



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILL STANDARD)

**MP-030-3:2015**  
**CRYSTAL HEALING SERVICE**  
**LEVEL 3**



JABATAN PEMBANGUNAN KEMAHIRAN  
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

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## GLOSSARY

### **Aura**

The electromagnetic field surrounding the human body, as well as any living thing. Measurements of this field are often used in conventional medicine to diagnose illness and disease. The aura reflects the character and general well-being of an individual and reveals much information on physical health, bodily organs, emotional, mental and spiritual states. The aura is formed by brilliant color radiations from the main energy centers of our body known as the chakras.

#### *References:*

*Raven, H. Heal yourself with Crystals: Crystal Medicine for Body, Emotions and Spirit. London: Godsfield Press; 2005.*

### **Chakras**

Chakras are energy centers that receive and transmit energy. These energy vortexes spin and vibrate over specific areas of the body to maintain form and balance. There are 7 major chakras in the human energy body and each chakra is connected and associated with different parts of the body.

#### *References:*

*Wauters, A. The Book of Chakras. New York: Barron's Educational Series, Inc.; 2002.*

### **Crystal**

A crystal is defined by its internal structure; which directly influences its exterior form. It is made up of atoms that have bonded together into regular, repeating patterns, and it is these patterns that create a crystal's solid form with flat faces, which are arranged in a precise geometry. A crystal is a chemical composite which has inherent stability and at the vibrational level will maintain a constant electromagnetic pattern.

#### *References:*

*Lily, S. Illustrated Elements of Crystal Healing. London: HarperCollinsPublishers; 2002.*

## **Crystal Healing**

Crystal Healing is the application of crystals as major healing tools on or around the human body to facilitate the body's natural healing abilities and the restoration of balance and harmony of a being's physical, emotional, mental and spiritual aspect through the aura (electromagnetic field/energy field), subtle bodies, major chakras (energy centers), minor chakras (acupressure points) and energy pathways (meridians). Crystal Healing is a holistic therapy, which means that the focus is on the individual as a whole, rather than on physical symptoms alone. The aim of the therapy is to restore wholeness, balance and health to emotions, mind and spirit as well as the physical body. Hence, it should be considered complementary to orthodox medicine and not an alternative. During a healing, crystal healers act as a channel for beneficial healing energies, directing these to the client as appropriate. The only difference of crystal therapy and crystal healing is that crystal healing involves the practitioner's conscious mind and visualisation power in the process of healing, whereas for crystal therapy, it merely involves the use of crystal placements on or around the person's body.

### *References:*

*Affiliation of Crystal Healing Organisations (ACHO). Home page. URL: <http://www.crystal-healing.org/> [accessed 2014 May 15]*

*The Federation of Subtle Energy Medicine (FSEM). Home page. URL: <http://new.crystalandhealing.com/> [accessed 2014 May 15]*

*The British Academy of Crystal Healing. Home page. URL: <http://www.britishacademyofcrystalhealing.co.uk/> [accessed 2014 May 15]*

## **Energy Healing**

Healing technique or subtle energy therapy that involves working in the body's energy field using natural energies channeled by the healer or practitioner in order to promote mental, emotional, physical, or spiritual healing.

### *References:*

*The Federation of Subtle Energy Medicine (FSEM). Home page. URL: <http://new.crystalandhealing.com/> [accessed 2014 May 15]*

## **Energy Medicine**

Energy Medicine is the practice of working with your energy as a vital living force forming the foundation of your well-being. By learning to heal the body by activating its natural healing energies and restoring energies that may be weak, blocked, disturbed or out of balance, you become the patient and the movement of energy is the medicine. It is the process of combining ancient practices with contemporary scientific understanding, enabling application to physical or emotional issues and thus promotes joyful living and wellness. Pain is clogged energy. By learning to move the energy, space is created and relief from the symptoms may begin. Energy Medicine techniques are not invasive however and do not involve inserting needles into the body; however the acupressure points along defined energetic pathways in our bodies known as meridians, are accessed by tapping, circling or holding to assist the body's energy to begin to move again through the utilisation of crystals, flowers etc. Energy Medicine takes the perspective that energy is a vital, living, moving force that is integral to our health, wellness & happiness. Energy Medicine does not diagnose or treat illness or disease. Instead, it corrects energetic imbalances that are at the foundation of health and vibrancy. It is important to remember this distinction. But physical symptoms often provide clues about the types of energy imbalances that the body needs to have addressed.

### *References:*

*Energy Medicine University. Home page. URL:*  
<http://www.energymedicineuniversity.org/index.html>  
[accessed 2014 May 15]

*The Energy Medicine Institute. Home page. URL:*  
<http://www.energymed.org/default.htm> [accessed 2014 May 15]

## **Meditation**

A discipline of entering the mind into a deep state of relaxation and calmness.

### *References:*

*WebMD. Home page. URL:*  
<http://www.webmd.com/depression/tc/meditation-topic-overview> [accessed 2014 May 15]

**Meridian**

Traditional Chinese Medicine explains meridians as a network of channels which carry and distribute *Qi* or energy to all parts of the body through specific acupuncture points, flows or pathways. There are 12 meridians which are interlinked with one another to produce a continuous flow in one definite direction. There are two major meridians known as the Conception Vessel and Governing Vessel, which supply the energy to the anterior and posterior mid line of the body. In addition to that, there are many other vessels that supply the energy into smaller channels for distribution. Each meridian has its own attributes and corresponding organs in the body, in which any blockage or disruption of energy flow will cause energy imbalance, disease, ailments and poor health in an individual.

*References:*

*O'Donoghue, S. Working with Crystals: A Practical Guide. Somerset: Capall Bann Publishing; 2003.*

**Metaphysics**

A philosophy based on beliefs, thoughts and investigation of realities beyond the known physical and scientific world.

*References:*

*Merriam-Webster. Home page. URL: <http://www.merriam-webster.com/dictionary/metaphysics> [accessed 2014 May 15]*

**Pendulum Dowsing**

A pendulum is any balanced weight suspended by a chain or thread, and is simply a means of visibly checking what the unconscious mind already knows. Dowsing is the art of discovering the presence of energies, substances, objects or missing persons or things not apparent to the senses, usually by using rods, pendulum, etc.

*References:*

*Lily, S. Illustrated Elements of Crystal Healing. London: HarperCollinsPublishers; 2002.*

*British Dowzers. Home page. URL: <https://www.britishdowzers.org/learn/> [accessed 2014 May 15]*

**Procedure**

The term 'procedure' is specifically used in the Crystal Healing NOSS context and it is referring to the steps, techniques and methods used, applied and/or involved in the crystal healing / therapy process / activity / service.

## **Subtle Body (Bodies)**

An energy field which has a structure, which influences and gives life to the physical body. Subtle body is a non-material substance which is not visible to the gross eyes as is our physical, material body. Subtle body has several interconnected layers. There are seven subtle bodies, or layers, around the physical body, which create the auric body system (aura). The first layer is The Etheric Body, which is closest energy body to the physical, followed by the second layer - The Emotional Body; the third layer - The Mental Body; the fourth layer – The Astral Body; the fifth layer – The Etheric Template Body; the sixth layer – The Celestial Body; the seventh layer – The Ketheric Template or Causal Body.

### *References:*

*Spiritual Experiences. Home page. URL:*  
<http://www.spiritual-experiences.com/articles-spirituality/subtle-body-seven-bodies.php> [accessed 2014 May 15]

*Thinking Through the Body. Home page. URL:*  
<http://www.thinkbody.co.uk/body-psych/subtlebodyctr.htm> [accessed 2014 May 15]

## **Subtle Energy**

A universal life force that runs within and between all things, and is the medium through which consciousness acts in the realms of matter and energy. In our modern vocabulary, and in a study by the National Institute of Health in the USA, over 52 terms are used for subtle energy such as chi, ki, prana, zero-point, matrix, bio-magnetism, and ether to name a few. Observations in different branches of modern science have allowed us to conclude that there is a fundamental subtle energy force that penetrates, supports and organizes all life, indeed, it is essential for the maintenance of life. A new generation of Quantum Physicists and Scientists have pioneered and discovered that the phenomena of energy-matter bond in the universe can be understood by subtle invisible dimensions. That hidden behind solid particles, a matrix of vibrations exists, microscopic strings that operate at a multi-dimensional level, also known as subtle energy.

### *References:*

*Energy Tools International. Home page. URL:*  
<http://www.energytoolsint.com/what-we-do/subtle-energy-science/> [accessed 2014 May 15]

*Ojas Field. Home page. URL:*  
[http://www.ojasfield.com/ojasfield/subtle\\_energy.html](http://www.ojasfield.com/ojasfield/subtle_energy.html) [accessed 2014 May 15]

## **Vibrational Therapy**

A process whereby vibrations are introduced or transferred into a human being's physical and energetic bodies, so that the vibrations which have become unbalanced in the human physical or auric body are adjusted. Vibrational Therapy is based on the scientific principles that all matter vibrates to a precise frequency and that by using reverberating vibration, balance of matter can be restored. Vibrational Therapy (also known as Vibrational Healing) is the art and science of consciously bringing vibrational frequencies back into harmonic alignment through the use of vibratory tools, including crystals, light, color, sound, and aromatherapy.

### *References:*

*Alternative Medical Centre. Home page. URL:*

*<http://www.altmedicenter.com/am/vt.asp?pageID=vt.asp>*

*[accessed 2014 May 15]*

*The Vibrational Healing Therapies Place. Home page.*

*URL: <http://www.vibrational-healing-therapies.com/>*

*[accessed 2014 May 15]*



## Common Crystals - Examples

### References:

Melody. *Love is in the Earth – A Kaleidoscope of Crystals (Update)*. USA: Earth-Love Publishing House; 1995.

Raven, H. *Heal yourself with Crystals: Crystal Medicine for Body, Emotions and Spirit*. London: Godsfield Press; 2005.

Crystal Vaults. Home page. URL: <http://www.crystalvaults.com/crystal-encyclopedia/crystal-guide> [accessed 2014 May 15]

That Crystal Site. Home page. URL: <http://www.thatcrystalsite.com/guide/properties-glossary.php> [accessed 2014 May 15]

HealingCrystal.com. Home page. URL: [http://www.healingcrystals.com/Metaphysical\\_Directory\\_Crystal\\_Guide\\_Topics\\_3.html](http://www.healingcrystals.com/Metaphysical_Directory_Crystal_Guide_Topics_3.html) [accessed 2014 May 15]

Bestcrystals.com. Home page. URL: <https://www.bestcrystals.com/crystals2.html> [accessed 2014 May 15]

Crystalpedia. Home page. URL: <http://crystallogy.wordpress.com/> [accessed 2014 May 15]

The Crystal Healing Shop. Home page. URL: [http://www.crystalhealingshop.com/crystal\\_healing\\_properties.htm](http://www.crystalhealingshop.com/crystal_healing_properties.htm) [accessed 2014 May 15]

### **Amethyst**

Amethyst has been known for eons as the stone of spirituality and the stone to assist in alcohol recovery. It will assist in overcoming any addiction! It calms and soothes your emotions as well as preparing your soul for intense transformational journeys. Amethyst is also a stone of prosperity based on its deep and glorious color – Royal Purple. It creates a protective energy field around its wearer, assists in transmuting negative energies within the wearer and gives protection from external negative energies. It's excellent for meditation and assists in the growth to your higher potential. Amethyst gives spiritual cleansing and expansion, relieves insomnia, and brings peace and calm.

### **Amazonite**

Amazonite brings your etheric energy back into balance with your physical body. It brings calm, helps you to realise the cause of blockages and gives you the ability to release and clear that blockage. It strengthens your heart and physical body, and is useful for relieving muscle spasms and cramps. Amazonite gently helps you to discover the reasons why you seem stuck in patterns and gives you the power to release the pattern. It allows you to go beyond the present by harmonising your energies and creating balance within your energy field. You are then better able to access

your spiritual aspects and work with them in the physical world.

### **Amber**

Amber serves as a bridge to connect the energies of Heaven and Earth – of the spiritual and the physical realms. Amber can be used to ground spiritual energies into your physical body and fill it with light. Amber can also help you feel more connected to the physical plane. Amber is helpful in dissolving energy blockages and relieving depression. Although for purposes of chakra balancing, it is placed on the navel area, it can be placed at any point where you feel that you need to be revitalized. Amber assists you in coming from your own inner knowing, helping your channels to be clear and open in being an instrument of the Divine. Amber spiritualises your intellect and activates your creative nature. It stabilises your Kundalini awakening, bringing in healing, soothing and harmonising energy. It assists you in calming fears and exerts a positive influence on your endocrine and circulatory systems, thyroid, heart and spleen.

### **Ametrine**

Combines the properties for Amethyst and Citrine, plus: Protection, alignment, joyous transformation. Ametrine naturally combines the properties of Amethyst and Citrine. It often forms in sections, and more rarely in distinct phantoms. The Golden Ray combined with the Violet Ray (think St. Germaine) provides cleansing to your etheric body, and enhances your spiritual connection to the higher frequencies. As it does this, it gets grounded through your Solar Plexus as Divine Will.

### **Aventurine**

An all-purpose healer, Aventurine is used for healing on all levels: body, mind, spirit and heart. It balances your emotions, and is one of the best stones to wear or carry during stressful periods as it releases stress, anxiety and fear. Aventurine can help you centre yourself and it's good for emotional pain, and helps heal a broken heart. This stone can help purify your mind, body and spirit. Working with it will bring tranquility, serenity, stillness and peace. It releases toxins from all your bodies, and increases vitality and life force. Aventurine balances masculine and feminine energies, fosters creativity and increases motivation. Working with it can help you develop a pioneering spirit. It also reinforces decisiveness, leadership capabilities and is a stone of action. Aventurine comes in almost every colour, and is often paired with chakras based on its colour.

### **Aquamarine**

Aquamarine is a variety of beryl, which crystallizes prismatically, sometimes vertically striated and, occasionally, terminated with small pyramidal faces. The color ranges from light blue to green. It is a "stone of courage". It enhances one's ability for rapid intellectual response and helps one to remain impeccable through assimilation of knowledge concerning ones beginning and the reality, which one has actualized. It accelerates the intellectual reasoning processes and makes one unconquerable through learning – not only about the physical world, but about oneself. It provides a shielding property from the aura and the subtle bodies. Aquamarine stimulates, activates, and cleanses the throat chakra,

facilitating communication of a higher quality than the mundane.

### **Black Tourmaline**

Black Tourmaline (Schorl) clears negative emotions and thoughts and opens you up to joy and honesty. It aids in the receptivity of inspiration and allows it to flow freely into your mind. It does not hold a charge or store energy and so doesn't absorb negative energy - it repels it! Carry this stone when you feel surrounded by negativity. It's great for use in times of crisis or for periods of extreme stress, and it is a powerful protector until you are strong enough in your own power. It's good for those who are highly sensitive and easily influenced by inharmonious energies. It helps you break through old patterns and fears, and cultivates inner wisdom, courage, stability and patience. It guards against radiation and environmental pollutants, and is highly useful in purifying and neutralizing one's own negative thoughts and internal conflicts, and turning them into positive, usable energy. Black Tourmaline is also a powerful grounding stone, electrical in nature, providing a connection between Earth and the human spirit. Its supportive energy aligns the energy centers of the body and channels healing light throughout the system. It promotes a sense of power and self-confidence, allowing for a clearer, more objective view of the world. It is empowering to those who must live or work in challenging environments or when facing difficult circumstances.

### **Carnelian**

Carnelian opens your heart and connects you to your inner self. It directs your will power, grounds and balances your Base Chakra, gives you courage and fluency of speech and is a powerful physical healer. Its energy is warm, joyous, invigorating, uplifting and open! Carry Carnelian to increase your perceptiveness, create inspiration and to take action. Use it to dispel apathy and sorrow, and to protect from envy, fear and rage. Carnelian stimulates your mind and aids in concentration, helping you to remember and make decisions. Carnelian is a great empowerment and self-confidence booster! It's great for calming nerves before public speaking, meetings, athletic competitions and live performances. It frees you from insecurity and keeps you focused during high stress pressures that demand calm concentration, clear voice and confidence. Carnelian is used for nightmare and astral travel enhancement and protection. Orange stones, especially the carnelians, are excellent aids for training, coordination of physical exercise programs, and for balancing body energy levels. Carnelians boost a listless attitude and can stimulate the appetite.

### **Clear Quartz**

Clear Quartz can be used to clear and activate the energy centres of your body, attuning well to your Heart Chakra and working very well with your Third Eye. It aids greatly in purifying your physical, mental and spiritual bodies. It heals negativity associated with your perspectives and judgments, and it can be used to look at your inner negativity and stimulate positive thoughts. It helps you to redirect your materialistic energies towards the Spiritual realm. Clear Quartz can produce a healing force field of negative ions while clearing positive ions from the air, and cancels the harmful effects of radiation/radioactivity. A single Clear

Quartz crystal, carried with you or placed in your environment will help maintain balance, energy and protection. Whether carried or placed somewhere, the force of the crystal stays attuned and connected to you. Clear Quartz is valued for its piezoelectric and pyroelectric properties, by which it can transform mechanical pressure or heat into electromagnetic energy, and vice versa. Its ability to focus, amplify, store and transform energy is used throughout the technology world in ultrasound devices, watches, microphones, radio transmitters and receivers, memory chips in computers and other electronic circuitry. Clear Quartz produces a force field of healing negative ions while clearing the surroundings of positive ions, protecting the aura. It dispels static electricity, and cancels out the harmful effects of radiation and radioactivity.

### **Garnet**

Garnet is a stone of health, extracting negative energy from the Chakras and transmuting the energy to a more beneficial state. It enhances your internal fire, bringing your creative powers to the stage of implementation. It is a traditional stone of commitment: to purpose, to others and to yourself. The loving powers of Garnet tend to reflect the attributes of devotion, bringing the love of others to expressions of warmth and understanding. It stimulates both the Base and Crown Chakras to provide for free flowing movement, helping to distribute the appropriate amount of required energy to each portion of your body. Garnet is associated primarily with the root chakra, but also with the heart chakra. It is used to balance, purify, align and remove negative energy from all the chakras and aura. Various types of garnets have their own properties in addition to those of garnet in general and may be related other chakras as well.

**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR**  
**CRYSTAL HEALING SERVICE**  
**LEVEL 3**

**1. INTRODUCTION**

The term Crystal Healing Service invites various interpretation, definition and perception from the Malaysian public, i.e. Academicians, energy medicine, energy healing and energy management professionals, training practitioners and association and authority. Although it is clearly defined in most dictionaries that, Crystal Healing Service is a word which has the same meaning as occupational competencies for energy medicine trainers, but to the general public and the competency based training hypothesis, Crystal Healing means a job that placed a lot of emphasis on skills, but not so much on the cognitive domain, industry mismatch and not holistic in their occupation. Therefore, vis-à-vis the term Crystal Healing and its old contents scope was interpreted and having the perception as holistic misfits.

Realizing the importance of energy medicine and energy healing training as a critical component in propelling Malaysia Energy Medicine Association (MEMA) towards a fully professional and competent occupation, the MEMA and Government has prepared various strategic plans and initiatives to focus on vocational training in producing highly skilled manpower needs for this sector.

In redefining the NOSS philosophy and the development of a new format NOSS, includes competency approaches that are formulated, and hence the Crystal Healing Service competencies is not to be focused solely on core occupational responsibilities, but also on all aspects of the competencies in the related industry as holistic competencies in their employment and certain competencies or multi-tasking requirement are vital to be empowered in order to meet the industry needs.

Crystal healing is a gentle, non-invasive form of complementary medicine that works holistically to harmonize the mind, body, emotions and spirit, helping to increase our feeling of well-being, neutralize negativity, increase self-confidence and vitality and to help us to become more focused, successful and accomplished beings. The crystal healing service is one of complementary medicine technique that employs natural crystals and other minerals as conduits for natural healing energy. The crystals are said to channel positive energy into the body to protect against disease while removing negative energy. The industry practitioners shall be empowered with related skills, knowledge and understanding of the properties, characteristics, functions and application of crystals.

Crystal healing service occupation and profession shall apply competency skills in therapy and healing clients by balancing their energy. Once client's energy is back in balance, optimum conditions are created for the body, mind and emotions to heal. A holistic crystal healing practitioner provides complementary therapy and healing services to an individual who may be suffering from various ailments, connected to either the body or the mind including the subtle bodies (i.e. the physical, mental, emotional and even spiritual bodies). Some things are obvious, and some things are subtle (less obvious). "Subtle bodies" is just another way of referring to the experience that surrounds your thoughts, feelings and emotions.

## 2. OCCUPATIONAL STRUCTURE

Based on the industry experts' findings, the occupational structure reflecting the industry sector, sub-sector, job area, job title and level of the occupation are as follows;

SECTOR	MEDICAL & PHARMACEUTICAL			
SUB SECTOR	TRADITIONAL/COMPLEMENTARY MEDICINE			
JOB AREA	ENERGY MEDICINE			
SUB AREA	HEALING CRYSTAL PRODUCTION	CRYSTAL HEALING OPERATION	ENERGY PRODUCTS RETAILING	ENERGY MEDICINE RESEARCH & DEVELOPMENT
LEVEL 5	<i>Healing Crystal Production Manager</i>	<i>Energy Manager</i>	<i>Retailing Operation Manager</i>	<i>Energy Consultant</i>
LEVEL 4	Healing Crystal Production Executive	<i>Energy Assistant Manager</i>	<i>Retailing Operation Executive</i>	<i>Energy Analyst</i>
LEVEL 3	Healing Crystal Production Supervisor	<b>Crystal Healer</b>	<i>Retailing Operation Supervisor</i>	<i>No Level</i>
LEVEL 2	Healing Crystal Production Senior Operator	<b>Crystal Therapist</b>	<i>No Level</i>	<i>No Level</i>
LEVEL 1	Healing Crystal Production Operator	<i>No Level</i>	<i>No Level</i>	<i>No Level</i>

Fig. 1.1 Existing Occupational Structure for Energy Medicine industry sub-sector Crystal Healing Service in Malaysia

### 3. OCCUPATIONAL AREA STRUCTURE

Based on the industry experts' findings, the occupational structure was reviewed to justify the industry needs, recognition, regulatory requirement and job relevancy in the related industry, employability prospect and certification. Therefore, the Occupational Area Structure merge or shrink as follows;

SECTOR	MEDICAL & PHARMACEUTICAL			
SUB SECTOR	TRADITIONAL/COMPLEMENTARY MEDICINE			
JOB AREA	ENERGY MEDICINE			
SUB AREA	HEALING CRYSTAL PRODUCTION	CRYSTAL HEALING OPERATION	ENERGY PRODUCTS RETAILING	ENERGY MEDICINE RESEARCH & DEVELOPMENT
LEVEL 5	Healing Crystal Production Management	<i>Energy Management</i>	<i>Energy Products Management</i>	<i>Energy Medicine Development</i>
LEVEL 4	Healing Crystal Production Control	<i>Energy Management</i>	<i>Energy Products Management</i>	<i>Energy Medicine Development</i>
LEVEL 3	Healing Crystal Production	<b>Crystal Healing Service</b>	<i>Energy Products Retailing Operation</i>	<i>No Level</i>
LEVEL 2	Embedded into L3	<b>Embedded into L3</b>	<i>No Level</i>	<i>No Level</i>
LEVEL 1	Embedded into L3	<i>No Level</i>	<i>No Level</i>	<i>No Level</i>

Fig. 1.2 Existing Occupational Area Structure for Energy Medicine industry sub-sector Crystal Healing Service in Malaysia



#### 4. DEFINITION OF COMPETENCY LEVELS

Competency level is a guideline of level when developing NOSS. The structure are following Malaysia Qualification Framework and defining by the Jabatan Pembangunan Kemahiran. Figure below show the standard template of definition competency level.

<p>The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.</p>	
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 designated Crystal Healing Service personnel possess a recognized documentary proof of meeting the training requirements for serving in the industry. The recognized documentary proofs are:-

- A certificate issued by Department of Skills Development (DSD), Certificate of Skills (SKM), Level 3 upon the completion of all Core Competency Unit of the NOSS
- A Certificate of Partial Completion (PC), upon completion of single Competency Unit

## 6. OCCUPATIONAL COMPETENCIES

Crystal healing service profession (Level 3) are competent in performing:

- Subtle Energy System Analysis
- Energy Medicine Products Preparation (Healing Crystal)
- Energy Empowerment Consultation
- Crystal Hydrotherapy
- Subtle Bodies Energy Healing
- Crystal Bio-Energy Movement Healing
- Crystal Vibrational Therapy
- Crystal Healing Centre Products & Services Retailing
- Crystal Healing Centre Administration

Optionally, the crystal healing service profession (Level 3) are competent in performing the following elective competency:-

- Energy Medicine Products E-Marketing

## 7. WORKING CONDITION

Generally, he/she may require to work at the Crystal Healing Centre or premises designated by the organisation/company to provide crystal healing related services to the customers. He/she works under the similar operating hours of the organisation/company. However, he/she is expected to work during weekend and certain public holidays. The Crystal Healing practitioner works independently depending on the requirement of the client and job specification requirement. He/she is expected to make decision related to their work. He/she need to comply with the relevant rules and regulation following the OSHA. Hence he/she needs to use and wear appropriate attire during the commencement of their jobs. He/she, when necessary, is required to wear personal protective equipments such as apron, hand glove and mask and others, depending on the requirement of the task. Consistently, he/she must exhibit high energy level, ability to balance multiple tasks, proactive and creative in problem solving. He/she must possess the ability to work independently for an extended period of time. He/she should has the passion and desire for excellence work, results driven, meticulous, detailed oriented type of job, safety conscious, thoroughness, reliable. He/she needs to demonstrate good communication skills, courteous, integrity, creativity, self esteem, open minded, far-sighted and positive thinking at all times. He/she is accountable for the success of their organization.

## **8. EMPLOYMENT PROSPECT**

Crystal Healing Service professionals are highly sought in private company and organizations related to traditional/complementary therapy service sub-sector such as healthcare centres, spa & wellness establishments and others. There is excellent job market potential for Crystal Healing practitioners and professionals, both for domestic market and abroad due to the increased number of people who seek complementary therapy to maintain his/her health well-being. The Crystal Healing practitioners are mostly required and demanded in highly populated areas such as in the Klang Valley, Penang, Johor Bahru, Kuching and Kota Kinabalu. As the country is moving towards recognizing and promoting traditional and complementary medicine healthcare services, the demand for Crystal Healing practitioners' services are rapidly increasing. Skilled Crystal Healing practitioners are mostly demanded in the complementary therapy service related companies and organizations.

## **9. CAREER ADVANCEMENT**

This section describes the pathway for graduation person to improve skills and knowledge after completing the NOSS program.

### **9.1 Training for advancement**

- i. Attend related professional / specialization course in the field of Traditional & Complementary Medicine (T&CM) ~ Energy Medicine
- ii. Participate in Continuing Professional Development (CPD) courses in related Traditional & Complementary Medicine (T&CM) modalities to earn CPD points
- iii. On Job Placement

## 10. SOURCES OF INDUSTRIAL INFORMATION

This section list down the organizations (Regulatory Body & Industrial Association) related to the NOSS that can be referred as sources for industrial information such as statistic, regulation, act, skills workforce and legislative requirement. The NGOs listed in this document do not necessarily recognised by the Ministry of Health, Malaysia.

### 10.1 Local

1. **Ministry of Health Malaysia,**  
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2. **Ministry of Tourism and Culture Malaysia**  
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3. **Ministry Of Domestic Trade And Consumer Affairs Malaysia**  
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## 10.2 International

### 1. **Affiliation of Crystal Healing Organisations (ACHO)**

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## 11. ACKNOWLEDGEMENT

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3	Madam Wong Wei Chyi	Principal Assistant Director, Traditional & Complementary Medicine (T&CM) Division, Ministry of Health Malaysia.
4	Dr. Wong Pi Ying	Senior Assistant Director, Traditional & Complementary Medicine (T&CM) Division, Ministry of Health Malaysia.

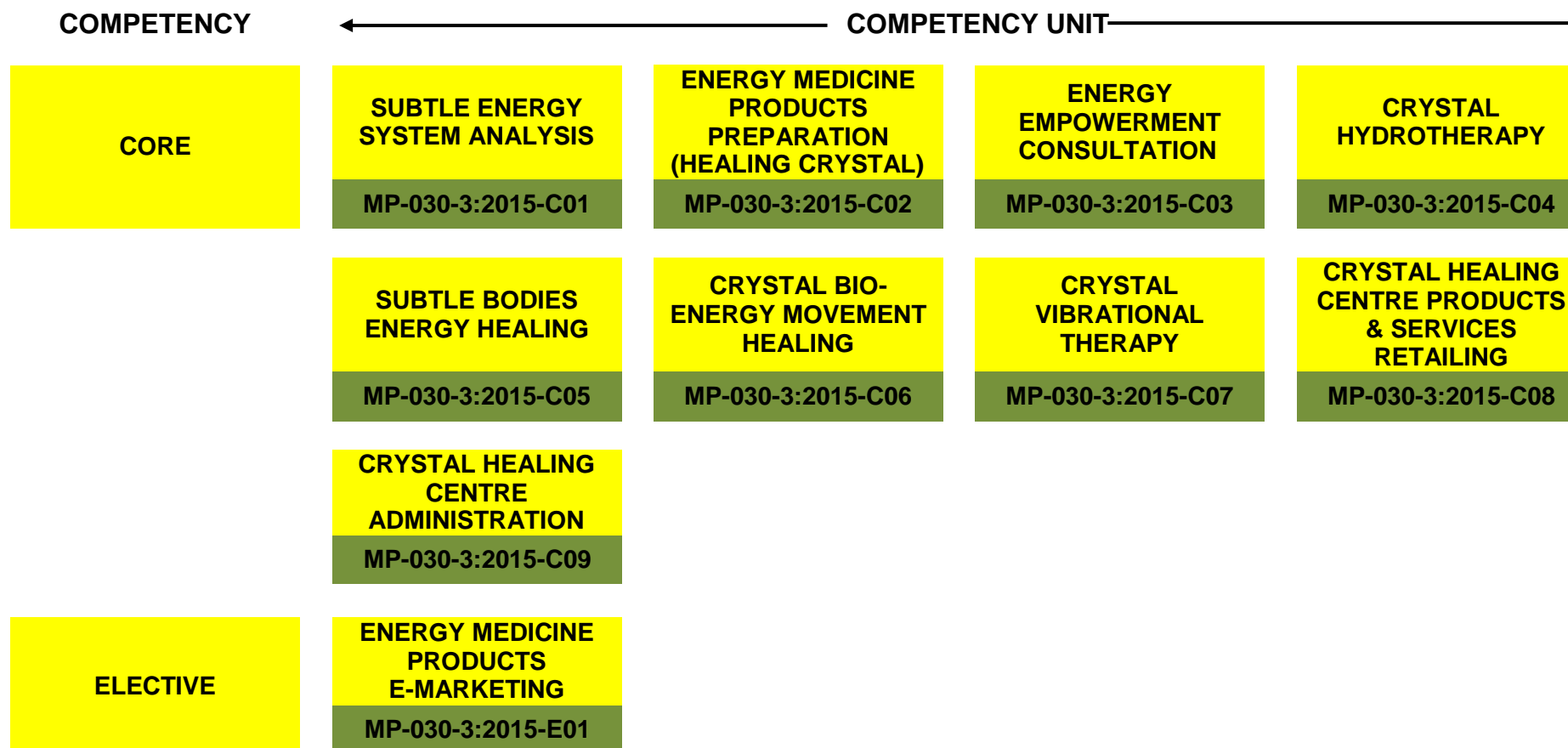
## 12. NOSS DEVELOPMENT COMMITTEE MEMBERS

List of panel experts or practitioners complete with their organization and designation.

<b>NOSS DEVELOPMENT COMMITTEE MEMBERS</b>		
1	Chong Thien Jin	Crystal Healer Nusantara Academy of Energy Medicine Sdn Bhd
2	Gan Ah Guan	Director Lotus Wonders (M) Sdn Bhd
3	Yong Woon Teng	Outlet Manager Lotus Wonders (M) Sdn Bhd
4	Chia Kheng Choon	Director Montaine Centre of Health & Wellness
5	Siew Taat Chee	Project Manager Montaine Centre of Health & Wellness
6	Lim Chin Hooi	Assistant Development Manager Nusantara Academy of Energy Medicine Sdn Bhd
7	Tan Han Wu	Assistant Project Manager Lotus Wonders (M) Sdn Bhd
8	Chua Siew Khim	Managing Director Long Life Enterprise
9	Chan Lee Wei	Managing Director Pretty Point Beauty & Slimming Therapy
10	Tiow Tien Ming	Independent Practitioner
11	Sharon Ho Soo Peng	Training Programme Coordinator Lotus Wonders (M) Sdn Bhd
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## COMPETENCY PROFILE CHART (CPC)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>		
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>		
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>		
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>		
<b>JOB LEVEL</b>	<b>LEVEL 3</b>	<b>NOSS CODE</b>	<b>MP-030-3:2015</b>



## COMPETENCY PROFILE (CP)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>			
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>			
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>			
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>			
<b>LEVEL</b>	<b>LEVEL 3</b>	<b>NOSS CODE</b>	<b>MP-030-3:2015</b>	
<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Subtle Energy System Analysis	<b>MP-030-3:2015-C01</b>	Subtle Energy System Analysis is the important domain in crystal healing services. Client subtle energy system condition is checked by using related energy analysis and assessment methods in the form of software and hardware such as Aura Chakra BioResonanz System, Quantum Analyser, Iridology, Pendulum Dowsing and hand sensing to obtain status report of client subtle energy system condition. The process and procedure analysis compliance to the safety and security measures of the above fundamental competencies are required to be conducted by the service provider before energy empowerment consultation to clients are bestowed.	1. Confirm client service objective  2. Ease client for energy analysis process	1.1 Client's profile obtained to assess personal particulars and information 1.2 Clients are welcomed based on addressing protocol 1.3 Client service package & details are checked for seeking further information 1.4 Types of subtle energy system analysis methods are ascertained in accordance with client's requirement and service package 1.5 Client's intention for subtle energy system analysis is confirmed to enable pre-analysis preparation  2.1 Fee structures, charges and different methods of payment are clearly explained to seek client's acknowledgement



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent in subtle energy system analysis shall be able to confirm client service objective, ease client for energy analysis process, prepare subtle energy system analysis setup, obtain energy analysis results, explain to client subtle energy system condition and generate energy analysis reports for the client.</p> <p>The outcome of this competency unit will enable client energy analysis information are obtained, confirmed and explained as per subtle energy system analysis process and procedure.</p> <p>There are no specific pre-requisite for this competency unit. However, the practice &amp; procedures for different races related to their cultural tradition, etiquette and legislative compliances complying with crystal healing operating procedure should be adhered to.</p>	<p>3. Prepare subtle energy system analysis setup</p>	<p>2.2 Briefing of the client's energy analysis procedures and intention are provided to secure client confident</p> <p>2.3 Counselling session to enable client readiness conducted</p> <p>2.4 Service process and expected analysis indication are elaborated in accordance with pre-procedure compliances</p> <p>2.5 Client's energy analysis objective are confirmed in accordance with crystal healing operating procedure</p> <p>3.1 Energy analysis tools, equipment and materials functionality are checked in accordance with manufacturing specification</p> <p>3.2 Energy analysis tools, equipment and materials are set to enable its usability condition for service process</p> <p>3.3 Work area safety, hygiene and security measure are arranged in accordance with legislative compliances</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out client subtle energy system analysis</p>	<p>4.1 Energy analysis software are loaded and programme is operated in accordance with systems procedures</p> <p>4.2 Energy analysis methods such as application of Aura Chakra BioResonanz System display contrast and reading are accessed in accordance with program instruction procedures</p> <p>4.3 Energy analysis data gathered from several methods on subtle energy system information are compiled in accordance with the systems and application compliances</p> <p>4.4 Client subtle energy system analysis using a Pendulum is carried out according to Pendulum Dowsing techniques and guidelines</p> <p>4.5 Client subtle energy system analysis using hand sensing method is carried out in accordance to hand sensing method</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Elaborate to client subtle energy system condition</p> <p>6. Generate client energy analysis reports</p>	<p>5.1 Basic location and functions of human organs are determined</p> <p>5.2 Condition of client subtle energy system such as Aura &amp; Chakras are explained to client in accordance with display results</p> <p>5.3 Crystal healing modalities suggestion related to the subtle energy system analysis reading are described</p> <p>5.4 Possible outcomes, charges and duration of services for crystal healing modalities are suggested to the client</p> <p>5.5 Self-recovery and subtle energy principles are elaborated to client</p> <p>6.1 Client's energy analysis and reports are printed in accordance with service operating procedures</p> <p>6.2 Printed documents are endorsed with client's &amp; service provider's signature</p> <p>6.3 Energy analysis report copies are documented for administration function</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>2. Energy Medicine Products Preparation (Healing Crystal)</p>	<p><b>MP-030-3:2015-C02</b></p>	<p>Energy Medicine Products Preparation is the competency role of holistic crystal healing requirement. It is to determine the selection and preparation of crystal healing products for client's well-being which brings relaxation and comfort to client's body, mind and spirit. Energy medicine products i.e. healing crystals can be specifically chosen to work on client's physical, emotional, mental and spiritual states complying with and suiting to different level of energy empowerment and needs using appropriate tools and resources.</p> <p>The person who is competent in energy medicine products preparation shall be able to identify healing crystal, condition healing crystal, harmonise programmed healing crystal, assess healing crystal preparation and arrange harmonised programmed crystal storage.</p> <p>The outcome of this competency unit is to enable energy medicine products i.e. crystals to be programmed and ready to be</p>	<p>1. Identify healing crystal</p> <p>2. Condition healing crystal</p>	<p>1.1 Types of crystal determined for its properties analysis</p> <p>1.2 Sizes of the healing crystal selected in accordance with service intention</p> <p>1.3 Quantity of healing crystal to be used is determined according to application</p> <p>1.4 Healing crystal metaphysical properties, functions and effects are confirmed for pre-service preparation</p> <p>2.1 Healing crystal is cleansed in accordance with standard cleansing procedures and guidelines to ensure negative energies contained are purified</p> <p>2.2 Healing crystal is activated in accordance with standard activation procedures and guidelines to initiate the functionality of the crystal metaphysical properties</p> <p>2.3 Healing crystal is charged in accordance with standard charging procedures and guidelines to enhance the energetic level of healing crystal</p> <p>2.4 Healing crystal is programmed to provide specific affirmation and</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>used before they are utilised in various crystal healing modalities for the clients.</p> <p>There are no specific pre-requisite for this competency unit. However, the preparation, harmonizing the crystal, practice protocol &amp; procedures for different races related to their cultural tradition, etiquette and legislative compliances shall be made adhered to crystal healing operating procedure.</p>	<p>3. Harmonise programmed healing crystal</p> <p>4. Assess healing crystal preparation</p>	<p>effects on client subtle body healing</p> <p>3.1 Healing crystal is balanced to provide an equalised energy level of healing crystal</p> <p>3.2 Healing crystal is stabilised to provide a steady stream on healing crystal energy level</p> <p>3.3 Healing crystal is maintained to preserve the healing properties and effect of the healing crystal energy</p> <p>3.4 Healing crystal is harmonised based on principle of Yin-Yang to ensure neutralisation of healing crystal energy</p> <p>4.1 Healing crystal conditioning performance is validated in accordance with energy assessment method such as Pendulum Dowsing and hand sensing</p> <p>4.2 Healing crystal harmonising performance is validated to meet crystal healing operating procedure</p> <p>4.3 Suitability, benefits and functions of healing crystal is explicated in accordance with standard checklist of</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Arrange healing crystal storage	crystal metaphysical properties 5.1 Harmonised programmed crystal are kept in proper compartment/locker 5.2 Harmonised programmed crystal storage condition and environment are assessed in accordance with safety and security requirement 5.3 Storage system and resources are labelled for administrative retrieving and auditing requirement

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Energy Empowerment Consultation	<b>MP-030-3:2015-C03</b>	<p>Energy Empowerment Consultation is the job function and scope of work to promote energy enhancement and wellness programs and services through various crystal healing modalities for the clients. It includes the retailing of energy empowerment programs, healing crystal and products educational activities at the crystal healing centre or as post-procedure service.</p> <p>The person who is competent in energy empowerment consultation shall be able to confirm client service profile, identify client energy condition, carry out client service interview, recommend client energy empowerment, assess energy empowerment performance and prepare client energy empowerment reports.</p> <p>The outcome of this competency is to enable client's energy status are well-informed and empowerment can be given as pre-requisite to recommend various crystal healing modalities to client.</p>	<p>1. Confirm client service profile</p> <p>2. Identify client energy condition</p>	<p>1.1 Client's profile is accessed and retrieved in sourcing service records/history and information</p> <p>1.2 Client healing intentions are confirmed for seeking potential empowerment related to the client's healing objectives</p> <p>1.3 Client's service package and incentives are assessed for pre-sales closing requirement</p> <p>1.4 Client subtle energy system condition ascertained to enable recommendation and suggestion</p> <p>2.1 Basic location and functions of human organs are determined</p> <p>2.2 Client subtle energy system analysis arranged for condition and service paradigm determination</p> <p>2.3 Client subtle energy system is assessed for determining the condition of subtle bodies, aura, chakras and meridians</p> <p>2.4 Client's health status on physical, emotional, mental and spiritual condition are assessed as a holistic discovery</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>There are no specific pre-requisite for this competency unit. However, the consultation for energy empowerment to the client should adhere to the integrity practice.</p>	<p>3. Carry out client service interview</p>	<p>2.5 Client's needs and desires patterns assessed for preparation and resources setup requirement</p> <p>2.6 Client's subtle energy system level is determined to enable empowerment and recommendation</p> <p>3.1 Client's subtle energy system analysis results cross reference to earlier analysis are confirmed</p> <p>3.2 Client pre-procedure lifestyle habit and dietary are assessed for ascertaining service pattern</p> <p>3.3 Client pre-service physical activities and stress condition are checked for information and healing measures</p> <p>3.4 Client post-service restriction activities are explained for complying with service accomplishment</p> <p>3.5 Benefit of service are explored to enable and enhance clients' confidence</p> <p>3.6 Post-procedure specific and relevant benefits of the service are educated to client</p>





CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Prepare client energy empowerment reports</p>	<p>6.1 Client service reports are printed for service auditing  6.2 Client's appointment is set in accordance with customer service procedures  6.3 Service benefit and post-procedure requirement are explored for client recovery notification  6.4 Service billing and resources are documented in accordance with operating procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Crystal Hydrotherapy	<b>MP-030-3:2015-C04</b>	Crystal Hydrotherapy is one of the crystal healing modality to bring benefits through water as the main medium to client's physical and subtle bodies, rebalancing the bio-magnetic field that surrounds and interpenetrates the physical body and activates linkage points to the major and minor chakras that regulate the body's vibration stasis with crystals which are utilised in the hydrotherapy. There are three modes of hydrotherapy services consisting of Energy Chelation Spa (for the foot), Aura Spa (sauna) and Holistic Energy Spa (whole body immerse in the water). Crystals will be placed surrounding the hydrotherapy equipment and also in the water, together with essential oils whereby crystals qualities and metaphysical properties is transferred into the water, creating a fusion of healing properties that affect client's subtle aspects of physical, emotional, mental and spiritual and also to bring back the energy body back into balance. It is the usage of water as one of the main medium to cleanse the aura and minimalize the contamination to	<ol style="list-style-type: none"> <li>1. Identify client crystal hydrotherapy objective</li>   <li>2. Prepare crystal hydrotherapy setup</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client's crystal hydrotherapy services, package and needs are determined</li> <li>1.2 Types or modes of crystal hydrotherapy services are determined</li> <li>1.3 Client's personal particulars and procedure history are listed for pre-procedure analysis</li> <li>1.4 Service profile and documenting system are selected in retrieving healing information</li>   <li>2.1 Client's crystal hydrotherapy resources including crystals are set for procedure compliances</li> <li>2.2 Client's crystal hydrotherapy workplace and facilities are adjusted to meet the safety and security of the process and procedure for different modes of hydrotherapy</li> <li>2.3 Tools, equipment and devices for the all modes of crystal hydrotherapy are adjusted in accordance with crystal healing operating procedure</li> <li>2.4 Crystal hydrotherapy materials such as crystals, and essential oil etc.</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>crystal healing practitioner and work area energy.</p> <p>The person who is competent in crystal hydrotherapy shall be able to identify client crystal hydrotherapy objective, prepare crystal hydrotherapy setup, provide crystal hydrotherapy commentary, facilitate crystal hydrotherapy process, assess crystal hydrotherapy performance, provide post crystal hydrotherapy home advice and prepare crystal hydrotherapy documentation.</p> <p>The outcome of this competency unit is to enable client receive crystal hydrotherapy to detoxify the bodily toxins, relieving pains and stress, improving blood circulation, enhancing the aura and chakras condition, improving respiratory system and reenergising the whole body.</p> <p>As pre-requisites for this competency unit, subtle energy system analysis and energy empowerment consultation shall be provided to client before performing Crystal Hydrotherapy. Furthermore, the Crystal Hydrotherapy activities should</p>	<p>3. Provide crystal hydrotherapy commentary</p>	<p>properties are ascertained and applied for setup preparation</p> <p>2.5 Client's wear and belonging are kept in safe and security compartment</p> <p>3.1 Crystal hydrotherapy services procedures &amp; process function and benefits are explained to client in accordance with customer service requirement</p> <p>3.2 Three modes of crystal hydrotherapy guided-instruction are listed for service procedures determination</p> <p>3.3 Duration of three modes of crystal hydrotherapy sessions are determined and explained to client</p> <p>3.4 Precaution of hydrotherapy is ascertained</p> <p>3.5 Uniqueness and distinctiveness of each mode of crystal hydrotherapy services is distinguished and explained to client</p> <p>3.6 Client's hydrotherapy contingency measures and facilitation plan made-known to client to meet crystal healing operating procedure</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		adhere to the safety and security complying with the legislation.	4. Facilitate crystal hydrotherapy process	4.1 Basic location and functions of human organs are determined 4.2 Client is guided to enter crystal hydrotherapy process 4.3 Client crystal hydrotherapy warm-up and cool-off instruction is carried out 4.4 Client crystal hydrotherapy process are monitored to meet crystal healing operating procedure 4.5 Client's hydration is ensured in accordance with crystal healing operating procedure 4.6 Client comfort and relaxation level of crystal hydrotherapy process are monitored 4.7 Water levels, temperature and electrical devices used in the hydrotherapy services regulated and controlled for safety requirement 4.8 Client condition and reaction is observed to meet safety and crystal healing operating procedure

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Assess crystal hydrotherapy performance</p>	<p>5.1 Crystal hydrotherapy process is assessed for performance control</p> <p>5.2 Client post crystal hydrotherapy relaxation and well-being are examined to meet customer service requirement</p> <p>5.3 Crystal hydrotherapy service and process evaluation are studied for crystal healing operating procedure improvement</p> <p>5.4 Client crystal hydrotherapy checklist and monitoring chart are assessed for determining rightness and appropriateness of the procedure attention</p> <p>5.5 Level of service and client's appraisal are assessed in accordance with performance indicator</p> <p>5.6 Client feedback and reaction are recorded and evaluated to meet customer service requirement</p> <p>5.7 Client's post crystal hydrotherapy subtle energy system status is assessed for performance criterion of the crystal hydrotherapy service</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Provide post crystal hydrotherapy home advice</p>	<p>6.1 Frequency and types of further crystal hydrotherapy services and advices are suggested</p> <p>6.2 Post-hydrotherapy service products e.g. crystal or enhancement suggestion are listed as guidance and empowerment instruction</p> <p>6.3 Lifestyle effect on self-healing after crystal hydrotherapy commentary are listed as service auditing and empowerment guidance</p> <p>6.4 Advance healing sessions, follow-up services or home care instruction are recommended</p> <p>6.5 Types of procurement and post crystal hydrotherapy apparatus are recommended</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Prepare crystal hydrotherapy documentation	7.1 Service billing generated in accordance with operating procedures 7.2 Procedure profile documented for administrative requirement 7.3 Client's appointment is set in accordance with customer service procedures 7.4 Procedure resources and documents are validated for administrative and auditing 7.5 Service appraisal and supports are compiled and documented for operating compliances



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Subtle Bodies Energy Healing	<b>MP-030-3:2015-C05</b>	<p>Subtle Bodies Energy Healing is one of the core healing essential which utilises crystals and energy medicine products merged into various healing modalities to thoroughly cleanse, purify, balance, energise and rejuvenate the physical as well as subtle energy systems. There are four modalities contained under Subtle Bodies Energy Healing i.e. Crystal Aura &amp; Chakras Therapy, Crystal Vibrational Scraping Therapy, Crystal Lymphatic Drainage Therapy and Crystal Meridian Therapy. Each unique modality uses its distinctive energy healing system and methods to enhance the auric field, chakras and lymphatic system and energy pathways of the overall subtle bodies.</p> <p>The person who is competent in subtle bodies energy healing shall be able to identify client subtle bodies energy healing objective, prepare subtle bodies energy healing setup, provide subtle bodies energy healing commentary, carry out subtle bodies energy healing process, assess subtle bodies energy healing performance, provide</p>	<ol style="list-style-type: none"> <li>1. Identify client subtle bodies energy healing objective</li>   <li>2. Prepare subtle bodies energy healing setup</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client subtle bodies energy healing services, package and needs are determined</li> <li>1.2 Types of subtle bodies energy healing modalities are determined</li> <li>1.3 Client's personal particulars and procedure history are listed as pre-procedure preparation requirement</li> <li>1.4 Service profile and documentation system are selected for administrative purposes</li>   <li>2.1 Client subtle bodies energy healing resources including crystals are set-ready for procedure compliances</li> <li>2.2 Client subtle bodies energy healing workplace and facilities are adjusted to meet the safety and security of the process and procedure for different modalities</li> <li>2.4 Tools, equipment and devices for the modalities of subtle bodies energy healing are arranged to meet crystal healing operating procedure</li> <li>2.5 Subtle bodies energy healing materials such as crystals and essential oil etc.</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>post subtle bodies energy healing home advice and prepare subtle bodies energy healing documentation.</p> <p>The outcome of this competency unit is to develop a holistic approach with unique healing system consisting of various modalities to enhance the critical elements of human subtle bodies.</p> <p>As pre-requisites for this competency unit, subtle energy system analysis and energy empowerment consultation shall be provided to client before performing Subtle Bodies Energy Healing. Furthermore, the Subtle Bodies Energy Healing activities should establish a good service communication between practitioner and clients.</p>	<p>3. Provide subtle bodies energy healing commentary</p>	<p>properties are ascertained and applied for setup preparation</p> <p>2.6 Client's wear and belonging are kept in safe and security compartment</p> <p>3.1 Subtle bodies energy healing services procedures &amp; process function and benefits are explained to meet customer service requirement</p> <p>3.2 Four modalities of Subtle Bodies Energy Healing guided-instruction are listed to meet crystal healing operating procedure</p> <p>3.3 Duration of the four modalities of subtle bodies energy healing sessions determined and explained to client</p> <p>3.4 Precaution of subtle bodies energy healing is ascertained</p> <p>3.5 Uniqueness and distinctiveness of each modality of subtle bodies energy healing services is distinguished and explained to client</p> <p>3.6 Client subtle bodies energy healing contingency measures and facilitation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Carry out subtle bodies energy healing process	<p>plan made-known for safety and security</p> <p>4.1 Basic location and functions of human organs are determined</p> <p>4.2 Visualisation techniques in healing process is carefully carried out throughout the session for all modalities</p> <p>4.3 Integration of crystal application with healing modalities are selected depending on client needs</p> <p>4.4 Client's hydration is ensured in accordance with crystal healing operating procedure</p> <p>4.5 Client comfort and relaxation level of subtle bodies energy healing process are monitored</p> <p>4.6 Temperature and electrical devices used in the subtle bodies energy healing services regulated and controlled for process safety and security</p> <p>4.7 Client condition and reaction observed for safety and crystal healing operating procedure</p> <p>4.8 Selection and options of crystal and healing grids used in crystal aura and chakras therapy determined</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>and assessed</p> <p>4.9 Proper scraping techniques applied to meet procedure and technique manuals</p> <p>4.10 Gentle rubbing and crystal approximation techniques are applied on lymph nodes areas for crystal lymphatic drainage therapy</p> <p>4.11 Gentle pressure is applied with simultaneous pressing on acupressure points to clear meridian blockages</p> <p>4.12 Skin tissues, meridian pathways, acupressure points, major and minor chakras are rubbed, tapped and stimulated by affirmation language and phrase, visualisation etc.</p> <p>4.13 Client's emotional and mental energy blockage is cleansed and cleared through subtle bodies energy healing</p> <p>4.14 Cleansing and purification work carried out on the first phase of healing</p> <p>4.15 Tuning client's condition to remain in relaxed manners carried out as the second phase of healing</p> <p>4.16 Enhancing and</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Assess subtle bodies energy healing performance</p>	<p>energising as the third and final phase of healing is executed</p> <p>5.1 Subtle bodies energy healing process is assessed for performance control</p> <p>5.2 Client post subtle bodies energy healing relaxation and well-being are examined to meet customer service requirement</p> <p>5.3 Subtle bodies energy healing and process evaluation are studied for crystal healing operating procedure improvement</p> <p>5.4 Client subtle bodies energy healing checklist and monitoring chart are assessed in determining rightness and appropriateness of the procedure attention</p> <p>5.5 Level of service and client's appraisal are assessed to meet performance indicator compliances</p> <p>5.6 Client feedback and reaction recorded and evaluated in accordance with customer service requirement</p> <p>5.7 Client's post healing energy status assessed in determining the performance</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Provide post subtle bodies energy healing home advice</p>	<p>criterion of the subtle bodies energy healing service</p> <p>6.1 Frequency and types of further subtle bodies energy healing services and advices are suggested</p> <p>6.2 Post subtle bodies energy healing service products e.g. crystal or enhancement suggestion are listed</p> <p>6.3 Lifestyle effect on self-healing after subtle bodies energy healing commentary are listed</p> <p>6.4 Advance healing sessions, follow-up services or home care instruction are recommended</p> <p>6.5 Types of procurement and post subtle bodies energy healing apparatus recommended</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Prepare subtle bodies energy healing documentation	7.1 Service billing generated for payment procedures 7.2 Procedure profile documented for administrative requirement 7.3 Client's appointment is set in accordance with customer service procedures 7.4 Procedure resources and documents are validated for administrative and auditing 7.5 Service appraisal and supports are compiled and documented for performance analysis and development

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Crystal Bio-Energy Movement Healing	<b>MP-030-3:2015-C06</b>	<p>Crystal Bio-Energy Movement Healing is a system of healing that works at restoring the natural state of mind-body through clearing out of stagnant or blocked energy that is preventing the body or mind from living in a healthy state. It is a non-invasive healing method consisting of three modalities namely wellness &amp; vitality meditation, dynamic &amp; static physical energy work and energy breathing which help to bring benefits to the body, mind and soul through deep relaxation level that improve our bodily system, enhance our immune system and emotional balance and help to overcome stress and bring calmness.</p> <p>The person who is competent in crystal bio-energy movement healing shall be able to identify client bio-energy movement healing objective, prepare crystal bio-energy movement healing set up, guide client crystal bio-energy movement healing process, evaluate crystal bio-energy movement healing, provide post crystal bio-energy movement healing home advice and prepare crystal bio-energy movement</p>	<ol style="list-style-type: none"> <li>1. Identify client crystal bio-energy movement healing objective</li>   <li>2. Prepare crystal bio-energy movement healing setup</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client crystal bio-energy movement healing services, package and needs are determined</li> <li>1.2 Types of crystal bio-energy movement healing modalities are determined</li> <li>1.3 Client's personal particulars and procedure history are listed for pre-procedure preparation</li> <li>1.4 Service profile and documenting system are selected for seeking procedure setup</li>   <li>2.1 Client crystal bio-energy movement healing resources including crystals are set-ready for procedure compliances</li> <li>2.2 Client crystal bio-energy movement healing workplace and facilities are adjusted to meet the safety and security of the process and procedure for different modalities</li> <li>2.3 Tools, equipment and devices for the modalities of crystal bio-energy movement healing are arranged to meet crystal healing operating procedure</li> </ol>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>healing documentation.</p> <p>The outcome of this competency unit is to enable client to achieve a balance state of mind-body integration in which restoration of energy and proper functioning and flow of energy for the bodily organs, muscles and subtle bodies are achieved, at the same time promoting well-being to the main human body systems such as circulatory, lymphatic and nervous system.</p> <p>As pre-requisites for this competency unit, subtle energy system analysis and energy empowerment consultation shall be provided to client before performing Crystal Bio-Energy Movement Healing. Furthermore, the Crystal Bio-Energy Movement Healing activities, process and performance should always be guided and observed to meet the crystal healing operating procedure.</p>	<p>3. Guide client crystal bio-energy movement healing process</p>	<p>2.4 Crystal bio-energy movement healing materials such as crystals and essential oil etc. properties are ascertained and applied for setup preparation</p> <p>2.5 Client's wear and belonging are kept in safe and security compartment to meet customer service requirement</p> <p>3.1 Basic location and functions of human organs are determined</p> <p>3.2 Client is guided to enter crystal bio-energy movement healing process</p> <p>3.3 Client crystal bio-energy movement healing warm-up and cool-off instruction is carried out</p> <p>3.4 Client crystal bio-energy movement healing process activities are monitored in accordance with crystal healing operating procedure</p> <p>3.5 Client's hydration is ensured in accordance with crystal healing operating procedure</p> <p>3.6 Client's breathing (inhalation and exhalation) consistency is complied</p> <p>3.7 Selection and options of crystal grids used in crystal</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Evaluate crystal bio-energy movement healing</p>	<p>bio-energy movement healing are assessed</p> <p>3.8 Visualisation techniques in crystal bio-energy movement healing process is carefully carried out and applied throughout the session for all modalities</p> <p>3.9 Client comfort and relaxation level of crystal bio-energy movement healing process are monitored</p> <p>3.10 Client condition and reaction observed to meet safety and crystal healing operating procedure compliances</p> <p>4.1 Activation result of crystal bio-energy movement healing is monitored</p> <p>4.2 Client post crystal bio-energy movement healing relaxation and well-being are examined to meet customer service requirement</p> <p>4.3 Crystal bio-energy movement healing and process evaluation are studied for crystal healing operating procedure improvement</p> <p>4.4 Client's crystal bio-energy movement healing checklist and monitoring chart are</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Provide post crystal bio-energy movement healing home advice</p>	<p>assessed in determining rightness and appropriateness of the procedure attention</p> <p>4.5 Level of service and client's appraisal are assessed to meet performance indicator</p> <p>4.6 Client feedback and reaction recorded and evaluated to meet customer service requirement</p> <p>4.7 Client's post healing energy status assessed in determining the performance criterion of the crystal bio-energy movement healing service</p> <p>5.1 Frequency and types of further crystal bio-energy movement healing services and advices are suggested</p> <p>5.2 Post crystal bio-energy movement healing service products e.g. crystal or enhancement suggestion are listed</p> <p>5.3 Lifestyle effect on self-healing after crystal bio-energy movement healing commentary are listed</p> <p>5.4 Advance healing sessions, follow-up services or home care instruction are recommended</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Prepare crystal bio-energy movement healing documentation</p>	<p>5.5 Types of procurement and post crystal bio-energy movement healing apparatus recommended</p> <p>6.1 Service billing generated for payment procedures</p> <p>6.2 Procedure profile documented for administrative requirement</p> <p>6.3 Client's appointment is set in accordance with customer service procedures</p> <p>6.4 Procedure resources and documents are validated for administrative and auditing requirement</p> <p>6.5 Service appraisal and supports are compiled and documented for performance analysis and development</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Crystal Vibrational Therapy	<b>MP-030-3:2015-C07</b>	<p>Crystal Vibrational Therapy consists of a series of therapies and healing modalities provided to produce healing properties through the resonant patterns i.e. frequency and vibrations of healing crystals combined into various vibrational therapy modalities in order to create balance, health and wellness. The essence of crystal vibrational therapy is to effectively clear blockages of the subtle energy systems, restore and revitalise them, subsequently enhances the well-being of the physical body. There are four modalities contained under Crystal Vibrational Therapy i.e. Crystal Color Therapy, Crystal Energy Sound Therapy, Crystal Energy Aromatherapy and Crystal Energy Psychology Therapy. Every modality uses its unique healing method in a more delicate and refined way to enhance the body, mind and soul aspects of the body.</p> <p>The person who is competent in crystal vibrational therapy shall be able to identify client crystal vibrational therapy objective, prepare crystal vibrational therapy</p>	<ol style="list-style-type: none"> <li>1. Identify client crystal vibrational therapy objective</li>   <li>2. Prepare crystal vibrational therapy setup</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client crystal vibrational therapy services, package and needs are determined</li> <li>1.2 Types of crystal vibrational therapy modalities are determined</li> <li>1.3 Client's personal particulars and procedure history are listed as pre-procedure preparation requirement</li> <li>1.4 Service profile and documentation system are selected for administrative purposes</li>   <li>2.1 Client crystal vibrational therapy resources including crystals are set-ready for procedure compliances</li> <li>2.2 Client crystal vibrational therapy workplace and facilities are adjusted to meet safety and security of the process and procedure for different modalities</li> <li>2.3 Tools, equipment and devices for the modalities of crystal vibrational therapy are arranged to meet crystal healing operating procedure</li> <li>2.4 Crystal vibrational therapy materials such as crystals and essential oil etc. properties are ascertained</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>setup, provide crystal vibrational therapy commentary, carry out crystal vibrational therapy process, assess crystal vibrational therapy performance, provide post crystal vibrational therapy home advice and prepare post crystal vibrational therapy reports.</p> <p>The outcome of this competency unit is to provide client a holistic vibrational healing to achieve physical, emotional, mental and spiritual enhancement and wellness.</p> <p>As pre-requisites for this competency unit, subtle energy system analysis and energy empowerment consultation shall be provided to client before performing Crystal Vibrational Therapy. Furthermore, the Crystal Vibrational Therapy activities should establish a good service communication between practitioner and clients.</p>	<p>3. Provide crystal vibrational therapy commentary</p>	<p>and applied for setup preparation</p> <p>2.5 Client's wear and belonging are kept in safe and security compartment in accordance with customer service requirement</p> <p>3.1 Crystal vibrational therapy services procedures and process function and benefits are explained to meet customer service requirement</p> <p>3.2 Four modalities of Crystal Vibrational Therapy guided-instruction are listed in complying with crystal healing operating procedure</p> <p>3.3 Duration of the four modalities of crystal vibrational therapy sessions determined and explained to client</p> <p>3.4 Precaution of crystal vibrational therapy is ascertained</p> <p>3.5 Uniqueness and distinctiveness of each modality of crystal vibrational therapy services is distinguished and explained to client</p> <p>3.6 Client crystal vibrational therapy contingency</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Carry out crystal vibrational therapy process	measures and facilitation plan made-known to client 4.1 Basic location and functions of human organs are determined 4.2 Visualisation techniques in healing process is carefully carried out throughout the session for all modalities 4.3 Integration of crystal application with healing modalities selected depending on client needs 4.4 Client's hydration is ensured in accordance with crystal healing operating procedure 4.5 Client comfort and relaxation level of crystal vibrational therapy process are monitored 4.6 Temperature and electrical devices used in the crystal vibrational therapy services regulated and controlled for safety requirement 4.7 Client condition and reaction observed in accordance with safety and crystal healing operating procedure compliances 4.8 Selection and options of crystal and healing grids used in crystal vibrational therapy determined and

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>assessed</p> <p>4.9 Proper crystal colour therapy techniques applied on aura, chakras and meridian (energy pathways)</p> <p>4.10 Proper usage and gentle stroking and striking tools and instruments such as singing bowl and ting shaw are applied for crystal energy sound therapy</p> <p>4.11 Healing crystal mixed into essential oils to produce aromatherapy essence applied</p> <p>4.12 Skin tissues, meridian pathways, acupressure points, major and minor chakras are rubbed, tapped and stimulated by affirmation language and phrase, visualisation etc.</p> <p>4.13 Client's emotional and mental energy blockage is cleansed and cleared through crystal vibrational therapy modalities</p> <p>4.14 Cleansing and purification work carried out on the first phase of healing</p> <p>4.15 Tuning client's condition to remain in relaxed manners carried out as the second phase of healing</p> <p>4.16 Enhancing and</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Assess crystal vibrational therapy performance</p>	<p>energising as the third and final phase of healing is executed</p> <p>5.1 Crystal vibrational therapy process is assessed for performance control</p> <p>5.2 Client post crystal vibrational therapy relaxation and well-being are examined to meet customer service requirement</p> <p>5.3 Crystal vibrational therapy and process evaluation are studied for crystal healing operating procedure improvement</p> <p>5.4 Client crystal vibrational therapy checklist and monitoring chart are assessed in determining rightness and appropriateness of the procedure attention</p> <p>5.5 Level of service and client's appraisal are assessed to meet performance indicator</p> <p>5.6 Client feedback and reaction recorded and evaluated to meet customer service requirement</p> <p>5.7 Client's post healing energy status assessed in determining the performance criterion of the crystal</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Provide post crystal vibrational therapy home advice</p>	<p>vibrational therapy service</p> <p>6.1 Frequency and types of further crystal vibrational therapy services and advices are suggested</p> <p>6.2 Post crystal vibrational therapy service products e.g. crystal or enhancement suggestion are listed</p> <p>6.3 Lifestyle effect on self-healing after crystal vibrational therapy commentary are listed</p> <p>6.4 Advance healing sessions, follow-up services or home care instruction are recommended</p> <p>6.5 Types of procurement and post crystal vibrational therapy apparatus recommended</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Prepare post crystal vibrational therapy reports</p>	<p>7.1 Service billing generated in accordance with operating procedures</p> <p>7.2 Procedure profile documented for administrative requirement</p> <p>7.3 Client's appointment is set in accordance with customer service procedures</p> <p>7.4 Procedure resources and documents are validated for administrative and auditing requirement</p> <p>7.5 Service appraisal and supports are compiled and documented for performance analysis and development</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Crystal Healing Centre Products and Services Retailing	<b>MP-030-3:2015-C08</b>	<p>Crystal healing centre products and services retailing is the fundamental roles of a centre to gain and promote crystal healing services and products to the large target audience. It is the sustainability domain to explore the service and products benefit to the market segment and ultimately secure the return profit of the organization.</p> <p>The person who is competent in crystal healing centre products and services retailing shall be able to carry out client reception, determine client products and services needs, promote products and services attributes, carry out sales closing and prepare products and services retailing documentation.</p> <p>The outcome of this competency unit is to enable service providers secure returns to sustain the business operation and the organization as a whole.</p> <p>There are no specific pre-requisite for this competency unit. However, the crystal healing centre sales operation shall be practice and complying with</p>	<p>1. Carry out client reception</p> <p>2. Determine client product and services needs</p>	<p>1.1 Client at crystal healing centre are welcomed in accordance with centre client charter standard</p> <p>1.2 Client's hospitality at crystal healing centre are arranged</p> <p>1.3 Client's reception security and privacy are arranged</p> <p>1.4 Client's reception surroundings and assets safety are adjusted in accordance with operating procedures</p> <p>1.5 Client's reception area support and directory are guided</p> <p>2.1 Client's required service and products types are checked</p> <p>2.2 Identification of the products and service attention nature are observed</p> <p>2.3 Client's enquiry and budget for the service and products identified</p> <p>2.4 Client's incentives and complementary offers are distinguished</p> <p>2.5 Client's service and products priority and timeline of delivery are discovered</p> <p>2.6 Client's needs and preliminary confirmation for service and products</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		legislative condition. The ethics and integrity of sales personnel are required to conform the sales target and projection of operation.	<p>3. Promote product and services attributes</p> <p>4. Carry out sales closing</p>	<p>ascertained</p> <p>3.1 Service perimeter and competency are elaborated</p> <p>3.2 Products attributes and properties features are elaborated</p> <p>3.3 Client's satisfaction and pre-buying condition for service and products are explained</p> <p>3.4 Client's required service and products values are defined</p> <p>3.5 Quality of service and design are make-known</p> <p>3.6 Service recognition and products branding are listed</p> <p>4.1 Client needs are determined in discovering interest of the products and services</p> <p>4.2 Suggestion related to products and services recommendation are explained</p> <p>4.3 Client buying signal and buying pattern are examined</p> <p>4.4 Client purchase terms and condition, query and doubt are explained</p> <p>4.5 Client's buying confidence and convenience are secured</p> <p>4.6 Closing technique and engagement terms are demonstrated</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Prepare products and services retailing documentation	5.1 Sales order and descriptor are listed 5.2 Client remittance and invoices are issued 5.3 Service profile and engagement contract are solicited 5.4 Sales package and agreement are compiled 5.5 Sales reports and summary are listed

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
9. Crystal Healing Centre Administration	<b>MP-030-3:2015-C09</b>	<p>Crystal healing centre administration is the competency to oversee work quality compliance and control daily operation in accordance with company's standard operating procedure and job description. It is to ensure the operation legislative and authoritative compliances are managed, overseeing the operation safety and hygiene activities, handling the centre deployment programs, maintenance of facilities, customer relationship and centre operation business transaction and documentation.</p> <p>The person who is competent in crystal healing centre administration shall be able to prepare crystal healing centre compliance, perform crystal healing centre housekeeping, prepare crystal healing centre manpower deployment requirements, carry out crystal healing centre assets maintenance, maintain customer relations and maintain crystal healing centre business accounting activities.</p> <p>The outcome of this competency</p>	<p>1. Prepare crystal healing centre compliance</p> <p>2. Perform crystal healing centre housekeeping</p>	<p>1.1 Crystal healing centre operation permits and licensing application are organised</p> <p>1.2 Service providers competency and practice pre-requisite are registered</p> <p>1.3 Service accreditation are coordinated</p> <p>1.4 Products properties and licensing registered</p> <p>1.5 Workplace safety and security compliances are consolidated</p> <p>1.6 Documentation, certification and accreditation chartered are consolidated</p> <p>2.1 Crystal healing centre safety and security maintenance program are facilitated</p> <p>2.2 Workplace hygiene and housekeeping activities are monitored</p> <p>2.3 Resources and consumables inventory are listed</p> <p>2.4 Fixtures and work area cleaning programs are arranged</p> <p>2.5 Crystal healing centre service tools are sanitized</p> <p>2.6 Products and storage security system are monitored</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>unit is to enable a business operation formally operated complying with the legislative and authoritative compliances.</p> <p>There are no specific pre-requisite for this competency unit. However, the operation of crystal healing centre and its legislative compliances shall be made adhered to. The administration may include hygiene, safety, security and assets compliances to be made complying with health legislative procedures.</p>	<p>3. Prepare crystal healing centre manpower deployment requirements</p> <p>4. Carry out crystal healing centre assets maintenance</p> <p>5. Maintain customer relations</p>	<p>3.1 Crystal healing practitioner competency and functional scope are determined</p> <p>3.2 Crystal therapy and healing works roster are listed</p> <p>3.3 Service schedule and deployment programs are arranged</p> <p>3.4 Service charter and notification are displayed</p> <p>3.5 Working agreement and contract are compiled</p> <p>4.1 Assets and facilities functionality checked</p> <p>4.2 Crystal therapy and healing hand tools are sanitised</p> <p>4.3 Assets and facilities maintenance program are coordinated</p> <p>4.4 Crystal healing centre maintenance agreement and service charter are requested from vendor</p> <p>5.1 Client valuable and jewellery are safeguarded at lockers in accordance with customer service requirement</p> <p>5.2 Client lost &amp; found issue are attended</p> <p>5.3 Client enquiry and products information enhancement programs are arranged</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Maintain crystal healing centre accounting	5.4 Client privacy and security programs are arranged 5.5 Service support and communication are facilitated  6.1 Crystal healing activities filed 6.2 Business transaction and documents are compiled 6.3 Business activities balance sheet and audited reports documented 6.4 Payment and mode procedures consolidated

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
10. Energy Medicine Products E-Marketing	<b>MP-030-3:2015-E01</b>	<p>Energy medicine products e-marketing is the business feasibility function of the organization using web medium to send ads, request business, or solicit sales. It is the application of marketing mix or a set of processes for creating, delivering and communicating value to customers, and managing customer relationships in ways that also benefit the organization.</p> <p>The person who is competent in energy medicine products e-marketing shall be able to assess energy medicine products strategy, prepare energy medicine products e-marketing strategy, establish web-based systems, carry out e-marketing, maintain e-marketing programme and maintain e-marketing documentation.</p> <p>The outcome of this competency unit is to enable crystal healing operation service and products are explored to the target segment and secure the business entities in returns.</p> <p>There are no specific pre-requisite for this competency unit.</p>	<p>1. Assess energy medicine products strategy</p> <p>2. Prepare energy medicine products e-marketing strategy</p>	<p>1.1 Service information are explored through web page procedures determined</p> <p>1.2 Products information and attribute exhibited through web page are determined</p> <p>1.3 Types of web retailing system determined</p> <p>1.4 Client response and buying behaviour through e-selling are determined</p> <p>1.5 Service rendering and products delivery system through e-retailing are determined</p> <p>1.6 Organizational respondent and administrator for web marketing are determined</p> <p>1.7 E-marketing legislative and authoritative compliances are listed</p> <p>2.1 Service package and incentive information are explored through web page procedures drafted up</p> <p>2.2 Products properties and quality information and attribute exhibited through web page are drafted up</p> <p>2.3 Types of web retailing system and agent copyright are consolidated</p> <p>2.4 E-marketing target segment</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>However, the solicitation function in securing business potential and sales segment through e-marketing protocol are required to be made adhered to Domestic Trade and Malaysian Communication and Multimedia Commission legislative requirement in their respective regulatory.</p>	<p>3. Establish web-based systems</p>	<p>promotion and selling strategy are formulated</p> <p>2.5 Client buying behaviour and purchasing system formulated</p> <p>2.6 Creditability of service and products through e-selling are consolidated</p> <p>2.7 Policy and procedures for service rendering and products delivery through e-retailing are listed</p> <p>2.8 E-marketing mix and e-selling plan listed</p> <p>3.1 E-marketing web application consolidated</p> <p>3.2 E-marketing administrator and users familiarization programs consolidated</p> <p>3.3 E-marketing system maintenance program are consolidated</p> <p>3.4 E-marketing systems intellectual compliances are registered</p> <p>3.5 Web-based system installation and activation are formulated</p> <p>3.6 E-marketing and information tools are authenticated</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Maintain e-marketing documentation	6.1 E-marketing agreement and contract are solicited 6.2 E-marketing system security are validated 6.3 E-marketing standards and integration compliances are compiled 6.4 Web medium and materials are reported 6.5 E-marketing data administration are consolidated 6.6 System architecture and solution are assessed

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>						
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>						
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>						
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>SUBTLE ENERGY SYSTEM ANALYSIS</b>						
<b>LEARNING OUTCOME</b>	<p>The outcome of this competency unit will enable client energy analysis information are obtained, confirmed and explained as per subtle energy system analysis process and procedure.            Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Confirm client service objective</li> <li>• Ease client for energy analysis process</li> <li>• Prepare subtle energy system analysis setup</li> <li>• Carry out client subtle energy system analysis</li> <li>• Explain to client subtle energy system condition</li> <li>• Generate client energy analysis reports</li> </ul>						
<b>PRE-REQUISITE (if applicable)</b>							
<b>COMPETENCY UNIT ID</b>	<b>MP-030-3:2015-C01</b>	<b>LEVEL</b>	<b>3</b>	<b>TRAINING DURATION</b>	<b>216</b>	<b>SKILL CREDIT</b>	<b>21</b>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Confirm client service objective	i. Crystal healing service client charter <ul style="list-style-type: none"> <li>• Client welcome etiquette</li> <li>• Healing centre service ethics</li> <li>• Cultural and etiquette(culture,</li> </ul>	i. Welcome client at service centre ii. Determine client service package iii. Determine client profile iv. Check client particulars v. Record client information	<u>Attitude:</u> i. Precise in determining client service intention and information	8  16	Lecture  Demonstration , observation	i. Client welcoming etiquette applied ii. Client service package and service intention are

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>customs, social and business etiquette, manners, and cross cultural communication)</p> <ul style="list-style-type: none"> <li>• Organizational policy &amp; procedures</li> </ul> <p>ii. Energy analysis service procedures</p> <ul style="list-style-type: none"> <li>• Types of energy analysis package</li> <li>• Findings and results implication</li> <li>• Analysis relevancy to energy empowerment requirement</li> <li>• Utilization of analysis application</li> </ul> <p>iii. Client's profile registration procedures</p> <ul style="list-style-type: none"> <li>• Types of checklist and forms</li> <li>• Energy medicine expectation</li> <li>• Clients and service providers liabilities</li> <li>• Legislative and authoritative compliances</li> </ul> <p>iv. Client's profile documentation</p> <ul style="list-style-type: none"> <li>• Stationery and computer peripheral</li> </ul>	<p>vi. Confirm client energy analysis package</p>	<p><u>Safety:</u></p> <p>i. Do not disclose client security information to third party when sourcing information</p> <p><u>Environmental:</u></p> <p>i. Consider recycle in sourcing printed documents</p>			<p>listed</p> <p>iii. Client personal particular and health status information are recorded</p> <p>iv. Client health profile and energy history are compiled</p> <p>v. Client information and service liabilities made-known</p> <p>vi. Client energy analysis package are ascertained</p>





Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>utilization</li> <li>ii. Client's service mode of payment and service incentives               <ul style="list-style-type: none"> <li>• Financial credibility</li> <li>• Types of payment and modes</li> <li>• Business documents</li> </ul> </li> <li>iii. Healing centre procedures               <ul style="list-style-type: none"> <li>• Workplace facilities</li> <li>• Privacy, safety and security</li> <li>• Sound and lighting effect for waiting area</li> </ul> </li> <li>iv. Ethics of service and protocol of counselling               <ul style="list-style-type: none"> <li>• Race, cultural and etiquette</li> <li>• Gender and nationality</li> </ul> </li> <li>v. Pre-post procedure service charter               <ul style="list-style-type: none"> <li>• Hygiene, cleansing and safety before service</li> <li>• In-process and service compliance</li> <li>• Post service compliance</li> </ul> </li> <li>vi. Client's service confidence and occupational</li> </ul>	<ul style="list-style-type: none"> <li>expectation</li> <li>vi. Secure client's service confidence</li> </ul>	<p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Practice waste management concept in making printed documents</li> </ul>			<ul style="list-style-type: none"> <li>are elaborated</li> <li>iii. Clients at service centre safety condition are arranged</li> <li>iv. Energy analysis expectation and commentary are explored</li> <li>v. Energy analysis and service benefits are explored</li> <li>vi. Client's service confident and consent to service package are facilitated</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>hygiene of work area complying with legislative requirement</p> <p>iv. Energy analysis process and procedures</p> <ul style="list-style-type: none"> <li>• Client's procedure area preparation</li> <li>• Locker and attire preparation</li> <li>• Hygiene and safety compliances during energy analysis process</li> </ul> <p>v. Accessibility of client's information</p> <ul style="list-style-type: none"> <li>• Checklist for analysis</li> <li>• Information and documentation privacy</li> </ul> <p>vi. Service provider's responsibilities</p> <ul style="list-style-type: none"> <li>• Client's privacy</li> <li>• Energy analysis requirement relevancy and functionality</li> <li>• Workplace credibility</li> </ul>					<p>security condition are adjusted</p> <p>v. Client's safety and security compliances are ascertained</p> <p>vi. Client's service confident and consent are set-ready</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out client subtle energy system analysis	i. Command and procedures of scanning <ul style="list-style-type: none"> <li>• Software command and procedures</li> <li>• Instruction to use</li> <li>• Files antivirus system</li> </ul> ii. Display page for image and results <ul style="list-style-type: none"> <li>• Pages and display editing</li> <li>• Contrast and display effect editing</li> <li>• View page display instruction</li> </ul> iii. Compilation and documentation of searched and scanned results <ul style="list-style-type: none"> <li>• File open and save procedures</li> <li>• Editing and scanning of file in software compatibility</li> <li>• Software and hardware user instruction</li> </ul> iv. Profile editing and saving procedures <ul style="list-style-type: none"> <li>• Editing and saving</li> </ul>	i. Click-on command to start scanning ii. Click-on display page to access the image iii. Click-on command to compile information iv. Click-on command to send to save profile v. Carry out analysis through Pendulum Dowsing work vi. Compile energy analysis data gathered from several energy analysis methods	<u>Attitude:</u> i. Precise and meticulous in analyzing client's energy condition  <u>Safety:</u> i. Practice integrity in making finding on client subtle energy system display  <u>Environmental:</u> i. Practice energy saving in using application tools	48  96	Lecture  Demonstration , observation	i. Click-on command to start scanning is carried out ii. Click-on display page to access the image is carried out iii. Click-on command to compile information is carried out iv. Click-on command to send icon to save a profile is carried out v. Analysis through Pendulum Dowsing work procedures is arranged vi. Energy analysis data gathered from several energy analysis methods (Iridology, Quantum

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>profile</li> <li>• Compatibility of data saving and capability</li> <li>• Display, file and information saving system</li> <li>v. Pendulum Dowsing               <ul style="list-style-type: none"> <li>• Dowsing principles</li> <li>• Dowsing session preparation</li> <li>• Language of pendulum</li> <li>• Dowsing methods, techniques and procedures</li> <li>• Dowsing tools and charts</li> <li>• Dowsing result charts</li> <li>• Dowsing safety and precautions</li> <li>• Pendulum Dowsing and aura, chakra, organ and emotion/mental</li> </ul> </li> <li>vi. Energy health diagnosis               <ul style="list-style-type: none"> <li>• Energy analysis methods (Iridology, Quantum Analyzer etc.) principles and application</li> <li>• Energy analysis</li> </ul> </li> </ul>					Analyzer etc.) is recorded



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	body <ul style="list-style-type: none"> <li>• Symptom and paradigm of indication</li> <li>• Physical life force</li> <li>• Health and bodily organs correlation</li> <li>• Emotional aspects</li> <li>• State of mind</li> <li>• Personality aspect</li> <li>• Spiritual aspect and self-realization</li> </ul> iv. Aura display relevancy to life aspects <ul style="list-style-type: none"> <li>• Life energy</li> <li>• Creativity and relationship</li> <li>• Wisdom</li> <li>• Harmony &amp; love</li> <li>• Inspiration</li> <li>• Intuition</li> <li>• Spiritual</li> </ul> v. Energy relevancy to aura and chakras balancing condition and enhancing measures <ul style="list-style-type: none"> <li>• Chakra structural defects</li> <li>• Chakra imbalance</li> <li>• Undercharged / overcharged chakras</li> <li>• Aura hole /</li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	blockages <ul style="list-style-type: none"> <li>• Procedure / crystal healing modalities needed</li> </ul> vi. Energy medicine science, recovery and balancing principles <ul style="list-style-type: none"> <li>• Awareness of physical, mental, emotional and spiritual energies and its interrelationship with health and well-being</li> <li>• Tuning with the yin/yang balance of the body</li> <li>• Crystal properties</li> </ul>					
6. Generate client energy analysis reports	i. Energy analysis findings and checklist compilation <ul style="list-style-type: none"> <li>• Remarks</li> <li>• Initial and signatories</li> <li>• Administrative function</li> </ul> ii. Energy analysis documentation system <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Printing purposes</li> <li>• Resources application</li> </ul>	i. Compile energy analysis findings ii. Print energy analysis reports iii. Confirm energy analysis reports iv. File energy analysis documentation v. Deliver reports to clients	<u>Attitude:</u> i. Practice integrity in preparing second copy of results to clients  <u>Safety:</u> i. Responsible and practice security procedures in documenting database	4  8	Lecture  Demonstration , observation	i. Energy analysis results and information are assessed ii. Energy analysis reports are produced iii. Energy analysis reports and findings are compiled



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Legislative compliances</li> <li>iii. Energy analysis reports verification and validation               <ul style="list-style-type: none"> <li>• Superior notification</li> <li>• Privacy and documents security</li> <li>• Validation procedures</li> </ul> </li> <li>iv. Reports for clients               <ul style="list-style-type: none"> <li>• Organization administrative requirement</li> <li>• Industry practice compliances</li> </ul> </li> </ul>		<u>Environmental:</u> i. Consider green lifestyle in providing information to superior			iv. Energy analysis documents are ascertained  v. Reports to clients are disseminated

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Digital camera 2. Computer peripheral 3. Aura Chakra BioResonanz System 4. Software manual and quick guide to aura chakra reading 5. Quantum Analyser 6. Crystal Healing Centre client charter 7. Sample of questionnaire / checklist 8. Crystal Pendulum 9. Pendulum charts 10. Crystal elixir 11. Sample of client profile 12. Subtle Energy System Analysis checklist 13. Subtle Energy System Charts (Aura, Chakras, Meridian, Subtle Bodies) 14. Anatomy & Physiology Chart	1:5 As per required 1:5 1:1 1:5 1:1 1:1 1:1 1:1 1:1 1:1 As per required 1:1 1:1 1:1 1:1

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1. Ambika Wauters (01 August 1997), Chakras and Their Archetypes, (popular psychology, physics power & phenomena, Chakra, Aura & Spiritual Energy), ISBN-13: 9780895948915
2. Ted Andrew (01 May 2006 ), How to see & read your Aura, (complementary therapy, healing & health, Chakras, Aura & Spiritual Energy ), ISBN-13: 9780738708157
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4. Katrina Raphaell, First Edition (January 1, 1987), Crystal Healing, Vol. 2: The Therapeutic Application of Crystals and Stones, Publisher: Aurora Press, ISBN-10: 0943358302, ISBN-13: 978-0943358307
5. Katrina Raphaell, First edition (May 15, 2010), Crystalline Illumination: The Way of the Five Bodies, Publisher: Crystal Academy of Advanced Healing Arts, ISBN-10: 1450706827, ISBN-13: 978-1450706827
6. By Hibiscus Moon, (August 29, 2011), Crystal Grids: How and Why They Work: A Science-Based, Yet Practical Guide, Publisher: CreateSpace Independent Publishing Platform, ISBN-10: 1463729189, ISBN-13: 978-1463729189
7. By Joy Gardner, edition (March 1, 2006) , Vibrational Healing Through the Chakras: With Light, Color, Sound, Crystals, and Aromatherapy, Publisher: Crossing Press; First Edition, ISBN-10: 1580911668, ISBN-13: 978-1580911665
8. By Charles Klotsche, edition (January 1, 1987), Color Medicine: The Secrets of Color Vibrational Healing Perfect, Publisher: Aurora Press; First Edition, ISBN-10: 0943358302, ISBN-13: 978-0943358307
9. By Philip Permutt, (February 1, 2007), The Crystal Healer: Crystal Prescriptions That Will Change Your Life Forever, Publisher: CICO Books, ISBN-10: 1904991637, ISBN-13: 978-1904991632



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	crystal <ul style="list-style-type: none"> <li>• Forms of crystal – raw / polished</li> <li>• Crystal system - shapes</li> <li>• Classification of crystal (hardness, composition etc.)</li> </ul> iv. Healing crystal size <ul style="list-style-type: none"> <li>• Handling method of crystal</li> <li>• Client healing service needs</li> </ul> v. Quantity of healing crystal used <ul style="list-style-type: none"> <li>• Handling method of crystal</li> <li>• Crystal inventory</li> <li>• Client healing service needs</li> </ul> vi. Healing crystal metaphysical properties <ul style="list-style-type: none"> <li>• Curriculum crystals listing</li> <li>• Crystal functions, benefits and healing properties</li> </ul>	healing crystal to be used vi. Check healing crystal metaphysical properties	<u>Environmental:</u> i. Practise waste management concept in securing documents			iv. Sizes of healing crystal are determined v. Quantity of healing crystal used is identified vi. Healing crystal metaphysical properties and condition is interpreted

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Condition healing crystal	i. Healing crystal conditioning resources <ul style="list-style-type: none"> <li>Selected / treated crystal</li> <li>Tools &amp; appliances</li> <li>Consumable materials</li> </ul> ii. Healing crystal conditioning workplace requirement <ul style="list-style-type: none"> <li>Humidity</li> <li>Heat &amp; temperature</li> <li>Lighting</li> <li>Conditioning work area fixtures</li> <li>Work place operational manual (Safety, hygiene, other compliances in accordance with authoritative requirement)</li> </ul> iii. Healing crystal conditioning provider's compliance <ul style="list-style-type: none"> <li>Competency in conditioning</li> <li>Work attire</li> <li>Sanitisation &amp; purification procedure</li> </ul>	i. Prepare healing crystal conditioning resources ii. Prepare healing crystal conditioning workplace setup iii. Follow healing crystal conditioning provider's compliance iv. Cleanse healing crystal v. Activate healing crystal vi. Charge healing crystal vii. Programme healing crystal	<u>Attitude:</u> i. Meticulous in carrying out cleansing, activation, charging and programming protocol of healing crystal  <u>Safety:</u> i. Segregate the programmed healing crystals for the next course of harmonisation process  <u>Environmental:</u> i. Practise waste management concept in securing documents	8  16	Lecture  Demonstration, observation	i. Healing crystal conditioning resources are selected ii. Healing crystal conditioning workplace process & procedure are ascertained iii. Healing crystal conditioning provider's compliance are adhered iv. Healing crystal cleansing process are executed v. Healing crystal activation process are executed vi. Healing crystal charging process are executed vii. Healing crystal programming process are executed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Consumables for provider's sanitisation</li> <li>iv. Healing crystal cleansing protocol               <ul style="list-style-type: none"> <li>• Procedure of cleansing</li> <li>• Cleansing material utilisation</li> <li>• Cleansing process checklist</li> </ul> </li> <li>v. Healing crystal activation protocol               <ul style="list-style-type: none"> <li>• Procedure of activation</li> <li>• Activation material utilisation</li> <li>• Activation process checklist</li> </ul> </li> <li>vi. Healing crystal charging protocol               <ul style="list-style-type: none"> <li>• Procedure of charging</li> <li>• Charging material utilisation</li> <li>• Charging process checklist</li> </ul> </li> <li>vii. Healing crystal programming protocol               <ul style="list-style-type: none"> <li>• Procedure of programming</li> <li>• Programming material utilisation</li> <li>• Programming</li> </ul> </li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	process checklist					
3. Harmonise programmed healing crystal	i. Programmed healing crystal balancing protocol <ul style="list-style-type: none"> <li>• Yin-Yang principle</li> <li>• Balancing technique</li> <li>• Provider observation on balancing effect (crystal energy sensing)</li> </ul> ii. Programmed healing crystal stabilisation protocol <ul style="list-style-type: none"> <li>• Stabilisation principle</li> <li>• Stabilisation technique</li> <li>• Provider observation on stabilisation condition (focus, concentration)</li> </ul> iii. Programmed healing crystal energy maintenance protocol	i. Balance healing crystal ii. Stabilise healing crystal iii. Maintain healing properties and effect of healing crystal	<u>Attitude:</u> i. Meticulous in performing balancing, stabilisation and maintenance protocol of programmed healing crystal  <u>Safety:</u> i. Safe keep the harmonised healing crystals for crystal healing service utilisation  <u>Environmental:</u> i. Practise waste management concept	16  38	Lecture  Demonstration, observation	i. Healing crystal balancing process is carried out ii. Healing crystal stabilisation process is carried out iii. Healing crystal properties and effect maintenance process is carried out



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Assess healing crystal preparation	i. Type of checklist <ul style="list-style-type: none"> <li>• Process and procedure</li> <li>• Duration</li> </ul> ii. Consumption of material in healing crystal conditioning           iii. Pendulum Dowsing and hand sensing <ul style="list-style-type: none"> <li>• Pendulum Dowsing principle</li> <li>• Pendulum Dowsing application</li> <li>• Hand sensing technique</li> </ul> iv. Crystal metaphysical properties compliance <ul style="list-style-type: none"> <li>• Crystal healing properties and effect reference chart / list</li> <li>• Suitability, benefits and functions of healing crystals</li> <li>• Assessment</li> </ul>	i. Check healing crystal conditioning completion form           ii. Check healing crystal conditioning material usage           iii. Check healing crystal conditioning with Pendulum Dowsing and hand sensing           iv. Check crystal metaphysical properties and compliance           v. Confirm healing crystal harmonisation performance protocol		16  38	Lecture  Demonstration , observation	i. Healing crystal conditioning checklist is verified           ii. Healing crystal conditioning material usage is listed           iii. Healing crystal conditioning checking with Pendulum Dowsing and hand sensing is applied           iv. Crystal metaphysical properties and compliance is adhered           v. Healing crystal harmonisation procedure is ascertained



## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Energy Medicine Products Preparation (Healing Crystal) checklist 2. Sample of client profile 3. Crystal Metaphysical Properties Chart 4. Singing Bowl 5. Ting Shaw 6. Crystal elixir 7. Computer peripheral 8. Aroma incense 9. Type of crystals 10. Consumables	1:1 1:1 1:1 1:5 1:5 As per required As per required As per required As per required As per required

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1. By Brian Bischof, Copyright 2004. Crystal Reports .NET Programming, ISBN: 0974953652
2. Ambika Wauters (01 August 1997), Chakras and Their Archetypes, (popular psychology, physics power & phenomena, Chakra, Aura & Spiritual Energy), ISBN-13: 9780895948915
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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>resources</p> <ul style="list-style-type: none"> <li>• Flow of work</li> <li>• Interaction of analytic process</li> </ul> <p>iii. Energy analysis process preparation</p> <ul style="list-style-type: none"> <li>• Analysis tools / devices operating manual</li> <li>• Functionality of the devices</li> <li>• Work place safety and security</li> <li>• Client preparation (posture, attire)</li> </ul> <p>iv. Subtle body energy analysis process</p> <ul style="list-style-type: none"> <li>• Process guidance to the client (Behavioral response, reaction from the process)</li> <li>• Rationale of subtle body energy</li> <li>• Client's subtle energy conditions in terms of subtle bodies, aura, chakras and meridians</li> <li>• Client's physical, emotional, mental and spiritual conditions</li> </ul>	<p>v. Assess client's subtle energy conditions in terms of subtle bodies, aura, chakras and meridians</p> <p>vi. Assess client's physical, emotional, mental and spiritual conditions</p> <p>vii. Ascertain client's needs and desires</p>	<p><u>Environmental:</u></p> <p>i. Practise energy saving when utilising energy analysis equipment</p>			<p>are arranged</p> <p>iv. Client subtle body energy analysis are executed</p> <p>v. Client subtle body energy conditions are evaluated</p> <p>vi. Client's intentions are confirmed</p>







Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Aura Spa</li> <li>• Holistic Energy Spa</li> <li>• Purpose of detoxification</li> <li>iv. Benefits of subtle bodies energy healing               <ul style="list-style-type: none"> <li>• Crystal Aura &amp; Chakras Therapy</li> <li>• Crystal Vibrational Scraping Therapy</li> <li>• Crystal Lymphatic Drainage Therapy</li> <li>• Crystal Meridian Therapy</li> </ul> </li> <li>v. Benefits of crystal bio-energy movement healing               <ul style="list-style-type: none"> <li>• Wellness &amp; Vitality Meditation</li> <li>• Dynamic &amp; Static Physical Energy Work</li> <li>• Energy Breathing</li> </ul> </li> <li>vi. Benefits of crystal vibrational therapy               <ul style="list-style-type: none"> <li>• Crystal Color Therapy</li> <li>• Crystal Energy Sound Therapy</li> <li>• Crystal Energy Aromatherapy</li> <li>• Crystal Energy</li> </ul> </li> </ul>					



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Processes completion</li> <li>Service package for client</li> <li>Client affordability</li> </ul>					
6 Prepare client energy empowerment reports	<p>i. Type of procedure/service</p> <ul style="list-style-type: none"> <li>Process and procedure of energy empowerment</li> <li>Usage and function</li> <li>Recommendation and findings</li> </ul> <p>ii. Appointment of procedure/service</p> <ul style="list-style-type: none"> <li>Required and frequency of service</li> <li>Appointment setting protocol</li> </ul> <p>iii. Post-procedure advice</p> <ul style="list-style-type: none"> <li>Home product advice and selection</li> <li>Fasting and nutrient requirement</li> </ul> <p>iv. Service business administrative function</p> <ul style="list-style-type: none"> <li>Service billing</li> <li>Mode of payment</li> </ul>	<p>i. Prepare client's post-procedure summary</p> <p>ii. Schedule the subsequent appointment</p> <p>iii. Record home advice</p> <p>iv. Carry out service billing</p> <p>v. Carry out service filing</p>	<p><u>Attitude:</u></p> <p>i. Precise in preparing reports and contents summary</p> <p><u>Safety:</u></p> <p>i. Save files in softcopy avoiding virus screen condition</p> <p><u>Environmental:</u></p> <p>i. Practice recycle paper in performing documentation</p>	4  8	Lecture  Demonstration	<p>i. Client's post-procedure summary is produced</p> <p>ii. Client next appointment schedule is fixed</p> <p>iii. Home advice and recommendations are explained</p> <p>iv. Service billing is concluded</p> <p>v. Service filing and client service information are updated</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	(cash, credit card payment system, cheque) v. Documentation system <ul style="list-style-type: none"> <li>• Filing</li> <li>• Documentation resources and application</li> </ul>					

## Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of client profile 2. Energy Empowerment Consultation checklist 3. Service manual 4. Crystal Metaphysical Properties Chart 5. Anatomy & Physiology Chart 6. Subtle Energy System Chart (Aura, Chakras, Meridian, Subtle Bodies) 7. Crystal elixir 8. Computer peripheral	1:1 1:1 1:1 1:1 1:1 1:1 As per required As per required

## References

1. Katrina Raphaell, First Edition (January 1, 1987), Crystal Healing, Vol. 2: The Therapeutic Application of Crystals and Stones, Publisher: Aurora Press, ISBN-10: 0943358302, ISBN-13: 978-0943358307
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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>condition (warm/cold body) <ul style="list-style-type: none"> <li>• Stress release and recovery</li> </ul> </li> <li>ii. Modes of crystal hydrotherapy and the benefits <ul style="list-style-type: none"> <li>• Energy chelation spa (for the foot)</li> <li>• Aura spa (sauna)</li> <li>• Holistic energy spa (body immerse in water)</li> </ul> </li> <li>iii. Crystal hydrotherapy service relevancy <ul style="list-style-type: none"> <li>• Client physical condition (blood pressure, dietary habits)</li> <li>• Precaution</li> <li>• Crystal hydrotherapy service safety and security</li> </ul> </li> <li>iv. Client profile access <ul style="list-style-type: none"> <li>• New client profile/information sourcing</li> <li>• Profile extract from database</li> <li>• Referrals</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>iii. Ascertain client's procedure attention</li> <li>iv. Assess client's personal particulars and procedure history</li> <li>v. Select client's service profile and documenting system</li> </ul>	<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Do not disclose client health or security information to third party</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider paper recycle practice in sourcing documents</li> </ul>		, observation	<ul style="list-style-type: none"> <li>ascertained</li> <li>ii. Types or modes of crystal hydrotherapy services are confirmed</li> <li>iii. Client's procedure attention are confirmed</li> <li>iv. Client particulars and procedure history information are obtained</li> <li>v. Client information and service profile updated</li> </ul>





Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>hydrotherapy)</li> <li>ii. Crystal hydrotherapy function and benefits</li> <li>iii. Crystal hydrotherapy product and service precaution <ul style="list-style-type: none"> <li>• Client allergic reaction (skin sensitivity)</li> <li>• Injury, wound, inflammation</li> </ul> </li> <li>iv. Crystal hydrotherapy work area facilitation <ul style="list-style-type: none"> <li>• Communication</li> <li>• Signage &amp; display</li> <li>• Alarm system</li> <li>• First aid kit</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>precaution of crystal hydrotherapy</li> <li>vi. Explain the crystal hydrotherapy contingency measures and facilitation plan to client</li> </ul>	<ul style="list-style-type: none"> <li>performing crystal hydrotherapy documentation</li> </ul>			<ul style="list-style-type: none"> <li>instructions are explained</li> <li>iv. Duration of crystal hydrotherapy sessions are determined</li> <li>v. Precaution of crystal hydrotherapy are confirmed</li> <li>vi. Crystal hydrotherapy workplace contingency and facilitation are coordinated</li> </ul>
4. Facilitate crystal hydrotherapy process	<ul style="list-style-type: none"> <li>i. Basic human anatomy and physiology concept <ul style="list-style-type: none"> <li>• Location of organs</li> <li>• Functions of the bodily organs</li> </ul> </li> <li>ii. Client crystal hydrotherapy process ethics <ul style="list-style-type: none"> <li>• Hydrotherapy process prohibition</li> <li>• Hazard and risk</li> <li>• Safety and security</li> </ul> </li> <li>iii. Crystal hydrotherapy water temperature regulation</li> </ul>	<ul style="list-style-type: none"> <li>i. Ascertain basic location and functions of human organs</li> <li>ii. Prepare client for crystal hydrotherapy process</li> <li>iii. Explain crystal hydrotherapy warm-up and cool-off instruction to client</li> <li>iv. Ensure client is hydrated</li> <li>v. Monitor client comfort and relaxation level of crystal hydrotherapy</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Facilitating crystal hydrotherapy process with integrity</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Facilitating crystal hydrotherapy process with care</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Dispose waste water according with environmental</li> </ul>	<p>16</p> <p>32</p>	<p>Lecture</p> <p>Demonstration , observation</p>	<ul style="list-style-type: none"> <li>i. Basic location and functions of human organs are identified</li> <li>ii. Crystal hydrotherapy process are confirmed</li> <li>iii. Crystal hydrotherapy pre and post-hydrotherapy instruction are explicated</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Temperature setting and control guideline</li> <li>• Ventilation system</li> </ul> iv. Client crystal hydrotherapy process <ul style="list-style-type: none"> <li>• Hygiene</li> <li>• Impurities (sweats)</li> <li>• Water safety measure</li> </ul> v. Client crystal hydrotherapy condition and reaction <ul style="list-style-type: none"> <li>• Comfort and relaxation</li> <li>• Discomfort</li> </ul> vi. Facilitation of condition and reaction           vii. Tools, devices, equipment and resources application <ul style="list-style-type: none"> <li>• Operating manual</li> <li>• Energy Chelation spa system</li> <li>• Aura spa system</li> <li>• Holistic energy spa system</li> </ul>	process vi. Monitor each mode of crystal hydrotherapy services process vii. Calibrate tools, devices, equipment and resources application viii. Monitor client condition and reaction	compliances			iv. Client hydration, comfort and relaxation level in crystal hydrotherapy are assessed v. Crystal hydrotherapy services process are observed vi. Tools, devices, equipment and resources application are adjusted vii. Client condition and reaction are ascertained





Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>acknowledgement</li> <li>ii. Client's post-procedure profile               <ul style="list-style-type: none"> <li>• Report summary</li> <li>• Suggestion and recommendation of service</li> <li>• Client information update</li> </ul> </li> <li>iii. Appointment of procedure/service               <ul style="list-style-type: none"> <li>• Requirement and frequency of service</li> <li>• Appointment setting protocol</li> </ul> </li> <li>iv. Procedure/service resources and documents               <ul style="list-style-type: none"> <li>• Inventory</li> <li>• Client registration form</li> <li>• Checklist</li> </ul> </li> <li>v. Service appraisal reporting procedure               <ul style="list-style-type: none"> <li>• Filing</li> <li>• Documentation resources and application</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>resources and documents</li> <li>v. Compile service appraisal report</li> </ul>	<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Do not disclose clients' security information to third party</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Reduce printed documents</li> </ul>			<ul style="list-style-type: none"> <li>updated</li> <li>iii. Client service and next visit are arranged</li> <li>iv. Procedure/ service resources and documents are validated</li> <li>v. Service appraisal report are documented</li> </ul>



## Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.</p>	<ol style="list-style-type: none"><li>1. Communication skills</li><li>2. Conceptual skills</li><li>3. Interpersonal skills</li><li>4. Learning skills</li><li>5. Leadership skills</li><li>6. Multitasking and prioritising</li><li>7. Self-discipline</li><li>8. Teamwork</li></ol>

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Crystal Hydrotherapy simulation	1:20
2. Types of crystal	As per required
3. Bath basin/bowl	As per required
4. Computer peripheral	As per required
5. Sample of client profile	1:1
6. Crystal Metaphysical Properties Chart	1:1
7. Anatomy & Physiology Chart	1:1
8. Subtle Energy System Chart (Aura, Chakras, Meridian, Subtle Bodies)	1:1
9. Type of aroma oil	As per required
10. Aroma oil chart	1:1
11. Crystal elixir	As per required
12. Crystal Hydrotherapy checklist	1:1
13. Sauna steamer	1:20
14. Singing Bowl	1:5
15. Ting Shaw	1:5
16. Aura spa cubicle set	As per required
17. Foot energy chelation container set	As per required
18. Holistic energy spa bathtub set	As per required
19. Consumables	As per required

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1. By Philip Permutt, (February 1, 2007), The Crystal Healer: Crystal Prescriptions That Will Change Your Life Forever, Publisher: CICO Books, ISBN-10: 1904991637, ISBN-13: 978-1904991632
2. Ambika Wauters (01 August 1997), Chakras and Their Archetypes, (popular psychology, physics power & phenomena, Chakra, Aura & Spiritual Energy), ISBN-13: 9780895948915
3. By Hibiscus Moon, (August 29, 2011), Crystal Grids: How and Why They Work: A Science-Based, Yet Practical Guide, Publisher: CreateSpace Independent Publishing Platform, ISBN-10: 1463729189, ISBN-13: 978-1463729189
4. Ted Andrew (01 May 2006 ), How to see & read your Aura, (complementary therapy, healing & health, Chakras, Aura & Spiritual Energy ), ISBN-13: 9780738708157
5. Dianna Cooper, Instrumental soloist Andrew Brel, (01 Oct. 2010 ), The Twelve Chakras, (Mind, Body and Spirit, Thought and Practice, Healing & Health, Complementary Therapy, Meditation & visualization of Chakras, Aura and Spiritual Energy), ISBN-13: 9781844095186
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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Energy enhancing &amp; energising concept</li> <li>• Subtle energy system</li> <li>• Stress release and recovery</li> </ul> <p>ii. Modes of subtle bodies energy healing and benefits</p> <ul style="list-style-type: none"> <li>• Crystal Aura &amp; Chakras Therapy</li> <li>• Crystal Vibrational Scraping Therapy</li> <li>• Crystal Lymphatic Drainage Therapy</li> <li>• Crystal Meridian Therapy</li> </ul> <p>iii. Subtle bodies energy healing service relevancy</p> <ul style="list-style-type: none"> <li>• Client physical condition (blood pressure, dietary habits)</li> <li>• Precaution</li> <li>• Subtle bodies energy healing safety and security</li> </ul> <p>iv. Client profile access</p> <ul style="list-style-type: none"> <li>• New client profile/information sourcing</li> <li>• Profile extract from</li> </ul>	<p>iii. Ascertain client's procedure attention</p> <p>iv. Ascertain client's personal particulars and procedure history</p> <p>v. Select client's service profile and documenting system</p>	<p><u>Safety:</u></p> <p>i. Practice integrity in determining client subtle bodies energy healing condition</p> <p><u>Environmental:</u></p> <p>i. Extract clients profile from system with right green lifestyle</p>			<p>ascertained</p> <p>ii. Types of subtle bodies energy healing modalities are explained</p> <p>iii. Client particulars and procedure history information are obtained</p> <p>iv. Service profile and documenting system are confirmed</p>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Subtle bodies energy healing equipment manual <ul style="list-style-type: none"> <li>• Equipment manufacturer specification</li> <li>• Precaution in handling equipment</li> </ul> v. Subtle bodies energy healing workplace requirement <ul style="list-style-type: none"> <li>• Privacy policy</li> <li>• Safety policy</li> <li>• Workplace signage and display</li> </ul> vi. Subtle bodies energy healing operating procedure <ul style="list-style-type: none"> <li>• Client's locker</li> <li>• Attire</li> <li>• Client hydration</li> <li>• Sanitisation</li> <li>• Administrative function</li> </ul>					condition are adjusted vi. Arrangement for client's belonging to be kept is carried out





Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
						contingency and facilitation plan are coordinated
4. Carry out subtle bodies energy healing process	i. Basic human anatomy and physiology concept <ul style="list-style-type: none"> <li>• Location of organs</li> <li>• Functions of the bodily organs</li> </ul> ii. Healing service provider visualisation process <ul style="list-style-type: none"> <li>• Service provider preparation</li> <li>• Techniques application</li> </ul> iii. Healing crystal application <ul style="list-style-type: none"> <li>• Healing crystal and corresponding metaphysical properties list</li> <li>• Nature of each modality in subtle bodies energy healing service</li> </ul> iii. Client subtle bodies energy healing process ethics <ul style="list-style-type: none"> <li>• Subtle bodies energy healing process prohibition</li> <li>• Hazard and risk</li> </ul>	i. Ascertain basic location and functions of human organs ii. Perform visualisation techniques in healing process iii. Select integration of crystal application with healing modalities iv. Ensure client is hydrated v. Monitor client comfort and relaxation level of subtle bodies energy healing process vi. Monitor each modality of subtle bodies energy healing process vii. Calibrate tools, devices, equipment and resources application viii. Monitor client condition and reaction ix. Determine selection and options of crystal and healing grids used in crystal aura and	<u>Attitude:</u> i. Guide or facilitate clients for procedure process with right ethics  <u>Safety:</u> i. Practice integrity in facilitating clients' response  <u>Environmental:</u> i. Practice green lifestyle when securing client hydration, comfort and relaxation	32  64	Lecture  Demonstration , observation	i. Basic location and functions of human organs are identified ii. Techniques of visualisation are clarified iii. Healing crystals utilisation in healing modalities are identified iv. Client hydration, comfort and relaxation level in subtle bodies energy healing are assessed v. Subtle bodies energy healing services process are observed vi. Tools,

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Safety and security</li> <li>iv. Client subtle bodies energy healing process               <ul style="list-style-type: none"> <li>• Hygiene</li> <li>• Impurities (sweats)</li> </ul> </li> <li>v. Client subtle bodies energy healing condition and reaction               <ul style="list-style-type: none"> <li>• Comfort and relaxation</li> <li>• Subtle bodies energy healing application</li> </ul> </li> <li>vi. Tools, devices, equipment and resources application               <ul style="list-style-type: none"> <li>• Crystal Aura &amp; Chakras Therapy</li> <li>• Crystal Vibrational Scraping Therapy</li> <li>• Crystal Lymphatic Drainage Therapy</li> <li>• Crystal Meridian Therapy</li> </ul> </li> <li>vii. Subtle bodies energy healing concept (Cleansing &amp; purification, tuning and enhancing &amp; energising)               <ul style="list-style-type: none"> <li>• Crystal Aura &amp; Chakras Therapy</li> <li>• Crystal Vibrational Scraping Therapy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>chakras therapy</li> <li>x. Apply proper scraping techniques for crystal vibrational scraping therapy</li> <li>xi. Apply gentle rubbing and crystal approximation techniques on lymph nodes areas for crystal lymphatic drainage therapy</li> <li>xii. Apply gentle pressure with simultaneous pressing on acupressure points to clear meridian blockages</li> <li>xiii. Rub, tap and stimulate skin tissues, meridian pathways, acupressure points, major and minor chakras</li> <li>xiv. Cleanse client's emotion and mental energy blockage</li> <li>xv. Carry out cleansing and purification work</li> <li>xvi. Carry out tuning client's condition to remain in relaxed manners</li> <li>xvii. Execute enhancing and energising work</li> </ul>				<ul style="list-style-type: none"> <li>devices, equipment and resources application are adjusted</li> <li>vii. Client condition and reaction are ascertained</li> <li>viii. Duration of subtle bodies energy healing sessions are determined</li> <li>ix. Choices of crystal and healing grids are listed</li> <li>x. Scraping techniques are executed</li> <li>xi. Pressing, rubbing, tapping and stimulating techniques are performed</li> <li>xii. Cleansing, purifying, tuning, enhancing and energising works are</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Crystal Lymphatic Drainage Therapy</li> <li>Crystal Meridian Therapy</li> </ul>					implemented
5. Assess subtle bodies energy healing performance	<ul style="list-style-type: none"> <li>i. Subtle bodies energy healing process performance indicator <ul style="list-style-type: none"> <li>Level of energy</li> <li>Stress condition</li> <li>Client general appearance</li> </ul> </li> <li>ii. Client subtle bodies energy healing wellness maintenance <ul style="list-style-type: none"> <li>Water intake and requirement after service</li> <li>Rest and relaxation requirement</li> </ul> </li> <li>iii. Subtle bodies energy healing service conformity <ul style="list-style-type: none"> <li>Duration of service</li> <li>Frequency of service</li> </ul> </li> <li>iv. Client's feedback on subtle bodies energy healing process <ul style="list-style-type: none"> <li>Client appraisal on service</li> <li>Client satisfaction from the service</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Determine subtle bodies energy healing process performance</li> <li>ii. Check client post subtle bodies energy healing relaxation and well-being</li> <li>iii. Check subtle bodies energy healing service charter conformity</li> <li>iv. Determine client's service satisfaction</li> <li>v. Obtain client's feedback and reaction</li> <li>vi. Check client's post service subtle body energy status</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Precise in checking clients' subtle bodies energy healing performance</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Do not disclose security information to third party</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Print only necessary documents</li> </ul>	8  16	Lecture  Demonstration , observation	<ul style="list-style-type: none"> <li>i. Subtle bodies energy healing process performance are assessed</li> <li>ii. Client post subtle bodies energy healing well-being and subtle body energy status are assessed</li> <li>iii. Subtle bodies energy healing service charter compliance are justified</li> <li>iv. Client's service satisfaction and comment are listed</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
<p>6. Provide post subtle bodies energy healing home advice</p>	<p>i. Subtle bodies energy healing recommendation</p> <ul style="list-style-type: none"> <li>• Frequency of service</li> <li>• Type of subtle bodies energy healing</li> </ul> <p>ii. Post subtle bodies energy healing service advice</p> <ul style="list-style-type: none"> <li>• Exercise</li> <li>• Rest and relax (adequate sleep)</li> <li>• Lifestyle</li> <li>• Balance diet</li> <li>• Fasting and nutrient requirement</li> </ul> <p>iii. Post subtle bodies energy healing products advice</p> <ul style="list-style-type: none"> <li>• Healing crystal</li> <li>• Other energy medicine products such as singing bowl and aroma oil</li> </ul>	<p>i. Propose further subtle bodies energy healing services</p> <p>ii. Advise client post subtle bodies energy healing service</p> <p>iii. Advise client post subtle bodies energy healing products</p> <p>iv. Propose client ideal lifestyle and diet</p>	<p><u>Attitude:</u></p> <p>i. Enable client have enough rest procedure/service</p> <p><u>Safety:</u></p> <p>i. Provide home care advice with proper commentary</p> <p><u>Environmental:</u></p> <p>i. Printing using recycle paper</p>			<p>i. Subtle bodies energy healing service packages are recommended</p> <p>ii. Client post subtle bodies energy healing service and products maintenance are guided</p> <p>iii. Client lifestyle and diet programme are suggested</p>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	resources and application					

### Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Types of crystal	As per required
2. Computer peripheral	As per required
3. Sample of client profile	1:1
4. Crystal Metaphysical Properties Chart	1:1
5. Anatomy & Physiology Chart	1:1
6. Subtle Energy System Chart (Aura, Chakras, Meridian, Subtle Bodies)	1:1
7. Type of aroma oil	As per required
8. Aroma oil chart	1:1
9. Crystal elixir	As per required
10. Subtle Bodies Energy Healing checklist	1:1
11. Singing Bowl	1:5
12. Ting Shaw	1:5
13. Consumables	As per required
14. Crystal vibrational scraping tools	As per required
15. Crystal lymphatic drainage tools	As per required
16. Crystal meridian therapy tools	As per required

## References

1. Ambika Wauters (01 August 1997), Chakras and Their Archetypes, (popular psychology, physics power & phenomena, Chakra, Aura & Spiritual Energy), ISBN-13: 9780895948915
2. Ted Andrew (01 May 2006 ), How to see & read your Aura, (complementary therapy, healing & health, Chakras, Aura & Spiritual Energy ), ISBN-13: 9780738708157
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## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>						
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>						
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>						
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>CRYSTAL BIO-ENERGY MOVEMENT HEALING</b>						
<b>LEARNING OUTCOME</b>	<p>The outcome of this competency unit is to enable client to achieve a balance state of mind-body integration in which restoration of energy and proper functioning and flow of energy for the bodily organs, muscles and subtle bodies are achieved, at the same time promoting well-being to the main human body systems such as circulatory, lymphatic and nervous system.</p> <p>Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Identify client crystal bio-energy movement healing objective</li> <li>• Prepare crystal bio-energy movement healing setup</li> <li>• Guide client crystal bio-energy movement healing process</li> <li>• Evaluate crystal bio-energy movement healing</li> <li>• Provide post crystal bio-energy movement healing home advice</li> <li>• Prepare crystal bio-energy movement healing documentation</li> </ul>						
<b>PRE-REQUISITE (if applicable)</b>							
<b>COMPETENCY UNIT ID</b>	<b>MP-030-3:2015-C06</b>	<b>LEVEL</b>	3	<b>TRAINING DURATION</b>	400	<b>SKILL CREDIT</b>	40

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify client crystal bio-energy movement healing objective	i. Crystal bio-energy movement healing protocol <ul style="list-style-type: none"> <li>• Energy cleansing &amp; purification concept</li> </ul>	i. Determine client crystal bio-energy movement healing services, package and needs ii. Assess types of crystal	<u>Attitude:</u> i. Precise in determining client service intention and information	8  16	Lecture  Demonstration	i. Client crystal bio-energy movement healing service package and service intention

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Energy tuning concept</li> <li>• Energy enhancing &amp; energising concept</li> <li>• Subtle energy system</li> <li>• Stress release and recovery</li> </ul> <p>ii. Modalities of crystal bio-energy movement healing and the benefits</p> <ul style="list-style-type: none"> <li>• Wellness &amp; Vitality Meditation</li> <li>• Dynamic &amp; Static Physical Energy Work</li> <li>• Energy Breathing</li> </ul> <p>iii. Crystal bio-energy movement healing service relevancy</p> <ul style="list-style-type: none"> <li>• Client physical condition (blood pressure, dietary habits)</li> <li>• Precaution</li> <li>• Crystal bio-energy movement healing safety and security</li> </ul> <p>iv. Client profile access</p> <ul style="list-style-type: none"> <li>• New client profile/information sourcing</li> </ul>	<p>bio-energy movement healing modalities</p> <p>iii. Ascertain client's procedure attention</p> <p>iv. Ascertain client's personal particulars and procedure history</p> <p>v. Select client's service profile and documenting system</p>	<p><u>Safety:</u></p> <p>i. Do not disclose client security information to third party when sourcing information</p> <p><u>Environmental:</u></p> <p>i. Consider recycle in sourcing printed documents</p>		, observation	<p>are ascertained</p> <p>ii. Types of crystal bio-energy movement healing modalities are explained</p> <p>iii. Client particulars and procedure history information are obtained</p> <p>iv. Service profile and documenting system are confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Profile extract from database</li> <li>Referrals</li> </ul>					
2. Prepare crystal bio-energy movement healing setup	<ol style="list-style-type: none"> <li>Crystal bio-energy movement healing utility <ul style="list-style-type: none"> <li>Type of consumables</li> <li>Utility quantity &amp; quality</li> <li>Source of utility</li> </ul> </li> <li>Crystal bio-energy movement healing materials application <ul style="list-style-type: none"> <li>Usage and functionality of material</li> <li>Material quantity and quality used</li> <li>Crystal utilisation for crystal bio-energy movement healing</li> </ul> </li> <li>Crystal bio-energy movement healing workplace requirement <ul style="list-style-type: none"> <li>Privacy policy</li> <li>Safety policy</li> <li>Workplace signage and display</li> </ul> </li> <li>Crystal bio-energy movement healing operating procedure</li> </ol>	<ol style="list-style-type: none"> <li>Obtain client crystal bio-energy movement healing resources</li> <li>Determine client crystal bio-energy movement healing workplace and facilities</li> <li>Check functions and usability of the crystal bio-energy movement healing application</li> <li>Arrange the required tools, equipment, devices and resources including crystals</li> <li>Identify crystal bio-energy movement healing materials and benefits</li> <li>Keep safe of client's belonging</li> </ol>	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> <li>Responsible in setting up procedure facilities</li> </ol> <p><u>Safety:</u></p> <ol style="list-style-type: none"> <li>Careful and avoid procedure facilities malfunction</li> </ol> <p><u>Environmental:</u></p> <ol style="list-style-type: none"> <li>Consider energy saving when sourcing the procedure/service facilities</li> </ol>	8  16	Lecture  Demonstration , observation	<ol style="list-style-type: none"> <li>Crystal bio-energy movement healing resources are acquired</li> <li>Client's crystal bio-energy movement healing materials arrangement are laid-up</li> <li>Crystal bio-energy movement healing equipment function ability are installed</li> <li>Crystal bio-energy movement healing tools, equipment, devices and resources quantity and quality are set-ready</li> </ol>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Client's locker</li> <li>Attire</li> <li>Client hydration</li> <li>Sanitisation</li> <li>Administrative function</li> </ul>					v. Client's crystal bio-energy movement healing workplace safety and security condition are adjusted vi. Arrangement for client's belonging to be kept is carried out
3. Guide client's crystal bio-energy movement healing process	i. Basic human anatomy and physiology concept <ul style="list-style-type: none"> <li>Location of organs</li> <li>Functions of the bodily organs</li> </ul> ii. Client crystal bio-energy movement healing process ethics <ul style="list-style-type: none"> <li>Crystal bio-energy movement healing process prohibition</li> <li>Hazard and risk</li> <li>Safety and security</li> </ul> iii. Healing service provider visualisation process guide <ul style="list-style-type: none"> <li>Visualisation guide</li> <li>Techniques application</li> </ul>	i. Ascertain basic location and functions of human organs ii. Prepare clients for crystal bio-energy movement healing process iii. Explain crystal bio-energy movement healing warm-up and cool-off instruction to client iv. Ensure client is hydrated v. Monitor client comfort and relaxation level of crystal bio-energy movement healing process	<u>Attitude:</u> i. Precise and meticulous in analyzing client's energy condition  <u>Safety:</u> i. Practice integrity in making finding on client subtle body energy display  <u>Environmental:</u> i. Practice energy saving in using application tools	80  188	Lecture  Demonstration , observation	i. Basic location and functions of human organs are identified ii. Crystal bio-energy movement healing process are confirmed iii. Crystal bio-energy movement healing pre and post- crystal bio-energy movement healing instruction are

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Healing crystal application <ul style="list-style-type: none"> <li>• Healing crystal and corresponding metaphysical properties list</li> <li>• Nature of each modality in crystal bio-energy movement healing service</li> </ul> iv. Client crystal bio-energy movement healing process <ul style="list-style-type: none"> <li>• Hygiene</li> <li>• Impurities (sweats)</li> </ul> v. Client crystal bio-energy movement healing condition and reaction <ul style="list-style-type: none"> <li>• Comfort and relaxation</li> <li>• Discomfort</li> </ul> vi. Facilitation of condition and reaction           vii. Tools, devices, equipment and resources application <ul style="list-style-type: none"> <li>• Wellness &amp; Vitality Meditation</li> <li>• Dynamic &amp; Static Physical Energy Work</li> <li>• Energy Breathing</li> </ul> viii. Crystal bio-energy	vi. Monitor each modality of crystal bio-energy movement healing process           vii. Monitor client condition and reaction           viii. Guide client breathing methods           ix. Determine choices of crystal grids used in crystal bio-energy movement healing           x. Carry out visualisation techniques in crystal bio-energy movement healing process           xi. Explain crystal bio-energy movement healing services procedures and process benefits           xii. Enlist modalities of crystal bio-energy movement healing guided-instruction           xiii. Determine duration of three modalities of crystal bio-energy movement healing sessions           xiv. Ascertain precaution of crystal bio-energy movement healing           xv. Explain uniqueness and distinctiveness of				explicated           iv. Client hydration, comfort and relaxation level in crystal bio-energy movement healing are assessed           v. Crystal bio-energy movement healing services process are observed           vi. Client condition and reaction are ascertained           vii. Client breathing methods are explained           viii. Selection of crystal grids used are ascertained           ix. Techniques of visualisation are clarified           x. Crystal bio-energy movement healing protocol and

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>movement healing concept (Cleansing &amp; purification, tuning and enhancing &amp; energising)</p> <ul style="list-style-type: none"> <li>• Wellness &amp; Vitality Meditation</li> <li>• Dynamic &amp; Static Physical Energy Work</li> <li>• Energy Breathing</li> </ul> <p>ix. Crystal bio-energy movement healing services process and protocol</p> <ul style="list-style-type: none"> <li>• Service and procedure flow</li> <li>• Service process hygiene</li> <li>• Service process safety and security</li> <li>• Client condition (pre, during and post response in crystal bio-energy movement healing)</li> </ul> <p>x. Crystal bio-energy movement healing benefits</p> <p>xi. Crystal bio-energy movement healing product and service precaution</p> <ul style="list-style-type: none"> <li>• Client allergic reaction (skin</li> </ul>	<p>crystal bio-energy movement healing services</p> <p>xvi. Explain the crystal bio-energy movement healing contingency measures and facilitation plan to client</p>				<p>steps are elaborated</p> <p>xi. Crystal bio-energy movement healing function and benefits are explicated</p> <p>xii. Type and mode of crystal bio-energy movement healing instructions are explained</p> <p>xiii. Duration of crystal bio-energy movement healing sessions are determined</p> <p>xiv. Precaution of crystal bio-energy movement healing are confirmed</p> <p>xv. Crystal bio-energy movement healing workplace contingency and facilitation</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	sensitivity) <ul style="list-style-type: none"> <li>Injury, wound, inflammation</li> </ul> xii. Crystal bio-energy movement healing work area facilitation <ul style="list-style-type: none"> <li>Communication</li> <li>Signage &amp; display</li> <li>Alarm system</li> <li>First aid kit</li> </ul>					plan are coordinated
4. Evaluate crystal bio-energy movement healing	i. Crystal bio-energy movement healing process performance indicator <ul style="list-style-type: none"> <li>Level of energy</li> <li>Stress condition</li> <li>Client general appearance</li> </ul> ii. Client crystal bio-energy movement healing wellness maintenance <ul style="list-style-type: none"> <li>Water intake and requirement after service</li> <li>Rest and relaxation requirement</li> </ul> iii. Crystal bio-energy movement healing service conformity <ul style="list-style-type: none"> <li>Duration of service</li> </ul>	i. Assess the performance of activation result from crystal bio-energy movement healing process ii. Monitor client post crystal bio-energy movement healing relaxation and well-being iii. Check crystal bio-energy movement healing service charter conformity iv. Determine client's service satisfaction v. Obtain client's feedback and reaction vi. Check client's post crystal bio-energy movement healing subtle body energy	<u>Attitude:</u> i. Practice cultural ethics in explaining client subtle body energy consequences  <u>Safety:</u> i. Get client's response and certifying client's feedback and information  <u>Environmental:</u> i. Consider 3R concept in producing client's analysis finding	16  32	Lecture  Demonstration , observation	i. Crystal bio-energy movement healing process performance are assessed ii. Client post crystal bio-energy movement healing well-being and subtle body energy status are assessed iii. Crystal bio-energy movement healing service charter compliance are justified iv. Client's service





Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Other energy medicine products such as singing bowl and aroma oil</li> </ul>					
6. Prepare crystal bio-energy movement healing documentation	<ul style="list-style-type: none"> <li>i. Service and business billing <ul style="list-style-type: none"> <li>Invoices / sales order</li> <li>Receipt</li> <li>Payment acknowledgement</li> </ul> </li> <li>ii. Client's post-procedure profile <ul style="list-style-type: none"> <li>Report summary</li> <li>Suggestion and recommendation of service</li> <li>Client information update</li> </ul> </li> <li>iii. Appointment of procedure/service <ul style="list-style-type: none"> <li>Requirement and frequency of service</li> <li>Appointment setting protocol</li> </ul> </li> <li>iv. Procedure/service resources and documents <ul style="list-style-type: none"> <li>Inventory</li> <li>Client registration form</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Prepare service billing</li> <li>ii. Prepare client's post-procedure profile</li> <li>iii. Propose next appointment to client</li> <li>iv. Check procedure/service resources and documents</li> <li>v. Compile service appraisal report</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Practice integrity in preparing second copy of results to clients</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Responsible and practice security procedures in documenting database</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider green lifestyle in providing information to superior</li> </ul>	4  8	Lecture  Demonstration, observation	<ul style="list-style-type: none"> <li>i. Service billing are finalised</li> <li>ii. Client's service and post-procedure profile are updated</li> <li>iii. Client service and next visit are arranged</li> <li>iv. Procedure/service resources and documents are validated</li> <li>v. Service appraisal report are documented</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Checklist</li> <li>v. Service appraisal reporting procedure</li> <li>• Filing</li> <li>• Documentation resources and application</li> </ul>					

## Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.</p>	<ol style="list-style-type: none"><li>1. Communication skills</li><li>2. Conceptual skills</li><li>3. Interpersonal skills</li><li>4. Learning skills</li><li>5. Leadership skills</li><li>6. Multitasking and prioritising</li><li>7. Self-discipline</li><li>8. Teamwork</li></ol>

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : Trainees)</b>
1. Types of crystal	As per required
2. Computer peripheral	As per required
3. Sample of client profile	1:1
4. Crystal Metaphysical Properties Chart	1:1
5. Anatomy & Physiology Chart	1:1
6. Subtle Energy System Chart (Aura, Chakras, Meridian, Subtle Bodies)	1:1
7. Aroma incense	As per required
8. Type of aroma oil	As per required
9. Aroma oil chart	1:1
10. Crystal elixir	As per required
11. Crystal Bio-energy Movement Healing checklist	1:1
12. Singing Bowl	1:5
13. Ting Shaw	1:5
14. Consumables	As per required
15. Exercise & meditation mats	1:1

## References

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4. By Hibiscus Moon, (August 29, 2011), Crystal Grids: How and Why They Work: A Science-Based, Yet Practical Guide, Publisher: CreateSpace Independent Publishing Platform, ISBN-10: 1463729189, ISBN-13: 978-1463729189
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6. By Charles Klotsche, edition (January 1, 1987), Color Medicine: The Secrets of Color Vibrational Healing Perfect, Publisher: Aurora Press; First Edition, ISBN-10: 0943358302, ISBN-13: 978-0943358307
7. By Philip Permutt, (February 1, 2007), The Crystal Healer: Crystal Prescriptions That Will Change Your Life Forever, Publisher: CICO Books, ISBN-10: 1904991637, ISBN-13: 978-1904991632 Ted Andrew (01 May 2006 ), How to see & read your Aura, (complementary therapy, healing & health, Chakras, Aura & Spiritual Energy ), ISBN-13: 9780738708157
8. Dianna Cooper, Instrumental soloist Andrew Brel, (01 Oct. 2010 ), The Twelve Chakras, (Mind, Body and Spirit, Thought and Practice, Healing & Health, Complementary Therapy, Meditation & visualization of Chakras, Aura and Spiritual Energy), ISBN-13: 9781844095186

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>						
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>						
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>						
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>CRYSTAL VIBRATIONAL THERAPY</b>						
<b>LEARNING OUTCOME</b>	<p>The outcome of this competency unit is to provide client a holistic vibrational healing to achieve physical, emotional, mental and spiritual enhancement and wellness.</p> <p>Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Identify client crystal vibrational therapy objective</li> <li>• Prepare crystal vibrational therapy setup</li> <li>• Provide crystal vibrational therapy commentary</li> <li>• Carry out crystal vibrational therapy process</li> <li>• Assess crystal vibrational therapy performance</li> <li>• Provide post crystal vibrational therapy home advice</li> <li>• Prepare post crystal vibrational therapy reports</li> </ul>						
<b>PRE-REQUISITE (if applicable)</b>							
<b>COMPETENCY UNIT ID</b>	<b>MP-030-3:2015-C07</b>	<b>LEVEL</b>	<b>3</b>	<b>TRAINING DURATION</b>	<b>216</b>	<b>SKILL CREDIT</b>	<b>21</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify client crystal vibrational therapy objective	i. Crystal vibrational therapy protocol <ul style="list-style-type: none"> <li>• Energy cleansing &amp; purification concept</li> <li>• Energy tuning concept</li> </ul>	i. Determine client crystal vibrational therapy services, package and needs ii. Assess types of crystal vibrational therapy modalities	<u>Attitude:</u> i. Precise in determining client service intention and information	4	Lecture	i. Client crystal vibrational therapy service package and service intention are
				8	Demonstration, observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Energy enhancing &amp; energising concept</li> <li>• Subtle energy system</li> <li>• Stress release and recovery</li> </ul> ii. Modes of crystal vibrational therapy and the benefits <ul style="list-style-type: none"> <li>• Crystal Color Therapy</li> <li>• Crystal Energy Sound Therapy</li> <li>• Crystal Energy Aromatherapy</li> <li>• Crystal Energy Psychology Therapy</li> </ul> iii. Crystal vibrational therapy service relevancy <ul style="list-style-type: none"> <li>• Client physical condition (blood pressure, dietary habits)</li> <li>• Precaution</li> <li>• Crystal vibrational therapy safety and security</li> </ul> iv. Client profile access <ul style="list-style-type: none"> <li>• New client profile/information sourcing</li> </ul>	iii. Ascertain client's procedure attention iv. Ascertain client's personal particulars and procedure history v. Select client's service profile and documenting system	<u>Safety:</u> i. Do not disclose client security information to third party when sourcing information  <u>Environmental:</u> i. Consider recycle in sourcing printed documents			ascertained ii. Types of crystal vibrational therapy modalities are explained iii. Client particulars and procedure history information are obtained iv. Service profile and documenting system are confirmed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Profile extract from database</li> <li>Referrals</li> </ul>					
2. Prepare crystal vibrational therapy setup	<ol style="list-style-type: none"> <li>Crystal vibrational therapy utility <ul style="list-style-type: none"> <li>Type of consumables</li> <li>Utility quantity &amp; quality</li> <li>Source of utility</li> </ul> </li> <li>Crystal vibrational therapy materials application <ul style="list-style-type: none"> <li>Usage and functionality of material</li> <li>Material quantity and quality used</li> <li>Equipment temperature adjustment</li> <li>Crystal utilisation for crystal vibrational therapy</li> </ul> </li> <li>Crystal vibrational therapy equipment application <ul style="list-style-type: none"> <li>Types of equipment</li> <li>Equipment features and functions</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Obtain client crystal vibrational therapy resources</li> <li>Determine client crystal vibrational therapy workplace and facilities</li> <li>Check functions and usability of the crystal vibrational therapy application</li> <li>Arrange the required tools, equipment, devices and resources including crystals</li> <li>Identify crystal vibrational therapy materials and benefits</li> <li>Keep safe of client's belonging</li> </ol>	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> <li>Responsible in preparing procedure/service setting</li> </ol> <p><u>Safety:</u></p> <ol style="list-style-type: none"> <li>Practice integrity in determining client's service facilities and resources</li> </ol> <p><u>Environmental:</u></p> <ol style="list-style-type: none"> <li>Practice waste management concept in making printed documents</li> </ol>	8  16	Lecture  Demonstration , observation	<ol style="list-style-type: none"> <li>Client crystal vibrational therapy resources are acquired</li> <li>Client crystal vibrational therapy materials arrangement are laid-up</li> <li>Crystal vibrational therapy equipment function ability are installed</li> <li>Crystal vibrational therapy tools, equipment, devices and resources quantity and quality are set-ready</li> <li>Client's crystal vibrational therapy workplace</li> </ol>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Equipment safety and security</li> </ul> iv. Crystal vibrational therapy equipment manual <ul style="list-style-type: none"> <li>• Equipment manufacturer specification</li> <li>• Precaution in handling equipment</li> </ul> v. Crystal vibrational therapy workplace requirement <ul style="list-style-type: none"> <li>• Privacy policy</li> <li>• Safety policy</li> <li>• Workplace signage and display</li> </ul> vi. Crystal vibrational therapy operating procedure <ul style="list-style-type: none"> <li>• Client's locker</li> <li>• Attire</li> <li>• Client hydration</li> <li>• Sanitisation</li> <li>• Administrative function</li> </ul>					safety and security condition are adjusted vi. Arrangement for client's belonging to be kept is carried out
3. Provide crystal vibrational therapy commentary	i. Crystal vibrational therapy services process and protocol <ul style="list-style-type: none"> <li>• Service and procedure flow</li> </ul>	i. Explain crystal vibrational therapy services procedures and process benefits ii. Enlist modalities of crystal vibrational	<u>Attitude:</u> i. Responsible in providing vibrational therapy commentary information	8  16	Lecture  Demonstration	i. Crystal vibrational therapy protocol and steps are elaborated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Service process hygiene</li> <li>• Service process safety and security</li> <li>• Client condition (pre, during and post response in crystal vibrational therapy)</li> </ul> ii. Crystal vibrational therapy benefits iii. Crystal vibrational therapy product and service precaution <ul style="list-style-type: none"> <li>• Client allergic reaction (skin sensitivity)</li> <li>• Injury, wound, inflammation</li> </ul> iv. Crystal vibrational therapy work area facilitation <ul style="list-style-type: none"> <li>• Communication</li> <li>• Signage &amp; display</li> <li>• Alarm system</li> <li>• First aid kit</li> </ul>	therapy guided-instruction iii. Determine duration of four modalities of crystal vibrational therapy sessions iv. Ascertain precaution of crystal vibrational therapy v. Explain uniqueness and distinctiveness of crystal vibrational therapy services vi. Explain the crystal vibrational therapy contingency measures and facilitation plan to client	<u>Safety:</u> i. Careful and avoid security information are disclose to third party  <u>Environmental:</u> i. Consider energy saving when sourcing the printed documents		, observation	ii. Crystal vibrational therapy function and benefits are explicated  iii. Type and mode of crystal vibrational therapy instructions are explained  iv. Duration of crystal vibrational therapy sessions are determined  v. Precaution of crystal vibrational therapy are confirmed  vi. Crystal vibrational therapy workplace contingency and facilitation plan are coordinated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out crystal vibrational therapy process	i. Basic human anatomy and physiology concept <ul style="list-style-type: none"> <li>• Location of organs</li> <li>• Functions of the bodily organs</li> </ul> ii. Healing service provider visualisation process <ul style="list-style-type: none"> <li>• Service provider preparation</li> <li>• Techniques application</li> </ul> iii. Healing crystal application <ul style="list-style-type: none"> <li>• Healing crystal and corresponding metaphysical properties list</li> <li>• Nature of each modality in crystal vibrational therapy service</li> </ul> iii. Client crystal vibrational therapy process ethics <ul style="list-style-type: none"> <li>• Crystal vibrational therapy process prohibition</li> <li>• Hazard and risk</li> <li>• Safety and security</li> </ul> iv. Client crystal vibrational therapy process <ul style="list-style-type: none"> <li>• Hygiene</li> </ul>	i. Ascertain basic location and functions of human organs ii. Perform visualisation techniques in healing process iii. Select integration of crystal application with healing modalities iv. Ensure client is hydrated v. Monitor client comfort and relaxation level of crystal vibrational therapy process vi. Monitor each modality of crystal vibrational therapy process vii. Calibrate tools, devices, equipment and resources application viii. Monitor client condition and reaction ix. Determine crystal color therapy techniques on aura, chakras and meridian (energy pathways) x. Utilise sound instruments for crystal energy sound therapy xi. Mix healing crystal with essential oils to	<u>Attitude:</u> i. Precise and meticulous in performing service process and procedures  <u>Safety:</u> i. Practice integrity in making finding on client procedure performance and monitoring the empowerment  <u>Environmental:</u> i. Practice energy saving in using application tools	32     64	Lecture     Demonstration , observation	i. Basic location and functions of human organs are identified ii. Techniques of visualisation are clarified iii. Healing crystals utilisation in healing modalities are identified iv. Client hydration, comfort and relaxation level in crystal vibrational therapy are assessed v. Crystal vibrational therapy services process are observed vi. Tools, devices, equipment and resources application are adjusted

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Impurities (sweats)</li> <li>v. Client crystal vibrational therapy condition and reaction               <ul style="list-style-type: none"> <li>• Comfort and relaxation</li> <li>• Discomfort</li> </ul> </li> <li>vi. Facilitation of condition and reaction</li> <li>vii. Tools, devices, equipment and resources application               <ul style="list-style-type: none"> <li>• Crystal Color Therapy</li> <li>• Crystal Energy Sound Therapy</li> <li>• Crystal Energy Aromatherapy</li> <li>• Crystal Energy Psychology Therapy</li> </ul> </li> <li>viii. Crystal vibrational therapy concept (Cleansing &amp; purification, tuning and enhancing &amp; energising)               <ul style="list-style-type: none"> <li>• Crystal Color Therapy</li> <li>• Crystal Energy Sound Therapy</li> <li>• Crystal Energy Aromatherapy</li> <li>• Crystal Energy Psychology</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>produce aromatherapy essence</li> <li>xii. Apply gentle pressure with simultaneous pressing on acupressure points to clear meridian blockages</li> <li>xiii. Rub, tap and stimulate skin tissues, meridian pathways, acupressure points, major and minor chakras</li> <li>xiv. Cleanse client's emotion and mental energy blockage</li> <li>xv. Carry out cleansing and purification work</li> <li>xvi. Carry out tuning client's condition to remain in relaxed manners</li> <li>xvii. Execute enhancing and energising work</li> </ul>				<ul style="list-style-type: none"> <li>vii. Client condition and reaction are ascertained</li> <li>viii. Duration of crystal vibrational therapy sessions are determined</li> <li>ix. Choices of crystal and healing grids are listed</li> <li>x. Crystal color therapy techniques are applied</li> <li>xi. Sound instruments are handled</li> <li>xii. Mixture of aromatherapy essence procedure observed</li> <li>xiii. Pressing, rubbing, tapping and stimulating techniques are performed</li> <li>xiv. Cleansing, purifying, tuning,</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Therapy					enhancing and energising works are implemented
5. Assess crystal vibrational therapy performance	i. Crystal vibrational therapy process performance indicator <ul style="list-style-type: none"> <li>Level of energy</li> <li>Stress condition</li> <li>Client general appearance</li> </ul> ii. Client crystal vibrational therapy wellness maintenance <ul style="list-style-type: none"> <li>Water intake and requirement after service</li> <li>Rest and relaxation requirement</li> </ul> iii. Crystal vibrational therapy service conformity <ul style="list-style-type: none"> <li>Duration of service</li> <li>Frequency of service</li> </ul> iv. Client's feedback on crystal vibrational therapy process <ul style="list-style-type: none"> <li>Client appraisal on service</li> <li>Client satisfaction</li> </ul>	i. Determine crystal vibrational therapy process performance ii. Check client post-crystal vibrational therapy relaxation and well-being iii. Check crystal vibrational therapy service charter conformity iv. Determine client's service satisfaction v. Obtain client's feedback and reaction vi. Check client's post-service subtle body energy status	<u>Attitude:</u> i. Practice cultural ethics in explaining client subtle body energy consequences  <u>Safety:</u> i. Detail and precise in assessing client's response and feedback  <u>Environmental:</u> i. Consider 3R concept in producing client's analysis finding	8  16	Lecture  Demonstration , observation	i. Crystal vibrational therapy process performance are assessed ii. Client post crystal vibrational therapy well-being and subtle body energy status are assessed iii. crystal vibrational therapy service charter compliance are justified iv. Client's service satisfaction and comment are listed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	from the service					
6. Provide post crystal vibrational therapy home advice	<ul style="list-style-type: none"> <li>i. Crystal vibrational therapy recommendation <ul style="list-style-type: none"> <li>• Frequency of service</li> <li>• Type of crystal vibrational therapy</li> </ul> </li> <li>ii. Post crystal vibrational therapy service advice <ul style="list-style-type: none"> <li>• Exercise</li> <li>• Rest and relax (adequate sleep)</li> <li>• Lifestyle</li> <li>• Balance diet</li> <li>• Fasting and nutrient requirement</li> </ul> </li> <li>iii. Post crystal vibrational therapy products advice <ul style="list-style-type: none"> <li>• Healing crystal</li> <li>• Other energy medicine products such as singing bowl and aroma oil</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Propose further crystal vibrational therapy services</li> <li>ii. Advise client post crystal vibrational therapy service</li> <li>iii. Advise client post crystal vibrational therapy products</li> <li>iv. Propose client ideal lifestyle and diet</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Practice integrity in providing advice</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Responsible and practice security procedures in documenting database</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider green lifestyle in providing information to clients</li> </ul>	8  16	Lecture  Demonstration , observation	<ul style="list-style-type: none"> <li>i. Crystal vibrational therapy service packages are recommended</li> <li>ii. Client post crystal vibrational therapy service and products maintenance are guided</li> <li>iii. Client lifestyle and diet programme are suggested</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
7. Prepare post crystal vibrational therapy reports	<ul style="list-style-type: none"> <li>i. Service and business billing <ul style="list-style-type: none"> <li>• Invoices / sales order</li> <li>• Receipt</li> <li>• Payment acknowledgement</li> </ul> </li> <li>ii. Client's post-procedure profile <ul style="list-style-type: none"> <li>• Report summary</li> <li>• Suggestion and recommendation of service</li> <li>• Client information update</li> </ul> </li> <li>iii. Appointment of procedure/service <ul style="list-style-type: none"> <li>• Requirement and frequency of service</li> <li>• Appointment setting protocol</li> </ul> </li> <li>iv. Procedure/service resources and documents <ul style="list-style-type: none"> <li>• Inventory</li> <li>• Client registration form</li> <li>• Checklist</li> </ul> </li> <li>v. Service appraisal reporting procedure <ul style="list-style-type: none"> <li>• Filing</li> <li>• Documentation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Prepare service billing</li> <li>ii. Prepare client's post-procedure profile</li> <li>iii. Propose next appointment to client</li> <li>iv. Check procedure/service resources and documents</li> <li>v. Compile service appraisal report</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>ii. Practice integrity in drafting reports and summary</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>ii. Responsible and practice security procedures in documenting database</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider green lifestyle in auditing information</li> </ul>	<p>4</p> <p>8</p>	<p>Lecture</p> <p>Demonstration , observation</p>	<ul style="list-style-type: none"> <li>i. Service billing are finalised</li> <li>ii. Client's service and post-procedure profile are updated</li> <li>iii. Client service and next visit are arranged</li> <li>iv. Procedure/ service resources and documents are validated</li> <li>v. Service appraisal report are documented</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	resources and application					

### Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork



### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Types of crystal	As per required
2. Computer peripheral	As per required
3. Sample of client profile	1:1
4. Crystal Metaphysical Properties Chart	1:1
5. Anatomy & Physiology Chart	1:1
6. Subtle Energy System Chart (Aura, Chakras, Meridian, Subtle Bodies)	1:1
7. Type of aroma oil	As per required
8. Aroma incense	As per required
9. Aroma oil chart	1:1
10. Crystal elixir	As per required
11. Crystal Vibrational Therapy checklist	1:1
12. Singing Bowl	1:5
13. Ting Shaw	1:5
14. Consumables	As per required
15. Audio visual aid	As per required
16. Crystal color therapy tools	As per required
17. Crystal energy sound therapy tools	As per required
18. Crystal energy aromatherapy tools	As per required
19. Crystal energy psychology therapy tools	As per required

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## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>						
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>						
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>						
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>CRYSTAL HEALING CENTRE PRODUCTS AND SERVICES RETAILING</b>						
<b>LEARNING OUTCOME</b>	<p>The outcome of this competency unit is to enable service providers secure returns to sustain the business operation and the organization as a whole. Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Carry out client reception</li> <li>• Determine client products and services needs</li> <li>• Promote products and services attributes</li> <li>• Carry out sales closing</li> <li>• Prepare products and services retailing documentation</li> </ul>						
<b>PRE-REQUISITE (if applicable)</b>							
<b>COMPETENCY UNIT ID</b>	<b>MP-030-3:2015-C08</b>	<b>LEVEL</b>	<b>3</b>	<b>TRAINING DURATION</b>	<b>108</b>	<b>SKILL CREDIT</b>	<b>10</b>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out client reception	i. Crystal healing centre hospitality <ul style="list-style-type: none"> <li>• Refreshment</li> <li>• Seating arrangement</li> <li>• Environment</li> <li>• Facilities and internet access</li> </ul> ii. Customer service and	i. Welcome client at crystal healing centre ii. Obtain client particulars iii. Arrange clients' hospitality iv. Check clients' reception security and privacy v. Facilitate clients'	<u>Attitude:</u> i. Precise in determining client service intention and information	8	Lecture	i. Client at crystal healing centre hospitality are addressed ii. Client particulars are identified iii. Clients' hospitality and
			<u>Safety:</u> i. Do not disclose client security information to third	16	Demonstration , observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	relation charter <ul style="list-style-type: none"> <li>• Clients' service policy</li> <li>• Sales and incentives policy</li> <li>• Sales personnel practice</li> <li>• Organization sales operation target</li> <li>• Sales resources utilization policy</li> </ul> iii. Crystal healing centre retailing protocol <ul style="list-style-type: none"> <li>• Procedures of purchase</li> <li>• Procedures of selling and retailing</li> <li>• Procedures of discount and incentives</li> <li>• Procedures of payment mode</li> </ul> iv. Crystal healing centre service and products availability <ul style="list-style-type: none"> <li>• Types of crystal healing service</li> <li>• Types of crystal products</li> </ul>	needs and requirements vi. Provide client's reception area support and directory	party when sourcing information  <u>Environmental:</u> i. Consider recycle in sourcing printed documents			confidence level are assessed iv. Clients' reception comfort condition are assessed v. Clients' needs and requirements are responded vi. Client's reception area support are rendered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Determine client products and services needs	i. Crystal healing centre sales policy and procedures <ul style="list-style-type: none"> <li>• Service charges</li> <li>• Service package</li> <li>• Products charges</li> <li>• Products package and incentives</li> <li>• Crystal healing legend</li> </ul> ii. Crystal healing centre sales and retailing protocol <ul style="list-style-type: none"> <li>• Retailing policy</li> <li>• Deliver policy</li> <li>• Accounting policy</li> <li>• Sales motivation and compensation policy</li> <li>• Sales liabilities</li> </ul> iii. Clients' sales offer <ul style="list-style-type: none"> <li>• Incentives</li> <li>• Discount</li> <li>• Cash terms</li> <li>• Invoicing terms</li> <li>• Service and defect policy</li> </ul> iv. Clients' procure and payment mode <ul style="list-style-type: none"> <li>• Cash</li> <li>• Credit card system</li> </ul> v. Sales and service authorization	i. Check clients' service intention ii. Check clients' procurement types iii. Identify clients' required service package iv. Identify clients' required products specification v. Identify clients' procure capability vi. Identify clients' mode of procurement vii. Check service offer viii. Check products offer ix. Identify client's buying behaviour x. Identify client's service and products delivery priority xi. Confirm client's preliminary needs	<u>Attitude:</u> i. Ethics and polite in ease the client hospitality  <u>Safety:</u> i. Practice integrity in determining client's service package  <u>Environmental:</u> i. Practice waste management concept in making printed documents	8             16	Lecture             Demonstration , observation	i. Clients' service intention and objectives are assessed ii. Clients' procurement types and intention are assessed iii. Clients' required service package are determined iv. Clients' required products specification are determined v. Clients' procure mode and ability are determined vi. Clients' mode of procurement are determined vii. Clients' service offer specialty are determined

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Limitation of sales</li> <li>Authorization of sales</li> <li>Sales compensation</li> <li>Sales rewards system</li> </ul> vi. Sales closing protocol <ul style="list-style-type: none"> <li>Sales and marketing procedures</li> <li>Direct selling procedures</li> <li>E-retailing procedures</li> <li>Broachers and educational aid support</li> </ul>					viii. Clients' products offer specialty are determined ix. Client's buying behaviour are assessed x. Client's service and products delivery priority and condition are assessed xi. Client's preliminary needs are ascertained
3. Promote products and services attributes	i. Sales and products commentary <ul style="list-style-type: none"> <li>Leaflet</li> <li>Broachers</li> <li>Books</li> <li>Referrer</li> <li>Contact referrer</li> <li>Products description item</li> <li>Souvenirs</li> </ul> ii. Crystal healing centre service and products offer <ul style="list-style-type: none"> <li>New stock</li> </ul>	i. Explain service perimeter and procedure expectation ii. Explain products attributes and properties features iii. Check client's satisfaction and pre-buying condition iv. Identify clients' service and products expectation v. Confirm clients' required service values	<u>Attitude:</u> i. Responsible in exploring service and products values  <u>Safety:</u> i. Do not disclose security information  <u>Environmental:</u> i. Consider energy saving when sourcing the information	8          16	Lecture          Demonstration , observation	i. Service perimeter and procedure expectation are described ii. Products attributes and properties features are elaborated iii. Client's satisfaction and pre-buying condition are

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Old stock</li> <li>• Designated procedure/service</li> <li>• Service packages</li> <li>• Products quality and quantity</li> </ul> <p>iii. Sales policy and procedures</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pricing policy</li> <li><input type="checkbox"/> Marketing policy</li> <li><input type="checkbox"/> Advertisement and promotion policy</li> <li><input type="checkbox"/> Cost of supply</li> <li><input type="checkbox"/> Cost of products</li> <li><input type="checkbox"/> Cost of service</li> <li><input type="checkbox"/> Sales manual</li> </ul> <p>iv. Customer relation and protocol</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Customers liability</li> <li><input type="checkbox"/> Operation</li> <li><input type="checkbox"/> Reception</li> <li><input type="checkbox"/> Safety and security of service and products</li> </ul> <p>v. Sales closing protocol</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Technique</li> <li><input type="checkbox"/> Etiquette</li> <li><input type="checkbox"/> Cultural</li> <li><input type="checkbox"/> Manner of addressing</li> <li><input type="checkbox"/> Sales signal evaluation</li> <li><input type="checkbox"/> Determination of sales intention</li> </ul>	<p>vi. Confirm clients' required products values</p> <p>vii. Elaborate to clients quality of pre-procurement</p> <p>viii. Identify clients' pre-procurement recognition and products brand</p>				<p>assessed</p> <p>iv. Clients' service and products outcome are determined</p> <p>v. Clients' required service and products values are identified</p> <p>vi. Clients pre-procurement intention are explained</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out sales closing	i. Sales closing protocol <ul style="list-style-type: none"> <li>• Process of sales closing</li> <li>• Technique of closing</li> <li>• Understanding of service and products attributes</li> <li>• Sales process assessment</li> <li>• Documentation</li> </ul> ii. Sales retailing policy <ul style="list-style-type: none"> <li>• Price adjustment</li> <li>• Cash terms and payment adjustment</li> <li>• Clients demands</li> <li>• Clients' expectation</li> <li>• Customers relation</li> <li>• Client acceptance</li> </ul> iii. Sales delivery policy <ul style="list-style-type: none"> <li>• Adjustment</li> <li>• Changes of service</li> <li>• Changes of products</li> <li>• Costing of service</li> <li>• Costing of products</li> </ul> iv. Sales payment system <ul style="list-style-type: none"> <li>• Cash terms</li> <li>• Credit terms</li> </ul> v. Sales documentation	i. Moderate client needs ii. Ascertain client interest of the products and services iii. Identify client buying signal iv. Suggest products and services recommendation v. Ascertain client buying intention vi. Secure client sales potential vii. Suggest client procurement viii. Confirm client sales order ix. Moderate client sales package x. Facilitate client buying pattern xi. Secure client buying confidence xii. Close crystal healing products and services sales packages xiii. Identify client purchase terms and condition, query and doubts	<u>Attitude:</u> i. Precise and meticulous in analyzing client's buying signal  <u>Safety:</u> i. Practice integrity in making finding on client sales intention ii. Carry out sales closing with integrity  <u>Environmental:</u> i. Practice energy saving in using documentation resources	8  16	Lecture  Demonstration , observation	i. Client needs and desire are secured ii. Client interest of the products and services are determined iii. Client buying signal are determined iv. Client interest on crystal products and services packages are confirmed v. Products and services recommendati on are proposed vi. Client buying intention and desire are assessed vii. Client sales potential are assessed viii. Client procurement condition and specification are listed



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	system <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Remittance</li> <li>• Vouchers</li> <li>• Products agreement</li> <li>• Contract</li> <li>• Health certificate</li> </ul> vi. Sales customer relation <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Ethics</li> <li>• Cultural</li> <li>• Responsible</li> <li>• Precise</li> <li>• Hospitality</li> </ul>					ix. Client sales order are proposed x. Client sales package are ascertained xi. Client buying pattern are ascertained xii. Client desired buying and confidence are secured xiii. Crystal healing products and services sales orders are issued
5. Prepare products and services retailing documentation	i. Sales documentation system <ul style="list-style-type: none"> <li>• Resources for documentation</li> <li>• Filing system</li> <li>• Administration requirement</li> </ul> ii. Sales post mortem protocol <ul style="list-style-type: none"> <li>• Sales follow up</li> <li>• Sales advices</li> <li>• Sales appointment</li> </ul> iii. Sales reporting and auditing protocol	i. Determine client sales order and entities ii. Prepare client remittance and invoices iii. Identify clients' service engagement terms and condition iv. Draft up sales package and agreement v. Draft up sales reports and summary	<u>Attitude:</u> i. Practice cultural ethics in explaining client sales consequences  <u>Safety:</u> i. Get client's response and certifying client's feedback and information	4          8	Lecture          Demonstration , observation	i. Client sales order and entities are compiled ii. Client remittance and invoices are issued iii. Clients' service engagement terms and condition are formulated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Administration</li> <li>• Auditing</li> <li>• Reporting hierarchy</li> <li>• Types of reports and summary</li> </ul> iv. Sales documentation resources <ul style="list-style-type: none"> <li>• Documents and stationery</li> <li>• Computer peripheral</li> <li>• Internet access</li> </ul>		<u>Environmental:</u> i. Consider 3R concept in producing client's analysis finding			iv. Sales package and agreement are listed  v. Sales reports and summary are documented

## Employability Skills

<b>Core Abilities</b>	<b>Social Skills</b>
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.</p>	<ol style="list-style-type: none"><li>1. Communication skills</li><li>2. Conceptual skills</li><li>3. Interpersonal skills</li><li>4. Learning skills</li><li>5. Leadership skills</li><li>6. Multitasking and prioritising</li><li>7. Self-discipline</li><li>8. Teamwork</li></ol>

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sales manual 2. Sales charter 3. Sales documentation system 4. Sample of sales order 5. Sample of crystal healing centre service and products sales policy 6. Computer peripheral 7. Stationery 8. Sample customer service charter	1:20 1:20 As per required 1:1 As per required As per required As per required As per required

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## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SECTOR</b>	<b>MEDICAL &amp; PHARMACEUTICAL</b>						
<b>SUB SECTOR</b>	<b>TRADITIONAL/COMPLEMENTARY MEDICINE</b>						
<b>JOB AREA</b>	<b>ENERGY MEDICINE</b>						
<b>NOSS TITLE</b>	<b>CRYSTAL HEALING SERVICE</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>CRYSTAL HEALING CENTRE ADMINISTRATION</b>						
<b>LEARNING OUTCOME</b>	<p>The outcome of this competency unit is to enable a business operation formally operated complying with the legislative and authoritative compliances.</p> <p>Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> <li>• Prepare crystal healing centre compliance</li> <li>• Perform crystal healing centre housekeeping</li> <li>• Prepare crystal healing centre manpower deployment requirements</li> <li>• Carry out crystal healing centre assets maintenance</li> <li>• Maintain customer relations</li> <li>• Maintain crystal healing centre accounting</li> </ul>						
<b>PRE-REQUISITE (if applicable)</b>							
<b>COMPETENCY UNIT ID</b>	<b>MP-030-3:2015-C09</b>	<b>LEVEL</b>	<b>3</b>	<b>TRAINING DURATION</b>	<b>144</b>	<b>SKILL CREDIT</b>	<b>14</b>

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Prepare crystal healing centre compliance	i. Crystal healing centre operation legislative compliances <ul style="list-style-type: none"> <li>• Premises safety and security compliances</li> <li>• Operating permits and license</li> </ul>	i. Access crystal healing centre operation legislative compliances ii. Apply crystal healing centre operation permits and licensing iii. Check service	<u>Attitude:</u> i. Precise in determining crystal healing centre compliances	8  16	Lecture  Demonstration , observation	i. Crystal healing centre operation legislative compliances and application procedures

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Crystal healing service and products legislative compliances</li> <li>ii. Crystal healing centre service providers practice pre-requisite <ul style="list-style-type: none"> <li>• Practitioners competency</li> <li>• Accreditation</li> <li>• Service recognition</li> </ul> </li> <li>iii. Crystal healing centre service accreditation <ul style="list-style-type: none"> <li>• Industrial accreditation</li> <li>• Training accreditation</li> </ul> </li> <li>iv. Crystal healing centre workplace safety and security compliances <ul style="list-style-type: none"> <li>• Hygiene compliances</li> <li>• Fire and safety compliances</li> <li>• Work safety and security compliances</li> <li>• Work area and facilities safety and security</li> </ul> </li> <li>v. Crystal healing centre documentation <ul style="list-style-type: none"> <li>• Permits</li> <li>• Business</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>providers competency and practice pre-requisite</li> <li>iv. Follow up crystal healing centre service accreditation</li> <li>v. Arrange workplace safety and security compliances</li> <li>vi. Display documentation, certification and accreditation chartered</li> </ul>	<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Do not disclose client security information to third party when sourcing information</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider recycle in sourcing printed documents</li> </ul>			<ul style="list-style-type: none"> <li>ii. Crystal healing centre operation permits and licensing are requested</li> <li>iii. Service providers competency and practice pre-requisite are assessed</li> <li>iv. Crystal healing centre service accreditation and certification are compiled</li> <li>v. Workplace safety and security compliances and conformity are obtained</li> <li>vi. Display documentation , certification and accreditation charter are arranged</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>documents</p> <ul style="list-style-type: none"> <li>• Certification of accreditation</li> <li>• Clients service charter</li> <li>• Display and electronic medium</li> <li>• Maintenance documents</li> <li>• Checklist</li> </ul>					
2. Perform crystal healing centre housekeeping	<p>i. Crystal healing centre housekeeping requirements</p> <ul style="list-style-type: none"> <li>• Equipment and facilities upkeep system</li> <li>• Resources and facilities display policy</li> <li>• Service provider's appointment</li> </ul> <p>ii. Crystal healing centre safety and security maintenance requirements</p> <ul style="list-style-type: none"> <li>• Tools, equipment and facilities safety</li> </ul>	<p>i. Assess crystal healing centre housekeeping requirement</p> <p>ii. Carry out crystal healing centre safety and security maintenance program</p> <p>iii. Carry out workplace hygiene and housekeeping activities</p> <p>iv. Check crystal healing centre resources and consumables inventory</p> <p>v. Carry out crystal</p>	<p><u>Attitude:</u></p> <p>i. Ethics in handling housekeeping programs</p> <p><u>Safety:</u></p> <p>i. Practice integrity in determining crystal healing safety and security</p> <p><u>Environmental:</u></p> <p>i. Practice waste management concept in making printed documents</p>	<p>8</p> <p>16</p>	<p>Lecture</p> <p>Demonstration , observation</p>	<p>i. Crystal healing centre housekeeping condition and compliances are identified</p> <p>ii. Crystal healing centre safety and security maintenance program are arranged</p> <p>iii. Workplace hygiene and housekeeping activities are</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>condition</li> <li>• Service area safety and security procedures</li> <li>• Maintenance policy and procedures</li> <li>• Maintenance providers selection and appointment</li> <li>iii. Crystal healing centre workplace hygiene and sanitation requirements               <ul style="list-style-type: none"> <li>• Tools, equipment and facilities sanitization procedures</li> <li>• Work area sanitization and cleaning</li> <li>• Client's protection and sanitization</li> <li>• Products sanitization</li> <li>• Waste disposal procedures</li> <li>• Cleaner attires</li> <li>• Cleaning providers selection and appointment</li> </ul> </li> <li>iv. Crystal healing centre inventory control               <ul style="list-style-type: none"> <li>• Stock control</li> <li>• Procurement policy</li> <li>• Administrative</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>healing centre fixtures housekeeping</li> <li>vi. Arrange crystal healing centre work area cleaning programs</li> <li>vii. Arrange crystal healing centre service tools sanitization</li> <li>viii. Arrange crystal healing centre products and storage</li> <li>ix. Maintain crystal healing centre security system</li> </ul>				<ul style="list-style-type: none"> <li>arranged</li> <li>iv. Crystal healing centre inventory condition and upkeep are consolidated</li> <li>v. Crystal healing centre fixtures housekeeping and condition conformity are obtained</li> <li>vi. Crystal healing centre work area cleaning programs are executed</li> <li>vii. Crystal healing centre service tools sanitization are coordinated</li> <li>viii. Crystal healing centre products and storage are up-kept</li> <li>ix. Crystal healing centre security system and</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>procedures</p> <p>v. Crystal healing centre fixtures and equipment installation</p> <ul style="list-style-type: none"> <li>• Repair</li> <li>• Replace</li> <li>• Recycle</li> <li>• Schedule inspection</li> </ul>					<p>functionality are inspected</p>
<p>3. Prepare crystal healing centre manpower deployment requirements</p>	<p>i. Crystal healing centre manpower deployment policy and procedures</p> <ul style="list-style-type: none"> <li>• Crystal healing practitioner competency</li> <li>• Jobs roster</li> <li>• Types of deployment and its accreditation</li> </ul> <p>ii. Crystal healing centre jobs parameter</p> <ul style="list-style-type: none"> <li>• Crystal healing services deployment</li> <li>• Maintenance deployment</li> <li>• Housekeeping</li> </ul>	<p>i. Assess crystal healing centre manpower deployment schedule</p> <p>ii. Check crystal healing practitioner competency</p> <p>iii. Check crystal healing centre jobs functional</p> <p>iv. Assess crystal healing works roster</p> <p>v. Carry out service deployment programs</p> <p>vi. Check service charter and deployment performance</p> <p>vii. Draft up deployment reports</p>	<p><u>Attitude:</u></p> <p>i. Responsible in making deployment arrangement</p> <p><u>Safety:</u></p> <p>i. Careful and avoid injury in guiding deployment</p> <p><u>Environmental:</u></p> <p>i. Consider energy saving when sourcing the deployment documents</p>	<p>8</p> <p>16</p>	<p>Lecture</p> <p>Demonstration , observation</p>	<p>i. Crystal healing centre manpower deployment requirement and activities are identified</p> <p>ii. Crystal healing practitioner competency and capability are identified</p> <p>iii. Crystal healing centre jobs functions and deployment</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>iii. deployment Crystal healing centre jobs deployment programs <ul style="list-style-type: none"> <li>• Subtle body energy analysis</li> <li>• Subtle body energy healing</li> <li>• Healing crystal products preparation</li> <li>• Types of crystal healing modality</li> <li>• Retailing</li> </ul> </li> <li>iv. Auxiliary service providers' working compliances <ul style="list-style-type: none"> <li>• Contractor</li> <li>• Outsource providers</li> <li>• Terms of service</li> </ul> </li> <li>v. Crystal healing centre deployment charter <ul style="list-style-type: none"> <li>• Service charter</li> <li>• Notice boards</li> <li>• Duty roster</li> <li>• Organization structure</li> <li>• Display and communication medium</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>viii. Assess providers' working compliances, agreement and contract</li> <li>ix. Draft up deployment appraisal</li> </ul>				<ul style="list-style-type: none"> <li>condition are assessed</li> <li>iv. Crystal therapy and healing works roster and schedule are determined</li> <li>v. Service deployment programs are assigned</li> <li>vi. Service charter and deployment performance are identified</li> <li>vii. Deployment reports and summary are drafted</li> <li>viii. Providers' working compliances, agreement and contract are acquired</li> <li>ix. Deployment appraisal and performance are assessed</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out crystal healing centre assets maintenance	<p>i. Crystal healing centre assets and facilities compliances</p> <ul style="list-style-type: none"> <li>• Insurance coverage</li> <li>• Manufacturing specification</li> </ul> <p>ii. Crystal healing centre maintenance policy &amp; procedures</p> <ul style="list-style-type: none"> <li>• Faulty parts</li> <li>• Schedule service</li> <li>• Repairing work</li> <li>• Compensation and welfare</li> <li>• Administration</li> </ul> <p>iii. Crystal healing centre facilities maintenance providers terms and agreement</p> <ul style="list-style-type: none"> <li>• Preventive</li> <li>• Corrective</li> <li>• Financial arrangement</li> <li>• Service frequency</li> <li>• Liabilities</li> </ul> <p>iv. Crystal healing centre maintenance providers' deployment policy</p> <ul style="list-style-type: none"> <li>• Work ethics</li> <li>• Responsibilities and liabilities</li> <li>• Level of security for facilities</li> </ul>	<p>i. Assess crystal healing centre assets and facilities functionality</p> <p>ii. Arrange crystal therapy and healing hand tools service programs</p> <p>iii. Arrange crystal healing centre facilities repair programs</p> <p>iv. Check crystal healing centre assets and facilities maintenance contract</p> <p>v. Facilitate crystal healing centre maintenance providers' deployment</p> <p>vi. Display crystal healing centre maintenance and service charter</p> <p>vii. Assess crystal healing centre assets compliances</p>	<p><u>Attitude:</u></p> <p>i. Precise and meticulous in analyzing maintenance condition</p> <p><u>Safety:</u></p> <p>i. Practice integrity in making finding on repairing work</p> <p><u>Environmental:</u></p> <p>i. Practice energy saving in using application tools</p>	8  16	Lecture  Demonstration , observation	<p>i. Crystal healing centre assets and facilities condition are identified</p> <p>ii. Crystal therapy and healing hand tools service programs are sanitized</p> <p>iii. Crystal healing centre facilities maintenance programs are monitored</p> <p>iv. Crystal healing centre assets and facilities maintenance condition are determined</p> <p>v. Crystal healing centre maintenance providers' deployment are arranged</p> <p>vi. Crystal healing centre maintenance</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Administration</li> </ul> v. Display crystal healing centre assets compliances <ul style="list-style-type: none"> <li>• Insurance</li> <li>• Permit</li> <li>• License</li> <li>• Inspection</li> </ul>					and service charter are exhibited vii. Crystal healing centre assets compliances and conformity are obtained
5. Maintain customer relations	i. Crystal healing centre customer service policy and procedures <ul style="list-style-type: none"> <li>• Welcome protocol</li> <li>• Lost &amp; found policy</li> <li>• Service standards</li> <li>• Complaints and enquiry procedures</li> </ul> ii. Crystal healing centre customers' safety and security policy and procedures <ul style="list-style-type: none"> <li>• Client attires</li> <li>• Safety and security of service equipment</li> <li>• Claims and injury policy</li> </ul> iii. Crystal healing centre safety and security <ul style="list-style-type: none"> <li>• First aid kit</li> </ul>	i. Check crystal healing centre customer service security functionality ii. Arrange client valuable and jewellery for safeguarding iii. Facilitate client with lost & found issue iv. Facilitate crystal healing centre customers' complaint and issues v. Provide client enquiry and products information vi. Prepare client crystal healing enhancement programs preview vii. Carry out client database	<u>Attitude:</u> i. Practice cultural ethics in explaining client relation requirements  <u>Safety:</u> i. Get client's response and certifying client's feedback and information  <u>Environmental:</u> i. Consider 3R concept in producing client's analysis finding	8  16	Lecture  Demonstration , observation	i. Crystal healing centre customer service security compliances are confirmed ii. Arrangement for client valuable and jewellery to be safeguarded is carried out iii. Client with lost & found issue are attended iv. Crystal healing centre customers' complaint and issues are facilitated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Safety manual</li> <li>• Display and signage</li> <li>• Education materials</li> </ul> <p>iv. Crystal healing centre customers' relation policy and procedures</p> <ul style="list-style-type: none"> <li>• Security information protection</li> <li>• Events and leisure for customers relation</li> <li>• Help desk</li> <li>• Complaint reporting procedures</li> </ul> <p>v. Crystal healing centre products and service charter</p> <ul style="list-style-type: none"> <li>• Duration of replacement</li> <li>• Service defect policy</li> <li>• Financial mode and condition</li> </ul> <p>vi. Crystal healing centre database maintenance and documentation</p> <ul style="list-style-type: none"> <li>• Client service data compilation</li> <li>• Documentation validation and verification procedures</li> </ul>	<p>maintenance</p> <p>viii. Facilitate client service support and communication programs</p>				<p>v. Client enquiry and products information are made available</p> <p>vi. Client crystal healing enhancement programs preview are facilitated</p> <p>vii. Client database maintenance and update are identified</p> <p>viii. Client service support and communication measures are provided</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Service integrity</li> <li>vii. Crystal healing centre customers' service support and communication programs               <ul style="list-style-type: none"> <li>• Brochures</li> <li>• Education materials</li> <li>• Internet access</li> <li>• Reading corner</li> <li>• Accommodation</li> <li>• Prayers room</li> <li>• Service description and price list</li> <li>• Telecommunication</li> </ul> </li> </ul>					



## Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.</p>	<ol style="list-style-type: none"><li>1. Communication skills</li><li>2. Conceptual skills</li><li>3. Interpersonal skills</li><li>4. Learning skills</li><li>5. Leadership skills</li><li>6. Multitasking and prioritising</li><li>7. Self-discipline</li><li>8. Teamwork</li></ol>



### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of housekeeping protocol and charter	1:1
2. Sample of maintenance documents	1:1
3. Sample of operating documents and compliances	1:1
4. Sample forms	1:1
5. Housekeeping tools and equipment	1:1
6. Sample of safety and security documents	1:1
7. Mock up area and office simulation	1:20
8. Sample of service and products list	1:1
9. Computer peripheral	1:1
10. Stationery	As per required
11. Sample of Standard Operating Procedure (SOP)	As per required

### References

1. Jay Barney, Prentice Hall (24 July 2011), Strategic Management & Competitive Advantage: Concepts (4<sup>th</sup> Edition), ISBN-13: 978-0132546348
2. Judy Strauss, Prentice Hall (21 July 2013), E-Marketing (7<sup>th</sup> Edition), ISBN-13: 978-0132953443
3. Sue Lilly, Harper Collins Publishers (2002), Illustrated Elements of Crystal Healing, ISBN-13: 978-0007133871
4. Katrina Raphaell, Aurora Press (1987), Crystal Healing: Applying the Therapeutic Properties of Crystals and Stones, ISBN-13: 9780943358307



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Service entails description &amp; critical positioning value</li> <li>ii. Web page exhibited products information               <ul style="list-style-type: none"> <li><input type="checkbox"/> Products information design &amp; communication protocol</li> <li><input type="checkbox"/> Products icon, multimedia &amp; graphics display page</li> <li><input type="checkbox"/> Service entails description &amp; critical positioning value</li> </ul> </li> <li>iii. Web retailing system               <ul style="list-style-type: none"> <li><input type="checkbox"/> Networking</li> <li><input type="checkbox"/> Coverage</li> <li><input type="checkbox"/> Speed and access</li> <li><input type="checkbox"/> Administrative security</li> </ul> </li> <li>iv. E-commerce and buying paradigm               <ul style="list-style-type: none"> <li><input type="checkbox"/> Mobile commerce</li> <li><input type="checkbox"/> Electronic funds transfer</li> <li><input type="checkbox"/> Supply chain management</li> <li><input type="checkbox"/> Internet marketing</li> </ul> </li> </ul>	<p>retailing system</p> <ul style="list-style-type: none"> <li>iv. Identify client e-selling and buying paradigm</li> <li>v. Identify client e-retailing service and products delivery system</li> <li>vi. Identify organizational respondent and administrator functions</li> <li>vii. Check e-marketing legislative and authoritative compliances</li> </ul>	<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Do not disclose client security information to third party when sourcing information</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider recycle in sourcing printed documents</li> </ul>			<ul style="list-style-type: none"> <li>information and attribute are compiled</li> <li>iii. Types of web retailing system and infrastructure are selected</li> <li>iv. Customers e-selling and buying paradigm are determined</li> <li>v. E-retailing service and products delivery system are determined</li> <li>vi. Organizational respondent and administrator functions are listed</li> <li>vii. E-marketing legislative and authoritative compliances are solicited</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Online transaction processing</li> <li><input type="checkbox"/> Electronic Data Interchange (Edi)</li> <li><input type="checkbox"/> Inventory management systems</li> <li><input type="checkbox"/> Automated data collection systems</li> <li>v. E-retailing service and products delivery system               <ul style="list-style-type: none"> <li>• Home delivery</li> <li>• Refund &amp; replacement policy</li> </ul> </li> <li>vi. Organizational respondent and administrator functions               <ul style="list-style-type: none"> <li>• Application administrator</li> <li>• Maintenance</li> <li>• Operators</li> </ul> </li> <li>vii. E-marketing legislative and authoritative compliances               <ul style="list-style-type: none"> <li>• Domestic Trade e-commerce/retailing license</li> <li>• Broadcast of information legislative by MCMC</li> <li>• Credibility &amp; reliability offences</li> </ul> </li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	governance					
2. Prepare energy medicine products e-marketing strategy	<p>i. E-retailing service package and incentive information</p> <ul style="list-style-type: none"> <li>• Direct marketing</li> <li>• Cost saving in less solid and manual advertisement</li> <li>• MSC status</li> </ul> <p>ii. E-retailing products properties and information</p> <ul style="list-style-type: none"> <li>• Justification of products</li> <li>• Exposure</li> <li>• Products creditability &amp; referrer</li> </ul> <p>iii. E-marketing segmentation and promotion strategy</p> <ul style="list-style-type: none"> <li>• Get published by niche blog</li> <li>• Create video view</li> <li>• Hyperlink &amp; search engine</li> </ul> <p>iv. E-retailing buying and purchasing system</p> <ul style="list-style-type: none"> <li>• Relationship between website attribute</li> <li>• Customers satisfaction</li> </ul>	<p>i. Set e-retailing service package and incentive information</p> <p>ii. Set e-retailing products properties and information</p> <p>iii. Formulate e-marketing segmentation and promotion strategy</p> <p>iv. Set e-retailing buying and purchasing system</p> <p>v. Formulate e-retailing creditability</p> <p>vi. Set e-retailing policy and procedures</p> <p>vii. Formulate e-marketing mix and e-selling plan</p>	<p><u>Attitude:</u></p> <p>i. Ethics and integrity sourcing e-marketing compliances</p> <p><u>Safety:</u></p> <p>i. Practice integrity in determining e-retailing legislative condition</p> <p><u>Environmental:</u></p> <p>i. Practice waste management concept in making printed documents</p>	12  20	Lecture  Demonstration , observation	<p>i. E-retailing service strategies are consolidated</p> <p>ii. E-retailing system communication and infrastructure are consolidated</p> <p>iii. E-marketing segmentation and promotion strategy are solicited</p> <p>iv. E-retailing buying and purchasing system are established</p> <p>v. E-retailing creditability and financial arrangement are formulated</p> <p>vi. E-retailing operating policy and procedures are formulated</p> <p>vii. E-marketing</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Infrastructure &amp; communication system</li> <li>v. E-retailing creditability               <ul style="list-style-type: none"> <li>• Service quality dimension</li> <li>• Customer attitude</li> <li>• Company creditability of service</li> </ul> </li> <li>vi. E-retailing policy and procedures               <ul style="list-style-type: none"> <li>• Website security</li> <li>• Customization</li> <li>• Merchant requirement</li> <li>• Authorization</li> </ul> </li> <li>vii. E-marketing mix and e-selling plan               <ul style="list-style-type: none"> <li>• E-products strategies</li> <li>• E-price strategies</li> <li>• E-promotion strategies</li> <li>• E-place strategies</li> </ul> </li> </ul>					<p>mix and e-selling plan for crystal service and products are solicited</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Establish web-based systems	<p>i. E-marketing web application 7Cs communication structure</p> <ul style="list-style-type: none"> <li>• C1 for convenience</li> <li>• C2 for customer value and benefit</li> <li>• C3 for cost to the customer</li> <li>• C4 for computing and category management</li> <li>• C5 for customer franchise</li> <li>• C6 for customer care and service</li> <li>• C7 for communication and customer relationships</li> </ul> <p>ii. E-marketing administrator and users familiarization programs</p> <ul style="list-style-type: none"> <li>• E-software &amp; system enhancement</li> <li>• Users role &amp; permission</li> <li>• Electronic survey</li> <li>• E-commerce administrator tools</li> </ul> <p>iii. E-marketing system</p>	<p>i. Formulate e-marketing web application</p> <p>ii. Arrange e-marketing administrator and users familiarization programs</p> <p>iii. Formulate e-marketing system maintenance program</p> <p>iv. Identify e-marketing systems intellectual compliances and registration</p> <p>v. Consolidate web-based system installation and activation</p> <p>vi. Identify e-marketing and information tools</p>	<p><u>Attitude:</u></p> <p>i. Responsible in setting up web-based system</p> <p><u>Safety:</u></p> <p>i. Careful in determining web-base security</p> <p><u>Environmental:</u></p> <p>i. Consider energy saving when sourcing the web-based facilities</p>	<p>12</p> <p>20</p>	<p>Lecture</p> <p>Demonstration , observation</p>	<p>i. E-marketing web application and system development are consolidated</p> <p>ii. E-marketing administrator and users familiarization programs are engaged</p> <p>iii. E-marketing system maintenance program and commissioning are solicited</p> <p>iv. E-marketing systems intellectual compliances and registration are consolidated</p> <p>v. Web-based system installation and activation are arranged</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	maintenance program <ul style="list-style-type: none"> <li>• Maintenance &amp; upgrading system</li> <li>• Security &amp; protection</li> <li>• System access &amp; code compatibility</li> </ul> iv. E-marketing systems intellectual compliances and registration <ul style="list-style-type: none"> <li>• Business process improvement</li> <li>• Application registration</li> <li>• Compliances to legislation</li> </ul> v. Web-based system installation and activation <ul style="list-style-type: none"> <li>• Solution for clients</li> <li>• Access recognition</li> <li>• Devices/readers domain</li> <li>• Server</li> </ul> vi. E-marketing and information tools <ul style="list-style-type: none"> <li>• Web design</li> <li>• Models &amp; strategies</li> <li>• Search box, catalogue &amp; profile</li> <li>• Computer based accounting system</li> <li>• Information &amp;</li> </ul>					



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	communication access					
4. Carry out e-marketing	<p>i. Search engine &amp; directory, new announcement and registration on web activities</p> <ul style="list-style-type: none"> <li>• Commercial search to access information</li> <li>• Interaction of information &amp; acceptance</li> <li>• Feedback &amp; response</li> <li>• Customer relationship</li> </ul> <p>ii. Internal call to action, chat line activities</p> <ul style="list-style-type: none"> <li>• Internet protocol</li> <li>• Message encoding</li> <li>• Service &amp; products preview</li> </ul> <p>iii. Forums/boards, event notification</p> <ul style="list-style-type: none"> <li>• Offer announcement</li> <li>• Incentive or discount information notification</li> <li>• Service &amp; products description</li> </ul>	<p>i. Arrange search engine &amp; directory, new announcement and registration on web activities</p> <p>ii. Carry out internal call to action, chat line activities</p> <p>iii. Arrange forums/boards, event notification</p> <p>iv. Arrange hot site &amp; cool links, links with other site communication</p> <p>v. Arrange e-advertising and promotion programs</p> <p>vi. Arrange email, message boards and discussion program</p> <p>vii. Identify e-selling and delivery programs</p>	<p><u>Attitude:</u></p> <p>i. Precise and meticulous in maintenance of e-marketing programs</p> <p><u>Safety:</u></p> <p>i. Practice integrity in making finding on e-strategies</p> <p><u>Environmental:</u></p> <p>i. Practice energy saving in using application tools</p>	12  20	Lecture  Demonstration, observation	<p>i. Search engine &amp; directory, new announcement and registration on web activities are activated</p> <p>ii. Internal call to action, chat line activities are deployed</p> <p>iii. Forums/boards, event notification on crystal e-retailing are solicited</p> <p>iv. Hot site &amp; cool links, links with other site communication structure are solicited</p> <p>v. E-advertising and promotion programs are arranged</p> <p>vi. Email, message boards and</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Hot site & cool links, links with other site communication <ul style="list-style-type: none"> <li>• Loyalty &amp; preferences referrer</li> <li>• Invitation</li> <li>• Newsletter &amp; information sharing</li> <li>• Online service advice &amp; consultation</li> </ul> v. E-advertising and promotion programs <ul style="list-style-type: none"> <li>• Create awareness on crystal healing benefit</li> <li>• Exploring crystal properties &amp; metaphysical</li> <li>• Justification &amp; positioning service &amp; products attribute</li> </ul> vi. Email, message boards and discussion program <ul style="list-style-type: none"> <li>• Information communication</li> <li>• Compiling of information</li> <li>• Service &amp; product confident</li> </ul> vii. E-selling and delivery programs <ul style="list-style-type: none"> <li>• Cash on delivery</li> </ul>					discussion program on crystal service and products are consolidated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Service online payment</li> </ul>					
5. Maintain e-marketing programme	<ul style="list-style-type: none"> <li>i. Client needs and enquiry communication <ul style="list-style-type: none"> <li>Technology</li> <li>Mechanism of enquiry &amp; communication</li> <li>Response &amp; support</li> </ul> </li> <li>ii. Website and traffic system <ul style="list-style-type: none"> <li>Electronic medium</li> <li>Digital</li> <li>Mobile</li> </ul> </li> <li>iii. E-marketing channels and resources selection <ul style="list-style-type: none"> <li>Multi-channel</li> <li>Networking</li> <li>Infrastructure</li> <li>Administrators and system maintenance</li> </ul> </li> <li>iv. E-marketing business billing and documentation <ul style="list-style-type: none"> <li>Certification</li> <li>Registration</li> <li>Copyright</li> <li>Online documents</li> <li>Tracking and</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Carry out client needs and enquiry communication</li> <li>ii. Check website and traffic system</li> <li>iii. Consolidate e-marketing channels and resources selection</li> <li>iv. Administer e-marketing business billing and documentation</li> <li>v. Prepare e-retailing reporting</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Practice cultural ethics in explaining &amp; communicating e-retailing service and products</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>i. Precise in getting customers feedback and response and certifying client's feedback and information</li> </ul> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> <li>i. Consider 3R concept in analyzing customers needs</li> </ul>	12  20	Lecture  Demonstration, observation	<ul style="list-style-type: none"> <li>i. Customer; needs and enquiry communication system formulated</li> <li>ii. Website and traffic system compatibility are solicited</li> <li>iii. E-marketing channels and resources selection are arranged</li> <li>iv. Administer for e-marketing business billing and documentation are deployed</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	legislative standard iv. Web medium and materials <ul style="list-style-type: none"> <li>• Email</li> <li>• Mobile device</li> <li>• Social media</li> <li>• Telephone &amp; multimedia</li> <li>• Web browsing access</li> </ul> v. E-marketing data administration <ul style="list-style-type: none"> <li>• Information compiling system</li> <li>• Sales tracking</li> <li>• Communication &amp; response administrator</li> <li>• System maintenance</li> </ul> vi. Systems architecture and solution <ul style="list-style-type: none"> <li>• Hardware &amp; software</li> <li>• E-retailing architecture</li> <li>• Website</li> <li>• Web development &amp; compliances</li> <li>• E-commerce application and infrastructure</li> <li>• Assessment &amp; auditing system</li> </ul>					retailing are formulated

## Employability Skills

<b>Core Abilities</b>	<b>Social Skills</b>
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations.</p>	<ol style="list-style-type: none"><li>1. Communication skills</li><li>2. Conceptual skills</li><li>3. Interpersonal skills</li><li>4. Learning skills</li><li>5. Leadership skills</li><li>6. Multitasking and prioritising</li><li>7. Self-discipline</li><li>8. Teamwork</li></ol>

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer peripheral 2. Sample of service & products information 3. Internet access 4. Hardware 5. Software 6. Networking 7. Payment merchant simulation 8. Sample of e-retailing documents 9. Sample of legislative compliances 10. Application & simulation 11. Audio visual aid 12. Stationery	1:1 1:1 As per required As per required As per required As per required 1:20 1:1 1:1 1:20 1:5 As per required

## References

1. Judy Strauss, Prentice Hall (21 July 2013), E-Marketing (7<sup>th</sup> Edition), ISBN-13: 978-0132953443
2. Sue Lilly, Harper Collins Publishers (2002), Illustrated Elements of Crystal Healing, ISBN-13: 978-0007133871
3. Katrina Raphaell, Aurora Press (1987), Crystal Healing: Applying the Therapeutic Properties of Crystals and Stones, ISBN-13: 9780943358307

SUMMARY OF TRAINING DURATION FOR NOSS TITLE: CRYSTAL HEALING SERVICE (LEVEL 3)						
CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL
			(A)	(B)	(A+B)	(HOURS)
MP-030-3:2015-C01	Subtle Energy System Analysis	1. Confirm client service objective	8	16	24	216
		2. Ease client for energy analysis process	4	8	12	
		3. Prepare subtle energy system analysis setup	4	8	12	
		4. Carry out client subtle energy system analysis	48	96	144	
		5. Explain to client subtle energy system condition	4	8	12	
		6. Generate client energy analysis reports	4	8	12	
MP-030-3:2015-C02	Energy Medicine Products Preparation (Healing Crystal)	1. Identify healing crystal	8	16	24	180
		2. Condition healing crystal	8	16	24	
		3. Harmonise programmed healing crystal	16	38	54	
		4. Assess healing crystal preparation	16	38	54	
		5. Arrange healing crystal storage	8	16	24	
MP-030-3:2015-C03	Energy Empowerment Consultation	1. Confirm client service profile	4	8	12	140
		2. Identify client energy condition	8	16	24	
		3. Carry out client service interview	12	32	44	
		4. Recommend client energy empowerment	8	16	24	
		5. Assess energy empowerment performance	8	16	24	
		6. Prepare client energy empowerment reports	4	8	12	
MP-030-3:2015-C04	Crystal Hydrotherapy	1. Identify client crystal hydrotherapy objective	8	16	24	180
		2. Prepare crystal hydrotherapy setup	8	16	24	
		3. Provide crystal hydrotherapy commentary	8	16	24	
		4. Facilitate crystal hydrotherapy process	16	32	48	
		5. Assess crystal hydrotherapy performance	8	16	24	
		6. Provide post crystal hydrotherapy home advice	8	16	24	
		7. Prepare crystal hydrotherapy documentation	4	8	12	
MP-030-3:2015-C05	Subtle Bodies Energy Healing	1. Identify client subtle bodies energy healing objective	8	16	24	228
		2. Prepare subtle bodies energy healing setup	8	16	24	
		3. Provide subtle bodies energy healing commentary	8	16	24	
		4. Carry out subtle bodies energy healing process	32	64	96	
		5. Assess subtle bodies energy healing performance	8	16	24	
		6. Provide post subtle bodies energy healing home advice	8	16	24	
		7. Prepare subtle bodies energy healing documentation	4	8	12	



MP-030-3:2015-C06	Crystal Bio-Energy Movement Healing	1. Identify client crystal bio-energy movement healing objective	8	16	24	400
		2. Prepare crystal bio-energy movement healing setup	8	16	24	
		3. Guide client crystal bio-energy movement healing process	80	188	268	
		4. Evaluate crystal bio-energy movement healing	16	32	48	
		5. Provide post crystal bio-energy movement healing home advice	8	16	24	
		6. Prepare crystal bio-energy movement healing documentation	4	8	12	
MP-030-3:2015-C07	Crystal Vibrational Therapy	1. Identify client crystal vibrational therapy objective	4	8	12	216
		2. Prepare crystal vibrational therapy setup	8	16	24	
		3. Provide crystal vibrational therapy commentary	8	16	24	
		4. Carry out crystal vibrational therapy process	32	64	96	
		5. Assess crystal vibrational therapy performance	8	16	24	
		6. Provide post crystal vibrational therapy home advice	8	16	24	
		7. Prepare post crystal vibrational therapy reports	4	8	12	
MP-030-3:2015-C08	Crystal Healing Centre Products & Services Retailing	1. Carry out client reception	8	16	24	108
		2. Determine client products and services needs	8	16	24	
		3. Promote products and services attributes	8	16	24	
		4. Carry out sales closing	8	16	24	
		5. Prepare products and services retailing documentation	4	8	12	
MP-030-3:2015-C09	Crystal Healing Centre Administration	1. Prepare crystal healing centre compliance	8	16	24	144
		2. Perform crystal healing centre housekeeping	8	16	24	
		3. Prepare crystal healing centre deployment	8	16	24	
		4. Carry out crystal healing centre assets maintenance	8	16	24	
		5. Maintain customer relations	8	16	24	
		6. Maintain crystal healing centre accounting	8	16	24	
<b>TOTAL HOURS (Core Competencies)</b>						<b>1,812</b>
MP-030-3:2015-E01	Energy Medicine Products E-Marketing	1. Assess energy medicine products strategy	12	20	32	192
		2. Prepare energy medicine products e-marketing strategy	12	20	32	
		3. Establish web-based systems	12	20	32	
		4. Carry out e-marketing	12	20	32	
		5. Maintain e-marketing programme	12	20	32	
		6. Maintain e-marketing documentation	12	20	32	
<b>TOTAL HOURS (Elective Competencies)</b>						<b>192</b>