, materials storage procedure explained. 10.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 10.4 Product and materials replenishment/ replacement procedure explained. 10.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 10.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 10.7 Salon waste disposed in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. Body Treatments and Dietetics for the Beauty Therapist (Student Edition). ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition). London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; Pathology A to Z: A Handbook for Massage Therapist (Third Edition). ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition). ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. Anatomy and Physiology for Dummies (2nd Edition). Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. Anatomy and Physiology for the Manual Therapies (1 har/pas). Wiley Publishing
- 8 Susan Cressy. For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. Body Therapy & Facial Work (3rd Edition). Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.

**15.5. Body Wrap Therapy**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Body Wrap Therapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to rejuvenate, tone, moisturise, refine and enhance body areas in accordance with client's requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Carry out body wrap work area preparation.</li> <li>2. Carry out client consultation body wrap therapy.</li> <li>3. Carry out pre-procedure body wrap therapy.</li> <li>4. Carry out body wrap therapy.</li> <li>5. Carry out post body wrap therapy advice.</li> <li>6. Upkeep body wrap therapy work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-3:2020-C01 Body Consultation.		
CU CODE	S960-002-3:2020-C05	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out body wrap work area preparation.	1.1 Body wrap tools types. 1.2 Body wrap equipment types. 1.3 Body wrap work materials types.	1.1 Prepare tools, equipment and materials for manual body massage. 1.2 Check equipment functionality and safety.	<u>ATTITUDE</u> 1.1 Resourceful in interpreting in hygiene and safety in carrying out body wrap therapy preparation.	1.1 Body wrap tools types explained. 1.2 Body wrap massage equipment types explained. 1.3 Body wrap massage materials types explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.4 Body wrap products types.</p> <ul style="list-style-type: none"> <li>• Body cleanser (foaming, non-foaming, cream, gel)</li> <li>• Body scrub / exfoliator (granules, non-granules, enzyme, powder)</li> <li>• Body wrap medium (Cold/warm solution, cold/warm gel, cold/warm cream, Body lotion gel, cream, water-base)</li> </ul>	<p>1.3 Select tools and equipment cleaning method.</p> <p>1.4 Clean tools and equipment.</p> <p>1.5 Organise tools, equipment, materials and products.</p>	<p>1.2 Resourceful in locating work areas for the body wrap therapy.</p> <p>1.3 Resourceful in obtaining tools, equipment, materials and body wrap therapy products.</p> <p>1.4 Resourceful in utilizing Personal Protection Equipment (PPE) at all times.</p> <p>1.5 Systematic in organizing work area for body wrap therapy.</p> <p><u>SAFETY</u></p> <p>1.1 Adhere to safety rules and regulations.</p> <p>1.2 Ensure floors are not wet and slippery to avoid slips and falls.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Body wrap therapy work area is free from odour.</p>	<p>1.4 Body wrap products types explained.</p> <p>1.5 Functionality of body wrap tools and equipment explained.</p> <p>1.6 Usage of body wrap tools and equipment explained.</p> <p>1.7 Tools, equipment and materials for body wrap set in accordance with salon requirements.</p> <p>1.8 Safety precaution applied in accordance with salon safety requirements.</p> <p>1.9 Equipment functionality tested and confirmed in safe working condition.</p> <p>1.10 Tools and equipment cleaning method determined in accordance with salon requirements.</p> <p>1.11 Tools and equipment cleaned and sterilised in accordance with salon requirements.</p> <p>1.12 Tools, equipment and materials arranged in accordance with client's requirements.</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Carry out client consultation on body wrap therapy.	2.1 Contraindications related to body wrap therapy. 2.2 Body wrap therapy consultation findings <ul style="list-style-type: none"> <li>• Client's health conditions</li> <li>• Fat percentage</li> <li>• Cellulites</li> <li>• Water retention</li> <li>• BMI (Body Mass Index)</li> <li>• LMI (Lean Meat Index) Weight (Weight chart, Ideal weight calculation)</li> <li>• Body physics measurement taken.</li> </ul>	2.1 Record client's personal profile. 2.2 Check client's contraindications. 2.3 Identify client's manual body massage requirements. 2.4 Record manual body massage consultation findings. 2.5 Obtain client's informed consent and signature.	<u>ATTITUDE</u> 2.1 Meticulous and thorough in checking client consultation details. 2.2 Ensure clarity of client requirements. 2.3 Keep client's consultation details 'Private & Confidential'. 2.4 Confidence achievement of client's treatment program objective during consultation. 2.5 Respect personal boundaries when consulting client.  <u>SAFETY</u> 2.1 Ensure private and confidential consultation records. 2.2 Wear Personal Protection Equipment (PPE) during physical examination when applicable.	2.1 Client's profile details (name, gender, age, occupation, contact numbers, address, medical history, lifestyle and affordability) recorded in the client's consultation card/form in accordance with Data Protection Act. 2.2 Client's concerns (stress, joints stiffness, benefits, diets and nutrition) explained. 2.3 Client's body figure measurement and weight taken, package plan, products, charges/fees, mode of payment, referrals listed and explained in accordance with body wrap therapy requirements. 2.4 Client's consent (body wrap therapy program, charges/fees, mode of payment, acknowledgement, therapist's name) listed and clarified. 2.5 Anatomy & physiology of the body interpreted. 2.6 Body systems (lymphatic system, digestive system, respiratory system, vascular

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<u>ENVIRONMENT</u> Not Available	<p>system, immune system, muscular system, skeletal system, endocrine system, urinary system) listed and explained.</p> <p>2.7 Types of contraindications (allergies, ailments, medications) listed, explained and recorded.</p> <p>2.8 Body wrap therapy consultation findings of client's health conditions, Fat percentage, types of fats, cellulites, water-retention, BMI (Body Mass Index), LMI (Lean Meat Index) weight, ideal weight calculation and body figure measurement interpreted and recorded.</p> <p>2.9 Cautions/Precautions, products recommendation after the body wrap therapy explained in accordance with salon requirements.</p> <p>2.10 Client's queries (visits frequencies of body wrap therapy, charges/fees, discounts, how body wrap therapy works, contra-actions</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>and safeties of the body wrap therapy replied.</p> <p>2.11 Client's consultation card/form, client's consent form, acknowledgement of body wrap therapy rendered and Therapist's acknowledgement acquired and completed in the record.</p>
<p>3. Carry out pre-procedure body wrap therapy.</p>	<p>3.1 Client preparation</p> <ul style="list-style-type: none"> <li>• Location for changing (treatment room, makeup room)</li> <li>• Types of attire (Gown, Robe, Kimono, Towels)</li> <li>• Methods of Safe keeping client's belongings</li> </ul>	<p>3.1 Prepare client for body wrap therapy</p> <p>3.2 Select cleansing methods.</p> <p>3.3 Prepare cleansing methods.</p> <p>3.4 Perform client's body cleansing.</p> <p>3.5 Perform client's body deep cleansing.</p> <p>3.6 Remove products' residue from client's body.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Meticulous in selecting the cleansing methods for body wrap therapy.</p> <p>3.2 Adhere to pre-procedures preparations requirements.</p> <p>3.3 Protect client's modesty at all times.</p> <p>3.4 Ensure good time management of the body wrap therapy process.</p> <p><u>SAFETY</u></p>	<p>3.1 Client preparation explained.</p> <p>3.2 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p> <p>3.3 Client's personal belongings safely stored in accordance with salon requirements.</p> <p>3.4 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>3.5 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>3.6 Client's body covered in accordance with salon's towels management.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Protect Modesty of client.</li> <li>• Methods of keeping client's attire (Use hangers, Fold neatly).</li> </ul> <p>3.2 Cleansing methods</p> <ul style="list-style-type: none"> <li>• dry brush</li> <li>• wet cleansing (sponging, shower)</li> </ul> <p>3.3 Exfoliating methods (Scrub/exfoliate, Steam room, Sauna)</p> <p>3.4 Methods of removing products residue from client's body.</p> <ul style="list-style-type: none"> <li>• Shower.</li> <li>• sponging.</li> </ul>		<p>3.1 Avoid touching electrical equipment if your hands are wet.</p> <p>3.2 Wear Personal Protection Equipment (PPE) when applicable.</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>3.7 Client's hair draped in accordance with salon service requirements.</p> <p>3.8 Cleansing methods explained.</p> <p>3.9 Exfoliating methods explained.</p> <p>3.10 Cleansing methods and body wrap therapy products determined and prepared in accordance with client's body type and condition.</p> <p>3.11 Body cleansing and deep cleansing performed in accordance with methods selected.</p> <p>3.12 Methods of removing products residue from client's body explained.</p> <p>3.13 Products residue removed from client's body in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out body wrap therapy.	4.1 Methods of body wraps <ul style="list-style-type: none"> <li>• Cold</li> <li>• Warm</li> <li>• Herbal</li> <li>• Mud</li> </ul> 4.2 Manufacturer's instructions on procedures and techniques           4.3 Body wrap therapy procedure and techniques <ul style="list-style-type: none"> <li>• Methods of wrapping.</li> <li>• Duration of the wrap.</li> </ul> 4.4 Client's response (cold, hot, tight, Tingling, Prickling, Itchy)           4.5 Methods of products residual removal <ul style="list-style-type: none"> <li>• Shower</li> <li>• Sponging</li> <li>• Compress</li> </ul>	4.1 Select client's body wrap method.           4.2 Perform body wrap therapy.           4.3 Attend to client's response.           4.4 Remove residual products from client's body           4.5 Usher client to change into own attire.           4.6 Return clients' personal belongings.           4.7 Record body wrap therapy service result.	<u>ATTITUDE</u> 4.1 Adhere to work procedure, method and technique consistently.           4.2 Attentive to client response.           4.3 Modesty of client protected at all times.           4.4 Empathy in handling client's need at all times.           4.5 Focused on performing body wrap therapy on client.           4.6 Attend adverse reaction/abnormalities of client immediately.           4.7 Clear and precise when returning client's belongings after body wrap therapy.           4.8 Ensure good time management of the body wrap therapy process.	4.1 Methods of body wraps therapy services explained.           4.2 Body wrap therapy procedure and techniques explained.           4.3 Methods of body wraps therapy determined in accordance with salon procedures and techniques.           4.4 Manufacturer's instructions on procedures and techniques explained.           4.5 Body wraps therapy performed based on manufacturer's instructions on procedures and techniques.           4.6 Client response explained.           4.7 Client's response attended to and monitored throughout body wrap therapy service throughout body wrap therapy services in accordance with salon procedures and techniques.           4.8 Methods of products residual removal explained.           4.9 Residual products removed from client's body upon completion.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Manufacturer's instructions.</li> </ul>		<p><u>SAFETY</u></p> <p>4.1 Always wash hands before and after touching client.</p> <p>4.2 Do not touch electrical when hands are wet.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>4.10 Client ushered and changed into own attire in accordance with salon requirements.</p> <p>4.11 Client's personal belongings returned in with salon requirements.</p> <p>4.12 Body wrap therapy service result recorded in body consultation card/form in accordance with salon procedures and techniques.</p>
<p>5. Carry out post body wrap therapy advice.</p>	<p>5.1 Client's feedback.</p> <p>5.2 After care advice.</p> <ul style="list-style-type: none"> <li>• Precautions.</li> <li>• Cautions.</li> <li>• Products.</li> <li>• Diet and nutrition.</li> <li>• Slimming attire.</li> </ul> <p>5.3 Home care product:</p> <ul style="list-style-type: none"> <li>• Cream</li> <li>• Lotion</li> <li>• Essence</li> </ul>	<p>5.1 Obtain client's feedback</p> <p>5.2 Provide body wrap therapy after care advice.</p> <p>5.3 Recommend home care advice and product.</p> <p>5.4 Record post body wrap therapy advice.</p> <p>5.5 Schedule next service appointment</p>	<p><u>ATTITUDE</u></p> <p>5.1 Honest in recording client feedback</p> <p>5.2 Effective communication skill</p> <p>5.3 Show sincerity and integrity in providing home care advice</p> <p><u>SAFETY</u></p> <p>Not Available</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>5.1 Client feedback explained.</p> <p>5.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques.</p> <p>5.3 Body wrap therapy after care advice explained.</p> <p>5.4 Body wrap therapy after care advice delivered to client in accordance with salon procedures and techniques.</p> <p>5.5 Body wrap therapy home care and product advice explained.</p> <p>5.6 Home care product advised and recommended to client in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Ampoules</li> <li>• Complex</li> <li>• Sunblock</li> </ul> <p>5.4 Client consultation records</p> <ul style="list-style-type: none"> <li>• client feedback.</li> <li>• tools and product used.</li> <li>• updating contra-actions and remedial action</li> </ul> <p>5.5 Client consultation card/form storing techniques:</p> <ul style="list-style-type: none"> <li>• manual.</li> <li>• electronic.</li> </ul> <p>5.6 Next service appointment details.</p>			<p>5.7 Client consultation record explained.</p> <p>5.8 Client consultation card/form storing techniques explained.</p> <p>5.9 Post body wrap therapy consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques.</p> <p>5.10 Next service appointment details explained.</p> <p>5.11 Client's next service appointment set and confirmed</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6. Upkeep body wrap therapy work area.	6.1 Tools and equipment storage procedures. 6.2 Product and materials replenishment/ replacement procedure	6.1 Clean tools and equipment. 6.2 Store tools and equipment. 6.3 Carry out product and materials replenishment/ replacement procedure. 6.4 Update stock inventory. 6.5 Dispose salon waste	<u>ATTITUDE</u> 6.1 Meticulous and thorough in up keeping service area  <u>SAFETY</u> 6.1 Comply with health and hygiene regulations and requirements  <u>ENVIRONMENT</u> 6.1 Dispose waste in accordance with environmental protection guidelines 6.2 Ensure all water taps are turned off correctly and do not leak.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Product, tools, equipment, materials storage procedure explained. 6.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 6.4 Product and materials replenishment/ replacement procedure explained. 6.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 6.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.7 Salon waste disposed in accordance with local authority requirements.



## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. *Body Treatments and Dietetics for the Beauty Therapist (Student Edition)*. ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. *Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition)*. London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; *Pathology A to Z: A Handbook for Massage Therapist (Third Edition)*. ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. *Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition)*. ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. *Anatomy and Physiology for Dummies (2nd Edition)*. Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. *Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition)*. ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. *Anatomy and Physiology for the Manual Therapies (1 har/pas)*. Wiley Publishing
- 8 Susan Cressy. *For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File*, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. *Body Therapy & Facial Work (3rd Edition)*. Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.

**15.6. Salon Operational Supervision**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Salon Operational Supervision		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to monitor overhead expenses, carry out sales activities, maintain salon products inventory, handle salon administration, prepare work schedule, carry out in-house training and monitor safety &amp; hygiene in accordance with company requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Carry out salon cost saving practice.</li> <li>2. Carry out sale procedures.</li> <li>3. Maintain salon inventory.</li> <li>4. Handle salon administration.</li> <li>5. Prepare work schedule.</li> <li>6. Carry out in-house training.</li> <li>7. Monitor salon safety &amp; hygiene.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	<p>Must complete the following:</p> <ol style="list-style-type: none"> <li>1. S960-002-3:2020-C01 Body Consultation.</li> <li>2. S960-002-3:2020-C02 Body Thermal Therapy.</li> <li>3. S960-002-3:2020-C03 Manual Body Massage.</li> <li>4. S960-002-3:2020-C04 Body Electrotherapy.</li> <li>5. S960-002-3:2020-C05 Body Wrap Therapy.</li> </ol>		
CU CODE	S960-002-3:2020-C06	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out salon cost saving practice.	1.1 Product checklist: <ul style="list-style-type: none"> <li>• Procedure to obtain the checklist.</li> <li>• Types of products in the checklist.</li> <li>• Types of services.</li> </ul> 1.2 Product/ services costing: <ul style="list-style-type: none"> <li>• Menu</li> <li>• Flyers</li> <li>• Catalogues</li> <li>• Invoices</li> <li>• Salon expenses</li> </ul> 1.3 Products volume per usage: <ul style="list-style-type: none"> <li>• How much per usage per product</li> </ul> 1.4 Staffs workload:	1.1 Obtain products checklist. 1.2 Determine product/ services costing. 1.3 Determine amount of products volume per usage. 1.4 Determine workload. 1.5 Determine salon expenses 1.6 Prepare costing proposals. 1.7 Submit proposals for cost saving practices.	<u>ATTITUDE</u> 1.1 Possess analytical mind set and able to have bigger outlook on situation for cost saving. 1.2 Have forward thinking and big picture outlook on situations. 1.3 Analytical in analysing cost saving. 1.4 Meticulous in analysing company's financial capability and strategy.  <u>SAFETY</u> 1.1 Confidentiality of company's finance and business strategy.  <u>ENVIRONMENT</u> Not Available	1.1 Product checklist explained. 1.2 Product/ services costing explained. 1.3 Products volume per usage explained. 1.4 Staffs workload explained. 1.5 Salon expenses explained. 1.6 Costing proposals explained. 1.7 Procedures and techniques proposals submission explained. 1.8 Product checklist obtained in accordance with salon requirements. 1.9 Costing list of products and services obtained and checked. 1.10 Products and services costing (menu, flyers, catalogues, invoices, and salon expenses) determined in the checklist. 1.11 Usage of products volume determined and listed. 1.12 Staffs workload (number of staffs, unproductive hours, and frequent overtime) determined. 1.13 Daily salon expenses, petty cash, invoices, bills and staffs workload determined and listed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Number of staffs</li> <li>• Underworked (unproductive hours)</li> <li>• Overworked (frequent overtime hours)</li> </ul> <p>1.5 Salon expenses:</p> <ul style="list-style-type: none"> <li>• Petty cash</li> <li>• Daily expenses</li> </ul> <p>1.6 Costing proposals:</p> <ul style="list-style-type: none"> <li>• Daily salon expense.</li> <li>• Petty cash.</li> <li>• Invoices.</li> <li>• Bills.</li> <li>• Staffs workload.</li> </ul> <p>1.7 Procedures and techniques proposals submission.</p>			1.14 Proposals for salon expenses prepared in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Methods (Manual, Computer).</li> <li>• How often to submit (Daily, Weekly, Monthly).</li> </ul>			
2. Carry out sale procedures.	2.1 Sales procedures and techniques. 2.2 Products and services: <ul style="list-style-type: none"> <li>• Services.</li> <li>• Products.</li> </ul> 2.3 Client's requirements: <ul style="list-style-type: none"> <li>• Affordability</li> <li>• Types of services.</li> <li>• Types of products.</li> </ul> 2.4 Sales activities: <ul style="list-style-type: none"> <li>• Products/ services.</li> <li>• Modes of payment.</li> </ul>	2.1 Determine sale procedures and techniques. 2.2 Determine products and services available in the salon. 2.3 Determine client's requirements. 2.4 Execute sales activities. 2.5 Document sales activities. 2.6 Report sales activities outcome. 2.7 Submit sales report activities.	<u>ATTITUDE</u> 2.1 Resourceful in gathering information for sale procedures. 2.2 Customer centric in understanding customer needs and fulfilling requirements of clients. 2.3 Creative in customer centric. 2.4 Respect and good interpersonal skills with clients and team members. 2.5 Tactful in structuring communication statement keeping in mind sensitivity	2.1 Sales procedures and techniques explained. 2.2 Products and services explained. 2.3 Client's requirements explained. 2.4 Sales activities explained. 2.5 Sales documents explained. 2.6 Sales activities outcome explained. 2.7 Submission sales report procedures and techniques explained. 2.8 Sale procedures and techniques determined and followed in accordance to sales activities. 2.9 Products and services available in the salon determined and listed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Receipt.</li> <li>• Appointment booking.</li> </ul> <p>2.5 Sales documents</p> <ul style="list-style-type: none"> <li>• Products sold.</li> <li>• Works rendered.</li> <li>• Appointment book updated.</li> </ul> <p>2.6 Sales activities outcome:</p> <ul style="list-style-type: none"> <li>• Sellable products.</li> <li>• Most busy time and day in the salon.</li> <li>• Customers' turnout per day.</li> <li>• Total sales per day.</li> </ul> <p>2.7 Submission sales report procedures and techniques:</p>		<p>impact to customers for sales.</p> <p>2.6 Creative and far sighted in proposing improvement to the business activities.</p> <p>2.7 Honest and sincere in handling cash flow.</p> <p>2.8 Detailed precise in documenting sales transactions.</p> <p><u>SAFETY</u></p> <p>2.1 Adhere to company and legislative bodies in sales activities.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>2.10 Client's affordability, types of services and products determined and confirmed.</p> <p>2.11 Sales activities (products/services, mode of payment, receipts, and appointment bookings) executed in accordance with salon requirements.</p> <p>2.12 Products sold, services rendered, appointment book update documented in accordance with salon requirements.</p> <p>2.13 Sales activities outcome report (sellable products/services, most busy time and day, customers' turnout per day and total sales per day) recorded and submitted.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Methods (Manual, Computer).</li> <li>• How often to submit (Daily, Weekly, Monthly).</li> </ul>			
3. Maintain salon inventory.	3.1 Salon inventory checklist: <ul style="list-style-type: none"> <li>• List of retail products.</li> <li>• List of salon products.</li> <li>• List of services.</li> <li>• List of stationaries.</li> <li>• List of tools.</li> <li>• List of equipment.</li> <li>• List of materials. (consumable and non-consumable).</li> </ul>	3.1 Obtain salon inventory checklist. 3.2 Obtain inventory documents. 3.3 Check salon inventory. 3.4 Update salon inventory. 3.5 Prepare salon inventory report. 3.6 Submit salon inventory report.	<u>ATTITUDE</u> 3.1 Sincere and honest when checking stocks. 3.2 Follow Standard Operating Procedure when maintaining salon inventory. 3.3 Meticulous in recording salon stocks balance.  <u>SAFETY</u> 3.1 Products that have exceeded their shelf life and for disposal should be reported to superior for approval.  <u>ENVIRONMENT</u>	3.1 Inventory checklist (retail products, salon products, list of services, stationaries, tools, equipment, materials, and equipment maintenance dates listed and obtained). 3.2 Bills, invoices, purchases, stock cards, receipts, stock balance, credit notes, delivery notes, pro-forma invoices listed and obtained for documenting inventory. 3.3 Stock inventory checking using techniques of First-in-First-Out (FIFO), Last-in-Last-Out (LILO), stocks shelf-life, expiry date, stock control/check system (manual, computerized), physical stock check document, point-of-sale

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• List of equipment maintenance dates.</li> </ul> <p>3.2 Salon inventory documents:</p> <ul style="list-style-type: none"> <li>• Bills.</li> <li>• Invoices.</li> <li>• Purchases.</li> <li>• Stock card.</li> <li>• Receipts.</li> <li>• Stock balance.</li> <li>• Credit note.</li> <li>• Delivery note.</li> <li>• Pro-forma invoice.</li> </ul> <p>3.3 Salon inventory checking:</p> <ul style="list-style-type: none"> <li>• First-in-First-Out (FIFO).</li> <li>• Last-in-Last-Out (LILO).</li> <li>• Stocks shelf-life.</li> </ul>		Not Available	<p>systems and sales explained and performed at the time.</p> <p>3.4 Stock balance, variance, maximum and minimum holding levels explained and determined for salon inventory updating.</p> <p>3.5 Date of report, details of the person writing the report, inventory balance, sellable/non-sellable products/services, stock flow, stock variance and recommendations prepared.</p> <p>3.6 Procedures and techniques report &amp; submission explained.</p> <p>3.7 Salon inventory report written and submitted in accordance with salon requirements.</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>3.4 Expiry date salon inventory (stock control/ check system).</p> <p>3.5 Manual &amp; computerized stock control/ check system:</p> <ul style="list-style-type: none"> <li>• Physical stock check</li> <li>• Point-of-sale systems</li> </ul> <p>3.6 Salon inventory updating:</p> <ul style="list-style-type: none"> <li>• Balance.</li> <li>• Variance.</li> <li>• Maximum and minimum holding levels.</li> </ul> <p>3.7 Inventory report:</p> <ul style="list-style-type: none"> <li>• Date of report.</li> <li>• Details of the person</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>writing the report.</p> <ul style="list-style-type: none"> <li>• Inventory balance.</li> <li>• Sellable/ non-sellable products/ works.</li> <li>• Stock flow.</li> <li>• Stock variance.</li> <li>• Recommendations.</li> </ul> <p>3.8 Procedures and techniques report &amp; submission:</p> <ul style="list-style-type: none"> <li>• Methods (Manual, Computer).</li> <li>• How often to submit (Daily, Weekly, Monthly, Yearly).</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Handle salon administration.	4.1 Staffs' records contents: <ul style="list-style-type: none"> <li>• Staff's contract</li> <li>• Punctuality</li> <li>• Attendance</li> <li>• Staff's Sales activities</li> <li>• Number of clients attended</li> <li>• Number of sales made.</li> </ul> 4.2 Clients' feedback methods: <ul style="list-style-type: none"> <li>• Feedback form</li> <li>• Questionnaire</li> <li>• Email</li> <li>• Face to face</li> <li>• Clients' response.</li> <li>• Clients' request, enquiries.</li> </ul>	4.1 Monitor staffs' attendance and activity. 4.2 Analyse clients' feedback. 4.3 Attend to staffs' grievances. 4.4 Prepare salon administration report. 4.5 File salon documents. 4.6 Store salon documents after use.	<u>ATTITUDE</u> 4.1 Respect and good interpersonal skills with team members. 4.2 Able to lead, delegate and empower staffs to deliver common objectives. 4.3 Tactful in structuring communication statement keeping in mind sensitivity impact to staffs. 4.4 Innovative and proactive in carrying out administrative functions/duties.  <u>SAFETY</u> Not Available  <u>ENVIRONMENT</u> Not Available	4.1 Staffs' contract, punctuality, attendance, staff's sales activities, number of clients attended and number of sales made explained and recorded. 4.2 Client's feedback form, questionnaire, email, face to face, clients' response, clients' request and enquiries listed and analysed in accordance salon procedures and techniques. 4.3 Staffs' grievances listed and attended to in accordance with salon requirements. 4.4 Salon administration report (date of report, details of person writing the report, staffs performance of the day, number of clients' visits, work/products proposal, and recommendations) for improvement prepared, documented and submitted in accordance with salon procedures and techniques. 4.5 Salon administration report contents explained. 4.6 Filing and storing salon documents explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.3 Types of Staffs' grievances. <ul style="list-style-type: none"> <li>• Clients' feedback.</li> <li>• Salary.</li> <li>• Working hours.</li> <li>• Work rotation.</li> <li>• Trainings.</li> <li>• Facilities.</li> <li>• Commissions.</li> <li>• Overtime</li> <li>• Leaves (Medical leave, Annual leave, Emergency leave, Unrecorded leave, Pregnancy and maternity leave).</li> </ul>			4.7 Clients' consultation card/form, appointment book, discipline/grievance book, staffs' leave forms compiled, filed and stored.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.4 Salon documents for filing and storing:</p> <ul style="list-style-type: none"> <li>• Clients' consultation card/form.</li> <li>• Appointment book.</li> <li>• Discipline/grievance book.</li> <li>• Staffs' leave forms.</li> </ul> <p>4.5 Salon administration report contents:</p> <ul style="list-style-type: none"> <li>• Date of report.</li> <li>• Details of person writing the report.</li> <li>• Staffs performance of the day.</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Number of clients' visits.</li> <li>• Work/ products proposal.</li> <li>• Recommendations for improvement</li> </ul>			
5. Prepare work schedule.	<p>5.1 Methods of obtaining staff's schedule formatting.</p> <ul style="list-style-type: none"> <li>• Manual.</li> <li>• Computerised.</li> </ul> <p>5.2 Staffs' duties allocation requirements:</p> <ul style="list-style-type: none"> <li>• Staff's contract of employment.</li> <li>• Staffs' job description.</li> <li>• Number of staffs in the salon.</li> </ul>	<p>5.1 Obtain staff schedule format.</p> <p>5.2 Allocate staff duties.</p> <p>5.3 Prepare staff schedule.</p>	<p><u>ATTITUDE</u></p> <p>5.1 Meticulous in preparing work schedule.</p> <p>5.2 Impartial in allocating works.</p> <p>5.3 Rational in setting work date and hours.</p> <p>5.4 Possess analytical mind set and able to have bigger outlook on situation.</p> <p>5.5 Systematic and well organized in scheduling work allocation.</p> <p>5.6 Non-judgemental on staffs' performance when allocating duties.</p>	<p>5.1 Methods of obtaining staff's schedule formatting explained.</p> <p>5.2 Staffs' duties allocation requirements explained.</p> <p>5.3 Staff scheduling requirements explained.</p> <p>5.4 Staffs' schedule format obtained (manual &amp; computer) in accordance with salon procedures and techniques.</p> <p>5.5 Using staff's contract of employment, job description, number of staffs in the salon, works available in the salon, business hours of the salon, staffs' working hours regulations and staff's duties information, staffs allocation drafted in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Works available in the salon.</li> <li>• Business hours of the salon.</li> <li>• Staffs number of working hours as per salon regulations.</li> </ul> <p>5.3 Staff scheduling requirements</p> <ul style="list-style-type: none"> <li>• Staff's duties.</li> <li>• Staff's responsibilities.</li> <li>• Working hours per day / per week as per salon regulations.</li> <li>• Gazetted Public holidays.</li> </ul>		<p>5.7 Impartial in assigning job schedule.</p> <p>5.8 Equal opportunities complied when scheduling staffs.</p> <p><u>SAFETY</u> Not Available</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>5.6 Information of staffs' duties, responsibilities, rest hours, working hours, public holidays and rest days determined and listed and staffs' schedule prepared.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Rest days.</li> <li>• Weekly / monthly schedule.</li> </ul>			
6. Carry out in-house training.	<p>6.1 Types of training</p> <ul style="list-style-type: none"> <li>• upskilling,</li> <li>• retraining,</li> <li>• general training,</li> <li>• discipline training)</li> </ul> <p>6.2 Procedure and techniques to obtain conduct in-house training</p> <ul style="list-style-type: none"> <li>• requisition form</li> <li>• manual</li> <li>• computer</li> </ul> <p>6.3 Staffs' requirement/ criteria for the training</p> <ul style="list-style-type: none"> <li>• new staffs,</li> </ul>	<p>6.1 Select type of training.</p> <p>6.2 Obtain company procedure and techniques to conduct in-house training.</p> <p>6.3 Determine staff training requirements.</p> <p>6.4 Prepare training requirements.</p> <p>6.5 Conduct staffs training.</p> <p>6.6 Collect staffs' training feedback.</p> <p>6.7 Record staff trainings activities.</p> <p>6.8 Update staffs' training activities.</p>	<p><u>ATTITUDE</u></p> <p>6.1 Objective results driven in conducting training programme.</p> <p>6.2 Systematic and organize in preparing for the training.</p> <p>6.3 Ensure good time management in the training.</p> <p>6.4 Focussed on the topics of the training.</p> <p>6.5 Clear and precise in providing the training objectives.</p> <p><u>SAFETY</u> Not Available</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>6.1 Types of training (new staff training, new product training, new work training, sales and promotion training) and staffs' requirement/ criteria for training listed and determined for in-house training sessions.</p> <p>6.2 Company procedure and techniques to conduct in-house training explained and obtained in accordance with salon requirements.</p> <p>6.3 Training/ delivery methods, audio visuals/ video, materials, facilities and equipment explained and prepared for in-house training.</p> <p>6.4 Delivery methodology explained and determined.</p> <p>6.5 Retraining, up skilling, discipline, new staff training, efficiency training and general</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• new products,</li> <li>• new tasks,</li> <li>• up skilling,</li> <li>• retraining,</li> <li>• discipline,</li> <li>• number of years employed in the salon.</li> </ul> <p>6.4 Tools, equipment and materials for the training:</p> <ul style="list-style-type: none"> <li>• Audio video/ visual.</li> <li>• Facilities (tables, chairs, room, stationery).</li> <li>• White board.</li> <li>• Computer.</li> <li>• Flip-board.</li> <li>• Venue.</li> <li>• Date.</li> <li>• Agenda.</li> <li>• Notes.</li> </ul>			<p>training explained, confirmed and carried out.</p> <p>6.6 Training feedback (questionnaire, feedback forms, face to face, email, telephone, letters, short message work) explained, collected and reported.</p> <p>6.7 Procedures and techniques of recording and updating staffs' training activities explained.</p> <p>6.8 Staffs' trainings activities recorded and updated in accordance with salon procedures and techniques.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Feedback form.</li> <li>6.5 Training/ delivery methods               <ul style="list-style-type: none"> <li>• Demonstration</li> <li>• lecture</li> <li>• hands-on</li> <li>• role play</li> <li>• simulation</li> <li>• projects</li> <li>• questionnaire</li> <li>• assessments</li> <li>• web-based training method</li> <li>• multimedia-based training</li> <li>• online training</li> <li>• face to face training</li> <li>• distance learning</li> </ul> </li> <li>6.6 Training feedback.</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Questionnaire</li> <li>• Feedback forms</li> <li>• Face to face</li> <li>• Email</li> <li>• Telephone</li> <li>• Letters</li> <li>• Short message work</li> <li>• Staffs' trainings activities record.</li> </ul> <p>6.7 Procedures and techniques of recording and updating staffs' training activities.</p>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6 Monitor salon safety & hygiene.	<p>7.1 Methods of obtaining risk assessment checklist/form.</p> <ul style="list-style-type: none"> <li>• Manual</li> <li>• Computerised</li> </ul> <p>7.2 Areas (locations) of risks.</p> <ul style="list-style-type: none"> <li>• Salon Work area (treatment room, changing room, shower room, rest room, reception)</li> <li>• Waste area, (types of waste, biodegradable, non-biodegradable, waste disposal methods,</li> </ul>	<p>7.1 Obtain risk assessment checklist and form.</p> <p>7.2 Identify area (location) of risks.</p> <p>7.3 Check risk area (location) for safety.</p> <p>7.4 Inspect areas (situation) for risk assessment.</p> <p>7.5 Record risks findings.</p> <p>7.6 Submit risks findings.</p>	<p><u>ATTITUDE</u></p> <p>7.1 Adhere to hygiene at all times.</p> <p>7.2 Adhere to safety precautions when disposing waste materials.</p> <p>7.3 Meticulous in segregating waste materials.</p> <p>7.4 Always comply with environmental rule and regulations on waste disposal.</p> <p>7.5 Ergonomics applied during handling to avoid injuries.</p> <p>7.6 Systematic and well organized in checking for risks.</p> <p><u>SAFETY</u></p> <p>7.1 Use personal protective equipment at all times.</p> <p>7.2 Wash and sanitise hands thoroughly.</p> <p><u>ENVIRONMENT</u></p>	<p>7.1 Methods of obtaining risk assessment checklist explained.</p> <p>7.2 Risk assessment checklist and form obtained.</p> <p>7.3 Work area, machines used, hygiene (waste management, pest control), for areas (locations) of risks listed and identified.</p> <p>7.4 Risk assessment form/report explained.</p> <p>7.5 Risk areas (location) for safety confirmed using risk assessment form/report.</p> <p>7.6 Situations of risks (hazards, accidents, near misses, dangerous occurrences, ill-health and complaints by staffs) listed, confirmed and followed by enforcement action.</p> <p>7.7 Contents in the record risks findings explained.</p> <p>7.8 Risks findings and action to be taken to handle the risks determined and listed for trouble shooting in accordance with salon requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Pests control system (Types of pests: ants, termites, worms, cockroaches, insects, rats).</li> <li>• Methods of pest control (insecticides, chemical, fumigation, professional companies).</li> <li>• Scheduled (daily, weekly, monthly, half yearly, annually).</li> </ul> <p>7.3 Risk assessment form/report (spreadsheet/ word process/ presentation).</p>		7.1 Waste disposal rules and regulations by the authority.	7.9 Risks findings recorded and submitted in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>7.4 Areas (situation) for risk assessment</p> <ul style="list-style-type: none"> <li>• hazards,</li> <li>• accidents,</li> <li>• near misses,</li> <li>• dangerous occurrences,</li> <li>• ill-health,</li> <li>• complaints by staffs,</li> </ul> <p>7.5 Contents in the record risks findings.</p> <ul style="list-style-type: none"> <li>• Regularity visits to areas for risks findings (Hourly, Daily, Weekly, Monthly)</li> <li>• Areas of risks (hazards, accidents, near missed, dangerous)</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"><li>• Action to be taken to handle the risks (Trouble shoot)</li><li>• Date and time of findings.</li><li>• Details of person reporting the risks.</li></ul>			

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Drucker, Peter F. 1974. Management: Tasks, Responsibilities, Practice. New York, NY: Harper & Row. Pp. 864. ISBN 0060110929
- 2 Charles McConnel. 2011. The Effective Health Care Supervisor, Jones & Bartlett publishers, ISBN: 9781449604714
- 3 Dr. Joseph Eby Ruin. 2011. Managing People and Business (Second Edition) Comprehensive Guide Series. Leeds Publications. ISBN: 9789833794645.
- 4 The Commissioner of Law Revision, Malaysia. Under The Authority of the Revision of Laws Act 1968 In Collaboration with Percetakan Nasional Malaysia Bhd. The Employment Act 1955 (Malaysia).
- 5 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN: 9781-1-4080-1928-3.
- 6 Guidelines for Beauty Industry. 2013. Ministry of Domestic Trade, Co-operative and Consumerism.
- 7 Guidelines on the Safe and Hygienic Practice of Skin Penetration September 2004. Department of Health. Available from <http://www.health.sa.gov.au/pehs/environ-health-index.htm>.
- 8 Occupational Safety and Health Act (OSHA), 1994 (Act 514). Department of Occupational Health and Safety (DOSH), Ministry of Human Resources.
- 9 Law of Malaysia Act 709. Personal Data Protection Act 2010. 16 Jun 2010.
- 10 Sales of Goods Act 1957. The Commissioner of Law Revision, Malaysia



**15.7. Salon Sales and Promotional Activities**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Salon Sales and Promotional Activities		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to obtain commercial promotional budget, identify client's needs and requirements, identify periodical sales and promotional activities, carry out periodical sales and promotional activities and prepare sales &amp; promotional report.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Obtain commercial promotional budget.</li> <li>2. Identify clients' needs &amp; requirements.</li> <li>3. Carry out periodical sales and promotional activities.</li> <li>4. Prepare sales &amp; promotional report.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	<p>Must complete the following:</p> <ol style="list-style-type: none"> <li>1. S960-002-3:2020-C01 Body Consultation.</li> <li>2. S960-002-3:2020-C02 Body Thermal Therapy.</li> <li>3. S960-002-3:2020-C03 Manual Body Massage.</li> <li>4. S960-002-3:2020-C04 Body Electrotherapy.</li> <li>5. S960-002-3:2020-C05 Body Wrap Therapy.</li> </ol>		
CU CODE	S960-002-3:2020-C07	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Obtain commercial	1.1 Procedure and techniques for obtaining	1.1 Determine staffs for sales & promotional activities.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in obtaining	1.1 Procedure and techniques for obtaining commercial promotional budget explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
promotional budget.	commercial promotional budget. 1.2 Staffs required for sales & promotional activities (Number of staffs) 1.3 Number of days 1.4 Materials for sales & promotional activities: <ul style="list-style-type: none"> <li>• Banners.</li> <li>• Website.</li> <li>• Venue.</li> <li>• Samples.</li> <li>• Starter kits.</li> </ul> 1.5 Modes of sales & promotion: <ul style="list-style-type: none"> <li>• Vouchers (birthday, anniversary, discounts etc.).</li> </ul>	1.2 Determine materials for sales & promotional activities 1.3 Determine modes of sales & promotion. 1.4 Determine commercial promotional budget.	the promotional budget. 1.2 Follow procedures and techniques in obtaining the promotional budget. 1.3 Clear and precise of the promotion criteria. 1.4 Analytical in analysing the promotion activities.  <u>SAFETY</u> Not Available  <u>ENVIRONMENT</u> Not Available	1.2 Number of staffs and number of days for sales and promotional activities explained and determined. 1.3 Banners, website, venue, samples and starter kits for sales and promotional activities listed and determined. 1.4 Modes of sales & promotion explained. 1.5 Vouchers and redemption/reward purchase determined in accordance with salon procedures and techniques. 1.6 Flyers, catalogues, leaflets, number of staffs, materials and modes of sales & promotions listed and determined for commercial promotional budget.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Redemption/ reward purchase.</li> </ul> <p>1.6 Items budget for commercial promotional:</p> <ul style="list-style-type: none"> <li>• flyers, catalogues, leaflets.</li> <li>• number of staffs for sales &amp; promotional activities.</li> <li>• materials for sales &amp; promotional activities.</li> <li>• modes of sales &amp; promotion.</li> </ul>			
2. Identify clients' needs & requirements.	2.1 Clients' needs & requirements <ul style="list-style-type: none"> <li>• Market trend influences.</li> </ul>	2.1 Determine market trend (influences). 2.2 Determine demography statistics.	<u>ATTITUDE</u> 2.1 Ensure clarity of promotion program. 2.2 Precise in explaining the promotion to client.	2.1 Clients' needs and requirements explained. 2.2 Market-trend influences determined for clients' needs and requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>2.2 Demography statistics:</p> <ul style="list-style-type: none"> <li>• Population.</li> <li>• Age.</li> <li>• Genders.</li> </ul> <p>2.3 Analysing client's purchasing power and pattern:</p> <ul style="list-style-type: none"> <li>• Occupational statistics.</li> <li>• On-line.</li> <li>• Off-line.</li> <li>• Delivery mode/ method (by post, self-collection).</li> <li>• Clients' frequency of salon visits.</li> </ul> <p>2.4 Clients' needs &amp; requirements findings.</p>	<p>2.3 Determine client's purchase power and pattern.</p> <p>2.4 Record clients' needs &amp; requirements findings.</p>	<p>2.3 Respect and good interpersonal skills to communicate with clients.</p> <p>2.4 Creative and far sighted in proposing promotion to clients.</p> <p><u>SAFETY</u> Not Available</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>2.3 Population, age and genders for demography statistics explained and determined to identify client's needs and requirements.</p> <p>2.4 Occupational statistics, on-line, off-line, delivery mode/ method (by post, self-collection) and clients' frequency of salon visits listed and determined client's purchase power and pattern of buying.</p> <p>2.5 Findings of client's requirements and needs explained and recorded in accordance with salon procedures and techniques.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out periodical sales and promotional activities.	3.1 Dates for sales and promotional activities: <ul style="list-style-type: none"> <li>• Seasonal</li> <li>• Festivals</li> <li>• Anniversary</li> <li>• Birthdays</li> </ul> 3.2 Products/ services for sales & promotional activities.           3.3 Festive seasonal promotions: <ul style="list-style-type: none"> <li>• New year</li> <li>• Christmas</li> <li>• Hari Raya</li> <li>• Deepavali</li> <li>• Mothers' Day</li> <li>• Fathers' Day</li> </ul> 3.4 Periodical sales and promotional activities report: <ul style="list-style-type: none"> <li>• Date</li> </ul>	3.1 Determine dates for sales and promotional activities. 3.2 Determine products/ services for sales & promotional activities. 3.3 Determine festive seasonal promotions 3.4 Determine periodical sales and promotional activities. 3.5 Analyse periodical sales and promotional activities requirements. 3.6 Execute periodical sales and promotional activities. 3.7 Report periodical sales and promotional activities. 3.8 Submit activities report.	<u>ATTITUDE</u> 3.1 Meticulous and thorough in identifying sales and promotional activities. 3.2 Have forward thinking and big picture outlook on situations. 3.3 Creative and far sighted in proposing improvement to the activities. 3.4 Analytical in analysing the dates for sales and promotional activities. 3.5 Proactive in executing services and product sales activities. 3.6 Detailed and precise in recording sales performance.  <u>SAFETY</u>	3.1 Seasonal, festivals, anniversary and birthdays activities explained and determined for dates of sales and promotional activities. 3.2 Products/services for sales and promotional activities explained and determined for periodical sales and promotional activities. 3.3 Festive seasonal promotions listed and determined. 3.4 Duration and products/services for promotions obtained and identified. 3.5 Periodical sales and promotional activities report explained. 3.6 Date activities, products/ services, and seasonal promotions for sales and promotional activities reported in accordance with salon procedures and techniques. 3.7 Duration of promotions, products/ services on promotions, flyers/ catalogues of the promotions and terms &

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Products/ services</li> <li>• Seasonal promotions</li> </ul> <p>3.5 Procedures and techniques in report submission.</p> <p>3.6 Procedures &amp; techniques of obtaining periodical sales</p> <ul style="list-style-type: none"> <li>• Manual</li> <li>• Computerised</li> </ul> <p>3.7 Information of the activities</p> <ul style="list-style-type: none"> <li>• Duration of promotions.</li> <li>• Products/ services on promotions.</li> <li>• Flyers, catalogues of the promotions.</li> <li>• Terms &amp; conditions</li> </ul>		<p>3.1 Adhere to company and legislative bodies' policies in periodical sales and promotions.</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>conditions of promotions carried out.</p> <p>3.8 Products/ services for promotion, types of activities (purchase upon purchase, buy one free one, discounts, off-pack or in-pack) and duration of the promotion for periodical sales and promotional activities analysed.</p> <p>3.9 Calls, email, social media, face-to-face, short message works and texts applied to execute periodical sales and promotional activities.</p> <p>3.10 Report submitted to superior in accordance with procedures and techniques of the salon.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p style="text-align: center;">of promotions.</p> <p>3.8 Periodical sales and promotional activities requirements analysis:</p> <ul style="list-style-type: none"> <li>• Types of activities (Purchase upon purchase, Buy one free one, Discounts, Off-pack or in-pack)</li> <li>• Duration of the promotion.</li> </ul> <p>3.9 Methods of exercising Periodical sales and promotional activities:</p> <ul style="list-style-type: none"> <li>• Calls.</li> <li>• Email.</li> </ul>			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Social media.</li> <li>• Face-to-face.</li> <li>• Short message works.</li> <li>• Texts.</li> </ul>			
4. Prepare sales & promotional report.	<p>4.1 Methods of gathering feedback:</p> <ul style="list-style-type: none"> <li>• Questionnaires.</li> <li>• Face-to-face interviews.</li> <li>• On-line chat.</li> <li>• Email.</li> </ul> <p>4.2 Methods of feedback analysis:</p> <ul style="list-style-type: none"> <li>• Techniques (Graph &amp; Chart).</li> <li>• Data (Clients' response to</li> </ul>	<p>4.1 Follow up sales &amp; promotional activities.</p> <p>4.2 Analyse clients' feedback.</p> <p>4.3 Record clients' feedback.</p> <p>4.4 Record public feedback.</p> <p>4.5 Propose feedback improvement.</p> <p>4.6 Submit sales &amp; promotional report.</p>	<p><u>ATTITUDE</u></p> <p>4.1 Systematic and organized in compiling the report.</p> <p>4.2 Detailed and precise in reporting sales status.</p> <p><u>SAFETY</u></p> <p>Not Available</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>4.1 Methods of gathering feedback explained.</p> <p>4.2 Methods of feedback analysis explained.</p> <p>4.3 Procedure and techniques of feedback recording explained.</p> <p>4.4 Feedback and response from public explained.</p> <p>4.5 Proposal feedback improvement procedure and techniques explained.</p> <p>4.6 Report submission procedure and techniques explained.</p> <p>4.7 Questionnaires, face-to-face interviews, on-line chat and email of clients' feedback gathered and sales and promotional activities followed-up.</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>the promotion, Number of clients' commitment to the sales).</p> <p>4.3 Procedure and techniques of feedback recording.</p> <p>4.4 Feedback and response from public.</p> <p>4.5 Proposal feedback improvement procedure and techniques.</p> <p>4.6 Report submission procedure and techniques.</p>			<p>4.8 Graph, chart and clients' data analysed for feedback of promotional activities.</p> <p>4.9 Clients' and public feedback recorded in accordance with salon requirements.</p> <p>4.10 Feedback improvement proposed and sales &amp; promotional report submitted in accordance with salon procedures and techniques.</p>

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Dowling, Grahme Robert. 2004. The Art and Science of Marketing. Oxford University Press. P. 266. ISBN 0199269610.
- 2 Malhotra, Naresha K. 2002. Basic Marketing Research: A Decision-Marking Approach, Upper Saddle River, NJ: Prentice Hall, ISBN 0133768562.
- 3 Dr Joseph Eby Ruin. 2011. Managing People and Business (Second Edition) (Comprehensive Guide Series). Leeds Publications. ISBN: 9789833794645.
- 4 Dr. Khaliq Ahmad. 1994. Effective Business Management. ISBN 9839839128.

**15.8. Bust Firming Therapy**

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Aesthetic Services		
COMPETENCY UNIT TITLE	Bust Firming Therapy		
LEARNING OUTCOMES	<p>The learning outcomes of this competency unit are the trainees enable to firm (lift, enlarge, contour, firm) the area from the shoulder to below the bust line in accordance with client's requirement.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare bust firming therapy work area.</li> <li>2. Consult client for bust firming therapy.</li> <li>3. Prepare client for bust firming therapy.</li> <li>4. Cleanse client's bust area.</li> <li>5. Carry out bust firming massage.</li> <li>6. Carry out bust firming mask application.</li> <li>7. Carry out bust firming protective care.</li> <li>8. Carry out post bust firming therapy advice.</li> <li>9. Upkeep bust firming therapy work area.</li> </ol>		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-3:2020-E01	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare bust firming	1.1 Tools, equipment and materials for bust firming therapy:	1.1 Prepare bust firming therapy room/ cubicle.	<u>ATTITUDE</u> 1.1 Precise in selecting the tools, equipment	1.1 Tools, equipment and materials for bust firming therapy explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
therapy work area.	<ul style="list-style-type: none"> <li>• Measurement tape.</li> <li>• Nipple protector.</li> <li>• Standing mirror.</li> <li>• Bed/couch.</li> <li>• Stool.</li> <li>• Magnifying lamp.</li> <li>• Bust therapy sponges.</li> <li>• Disposable room slipper.</li> <li>• Gown.</li> <li>• Towels.</li> <li>• Vaporizer.</li> </ul> <p>1.2 Bust firming therapy products:</p> <ul style="list-style-type: none"> <li>• serum, essence, ampoules, gel, cream, oil,</li> <li>• cleansing products,</li> <li>• deep cleansing products,</li> </ul>	<p>1.2 Identify tools, equipment and materials for bust firming therapy.</p> <p>1.3 Arrange tools, equipment and materials in the flow for bust firming therapy.</p>	<p>and materials for bust firming therapy.</p> <p>1.2 Resourceful in locating the work area and arranging the tools, equipment and materials safely.</p> <p><u>SAFETY</u></p> <p>1.1 Adhere to safety rules and regulations when using the tools and equipment.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>1.2 Bust firming therapy products explained.</p> <p>1.3 Salon Personal Protective Equipment (PPE) explained.</p> <p>1.4 Bust firming therapy room/ cubicle availability confirmed and prepared.</p> <p>1.5 Bust firming therapy room/ cubicle disinfected and sanitised in accordance with safety and hygiene practices.</p> <p>1.6 Bust firming therapy room/ cubicle ventilated, lighting and temperature adjusted and ambience created to comply ergonomics requirements.</p> <p>1.7 Bust firming therapy bed/ couch, stools and trolley arranged in accordance with work requirement.</p> <p>1.8 Physical and chemicals sanitation and sterilization methods determined and carried out to sterilise and sanitize the room/ cubicle, tools and equipment in accordance with safety and hygiene practices.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• bust firming massage medium (oil/cream/lotion),</li> <li>• bust firming therapy masks (cream/gel/powder/paper),</li> <li>• bust firming protection care (moisturiser/serum/ampoules/cream).</li> </ul> <p>1.3 Salon Personal Protective Equipment (PPE):</p> <ul style="list-style-type: none"> <li>• Apron.</li> <li>• Disposable gloves.</li> <li>• Disposable Face mask.</li> </ul>			<p>1.9 Measurement tape, nipple protector, standing mirror, bed/couch, stool, magnifying lamp, bust therapy sponges, disposable room slipper, gown, towels and vaporizer identified and arranged in the flow for bust firming therapy.</p> <p>1.10 Bust firming therapy products identified and selected in accordance with work requirements.</p> <p>1.11 Salon PPE utilised in accordance with salon hygiene and safety requirements.</p>
2. Consult client for bust firming therapy.	2.1 Client's profile: <ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• Gender</li> <li>• Address</li> </ul>	2.1 Check client's profile. 2.2 Check contraindications.	<u>ATTITUDE</u> 2.1 Meticulous and thorough in checking client consultation details.	2.1 Client's profile details (name, gender, age, occupation, contact numbers, address, medical history, lifestyle and

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Contact number</li> <li>• Medical history</li> <li>• Medications</li> <li>• Requirements</li> <li>• Occupation</li> <li>• Lifestyle</li> <li>• Diet &amp; nutrition</li> </ul> <p>2.2 Anatomy &amp; physiology of the bust:</p> <ul style="list-style-type: none"> <li>• Structure of the breast (mammary gland, Adipose tissue, Lobule, Lactiferous duct, Duct opening, Nipple, Areola).</li> <li>• Body systems (Integumentary system, Circulatory system, Lymphatic system, Skeletal</li> </ul>	<p>2.3 Interpret client's bust firming therapy consultation findings.</p> <p>2.4 Explain bust firming therapy home care to client.</p> <p>2.5 Reply client's queries.</p> <p>2.6 Update client consultation card/form.</p>	<p>2.2 Ensure clarity of client requirements.</p> <p>2.3 Ensure privacy of client's profile.</p> <p>2.4 Time management in consultation complied.</p> <p><u>SAFETY</u> Not Available</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>affordability) described, confirmed and recorded.</p> <p>2.2 Anatomy &amp; physiology of the bust explained.</p> <p>2.3 Function of the bust (Biological role) explained.</p> <p>2.4 Types of contraindications for bust firming therapy explained.</p> <p>2.5 Client's contraindications confirmed in accordance with salon requirements.</p> <p>2.6 Bust firming therapy consultation findings explained.</p> <p>2.7 Finding of client's bust condition, lifestyle, diet, brassier size and shape, bust measurement and referrals clinical (if required) recorded and interpreted in accordance with salon procedures and techniques.</p> <p>2.8 Bust firming therapy home care explained to client in accordance with salon requirements.</p> <p>2.9 Client queries explained.</p> <p>2.10 Client consultation record explained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>system, Muscular system, Nervous system).</p> <p>2.3 Function of the bust (Biological role).</p> <p>2.4 Types of contraindications for bust firming therapy</p> <ul style="list-style-type: none"> <li>• Sore bust,</li> <li>• Lactation,</li> <li>• Swollen bust,</li> <li>• Sensitive bust,</li> <li>• Past Operations).</li> </ul> <p>2.5 Bust firming therapy consultation findings:</p> <ul style="list-style-type: none"> <li>• Condition of the bust (Sagging, Droopy, Small, Large, Wide).</li> </ul>			<p>2.11 Client's queries replied in accordance with salon requirements.</p> <p>2.12 Treatment, products, works recommended and mode of payment consents from client acquired.</p> <p>2.13 Client's acknowledgement for consent to bust firming therapy acquired and client's consultation card updated in accordance with salon procedures and techniques.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Client's lifestyle.</li> <li>• Client's diet.</li> <li>• Client's brassier size and shape.</li> <li>• Measurement of the bust taken.</li> <li>• Referrals if required (Clinics, hospital, Doctors, Specialist, Professionals).</li> </ul> <p>2.6 Client queries:</p> <ul style="list-style-type: none"> <li>• Duration of the outcome.</li> <li>• Diet &amp; nutrition.</li> <li>• Fees.</li> <li>• Payment mode (Instalment, one-off payment, Cash, Credit card, Bank easy</li> </ul>			



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	payment, Cheque). 2.7 Client consultation record: <ul style="list-style-type: none"> <li>• Client consent (treatment recommended, products recommended, works recommended, mode of payment).</li> <li>• Client acknowledgement.</li> </ul>			
3. Prepare client for bust firming therapy.	3.1 Client requirement: <ul style="list-style-type: none"> <li>• Firming.</li> <li>• Lifting.</li> <li>• Contouring.</li> </ul> 3.2 Client handling technique.	3.1 Identify client's requirement for bust firming therapy. 3.2 Keep client's personal belongings. 3.3 Usher client to change into bust firming therapy salon attire. 3.4 Sanitise client's feet.	<u>ATTITUDE</u> 3.1 Modesty of client protected. 3.2 Client's privacy maintained at all times. 3.3 Respecting personal boundaries. 3.4 Adhere to customer relationship guidelines and codes of ethics.	3.1 Client requirement explained. 3.2 Client handling technique explained. 3.3 Client's firming, lifting and contouring bust therapy requirements identified. 3.4 Client's personal belongings safely stored in accordance with salon requirements. 3.5 Modesty and privacy of client assured and protected. 3.6 Types of attire (gown, robe, kimono and towels)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		<p>3.5 Position client on the couch/ treatment area.</p> <p>3.6 Cover client's body.</p> <p>3.7 Drape client's hair.</p>	<p>3.5 Comply with time management for preparation of client.</p> <p><u>SAFETY</u></p> <p>3.1 Adhere to hygiene and safety practices when in contact with client.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>determined for client in accordance with service requirements.</p> <p>3.7 Client ushered to designated area and changed in service attire in accordance with salon service requirements.</p> <p>3.8 Client's own attire folded and hung using hangers in accordance with salon service requirements.</p> <p>3.9 Client's feet sanitised in accordance with salon hygiene requirements.</p> <p>3.10 Client positioned on the couch/area in accordance with salon procedures and techniques.</p> <p>3.11 Client's body covered in accordance with salon's towels management.</p> <p>3.12 Client's hair draped in accordance with salon service requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Cleanse client's bust area.	4.1 Types of cleansing medium <ul style="list-style-type: none"> <li>• Foam,</li> <li>• Mousse,</li> <li>• Gel,</li> <li>• Cream,</li> <li>• Emulsion,</li> <li>• Oil base.</li> </ul> 4.2 Types of deep cleansing medium <ul style="list-style-type: none"> <li>• scrubs,</li> <li>• exfoliators,</li> <li>• vaporizer/ steam)</li> </ul> 4.3 Bust firming cleansing and deep cleansing sensation (grainy, watery, slimy).           4.4 Protection for client's nipples. <ul style="list-style-type: none"> <li>• Nipple protector</li> <li>• Pressure applied.</li> </ul> 4.5 Methods to dry bust area: <ul style="list-style-type: none"> <li>• Wipe with Flannel.</li> </ul>	4.1 Select bust firming therapy cleansing and deep cleansing medium.           4.2 Protect client's nipples.           4.3 Cleanse client's bust area.           4.4 Deep cleanse client's bust area.           4.5 Dry client's bust area.           4.6 Tone client's bust area.	<u>ATTITUDE</u> 4.1 Meticulous and systematic in performing the cleansing on clients bust area.           4.2 Observant and responsive to client reaction.           4.3 Handle client politely and gently.           4.4 Comply with time management.  <u>SAFETY</u> 4.1 Adhere to personal, client and workplace safety requirements.           4.2 Always wash, sterilize and sanitize your hands before and after in contact with client.  <u>ENVIRONMENT</u> Not Available	4.1 Types of cleansing and deep cleansing medium listed and selected.           4.2 Protection for client's nipples explained.           4.3 Client's nipple protected in accordance to service requirements.           4.4 Bust firming cleansing and deep cleansing sensation explained.           4.5 Bust firming cleansing and deep cleansing carried out in accordance with service requirements.           4.6 Bust cleansing and deep cleansing time management complied.           4.7 Methods to dry bust area (flannels, mittens, dap with soft tissues) explained and selected in accordance with service requirements.           4.8 Client's bust area dried in accordance with service requirements           4.9 Methods of toning the bust area (manual soft patting, pulveriser, spray) explained

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Wipe with Mittens.</li> <li>• Dap with soft tissues.</li> </ul> 4.6 Methods of toning the bust area: <ul style="list-style-type: none"> <li>• Manual soft patting.</li> <li>• Pulveriser.</li> <li>• Spray.</li> </ul>			and selected in accordance with service requirements. 4.10 Client's bust area toned in accordance with service requirements.
5. Carry out bust firming massage.	5.1 Types of massage medium: <ul style="list-style-type: none"> <li>• Cream.</li> <li>• Oil.</li> </ul> 5.2 Types and benefits of massage movements: <ul style="list-style-type: none"> <li>• Massage movements (Effleurage, Pettrissage, Tapotement, Vibration, Frictions).</li> <li>• Massage benefits</li> </ul>	5.1 Select massage medium. 5.2 Massage bust area. 5.3 Attend to client's response. 5.4 Remove massage medium from bust area.	<u>ATTITUDE</u> 5.1 Observant to client's response during bust firming massage. 5.2 Reflective practice on client's response. 5.3 Caring and gentle handling client. 5.4 Modesty and privacy of client protected throughout the work. 5.5 Comply with time management for bust firming massage.  <u>SAFETY</u>	5.1 Types of bust firming massage medium (cream, oil) listed out and selected. 5.2 Types and benefits of bust firming massage movements described. 5.3 Client responses during bust massage described. 5.4 Reflective practices described. 5.5 Massage medium removal described. 5.6 Bust area massaged in accordance with massage movements. 5.7 Time management for bust firming massage complied.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>(Relaxing, Lifting, Stimulating).</p> <ul style="list-style-type: none"> <li>• Massage sensation (Warm, Vibration, Lifting, Pinching).</li> <li>• Duration of bust firming massage.</li> </ul> <p>5.3 Client responses during bust massage (Body language).</p> <p>5.4 Reflective practices:</p> <ul style="list-style-type: none"> <li>• Pressures.</li> <li>• Rhythm.</li> <li>• Speed.</li> <li>• Positioning of the client.</li> </ul> <p>5.5 Massage medium removal:</p> <ul style="list-style-type: none"> <li>• Procedure and techniques of removing.</li> </ul>		<p>5.1 Adhere to personal, client and workplace safety requirements.</p> <p>5.2 Always wash, sterilize and sanitize your hands before and after touching the client.</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>5.8 Client's response attended to and observed throughout bust massage service in accordance with salon procedures and techniques.</p> <p>5.9 Massage medium removed from bust area upon completion.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Methods of removal (Flannels, Mittens, Compress, Towels).</li> </ul>			
6. Carry out bust firming mask application .	<p>6.1 Types of bust firming mask:</p> <ul style="list-style-type: none"> <li>• Setting mask (Rubber, Cold mask, Hot mask).</li> <li>• Non-setting mask (Cream, Gel, Paper mask, Collagen mask).</li> </ul> <p>6.2 Mask application:</p> <ul style="list-style-type: none"> <li>• Manufacturer's instructions (Preparation of bust firming mask)</li> <li>• Ingredients in the bust firming mask</li> </ul>	<p>6.1 Select bust firming mask.</p> <p>6.2 Apply bust firming mask.</p> <p>6.3 Attend to client's response during bust mask.</p> <p>6.4 Remove bust mask medium.</p>	<p><u>ATTITUDE</u></p> <p>6.1 Adhere to work procedure, method and technique consistently when applying bust firming mask.</p> <p>6.2 Caring for client's modesty during mask application.</p> <p>6.3 Attentive to client's response at all times.</p> <p>6.4 Modesty and privacy of client protected at all times.</p> <p>6.5 Comply with time management for bust firming mask application and removal.</p>	<p>6.1 Types of bust firming mask (setting mask and non-setting mask) listed and selected.</p> <p>6.2 Mask application explained.</p> <p>6.3 Bust firming mask prepared in accordance with manufacturer instructions.</p> <p>6.4 Bust firming mask applied in accordance with salon procedures and techniques.</p> <p>6.5 Client responses during bust mask application explained.</p> <p>6.6 Client's response during bust mask application attended to in accordance with salon procedures and techniques.</p> <p>6.7 Reflective practice applied to client's response.</p> <p>6.8 Mask medium removal explained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Sensation of bust firming mask (warm, cold, cool, tingling, smutting).</li> <li>• Procedure and techniques to apply (Brush, Spatula, Place on bust area).</li> </ul> <p>6.3 Client responses during bust mask application:</p> <ul style="list-style-type: none"> <li>• Body wriggling.</li> <li>• Mouth drooling.</li> <li>• Eyes twitching.</li> <li>• Tingling.</li> <li>• Prickling.</li> </ul> <p>6.4 Mask medium removal:</p> <ul style="list-style-type: none"> <li>• Procedure and techniques of removing (Manufacturer's instruction).</li> </ul>		<p><u>SAFETY</u></p> <p>6.1 Adhere to personal, client and workplace safety requirements.</p> <p>6.2 Always wash, sterilize and sanitize your hands before and after touching the client.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	<p>6.9 Methods of removing bust firming mask medium selected.</p> <p>6.10 Bust firming mask medium thoroughly removed from bust area.</p> <p>6.11 Time management in removal of bust firming mask adhered.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Methods of removal (Flannels, Mittens, Compress, Towels).</li> </ul>			
7. Carry out bust firming protective care.	<p>7.1 Types of bust firming therapy protective care products:</p> <ul style="list-style-type: none"> <li>• Cream.</li> <li>• Serum</li> <li>• Vials.</li> <li>• Complex.</li> <li>• Ampoules.</li> </ul> <p>7.2 Bust firming therapy protective care application methods:</p> <ul style="list-style-type: none"> <li>• Spray.</li> <li>• Pulveriser.</li> <li>• Manual (hand).</li> <li>• Sensation of application (ticklish, watery, gushing water).</li> </ul>	<p>7.1 Select bust firming therapy protective care.</p> <p>7.2 Apply bust therapy protective care on bust area.</p> <p>7.3 Monitor client's reaction to the bust firming therapy.</p> <p>7.4 Brief outcome of bust firming therapy to client.</p> <p>7.5 Return client's personal belongings.</p> <p>7.6 Usher client to designated area upon completion of bust firming work.</p>	<p><u>ATTITUDE</u></p> <p>7.1 Adhere to work procedure, method and technique consistently when applying busts firming protective care.</p> <p>7.2 Caring and gentle for client's modesty during bust firming protective care application.</p> <p>7.3 Attentive to client's response at all times.</p> <p>7.4 Modesty and privacy of client protected at all times.</p> <p>7.5 Alert when handling and returning belongings to client.</p> <p>7.6 Comply to time management.</p>	<p>7.1 Types of bust firming therapy protective care listed out and selected.</p> <p>7.2 Bust firming therapy protective care application methods explained.</p> <p>7.3 Bust firming therapy protective care applied in accordance with service requirements.</p> <p>7.4 Outcome of bust firming therapy briefed and shown to client in accordance with salon procedures and techniques.</p> <p>7.5 Client's personal belonging returned after therapy session.</p> <p>7.6 Client ushered to designated area upon completion of bust firming work.</p> <p>7.7 Time management for bust firming protective care complied.</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>7.3 Client's reaction to the bust firming therapy:</p> <ul style="list-style-type: none"> <li>• Bust area firmed.</li> <li>• Lifted.</li> <li>• Contoured.</li> </ul> <p>7.4 Show Outcome of bust firming therapy</p> <ul style="list-style-type: none"> <li>• Take bust measurement</li> <li>• Standing mirror to show the result.</li> </ul> <p>7.5 Client's handling:</p> <ul style="list-style-type: none"> <li>• Procedure and techniques of returning the belongings (in front of client count the number of items to return as per the documented form).</li> </ul>		<p><u>SAFETY</u></p> <p>7.1 Adhere to personal, client and workplace safety requirements.</p> <p>7.2 Always wash, sterilize and sanitize your hands before and after in contact with client.</p> <p><u>ENVIRONMENT</u></p> <p>Not Available</p>	

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Types of personal items (client's own attire, hand bag, jewellerys, shoes, hair accessories, laptop, shopping bag)</li> </ul> <p>7.6 Designated area upon completion of bust firming work.</p> <ul style="list-style-type: none"> <li>• Changing room,</li> <li>• Treatment room.</li> <li>• Makeup room.</li> <li>• Hair dressing room.</li> <li>• Consultation room.</li> <li>• Reception.</li> </ul>			
8. Carry out post bust firming therapy advice.	8.1 Client's feedback. 8.2 After care advice 8.3 Home care product	8.1 Obtain client's feedback 8.2 Provide bust firming therapy after care advice.	<u>ATTITUDE:</u> 8.1 Honest in recording client feedback 8.2 Effective communication skill	8.1 Client feedback explained. 8.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Bust firming lotion</li> <li>• Bust soothing lotion (calamine, aloe vera)</li> <li>• comfortable size brassier</li> <li>• Possible reaction (breast area feeling hot, smutting, blotchy)</li> </ul> <p>8.4 Client consultation records</p> <ul style="list-style-type: none"> <li>• Client feedback</li> <li>• type of bust firming therapy rendered</li> <li>• tools and products used</li> <li>• contra-action and remedial action</li> </ul> <p>8.5 Client consultation card/form storing techniques:</p> <ul style="list-style-type: none"> <li>• manual.</li> </ul>	<p>8.3 Recommend home care advice and product.</p> <p>8.4 Record post bust firming therapy advice.</p> <p>8.5 Schedule next service appointment.</p>	<p>8.3 Show sincerity and integrity in providing home care advice</p> <p><u>SAFETY</u> Not Available</p> <p><u>ENVIRONMENT</u> Not Available</p>	<p>8.3 Bust firming therapy after care advice explained.</p> <p>8.4 Bust firming therapy after care advice delivered to client in accordance with salon procedures and techniques.</p> <p>8.5 Bust firming therapy home care and product advice explained.</p> <p>8.6 Home care product advised and recommended to client in accordance with salon requirements.</p> <p>8.7 Client consultation record explained.</p> <p>8.8 Client consultation card/form storing techniques explained.</p> <p>8.9 Post bust firming therapy consultation updated and recorded in consultation card/form in accordance with salon procedures and techniques.</p> <p>8.10 Next service appointment details explained.</p> <p>8.11 Client's next service appointment set and confirmed.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• electronic.</li> </ul> 8.6 Next service appointment details.			
9. Upkeep bust firming therapy work area.	9.1 Tools and equipment storage procedures. 9.2 Product and materials replenishment/ replacement procedure.	9.1 Clean tools and equipment. 9.2 Store tools and equipment. 9.3 Carry out product and materials replenishment/ replacement procedure. 9.4 Update stock inventory. 9.5 Dispose salon waste.	<u>ATTITUDE:</u> 9.1 Meticulous and thorough in up keeping service area  <u>SAFETY:</u> 9.1 Comply with health and hygiene regulations and requirements  <u>ENVIRONMENT:</u> 9.1 Dispose waste in accordance with environmental protection guidelines.	9.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 9.2 Product, tools, equipment, materials storage procedure explained. 9.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 9.4 Product and materials replenishment/ replacement procedure explained. 9.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 9.6 Stock inventory updated and recorded in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				9.7 Salon waste disposed in accordance with local authority requirements.

## Employability Skills

### Core Abilities

- Please refer NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Ann Gallant. Body Treatments and Dietetics for the Beauty Therapist (Student Edition). ISBN 0 85950 400 X Library Edition & 0 85950 401 8.
- 2 Dorling Kindersley. 2001. Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works (First UK Edition). London. ISBN-10: 0751335142, ISBN-13: 978-0751335149.
- 3 Dr KalyaniPremkumar. January 23, 2009. Lippincott Williams & Wilkins; Pathology A to Z: A Handbook for Massage Therapist (Third Edition). ISBN-10: 0781747996, ISBN-13: 978-0781747998.
- 4 Dawn Mernagh-Ward & Jennifer Cartwright. Health and Beauty Therapy – A Practical Approach for NVQ Level 3 (Second Edition). ISBN 0 7487 6078 4.
- 5 Norris, M., & Siegfried, D.R. 2011. Anatomy and Physiology for Dummies (2nd Edition). Hoboken, NJ: Wiley Publishing.
- 6 Lorraine Nordmann. Professional Beauty Therapy – The Official Guide to Level 3 (4th Edition). ISBN 9781-1-4080-1928-3.
- 7 Andrew, K., & Gerard J., T. 2009/02. Anatomy and Physiology for the Manual Therapies (1 har/pas). Wiley Publishing
- 8 Susan Cressy. For NVQ Levels 1, 2 and 3 (The Beauty Therapy) Fact File, British Library Cataloguing in Publication Data. ISBN 0 7506 3835 4.
- 9 Mo Rosser. Body Therapy & Facial Work (3rd Edition). Hodder Arnold (Printed by Hodder Headline Group, 338 Euston Road, London NW1 3BH). ISBN- 1 0: 0 340 926 058, ISBN- 978 0 340 926 055.

## 16. Delivery Mode

The following are the **recommended** training delivery modes: -

KNOWLEDGE	SKILL
<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Group discussion</li> <li>• E-learning, self-paced</li> <li>• E-learning, facilitate</li> <li>• Case study or Problem based learning (PBL)</li> <li>• Self-paced learning, non-electronic</li> <li>• One-on-one tutorial</li> <li>• Shop talk</li> <li>• Seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Simulation</li> <li>• Project</li> <li>• Scenario based training (SBT)</li> <li>• Role play</li> <li>• Coaching</li> <li>• Observation</li> <li>• Mentoring</li> </ul>

Skills training and skills assessment of trainees should be implemented in accordance with TEM requirements and actual situation.

## 17. Tools, Equipment and Materials (TEM)

## AESTHETIC SERVICES

## LEVEL 3

CU	CU CODE	COMPETENCY UNIT TITLE
C01	S960-002-3:2020-C01	Body Consultation
C02	S960-002-3:2020-C02	Body Thermal Therapy
C03	S960-002-3:2020-C03	Manual Body Massage
C04	S960-002-3:2020-C04	Body Electrotherapy
C05	S960-002-3:2020-C05	Body Wrap Therapy
C06	S960-002-3:2020-C06	Salon Operational Supervision
C07	S960-002-3:2020-C07	Salon Sales and Promotional Activities
E01	S960-002-3:2020-E01	Bust Firming Therapy

\* Items listed refer to TEM's **minimum requirement** for skills delivery only.

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)							
		C01	C02	C03	C04	C05	C06	C07	E01
<b>A. Tools</b>									
1	Client Consultation Card/Form	1:1	1:1	1:1	1:1	1:1		1:1	1:1
2	Client Informed Consent Form		1:1	1:1	1:1	1:1			1:1
3	Pen/Pencil	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
4	Weighing /BMI Scale	1:12			1:12	1:12			
5	Height Scale	1:12			1:12	1:12			
6	Measuring Tape	1:12			1:12	1:12			1:12
7	Plumb line	1:12			1:12	1:12			
8	Calculator	1:12			1:12	1:12	1:1	1:1	
9	Bathrobe	1:1	1:1	1:1	1:1	1:1			1:1



<b>B. Equipment</b>									
1	Waste Bin	1:1	1:1	1:1	1:1	1:1	1:1		1:1
2	Infra-Red Lamp				1:4				
3	Steam bath/ Sauna				1:4				
4	Paraffin Wax Bath				1:4				
5	Electric Blanket				1:4				
6	Timer				1:1				
7	Body Sponges/ Mittens/ Flannel/ Linen Wipes	1:1	1:1	1:1	1:1	1:1			1:1
8	Towels / Linens (various sizes)	1:1	1:1	1:1	1:1	1:1			1:1
9	Plastic Spatulas - SML	1:1	1:1	1:1	1:1	1:1			1:1
10	Body Couches	1:1	1:1	1:1	1:1	1:1			1:1
11	Body Couch Covers	1:1	1:1	1:1	1:1	1:1			1:1
12	Facial/ Body Bowls					1:1			
13	Body Mask Bowl					1:1			
14	Body Mask Brush					1:1			
15	Loofa					1:1			
16	Faradic/EMS Machine & Accessories				1:4				
17	Body Galvanic Machine & Accessories				1:4				
18	Vacuum Suction Machine & Accessories				1:4				
19	Gyratory Massager & Accessories				1:4				
20	Body High Frequency Machine & Accessories				1:4				
21	Body Micro-Current Machine & Accessories				1:4				
22	Apron	1:1	1:1	1:1	1:1	1:1			1:1
23	Computer (with internet and peripherals)						1:5	1:1	
24	Printer, fax machine						1:10	1:1	
25	Workflow chart						1:25		
26	Audio visuals						1:25		
27	Telephone							1:1	
28	Payment register machine/credit card transaction facilities						1:1	1:1	
<b>C. Materials</b>									

1	Disposable Slipper	1:1	1:1	1:1	1:1	1:1			1:1
2	Disposable Hair Cap	1:1	1:1	1:1	1:1	1:1			1:1
3	Disposable PPE	1:1	1:1	1:1	1:1	1:1			1:1
4	Disposable Couch Cover	1:1	1:1	1:1	1:1	1:1			1:1
5	Disposable Panty	1:1	1:1	1:1	1:1	1:1			1:1
6	Disposable Bra	1:1	1:1	1:1	1:1	1:1			1:1
7	Disposable Mouth Mask	1:1	1:1	1:1	1:1	1:1			1:1
8	Tissue	AR	AR	AR	AR	AR			AR
9	Facial Cotton	AR	AR	AR	AR	AR			AR
10	Cotton Wool/ Cotton Pads	AR	AR	AR	AR	AR			AR
11	Cotton Tips	AR	AR	AR	AR	AR			AR
12	Hand Sanitiser Gel	1:1	1:1	1:1	1:1	1:1			1:1
13	Surgical Spirit Spray	1:1	1:1	1:1	1:1	1:1			1:1
14	Aluminium Foil Wrap		1:1			1:1			
15	Plastic Body Wrap		1:1			1:1			
16	Body Cling Wrap		1:1			1:1			
17	Body Bandage		1:1			1:1			
18	Body Mittens		1:1	AR	AR	AR			AR
19	Body Cleanser (Foam, cream, gel)		AR	AR	AR	AR			1:1
20	Body Exfoliant (granules, enzyme, cream)			AR	AR	AR			
21	Body Massage Medium (oil/ cream/ serum)			AR	AR	AR			AR
22	Body Mask (powder/ cream/ )			AR	AR	AR			AR
23	Body After Care (lotion/ hydration cream)		AR	AR	AR	AR			AR
24	Saline Water /Conducting Gel				AR				
25	Liquid Paraffin Oil/ mineral Oil				AR				
26	Talc Powder				AR				
27	Product check list						1:1	1:1	
28	Salon expenses list						1:1		
29	Products volume per usage list						1:1		
30	Products costing list						1:1		
31	Duty roster / staffs' schedule						1:1		

32	Products manual						1:1	1:1	
33	Services menu						1:1	1:1	
34	Receipts						1:1	1:1	
35	Appointment book						1:1		
36	Calendar						1:1	1:1	
37	Salon inventory list						1:1	1:1	
38	Stock card						1:1		
39	Staffs' records						1:5		
40	Company in-house training list						1:1		
41	Company sales procedure						1:1		
42	Risk assessment checklist/form/records						1:1		
43	Company Safety & Hygiene procedure						1:5		
44	Company commercial promotional budget						1:1		
45	Flyers / catalogues / brochures							1:1	
46	Vouchers (birthday, anniversary, discounts etc.)							1:1	
47	Redemption/ reward							1:1	
48	Questionnaires							1:1	
49	Customer feed-back form							1:1	
50	Promotional sales kit							1:1	
51	List of products & service offered (promotion)							1:1	

## 18. Competency Weightage

The following table shows the percentage of training priorities based on consensus made by the Standard Development Committee (SDC).

### AESTHETIC SERVICES

#### LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-3:2020-C01	Body Consultation	12%	1. Prepare body consultation work area.	10%
			2. Prepare client for body consultation.	10%
			3. Carry out body consultation.	60%
			4. Carry out post body consultation advice.	10%
			5. Upkeep body consultation work area.	10%
S960-002-3:2020-C02	Body Thermal Therapy	10%	1. Carry out body thermal therapy consultation.	5%
			2. Prepare body thermal therapy work area.	5%
			3. Prepare client for body thermal therapy service.	5%
			4. Carry out body thermal therapy pre-procedure.	30%
			5. Carry out body thermal therapy service.	45%

			6. Carry out post body thermal therapy advice.	5%
			7. Upkeep body thermal therapy work area.	5%
S960-002-3:2020-C03	Manual Body Massage	12%	1. Carry out manual body massage consultation.	10%
			2. Prepare manual body massage work area.	10%
			3. Prepare client for manual body massage.	10%
			4. Carry out manual body massage.	50%
			5. Carry out post manual body massage advice.	10%
			6. Upkeep manual body massage work area.	10%
S960-002-3:2020-C04	Body Electrotherapy	36%	1. Prepare body electrotherapy work area.	5%
			2. Prepare client for body electrotherapy services.	5%
			3. Carry out body faradic electrotherapy service.	10%
			4. Carry out body galvanic electrotherapy service.	10%
			5. Carry out body vacuum suction electrotherapy service.	15%
			6. Carry out body mechanical massage electrotherapy service.	15%
			7. Carry out body high frequencies electrotherapy services.	15%
			8. Carry out micro-current electrotherapy service.	15%

			9. Carry out post body electrotherapy advice.	5%
			10. Upkeep body electrotherapy work area.	5%
S960-002-3:2020-C05	Body Wrap Therapy	10%	1. Carry out body wrap work area preparation.	10%
			2. Carry out client consultation body wrap therapy.	10%
			3. Carry out pre-procedure body wrap therapy.	20%
			4. Carry out body wrap therapy.	40%
			5. Carry out post body wrap therapy advice.	10%
			6. Upkeep body wrap therapy work area.	10%
S960-002-3:2020-C06	Salon Operational Supervision	10%	1. Carry out salon cost saving practice.	10%
			2. Carry out sale procedures.	20%
			3. Maintain salon inventory.	10%
			4. Handle salon administration.	20%
			5. Prepare work schedule.	10%
			6. Carry out in-house training.	20%
			7. Monitor salon safety & hygiene.	10%
S960-002-3:2020-C07	Salon Sales and Promotional Activities	10%	1. Obtain commercial promotional budget.	20%
			2. Identify clients' needs & requirements.	20%

			3. Carry out periodical sales and promotional activities.	50%
			4. Prepare sales & promotional report.	10%
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		
S960-002-3:2020-E01	Bust Firming Therapy	10%	1. Prepare bust firming therapy work area.	10%
			2. Consult client for bust firming therapy.	10%
			3. Prepare client for bust firming therapy.	10%
			4. Cleanse client's bust area.	10%
			5. Carry out bust firming massage.	20%
			6. Carry out bust firming mask application.	10%
			7. Carry out bust firming protective care.	10%
			8. Carry out post bust firming therapy advice.	10%
			9. Upkeep bust firming therapy work area.	10%
TOTAL PERCENTAGE (ELECTIVE COMPETENCY)		10%		

### Sample Calculation for Summary of Training Hours

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

## AESTHETIC SERVICES

### LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
S960-002-3:2020-C01	Body Consultation	1. Prepare body consultation work area.	3	9	150	15
		2. Prepare client for body consultation.	6	12		
		3. Carry out body consultation.	21	69		
		4. Carry out post body consultation advice.	6	12		
		5. Upkeep body consultation work area.	3	9		
S960-002-3:2020-C02	Body Thermal Therapy	1. Carry out body thermal therapy consultation.	3	9	120	12



		2. Prepare body thermal therapy work area.	2	8		
		3. Prepare client for body thermal therapy service.	3	9		
		4. Carry out body thermal therapy pre-procedure.	4	16		
		5. Carry out body thermal therapy service.	6	40		
		6. Carry out post body thermal therapy advice.	2	8		
		7. Upkeep body thermal therapy work area.	2	8		
S960-002-3:2020-C03	Manual Body Massage	1. Carry out manual body massage consultation.	5	12	150	15
		2. Prepare manual body massage work area.	3	9		
		3. Prepare client for manual body massage.	3	9		
		4. Carry out manual body massage.	20	65		
		5. Carry out post manual body massage advice.	3	9		

		6. Upkeep manual body massage work area.	3	9		
S960-002-3:2020-C04	Body Electrotherapy	1. Prepare body electrotherapy work area.	4	14	420	42
		2. Prepare client for body electrotherapy services.	4	14		
		3. Carry out body faradic electrotherapy service.	12	34		
		4. Carry out body galvanic electrotherapy service.	12	34		
		5. Carry out body vacuum suction electrotherapy service.	14	50		
		6. Carry out body mechanical massage electrotherapy service.	14	50		
		7. Carry out body high frequencies electrotherapy services.	14	50		

		8. Carry out micro-current electrotherapy service.	14	50		
		9. Carry out post body electrotherapy advice.	4	14		
		10. Upkeep body electrotherapy work area.	4	14		
S960-002-3:2020-C05	Body Wrap Therapy	1. Carry out body wrap work area preparation.	3	9	120	12
		2. Carry out client consultation body wrap therapy.	3	9		
		3. Carry out pre-procedure body wrap therapy.	6	18		
		4. Carry out body wrap therapy.	12	36		
		5. Carry out post body wrap therapy advice.	3	9		
		6. Upkeep body wrap therapy work area.	3	9		
S960-002-3:2020-C06	Salon Operational Supervision	1. Carry out salon cost saving practice.	3	9	120	12

		2. Carry out sale procedures.	6	18		
		3. Maintain salon inventory.	3	9		
		4. Handle salon administration.	6	18		
		5. Prepare work schedule.	3	9		
		6. Carry out in-house training.	6	18		
		7. Monitor salon safety & hygiene.	3	9		
S960-002-3:2020-C07	Salon Sales and Promotional Activities	1. Obtain commercial promotional budget.	6	18	120	12
		2. Identify clients' needs & requirements.	6	18		
		3. Carry out periodical sales and promotional activities.	15	45		
		4. Prepare sales & promotional report.	3	9		
<b>TOTAL HOURS (CORE COMPETENCY)</b>			<b>284</b>	<b>916</b>	<b>1200</b>	<b>120</b>

S960-002-3:2020-E01	Bust Firming Therapy	1. Prepare bust firming therapy work area.	2	9	120	12
		2. Consult client for bust firming therapy.	2	9		
		3. Prepare client for bust firming therapy.	2	9		
		4. Cleanse client's bust area.	2	9		
		5. Carry out bust firming massage.	9	23		
		6. Carry out bust firming mask application.	2	9		
		7. Carry out bust firming protective care.	2	9		
		8. Carry out post bust firming therapy advice.	2	9		
		9. Upkeep bust firming therapy work area.	2	9		
TOTAL HOURS (ELECTIVE COMPETENCY)			25	95	120	12
TOTAL HOURS OF COMPETENCY UNIT					1200 + 120 = 1320	
TOTAL HOURS OF CORE ABILITIES					80	
TOTAL HOURS TRAINING DURATION					1200 + 80 = 1280	

The sample calculations performed are based on table in section 18 for delivery of level 3 training program at 1200 hours excluding delivery of core abilities.