



Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia

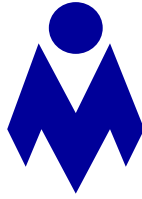
STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(*NATIONAL OCCUPATIONAL SKILLS STANDARD*)

MP-064-3:2014

TERAPI RAMBUT & KULIT KEPALA

*HAIR & SCALP THERAPY*

TAHAP 3



Department of Skills Development (DSD)

Ministry of Human Resources

62530 PUTRAJAYA, MALAYSIA

**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILLS STANDARD)  
FOR  
HAIR AND SCALP THERAPY  
LEVEL 3**

Copyright © DSD 2014

All rights reserved

No part of this publication may be reproduced, stored in database, retrieval system or in any form by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission from Department of Skills Development (DSD)

## LIST OF CONTENT

NO.	CONTENTS	PAGES
1.	Introduction	1
2.	Occupational Structure	2
3.	Definition of Competency Level	4
4.	Award of Certificate	5
5.	Job Competencies	5
6.	Working Conditions	5
7.	Employment Prospect	6
8.	Career Advancement	6
9.	Sources of Additional Information	7
10	Acknowledgement	7
11.	Committee Members for Development of Standard Practice (SP), Competency Profile Chart (CPC) and Competency Profile (CP)	9
12.	Committee for Development of Curriculum of Competency Unit (CoCu)	10
13.	Competency Profile Chart (CPC)	11
14.	Competency Profile (CP)	12- 47
15.	Curriculum of Competency Unit (CoCu): <i>Hair and Scalp Therapy Consultation</i>	48 – 59
16.	Curriculum of Competency Unit (CoCu): <i>Hair Therapy</i>	60 - 70
17.	Curriculum of Competency Unit (CoCu): <i>Scalp Therapy</i>	71 – 81
18.	Curriculum of Competency Unit (CoCu): <i>Head Lice Removal</i>	82 – 92
19.	Curriculum of Competency Unit (CoCu): <i>Hair and Scalp Therapy Centre Housekeeping and Hygiene Practice</i>	93 – 102
20.	Curriculum of Competency Unit (CoCu): <i>Hair and Scalp Therapy Centre Administration</i>	103 – 114
21.	Curriculum of Competency Unit (CoCu): <i>Hair Therapy Sales and Promotion</i>	115 – 122
22.	Curriculum of Competency Unit (CoCu): <i>Hair Styling – Elective</i>	123 – 131
23.	Summary of Training Duration	132 - 134

**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR**  
**HAIR AND SCALP THERAPY**  
**LEVEL 3**

**1. INTRODUCTION**

Hair therapy is an overall term for parts of hygiene involving the hair on the human head. Hair therapy will differ according to one's hair type and according to various processes that can be applied to hair. All hair is not the same; indeed, hair is a manifestation of human diversity.

Hair therapy is taken to mean care of hair on the human head, but mention should be made of process and services which impact hair on other parts of the body. This includes men's and women's facial, pubic, and other body hair, which may be coloured, trimmed, shaved, plucked, or otherwise removed with treatments such as waxing, sugaring, and threading. These services are offered in salons, barbershops, and day spas, and products are available commercially for home use. Laser hair removal and electrolysis are also available.

The specifics of a scalp therapy depend on what that scalp therapy is intended to do. If the "scalp therapy" is for dry scalp, then the treatment would consist of a conditioner (probably cream based), or a hot oil treatment and/or application of heat therapies. If the treatment is designed to treat oily scalp or acne breakouts on the scalp, it may contain liquid astringents and/or medicated creams or cleansing agents to open blocked pores and promote circulation. Most scalp therapy include scalp massage as well as some extended application of the necessary preparations, whether for conditioning dry scalps, or helping to remove excess oil and regulating oil production.

Therefore, this NOSS document is structured to generate as much as possible of skilful personnel that are very passionate and qualified to work in the trichology sector / area for hair therapy based. The personnel who undergo training based on this NOSS will be able to gain skill as hair and scalp therapist in the therapy centre or in trichology sector / area.

Further, this NOSS has been developed from the discussion made by the industrial experts who have been years in the industries and according to industry's needs. The demand for experienced hair and scalp therapy personnel is important as it is now and may increase in the future. Those who are interested may enrol with minimum requirement such as aged at 16, able to read and write.

## **2. OCCUPATIONAL STRUCTURE**

Hair and scalp therapy (level 3) personnel come under sub-sector dermatology, which is a part of medical and pharmaceutical sector. Fig. 1 and Fig .2 show the structured career path and area of Hair and scalp therapy (level 3) personnel.

Through analysis, the panel of experts concluded that Hair and scalp therapy job area starts from tier 3 due to requirement of performing a broad range of varied work activities, in a variety of contexts, complex, non-routine and considerable responsibility and autonomy and control or guidance of others is required.

SECTOR	MEDICAL AND PHARMACEUTICAL		
SUB-SECTOR	DERMATOLOGY		
JOB AREA	TRICOLOGY	ONYCOLOGY	DERMATOLOGY
5	MANAGER	MANAGER	MANAGER
4	SENIOR HAIR CONSULTANT	SENIOR NAIL CONSULTANT	SENIOR SKIN CONSULTANT
3	HAIR CONSULTANT	NAIL CONSULTANT	SKIN CONSULTANT
2	SENIOR HAIR THERAPIST	SENIOR NAIL THERAPIST	SENIOR SKIN THERAPIST
1	JUNIOR HAIR THERAPIST	NAIL THERAPIST	SKIN THERAPIST

Figure 1: Occupational Structure for Hair and Scalp Therapy (Level 3)

SECTOR	MEDICAL AND PHARMACEUTICAL
SUB-SECTOR	DERMATOLOGY
JOB AREA	TRICHOLOGY
5	HAIR CARE OPERATION MANAGEMENT
4	HAIR CARE TECHNICAL ADVISORY
3	HAIR & SCALP THERAPY
2	EMBEDDED TO LEVEL 3
1	EMBEDDED TO LEVEL 3

Figure 2: Occupational Area Structure Hair and Scalp Therapy (Level 3)

### 3. DEFINITION OF COMPETENCY LEVEL

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.

Malaysia Skills Certificate Level 1:	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate 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
Malaysia Skills Certificate 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
Malaysia Skills Diploma 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
Malaysia Skills Advanced Diploma 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

#### **4. AWARD OF CERTIFICATE**

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate (SKM) for Hair and Scalp Therapy Level 3.

#### **5. JOB COMPETENCIES**

Hair and Scalp Therapy personnel are competent in performing the following core competencies:-

- i. Hair and Scalp Therapy Consultation
- ii. Hair Therapy
- iii. Scalp Therapy
- iv. Head Lice Removal
- v. Hair and Scalp Therapy Centre Housekeeping And Hygiene Practices
- vi. Hair and Scalp Therapy Centre Administration
- vii. Hair Therapy Sales And Promotion

Optionally, Hair and Scalp Therapy personnel are competent in performing the following elective competencies:-

- i. Hair Styling

#### **6. WORKING CONDITIONS**

A hair and scalp therapist work is to develop good visual appearance. A therapist usually works in a hair salon depending on their job description; they may work in corporate offices, client's homes, large education institute or academic or provide hairdressing work for monies where they may work on location. Generally they work under similar operating hours of the organisation/company. Most of the time, they are expected to work during weekends and certain gazetted public holidays.



## **7. EMPLOYMENT PROSPECT**

Based on strong growth in the trichology industry, both locally and internationally, the demand for Hair and Scalp Therapy personnel is high. Other related industries:

- Personal Services
- Hair Product Manufacturing
- Hair Product Supplier & Distributor
- Hair Accessories & Equipment
- Advertising Industry
- Fashion Industry
- Movie Industry
- Hairdressing Training Institution
- Photography Industry

## **8. CAREER ADVANCEMENT**

As for career advancement, most competent or experienced in Hair and Scalp Therapy can progress to stylist, product consultant, product supplier, arts therapist, beauty therapist, image consultant, sales consultant, treatment consultant and prestige consultant.

## 9. SOURCES OF ADDITIONAL INFORMATION

### 9.1 Local

- Biro Pengawalan Farmaseutikal Kebangsaan,  
Kementerian Kesihatan Malaysia  
Lot 36, Jalan Universiti,  
46200 Petaling Jaya,  
Selangor, Malaysia.  
Tel: +603-78835400  
Fax: +603-79562924, 79567075  
Website: [portal.bpfk.gov.my](http://portal.bpfk.gov.my)

### 9.2 International

- American Hair Loss Association  
23679 Calabasas Road # 682  
Calabasas, CA 91301-1502  
Website: [www.americanhairloss.org](http://www.americanhairloss.org)

## 10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

- Department of Skills Development  
Level 7-8, Block D4, Complex D  
Federal Government Administrative Centre  
62530 Putrajaya  
Tel : 03-88865589/5817  
Fax : 03-8889 2423  
Email: [jpk@mohr.gov.my](mailto:jpk@mohr.gov.my)  
Website : [www.dsd.gov.my](http://www.dsd.gov.my)

- Puan. Hemalatha Krishnan  
Pengarah Urusan  
Vimas Beauty Studio  
No15,First floor jalan todak 2,  
Pusat Bandar Seberang Jaya  
13700 Seberang Jaya,  
Bandar Sunway, Penang.  
Tel: 016-4765351  
E-mail: [akhvimas@gmail.com](mailto:akhvimas@gmail.com)
- Cik Logeswary a/p Subramaniam  
Senior Beauty Consultant,  
Ayur V Herbal Hair Care & Beauty Salon,  
No. 39, Jalan S2 F23,  
Garden Homes Seremban,  
70300 Seremban, Negeri Sembilan.  
E-mail: [ayurvloges@gmail.com](mailto:ayurvloges@gmail.com)

**11.COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), COMPETENCY PROFILE CHART (CPC) AND COMPETENCY PROFILE (CP)**

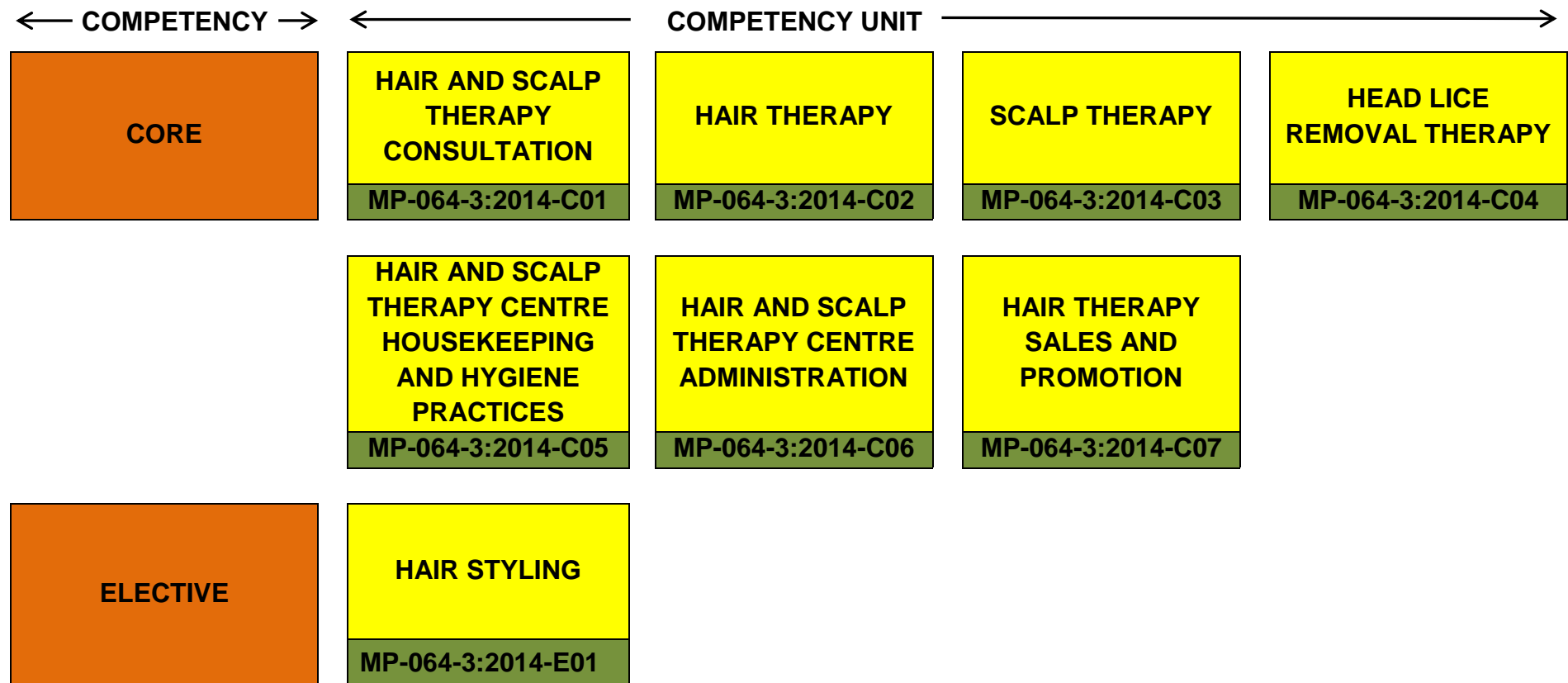
<b>HAIR AND SCALP THERAPY - LEVEL 3</b>		
1.	LIM CHYE LEE	SENIOR NUTRITIONIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
2.	CHOO FEI LI	SENIOR THERAPIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
3.	KOH HUI LENG	THERAPIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
4.	KALAVATHY A/P RASALINGAM	PENGARAH URUSAN AYUR-V AYURVEDIC HAIR & BEAUTY CARE
5.	NUR'ASHSHEILLA BINTI RAF'AI	SENIOR BEAUTY CONSULTANT AYUR-V AYURVEDIC HAIR & BEAUTY CARE
6.	SAMSUL BIN JAMALUDIN	PENGARAH SAMSCISSOR HAIRDRESSING
7.	SALWANI BINTI ISMAIL	PENGARAH FARRA ELISE BEAUTY
8.	SUZANAWATI BINTI SHAFII	PENGARAH MIBA (MINERALBIO) SDN BHD
<b>FACILITATOR</b>		
1.	NABLAN BIN YUSOFF	INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD

**12.COMMITTEE MEMBERS FOR DEVELOPMENT OF CURICULUM OF  
COMPETENCY STANDARD (CoCU)**

<b>HAIR AND SCALP THERAPY - LEVEL 3</b>		
1.	LIM CHYE LEE	SENIOR NUTRITIONIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
2.	CHOO FEI LI	SENIOR THERAPIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
3.	KOH HUI LENG	THERAPIST TANGIBLE AIM SDN BHD (101 HAIRCARE)
4.	KALAVATHY A/P RASALINGAM	PENGARAH URUSAN AYUR-V AYURVEDIC HAIR & BEAUTY CARE
5.	NUR'ASHSHEILLA BINTI RAF'AI	SENIOR BEAUTY CONSULTANT AYUR-V AYURVEDIC HAIR & BEAUTY CARE
6.	SAMSUL BIN JAMALUDIN	PENGARAH SAMSCISSOR HAIRDRESSING
7.	SALWANI BINTI ISMAIL	PENGARAH FARRA ELISE BEAUTY
8.	SUZANAWATI BINTI SHAFII	PENGARAH MIBA (MINERALBIO) SDN BHD
<b>FACILITATOR</b>		
1.	NABLAN YUSOFF	INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD

**COMPETENCY PROFILE CHART (CPC)**

<b>SECTOR</b>	<b>MEDICAL AND PHARMACEUTICAL</b>		
<b>SUB-SECTOR</b>	<b>DERMATOLOGY</b>		
<b>JOB AREA</b>	<b>TRICHOLOGY</b>		
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>		
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>NOSS CODE</b>	MP-064-3:2014



### COMPETENCY PROFILE (CP)

<b>SECTOR</b>	<b>MEDICAL AND PHARMACEUTICAL</b>		
<b>SUB-SECTOR</b>	<b>DERMATOLOGY</b>		
<b>JOB AREA</b>	<b>TRICHOLOGY</b>		
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>		
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>NOSS CODE</b>	

<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Hair and Scalp Therapy Consultation	<b>MP-064-3:2014-C01</b>	<p>The CU title describes the competency in hair and scalp therapy consultation. It is the session where the customer's hair and scalp problems information being collected when they walk-in into a hair and scalp therapy centre.</p> <p>He / she is the first person at the front therapy centre reception to greet, respond and direct the customer for hair and scalp</p>	1. Gather customer's information	<p>1.1 Workplace procedure reviewed to retrieve customer information</p> <p>1.2 Customer welcoming greetings presented in accordance with customer service guidelines</p> <p>1.3 Customer information recorded for therapy consultation reference</p> <p>1.4 Hair and scalp problem factors identified from verbal communication with customer</p> <p>1.5 Hair and scalp problem factors recorded based on customer requirements and expectation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>therapy consultation.</p> <p>The person who is competent in this CU shall be able to gather customer's information, carry out customer hair and scalp scanning, carry out hair and scalp condition analysis, conduct the therapy consultation session and prepare therapy consultation reports.</p> <p>The outcome of this competency is to provide excellent consultation services to ensure that the customer's hair and scalp problems can be determined for treatment in accordance with standard therapy centre working</p>	<p>2. Carry out customer hair and scalp scanning</p>	<p>1.6 Customer information record updated</p> <p>2.1 Therapist gowning attire applied in accordance with therapy hygiene practice</p> <p>2.2 Scanning equipment and tools functionality identified for scanning use</p> <p>2.3 Customer's concern scalp area communicated to confirm hair and scalp problem area</p> <p>2.4 Customer's hair and scalp scanning conducted according to scanning procedure</p> <p>2.5 Hair texture, thickness and scalp pore condition checked for hair and scalp problems identification</p> <p>2.6 Hair and scalp scanning report produced from scanning equipment</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		practices.	<p>3. Carry out hair and scalp condition analysis</p> <p>4. Conduct hair and scalp therapy consultation</p>	<p>3.1 Hair and scalp scanning report information reviewed on hair and scalp condition</p> <p>3.2 Hair and scalp area physically examined for hair and scalp problem confirmation</p> <p>3.3 Hair and scalp problem types and stages identified according to hair and scalp condition</p> <p>3.4 Hair and scalp therapy type and recommended products identified for therapy according to therapy needs</p> <p>3.5 Hair and scalp therapy procedure requirements identified for therapy process operation</p> <p>4.1 Therapy consultation procedure identified for therapy consultation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>4.2 Hair and scalp analysis report content discussed with customer to compare with normal condition using visual aids</p> <p>4.3 Recommended therapy options, prevention tips, therapy information and urgency for treatment explained to customer according to customer service communication guidelines</p> <p>4.4 Customer consent for therapy session obtained in accordance with therapy needs</p> <p>4.5 Therapy information and appointment details identified for confirmation with customer's consent</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Prepare hair and scalp therapy consultation report	5.1 Customer therapy consultation details information compiled 5.2 Therapy appointment and details recorded for therapy session arrangement 5.3 Recommended therapy options and details documented for therapy reference 5.4 Therapy appointment reservation arranged according to centre procedure 5.5 Customer's hair and scalp therapy consultation report produced
2. Hair Therapy	<b>MP-064-3:2014-C02</b>	This CU title describes the competency in conducting hair therapy methods specific for hair problems such as hair loss, grey hair, baldness, dry, damage, and oily hairs.	1. Identify hair therapy requirements	1.1 Hair therapy procedure reviewed for hair therapy process according to centre workplace practice 1.2 Therapist gowning attire applied in accordance with therapy hygiene practice

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The person who is competent in this CU shall be able to identify hair therapy requirements, prepare the equipment, products and tools, prepare the customer for hair therapy and carry out hair therapy process and hair therapy finishing.</p> <p>The outcome of this competency is to provide excellent hair therapy services to ensure that the therapy meet therapy requirements in accordance with standard therapy hygiene practices.</p>	<p>2. Prepare hair therapy equipment, tools and products</p>	<p>1.3 Hair therapy area environment condition and cleanliness checked to meet standard therapy area requirements</p> <p>1.4 Customer's hair and scalp therapy consultation report reviewed for hair therapy details</p> <p>1.5 Hair therapy process step and therapy products combination reviewed against consultation report for therapy confirmation</p> <p>1.6 Hair therapy session checked against centre therapy reservation record for confirmation</p> <p>2.1 Hair therapy equipment and tools checked for functionality and cleanliness</p> <p>2.2 Hair therapy equipment and tool for use arranged in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare customer for hair therapy</p>	<p>housekeeping requirements</p> <p>2.3 Steamer temperature checked for therapy use in accordance with safety requirements</p> <p>2.4 Hair therapy products retrieved from storage or display area according to therapy requirements</p> <p>2.5 Product combination for therapy arranged at the therapy location in accordance with therapy requirements</p> <p>3.1 Customer greetings carried out based on customer service communication guidelines and communication ethics</p> <p>3.2 Customer seat level settings adjusted for customer's comfort</p> <p>3.3 Refreshment serving carried out according to refreshment servings</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Carry out hair therapy	<p>requirements</p> <p>3.4 Protection of clothing applied to customer for hair therapy process</p> <p>3.5 Types and duration of therapy communicated to customer in accordance with customer service ethics</p> <p>3.6 Customer therapy preparation services carried out in professional attitude manner</p> <p>4.1 Hair therapy consultation record checked to confirm therapy process step and requirements</p> <p>4.2 Hair washing procedure executed by using therapy shampoo to clean hair and scalp</p> <p>4.3 Scalp massage applied during hair washing according to scalp massaging technique</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Conduct hair therapy finishing	<p>4.4 Dandruff scrapping applied according to dandruff scrapping technique</p> <p>4.5 Hair rinsing applied to remove shampoo and all dirt elements on hair and scalp</p> <p>4.6 Hair therapy products applied according therapy consultation recommendation report</p> <p>4.7 Hair therapy area clearance executed at the end of therapy process</p> <p>5.1 After therapy hair and scalp scanning procedure carried out for therapy evaluation</p> <p>5.2 Scanning result communicated with customer on home care treatment and product application</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>5.3 Next therapy appointment set with customer according to therapy requirements</p> <p>5.4 Customer feedback information gathered for hair therapy service</p> <p>5.5 Hair therapy report produced for future reference</p>
3. Scalp Therapy	<b>MP-064-3:2014-C03</b>	<p>This CU title describes the competency in conducting hair therapy methods specific for scalp problems such as dandruff, psoriasis, eczema and other skin-related problems on the scalp.</p> <p>The person who is competent in this CU shall be able to identify scalp therapy requirements, prepare the equipment, products</p>	1. Identify scalp therapy requirements	<p>1.1 Scalp therapy procedure reviewed for scalp therapy process according to centre workplace practice</p> <p>1.2 Therapist gowning attire applied in accordance with therapy hygiene practice</p> <p>1.3 Hair therapy area environment condition and cleanliness checked to meet standard therapy area requirements</p> <p>1.4 Customer's hair and scalp therapy consultation report reviewed for</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>and tools, prepare the customer for scalp therapy and carry out scalp therapy process and scalp therapy finishing.</p> <p>The outcome of this competency is to provide excellent scalp therapy services to ensure that the therapy meet therapy requirements in accordance with standard therapy hygiene practices.</p>	<p>2. Prepare scalp therapy equipment, tool and product</p>	<p>scalp therapy details</p> <p>1.5 Scalp therapy process step and therapy products combination reviewed against consultation report for therapy confirmation</p> <p>1.6 Scalp therapy session checked against centre therapy reservation record for confirmation</p> <p>2.1 Scalp therapy equipment and tool checked for functionality and cleanliness</p> <p>2.2 Scalp therapy equipment and tool for use arranged in accordance with housekeeping requirements</p> <p>2.3 Steamer temperature checked for scalp therapy use in accordance with safety requirements</p> <p>2.4 Scalp therapy products retrieved from storage or display area</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare customer for scalp therapy</p>	<p>according to therapy requirements</p> <p>2.5 Product combination for scalp therapy arranged at the therapy location in accordance with scalp therapy requirements</p> <p>3.1 Customer greetings carry out based on customer service communication guidelines and communication ethics</p> <p>3.2 Customer seat level settings adjusted for customer's comfort</p> <p>3.3 Refreshment serving carried out according to refreshment serving requirements</p> <p>3.4 Protection of clothing applied to customer for scalp therapy process</p> <p>3.5 Types and duration of therapy communicated to customer in accordance with customer service</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Carry out scalp therapy	<p>ethics</p> <p>3.6 Customer therapy preparation services carried out in professional attitude manner</p> <p>4.1 Scalp therapy consultation record checked to confirm therapy process steps and requirements</p> <p>4.2 Hair washing procedure executed by using therapy shampoo to clean hair and scalp</p> <p>4.3 Scalp massage applied during hair washing according to scalp massaging technique</p> <p>4.4 Dandruff scrapping applied according to dandruff scrapping technique</p> <p>4.5 Hair rinsing applied to remove shampoo and all dirt elements on hair and scalp</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Carry out scalp therapy finishing	<p>4.6 Scalp therapy products applied according therapy consultation recommendation report</p> <p>4.7 Scalp therapy area clearance executed at the end of therapy process</p> <p>5.1 After therapy hair and scalp scanning procedure carried out for therapy evaluation</p> <p>5.2 Scanning result communicated with customer on home care treatment and product application</p> <p>5.3 Next therapy appointment set with customer according to therapy requirement</p> <p>5.4 Customer feedback information gathered for scalp therapy service</p> <p>5.5 Scalp therapy report produced for future reference</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Head Lice Removal	<b>MP-064-3:2014-C04</b>	<p>The Head lice removal activities is focusing on the therapy / treatment activities to improve customer appearance and to resolved the customer head lice problem because of insects that cling to the scalp and feed on human blood and the its eggs, called nits.</p> <p>The person who is competent in this CU shall be able to identify head lice removal requirement, prepare the equipment, product and tools, conduct head lice removal and then carry out head lice removal finishing.</p> <p>The outcome of this competency is to ensure all lice and nits are</p>	1. Identify head lice removal requirements	<p>1.1 Head lice removal working procedure reviewed for head lice removal process according to centre workplace practice</p> <p>1.2 Therapist gowning attire applied in accordance with therapy hygiene practice</p> <p>1.3 Therapy area environment condition and cleanliness checked to meet standard therapy area requirements</p> <p>1.4 Customer's hair problem therapy consultation report reviewed for head lice removal details</p> <p>1.5 Head lice removal process step and therapy products combination reviewed against consultation report for therapy confirmation</p> <p>1.6 Head lice removal session checked against centre therapy reservation record for confirmation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		completely removed according to head lice removal standard operating procedure and therapy centre requirement.	2. Prepare head lice removal equipment, tools and products	<p>2.1 Head lice removal equipment and tools checked for functionality and cleanliness</p> <p>2.2 Head lice removal equipment and tools for use arranged in accordance with housekeeping requirements</p> <p>2.3 Steamer temperature checked for therapy use in accordance with safety requirements</p> <p>2.4 Head lice removal products retrieved from storage or display area according to therapy requirements</p> <p>2.5 Product combination for head lice removal process arranged at the therapy location in accordance with therapy requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Prepare customer for head lice removal	<p>3.1 Customer greeting carry out based on customer service communication guidelines and communication ethics</p> <p>3.2 Customer seat level settings adjusted for customer's comfort</p> <p>3.3 Refreshment serving carried out according to refreshment serving requirements</p> <p>3.4 Protection of clothing applied to customer for head lice removal process</p> <p>3.5 Types and duration of head lice removal process communicated to customer in accordance with customer service ethics</p> <p>3.6 Customer therapy preparation services carried out in professional attitude manner</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Conduct head lice removal	<p>4.1 Head lice removal consultation record checked for head lice removal process step and requirements</p> <p>4.2 Hair wash, scalp massage, rinse and dry with white towel carried out in accordance with consultation requirements</p> <p>4.3 Head lice removal product applied thoroughly into the hair from roots to the end until all hair is covered</p> <p>4.4 Hair covering with white clean towel carried out in accordance with head lice removal product application requirements</p> <p>4.5 Hair rinsing executed to remove product and dead lice on hair</p> <p>4.6 Live lice and lice nits removal executed in accordance with nits removal procedure</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Carry out head lice removal finishing	<p>4.7 Therapy area clearance executed in the end of process in accordance with housekeeping requirements</p> <p>5.1 Physical examination of the hair strands conducted for head lice removal confirmation</p> <p>5.2 Physical examination outcome communicated with customer on home care treatment and product application</p> <p>5.3 Next therapy appointment set with customer according to therapy requirements</p> <p>5.4 Customer feedback information gathered for head lice removal service</p> <p>5.5 Head lice removal report produced for future reference</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>5. Hair and Scalp Therapy Centre Housekeeping and Hygiene Practices</p>	<p><b>MP-064-3:2014-C05</b></p>	<p>The CU title describes the competency in housekeeping and hygiene practices at therapy centre. He / She is the person who keeps the therapy centre cleanliness and in good condition at all times.</p> <p>The person who is competent in this CU shall be able to inspect therapy centre inventory items, carry out inventory items stock taking, organise therapy centre housekeeping resources and monitor housekeeping and hygiene implementation.</p> <p>The outcome of this competency is to provide excellent housekeeping and hygiene</p>	<p>1. Inspect therapy centre inventory items</p>	<p>1.1 Therapy centre inventory item inspection procedure identified according to inventory control requirements</p> <p>1.2 Therapy centre inventory items categories classified for inspection</p> <p>1.3 Therapy equipment, tools, protective gowning and products location identified according to therapy centre area setup</p> <p>1.4 Therapy centre inventory items checked for available quantity and functionality according to inventory categories</p> <p>1.5 Therapy centre inventory items checked for cleanliness and physical conditions</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		practices at therapy centre in accordance with standard therapy centre working practices.	2. Carry out inventory items stock taking	<p>1.6 Therapy centre inventory item inspection checklist updated according to inspection requirements</p> <p>2.1 Therapy centre inventory items stock taking procedure identified for inventory control requirements</p> <p>2.2 Available inventory items stock level checked against therapy centre inventory item inspection checklist</p> <p>2.3 Extra stock returned to warehouse according to stock control requirements</p> <p>2.4 Damaged and malfunction stock items reported for further actions according to stock control requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Organise therapy centre housekeeping resources</p>	<p>2.5 Inventory item stock taking report prepared according to inventory control requirement</p> <p>3.1 Therapy centre inspected according to housekeeping and hygiene practice requirements</p> <p>3.2 Therapy centre housekeeping job identified according to housekeeping inspection findings</p> <p>3.3 Therapy centre housekeeping resources planned according to housekeeping inspection findings</p> <p>3.4 Housekeeping duty roster arranged for housekeeping job delegation in accordance with housekeeping job requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out therapy centre housekeeping and hygiene</p>	<p>4.1 Housekeeping and hygiene requirements reviewed for implementation in accordance with centre requirements</p> <p>4.2 Housekeeping instruction briefings conducted before commencing housekeeping duties</p> <p>4.3 Housekeeping personnel protective equipment applied to meet hygiene and housekeeping practice</p> <p>4.4 Equipment and tool cleaning executed for all centre inventory in accordance with hygiene requirements</p> <p>4.5 Housekeeping tools arranged at specific location with hygiene control in accordance with housekeeping requirements</p> <p>4.6 Therapy centre housekeeping and hygiene report produced</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Hair and Scalp Therapy Centre Administration	<b>MP-064-3:2014-C06</b>	<p>The CU title describes the competency in performing the administration duties within a hair and scalp therapy centre. He / She is the person who maintains the daily operation of a therapy centre which includes the customer therapy appointments coordination and organising the therapy resources.</p> <p>The person who is competent in this CU shall be able to organise customer appointments, therapy resources, carry out stock order, monitor therapy practices implementation, and carry out training activities and personnel</p>	<p>1. Organise customer appointments</p> <p>2. Organise therapy resources</p>	<p>1.1 Customer database reviewed for customer appointment information</p> <p>1.2 Customer appointment information identified for appointment confirmation</p> <p>1.3 Therapy date and time identified for therapy scheduling</p> <p>1.4 Customer follow up carried out according with therapy scheduling</p> <p>1.5 Customer therapy appointment communicate with customer for confirmation of attendance</p> <p>1.6 Customer appointment attendance confirmation recorded as per centre requirements</p> <p>2.1 Therapy requirements reviewed from consultation report in accordance with therapy procedure</p> <p>2.2 Therapy equipment, tools and products arrangement checked for</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>appraisal.</p> <p>The outcome of this competency is to provide excellent administration duties to ensure an efficient therapy centre business operation in accordance with standard therapy centre working practices.</p>	<p>3. Carry out stock order</p>	<p>therapy process according to therapy requirements</p> <p>2.3 Manpower schedule arranged for therapy activities according to therapy requirements</p> <p>2.4 Therapist grooming checked for hygiene, cleanliness and attire according to centre requirements</p> <p>2.5 Therapy duty schedule produced according to therapy appointment</p> <p>3.1 Stock requisition procedure reviewed for stock order</p> <p>3.2 Product stock inspected to identify minimum stock level, extra stock level, and shortage quantity in accordance with stock control requirements</p> <p>3.3 Stock calculated based on physical stock quantity and stock record for</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Monitor therapy practices implementation</p>	<p>stock quantity reconciliation</p> <p>3.4 Stock quantity to request identified in accordance with stock control requirements</p> <p>3.5 Product requisition produced for stock order in accordance with therapy requirements</p> <p>4.1 Therapy working procedures reviewed for therapy practices requirements in accordance with therapy centre standard procedure</p> <p>4.2 Therapy steps determined from consultation recommendation</p> <p>4.3 Therapy methods checked for compliance in accordance with therapy practice requirements</p> <p>4.4 Personnel communication delivery assessed to follow customer services and communication ethics</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Carry out training activities	<p>4.5 Therapy service duration checked for time allocation as per therapy requirements</p> <p>4.6 Therapy practices monitoring report produced</p> <p>5.1 Training procedure reviewed for training requirements</p> <p>5.2 Materials for training prepared according to training requirements</p> <p>5.3 Personnel identified for training in accordance with training requirements</p> <p>5.4 Training activities conducted according to training module guidelines</p> <p>5.5 Trainee performance monitored to follow therapy hygiene practices and centre standard working practices</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Conduct personnel appraisal	<p>5.6 Trainee assessment conducted for evaluation in accordance with training module assessment guidelines</p> <p>5.7 Training report produced according to training requirements</p> <p>6.1 Personnel appraisal procedure reviewed for appraisal requirements according to company standard operating procedure</p> <p>6.2 Personnel information records identified for appraisal</p> <p>6.3 Personnel performance appraisal conducted based on centre requirements</p> <p>6.4 Personnel code of ethics and performance communicated in accordance with job requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				6.5 Personnel performance appraisal reports produced
7. Hair Therapy Sales and Promotion	<b>MP-064-3:2014-C07</b>	<p>The CU title describes the competency in hair therapy sales and promotion. He / She is the frontline service personnel who specialised in providing the knowledge and advice to customers on hair and scalp therapy service offerings and associated recommended therapy products.</p> <p>The person who is competent in this CU shall be able to carry out sales planning, organise sales and promotion kit, carry out sales and promotion job delegation, organise sales and</p>	<p>1. Carry out sales planning</p> <p>2. Organise sales and promotion kit</p>	<p>6.5 Personnel performance appraisal reports produced</p> <p>1.1 Sales target identified according to centre requirements</p> <p>1.2 Hair therapy packages set according to sales target</p> <p>1.3 Target customer identified according to hair therapy package and product</p> <p>1.4 Payment method identified</p> <p>1.5 Target promotion place identified according to sales budget</p> <p>1.6 Sales personnel identified according to sales requirements</p> <p>1.7 Type of staff commission set</p> <p>1.8 Sales planning produced</p> <p>2.1 Price list prepared according to sales requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p data-bbox="654 268 1122 357">promotion location set up and carry out sales activities.</p> <p data-bbox="654 437 1122 799">The outcome of this competency is to provide excellent sales and promotion activities to achieve the centre business sales target in accordance with standard therapy centre working practices.</p> <p data-bbox="654 842 674 858">.</p>	<p data-bbox="1144 879 1480 1023">3. Carry out sales and promotion job delegation</p>	<p data-bbox="1541 268 2107 411">2.2 Sales broacher prepared according to sales package and products requirements</p> <p data-bbox="1541 437 2107 580">2.3 Hair and scalp therapy sample (kit) prepared according to sales package and products requirements</p> <p data-bbox="1541 606 2107 695">2.4 Therapy agreement form arranged according to sales requirements</p> <p data-bbox="1541 721 2107 810">2.5 Sales script prepared according sales requirements</p> <p data-bbox="1541 879 2107 968">3.1 Sales planning checked to identify the job load</p> <p data-bbox="1541 994 2107 1083">3.2 Job load categorised in a job listing sheet</p> <p data-bbox="1541 1109 2107 1198">3.3 Manpower requirements checked based on job listing</p> <p data-bbox="1541 1224 2107 1313">3.4 Sales and promotion job distributed based on sales job requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Organise sales and promotion location set up</p>	<p>3.5 Sales and promotion delegation record produced</p> <p>4.1 Sales and promotion job requirements identify base on sales planning</p> <p>4.2 Location set up resources checked to make sure set up job will comply to promotion requirements</p> <p>4.3 Location layout measurement checked for promotion equipment set up</p> <p>4.4 Set up location execute according to set plan</p> <p>4.5 Set up movement flow checked for smooth sales and promotion activities</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Carry out sales activities	5.1 Sales location identify according to budget requirements 5.2 Promotion activities identify base target market 5.3 Sales target and objective interpreted according sales requirements 5.4 Treatment and product application demonstrated to customer according to sales treatment requirements 5.5 Customer objection attended customer service requirements 5.6 Customer's file updated according to centre procedure and requirements 5.7 Sales closing executed end of treatment

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.8 Receipt printed according to sales activity procedure and centre standard operating procedure
8. Hair Styling (Elective)	<b>MP-064-3:2014-E01</b>	<p>This competency unit describe the skills, knowledge and attitude requirements in hair styling. Its work to produce desired hair style.</p> <p>The person who is competent in hair styling shall be able to identify customer needs, carry out finger drying, straight hair styling, hair curl and wave styling, braiding and hair up style.</p> <p>The outcomes of this competency is to enable client's</p>	1. Identify client's need	<p>1.1 Client received and greeted in accordance with reception duty requirements</p> <p>1.2 Client's needs and hair design determined in accordance with hair natural drying plan</p> <p>1.3 Hair natural drying tools, equipment and materials prepared in accordance with hair natural drying roles</p> <p>1.4 Hair damage minimized</p> <p>1.5 Hair care procedures maintained</p> <p>1.6 Client's hair drying prepared following hair drying procedure</p> <p>1.7 Blow dry technique applied</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		hair styling to be finished look in compliances with the hair dressing standard practice.	<p>2. Carry out finger drying</p> <p>3. Carry out straight hair blow drying</p>	<p>2.1 Client's needs and finger drying determined in accordance with hair finger drying plan</p> <p>2.2 Finger drying tools, equipment and materials prepared in accordance with hair finger drying roles</p> <p>2.3 Clients finger drying prepared following procedure</p> <p>2.4 Finger drying technique applied</p> <p>2.5 Twist hair in spirals</p> <p>3.1 Client's needs and straight hair blow drying determined in accordance with straight blow drying plan</p> <p>3.2 Straight hair blow drying tools, equipment and materials prepared in accordance with straight blow drying roles</p> <p>3.3 Clients straight blow drying prepared following procedure</p>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry hair curl and wave styling</p> <p>5. Carry out braiding</p>	<p>3.4 Straight hair blow drying technique applied</p> <p>4.1 Client's needs and hair curl and wave styling selected in accordance with client's needs</p> <p>4.2 Tools, equipment and materials prepared in determining client's hair curl &amp; styling resources &amp; preparation procedures</p> <p>4.3 Client's hair curl &amp; wave styling prepared following the procedure</p> <p>4.4 Hair curl and wave styling technique applied</p> <p>5.1 Client's needs and braiding style selected in accordance with client's plan</p> <p>5.2 Tools, equipment and materials prepared in determining client's hair</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Carry out hair up style	braiding resources preparation 5.3 Clients hair braiding prepared following the procedure 5.4 Client's hair braiding technique applied 5.5 Client's needs and hair up style determined in accordance with client's hair service plan  6.1 Tools, equipment and materials prepared in determining hair up styling resources preparation 6.2 Client's prepared following the style required 6.3 Client's hair up style technique applied

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR AND SCALP THERAPY CONSULTATION</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent hair and scalp therapy consultation according to standard therapy centre practice. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Gather customer’s information</li> <li>• Carry out customer hair and scalp scanning</li> <li>• Carry out hair and scalp condition analysis</li> <li>• Conduct hair and scalp therapy consultation</li> <li>• Prepare hair and scalp therapy consultation report</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C01	<b>LEVEL</b>	three (3)	<b>TRAINING DURATION</b>	212 hours	<b>SKILL CREDIT</b>	21

<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. Gather customer’s information	i. Centre workplace standard procedure such as: <ul style="list-style-type: none"> <li>• Attire clothing</li> <li>• Standard operating procedure</li> <li>• Customer greetings procedure</li> </ul>	i. Identify centre workplace standard procedure ii. Determine customer greetings procedure iii. Execute customer welcoming greetings	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Hospitable in meet and greet customer	<u>Related Knowledge</u> 8 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Centre workplace standard procedure determined ii. Customer greetings confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Information record system procedure</li> <li>• Forms</li> <li>• Authorization</li> <li>• Therapy centre layout</li> </ul> ii. Customer service communication guidelines such as: <ul style="list-style-type: none"> <li>• Welcoming greetings</li> <li>• Attire</li> <li>• Body posture and language</li> <li>• Verbal communication and intonation</li> </ul> iii. Customer information such as: <ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• Gender</li> <li>• Address</li> <li>• Marital status</li> <li>• Hair and scalp problem concern</li> </ul>	iv. Determine centre information record system v. Retrieve customer information vi. Record customer information vii. Identify customer hair and scalp problem concerns viii. Classify type of hair and scalp problems ix. Determine hair and scalp problem factors x. Archive customer information record using centre information system	iii. Retain customer information confidentiality  <u>Safety / Environment:</u> i. -			iii. Customer information confirmed iv. Hair and scalp problem type confirmed v. Hair and scalp problem factors confirmed vi. Customer information record produced

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Type of hair such as: <ul style="list-style-type: none"> <li>• Normal</li> <li>• Curly</li> <li>• Straight</li> <li>• Fine / flyaway</li> <li>• Coarse</li> </ul> v. Type of hair problems such as: <ul style="list-style-type: none"> <li>• Hair loss</li> <li>• Baldness</li> <li>• Patches baldness</li> <li>• Dry hair</li> <li>• Oily hair</li> <li>• Grey hair</li> <li>• Damaged hair</li> <li>• Split ends</li> <li>• Dull</li> <li>• Lice ingestion</li> </ul> vi. Type of scalp problems such as: <ul style="list-style-type: none"> <li>• Dandruff</li> <li>• Psoriasis</li> <li>• Eczema</li> <li>• Other skin-related problems of the scalp</li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vii. Hair and scalp problem factors such as: <ul style="list-style-type: none"> <li>• Diet</li> <li>• Gender</li> <li>• Life style</li> <li>• Supplement</li> <li>• Family history</li> <li>• Medical history</li> <li>• Personal hair care routine</li> </ul>					
2. Carry out customer hair and scalp scanning	i. Therapy hygiene practice ii. Therapist gowning attire such as: <ul style="list-style-type: none"> <li>• Apron</li> <li>• Gloves</li> <li>• Face mask</li> </ul> iii. Anatomy of hair and scalp iv. Hair and scalp scanning procedure such as: <ul style="list-style-type: none"> <li>• Scanning equipment set-up</li> <li>• Hair and scalp scanning area</li> <li>• Scanning report analysis</li> </ul>	i. Determine scanning procedure ii. Determine scanning machine operating principles iii. Select scanning equipment iv. Set-up scanning equipment v. Determine scanning area from customer's description vi. Scan customer hair and scalp vii. Retrieve scanning report from scanning machine	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Hospitable in meet and greet customer iii. Retain customer information confidentiality	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair and scalp scanning procedure confirmed ii. Therapist gowning attire confirmed iii. Scanning equipment and tools utilised for hair and scalp scanning iv. Hair and scalp scanning area confirmed according to customer's description

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Hair and scalp scanning equipment such as: <ul style="list-style-type: none"> <li>• Type</li> <li>• Tools</li> <li>• Machine operating principles</li> <li>• Scan report printing</li> </ul> vi. Hair and scalp condition such as: <ul style="list-style-type: none"> <li>• Hair type</li> <li>• Hair texture</li> <li>• Hair thickness</li> <li>• Scalp pore</li> <li>• Hair and scalp problem stages</li> </ul>	viii. Identify hair and scalp condition from scanning report ix. Determine hair and scalp problem	<u>Safety / Environment:</u> i. Adhere to safety procedures and therapy hygiene practice ii. Wear therapy gowning attire			v. Scanning report printed from scanning machine vi. Hair and scalp problem confirmed
3. Carry out hair and scalp condition analysis	i. Hair and scalp physical examination procedures and techniques ii. Hair physical examination criteria such as: <ul style="list-style-type: none"> <li>• Textures</li> <li>• Condition</li> <li>• Problem stage</li> </ul>	i. Determine hair and scalp physical examination procedures ii. Review hair and scalp scanning report iii. Determine hair and scalp scanning report content	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in hair and scalp physical examination techniques	<u>Related Knowledge</u> 12 hours  <u>Related Skills</u> 36 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair and scalp physical examination procedures confirmed ii. Hair and scalp scanning report content confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Scalp physical examination criteria such as: <ul style="list-style-type: none"> <li>• Condition</li> <li>• Problem stage</li> </ul> iv. Types of therapy such as: <ul style="list-style-type: none"> <li>• Hair loss therapy</li> <li>• Damaged hair therapy</li> <li>• Oily hair therapy</li> <li>• Dry hair therapy</li> <li>• Dandruff therapy</li> <li>• Head lice removal</li> <li>• Grey hair treatment</li> </ul>	iv. Retrieve tools for physical hair and scalp examination v. Check hair textures and condition vi. Check scalp condition vii. Distinguish hair and scalp problem type viii. Determine hair and scalp problem stage ix. Determine types of therapy for hair and scalp problems	iii. Knowledgeable in hair and scalp analysis  <u>Safety / Environment:</u> i. -			iii. Tools for hair and scalp physical examination utilised for physical examination iv. Hair textures and scalp condition confirmed v. Hair and scalp problem type and stage confirmed vi. Types of therapy for hair and scalp problem confirmed
4. Carry out hair and scalp therapy consultation	i. Therapy consultation and discussion such as: <ul style="list-style-type: none"> <li>• Content of scanning report</li> <li>• Physical examination findings</li> <li>• Therapy urgency</li> <li>• Expected result</li> <li>• Therapy duration</li> </ul>	i. Determine therapy consultation procedure ii. Determine discussion points iii. Communicate hair and scalp physical examination findings to customer iv. Determine therapy options and recommendations	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Hospitable in customer communication ethics	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 52 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Therapy consultation procedure confirmed ii. Discussion points confirmed



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Therapy options and recommendations such as: <ul style="list-style-type: none"> <li>• Hair loss solutions               <ul style="list-style-type: none"> <li>- Therapy</li> <li>- Home care product</li> <li>- Supplement</li> </ul> </li> <li>• Hair loss prevention tips               <ul style="list-style-type: none"> <li>- Diet</li> <li>- Hair care advices</li> <li>- Healthy lifestyle</li> </ul> </li> </ul> iii. Therapy information such as: <ul style="list-style-type: none"> <li>• Products</li> <li>• Usage method</li> <li>• Therapy package</li> <li>• Therapy duration</li> <li>• Number of sessions</li> <li>• Payment</li> </ul> iv. Therapy appointment details such as: <ul style="list-style-type: none"> <li>• Date</li> <li>• Time</li> <li>• Sessions</li> </ul> v. Consultation visual aids such as: <ul style="list-style-type: none"> <li>• Hair and scalp problems information</li> </ul>	v. Select therapy options vi. Utilise consultation visual aids for therapy consultation vii. Acquire customer consent for therapy options viii. Determine therapy appointment and details ix. Set therapy appointment session with customer	iii. Knowledgeable in consultation and discussion iv. Retain customer information confidentiality  <u>Safety / Environment:</u> i. -			iii. Hair and scalp physical examination findings elaborated to customer using consultation visual aids iv. Therapy options and recommendation confirmed according to scanning report and physical examination findings v. Therapy appointment and details confirmed based on customer consent

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Normal hair and scalp condition</li> <li>• Therapy details and information</li> <li>• Therapy packages</li> <li>• Product information</li> <li>• Therapy results</li> <li>• Customer testimonials</li> <li>• Expert recommendations</li> <li>• Photographs</li> <li>• Illustrations</li> </ul>					
5. Prepare hair and scalp therapy consultation report	i. Customer therapy consultation details such as: <ul style="list-style-type: none"> <li>• Personal information record</li> <li>• Concerned hair and scalp problems</li> <li>• Selected therapy package</li> <li>• Recommendations</li> <li>• Therapy session</li> </ul> ii. Customer therapy consultation details documentation	i. Determine customer therapy consultation details ii. Compile therapy consultation details iii. Determine therapy package iv. Check therapy appointment and details	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in consultation report writing iii. Knowledgeable in consultation and discussion	<u>Related Knowledge</u> 8 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Customer therapy consultation details confirmed ii. Therapy package confirmed iii. Therapy appointment details for reservation confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Therapy appointment reservation such as: <ul style="list-style-type: none"> <li>• Centre reservation procedure</li> <li>• Date</li> <li>• Time</li> <li>• Duration</li> <li>• Personnel</li> </ul> iv. Therapy consultation report writing	v. Allocate sessions for customer's therapy appointment reservation vi. Record customer's therapy appointment reservation vii. Endorse therapy reservation viii. Write customer's hair and scalp therapy consultation report	iv. Retain customer information confidentiality v. Maintain communication with related personnel  <u>Safety / Environment:</u> ii. -			iv. Therapy appointment details for reservation record updated v. Customer's hair and scalp therapy consultation report produced

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> <li>03.07 Resolve interpersonal conflicts</li> <li>03.08 Develop and maintain a cooperation within work group</li> <li>03.09 Manage and improve performance of individuals</li> <li>03.10 Provide consultation and counselling</li> <li>03.11 Monitor and evaluate performance of human resources</li> <li>03.12 Provide coaching/on-the job training</li> <li>03.13 Develop and maintain team harmony and resolve conflicts</li> <li>03.14 Facilitate and coordinate teams and ideas</li> <li>03.15 Liaise to achieve identified outcomes</li> <li>03.16 Identify and assess client / customer needs</li> <li>03.17 Identify staff training needs and facilities access to training</li> <li>04.01 Organize own work activities</li> <li>04.02 Set and revise own objectives and goals</li> <li>04.03 Organize and maintain own workplace</li> <li>04.04 Apply problem-solving strategies</li> <li>04.05 Demonstrate initiative and flexibility</li> <li>04.06 Allocate work</li> <li>04.07 Negotiate acceptance and support for objectives and strategies</li> <li>05.01 Implement project/work plans</li> <li>05.02 Inspect and monitor work done and/or in progress</li> <li>06.01 Understand systems</li> <li>06.02 Comply with and follow chain and command</li> <li>06.03 Identify and highlight problems</li> <li>06.04 Adapt competencies to new situations / systems</li> <li>06.05 Analyse technical systems</li> <li>06.06 Monitor and correct performance of systems</li> <li>06.07 Develop and maintain networks</li> </ul>	

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Customer information form	1:1
2. Therapy consultation area	1:25
3. Hair and scalp anatomy	1:10
4. Consultation visual aids	As required
5. Therapist gowning attire	1:1
6. Hair and scalp scanning machine	1:5
7. Hair and scalp scanning tools	1:5
8. Therapy products	As required
9. Centre working procedure	1:1

## REFERENCES

1. Draelos, Z.D. (2007). Hair Care. Taylor & Francis Ltd. ISBN: 978-0203314241.
2. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
3. Edgar H. Schein (1988), Process Consultation: Its Role in Organization Development, FT Press, ISBN-13: 978-0201067361
4. Gupta, R. (1998). Hair Care - Prevention of Dandruff & Baldness. Diamond Pocket Books. ISBN: 978-8171821228
5. Jude, Y. (2009). The Black Hair Care Revolution - A Simple Pocket Guide to Growing & Maintaining Healthy Natural & Permed Hair. Aardvark Global Publishing. ISBN: 978-1427637604
6. Shamboosie. (2002). Beautiful Black Hair: Real Solutions to Real Problems--A Step by Step Instructional Guide. Amber Communications Group, Inc. ISBN: 0970222467

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR THERAPY</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent hair therapy procedures according to therapy centre workplace practices. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Identify hair therapy requirements</li> <li>• Prepare hair therapy equipment, tool and product</li> <li>• Prepare customer for hair therapy</li> <li>• Carry out hair therapy</li> <li>• Carry out hair therapy finishing</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C02	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	296 hours	<b>SKILL CREDIT</b>	30

<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 hair therapy requirements	i. Hair therapy centre workplace practice such as: <ul style="list-style-type: none"> <li>• Clothing attire</li> <li>• Hair therapy process step</li> <li>• Therapy session reservation record</li> <li>• Customer information record system</li> </ul>	i. Determine hair therapy centre workplace practice ii. Determine therapy centre area layout iii. Check therapy centre area cleanliness	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in hair therapy procedure	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair therapy centre workplace practice confirmed ii. Therapy centre area layout, cleanliness and environment confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Standard working procedure</li> <li>ii. Therapy centre area requirements such as:               <ul style="list-style-type: none"> <li>• Layout                   <ul style="list-style-type: none"> <li>- Reception</li> <li>- Consultation room</li> <li>- Treatment room</li> <li>- Pantry</li> <li>- Toilet</li> <li>- Waiting area</li> <li>- Store room</li> <li>- Entrance</li> <li>- Counter</li> <li>- Floor</li> </ul> </li> <li>• Air condition</li> <li>• Cleanliness</li> <li>• Equipment arrangement</li> <li>• Tools arrangement</li> <li>• Product arrangement</li> </ul> </li> <li>iii. Therapist gowning attire such as:               <ul style="list-style-type: none"> <li>• Apron</li> <li>• Gloves</li> <li>• Face mask</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>iv. Check therapy centre area environment condition</li> <li>v. Retrieve customer information for therapy session</li> <li>vi. Check therapy session reservation record</li> <li>vii. Determine hair therapy procedure</li> <li>viii. Interpret hair therapy procedure</li> </ul>	<ul style="list-style-type: none"> <li>iii. Retain customer information confidentiality</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Apply therapist gowning attire</li> <li>ii. Adhere to centre hygiene practice</li> </ul>			<ul style="list-style-type: none"> <li>iii. Customer information for therapy session confirmed</li> <li>iv. Customer therapy session reservation record confirmed</li> <li>v. Hair therapy procedure confirmed according to customer consultation report</li> </ul>



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Customer's hair therapy consultation report details such as: <ul style="list-style-type: none"> <li>• Hair problem type               <ul style="list-style-type: none"> <li>- Hair loss</li> <li>- Baldness</li> <li>- Patches baldness</li> <li>- Dry hair</li> <li>- Oily hair</li> <li>- Grey hair</li> <li>- Damaged hair</li> </ul> </li> <li>• Hair problem stage</li> <li>• Therapy products combination</li> <li>• Therapy process step</li> </ul> v. Therapy hygiene practice vi. Hair and scalp problem factors such as: <ul style="list-style-type: none"> <li>• Diet</li> <li>• Gender</li> <li>• Life style</li> <li>• Supplement</li> <li>• Family history</li> <li>• Medical history</li> <li>• Personal hair care routine</li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare hair therapy equipment, tool and product	i. Hair therapy equipment and functionality such as: <ul style="list-style-type: none"> <li>• Hair therapy machine</li> <li>• Steamer</li> </ul> ii. Hair therapy tools and functionality such as: <ul style="list-style-type: none"> <li>• Towel</li> <li>• Hair dryer</li> <li>• Mirror</li> <li>• Comb</li> <li>• Shampoo</li> <li>• Water spray</li> <li>• Hair clip</li> <li>• Scissor</li> <li>• Bowl</li> <li>• Brush</li> <li>• Spatula</li> <li>• Chair</li> <li>• Hair wash basin</li> <li>• Trolley</li> </ul> iii. Hair therapy products such as: <ul style="list-style-type: none"> <li>• Type of product</li> <li>• Storage</li> <li>• Condition</li> </ul>	i. Identify hair therapy equipment ii. Identify hair therapy tools iii. Determine hair therapy equipment and tools functionality iv. Check hair therapy equipment and tools cleanliness v. Identify hair therapy products vi. Determine hair therapy products vii. Organise therapy equipment, tools and products at therapy location	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in preparing items for hair therapy iii. Knowledgeable in using related equipments, tools and products  <u>Safety / Environment:</u> i. Adhere to centre hygiene practice	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair therapy equipments and tools functionality confirmed ii. Hair therapy equipment and tools cleanliness confirmed to meet hygiene requirements iii. Hair therapy products confirmed based on therapy requirements iv. Hair therapy equipment, tools and products arranged at therapy location

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Hair therapy equipment and tools cleanliness and care v. Hair therapy equipment, tools and products arrangement					
3. Prepare customer for hair therapy	i. Customer service communication guidelines and communication ethics such as: <ul style="list-style-type: none"> <li>• Welcoming greetings</li> <li>• Attire</li> <li>• Body posture and language</li> <li>• Verbal communication and intonation</li> </ul> ii. Customer therapy preparation services such as: <ul style="list-style-type: none"> <li>• Therapy location</li> <li>• Chair level settings</li> <li>• Refreshment servings               <ul style="list-style-type: none"> <li>- Herbal tea</li> <li>- Juice</li> <li>- Plain water</li> </ul> </li> <li>• Safe storage of jewellery</li> </ul>	i. Determine customer greetings ii. Determine customer therapy location iii. Adjust customer seat level for customer comfort iv. Serve refreshment to customer according to customer preferences v. Communicate therapy details to customer prior start of therapy	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Practice good customer service and communication ethics  <u>Safety / Environment:</u> i. Apply protection cloth onto customer prior start of therapy ii. Adhere to centre hygiene practice	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Customer greetings delivered according to customer service and communication ethics ii. Therapy location confirmed iii. Customer seat level set for customer comfort iv. Customer refreshment servings delivered according to customer preferences

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Protection of clothing</li> </ul> iii. Professional attitude and customer relationships					v. Customer protection cloth applied vi. Therapy details information explained to customer prior start of therapy
4. Carry out hair therapy	i. Hair therapy consultation recommendation such as: <ul style="list-style-type: none"> <li>• Type of hair</li> <li>• Type of hair problem</li> <li>• Type of therapy products</li> <li>• Precaution steps</li> <li>• Duration of therapy</li> </ul> ii. Hair washing procedure such as: <ul style="list-style-type: none"> <li>• Shampoo</li> <li>• Conditioner</li> <li>• Scalp massaging technique</li> <li>• Dandruff scrapping technique</li> <li>• Hair rinsing</li> </ul>	i. Identify precaution steps for hair therapy based on hair therapy consultation recommendation ii. Determine hair washing procedure iii. Execute hair washing procedure iv. Apply scalp massaging technique v. Conduct dandruff scrapping technique	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in hair therapy procedure iii. Retain customer information confidentiality  <u>Safety / Environment:</u> i. Maintain housekeeping at workplace	<u>Related Knowledge</u> 30 hours  <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Precaution steps for hair therapy confirmed based on hair therapy consultation recommendation ii. Hair washing procedure confirmed and associated techniques executed according to standard practice

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Hair therapy product application such as: <ul style="list-style-type: none"> <li>• Steps</li> <li>• Tools</li> </ul> iv. Hair drying process such as: <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Technique</li> </ul> v. Therapy area clearance such as: <ul style="list-style-type: none"> <li>• Leftover hair collection</li> <li>• Product placement</li> <li>• Disposal practice</li> </ul>	vi. Apply hair therapy products according to specified steps for individual product type vii. Execute hair drying process viii. Apply hair drying technique ix. Organise product placement x. Execute therapy area clearance xi. Collect leftover hairs for disposal	ii. Adhere to safety procedures and therapy hygiene practice iii. Apply therapist gowning attire			iii. Hair therapy product application executed according to specified steps for individual product type iv. Therapy area clearance confirmed to meet centre hygiene requirements
5. Conduct hair therapy finishing	i. After therapy hair and scalp scanning procedure such as: <ul style="list-style-type: none"> <li>• Scanning equipment set-up</li> <li>• Hair and scalp scanning area</li> <li>• Scanning report analysis</li> </ul>	i. Determine hair scanning procedure ii. Determine scanning machine operating principles iii. Set-up scanning equipment iv. Determine area requires scanning v. Scan customer hair and scalp	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in scanning procedure	<u>Related Knowledge</u> 20 hours  <u>Related Skills</u> 52 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair and scalp scanning procedure confirmed ii. Scanning equipment and tools confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Hair and scalp scanning equipment such as: <ul style="list-style-type: none"> <li>• Type</li> <li>• <b>Comb</b></li> <li>• Machine operating principles</li> <li>• Scan report printing</li> </ul> iii. Hair and scalp condition such as: <ul style="list-style-type: none"> <li>• Hair type</li> <li>• Hair texture</li> <li>• Hair thickness</li> <li>• Scalp pore</li> <li>• Hair and scalp problem stages</li> </ul> iv. Appointment arrangement v. Home care treatment and product application vi. Hair therapy report writing format	vi. Retrieve scanning report from scanning machine vii. Identify hair and scalp condition from scanning report viii. Compare scanning result with previous consultation report ix. Set next therapy appointment x. Communicate home care treatment and product application xi. Write hair therapy report xii. Archive hair therapy information	iii. Retain customer information confidentiality  <u>Safety / Environment:</u> i. Maintain housekeeping at workplace ii. Apply therapist gowning attire			iii. Hair and scalp scanning area confirmed according to customer's description iv. Hair and scalp condition from scanning report confirmed based on printed report v. Next therapy appointment and details confirmed for reservation vi. Home care treatment and product application elaborated vii. Hair therapy report produced

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> <li>03.07 Resolve interpersonal conflicts</li> <li>03.08 Develop and maintain a cooperation within work group</li> <li>03.09 Manage and improve performance of individuals</li> <li>03.10 Provide consultation and counselling</li> <li>03.11 Monitor and evaluate performance of human resources</li> <li>03.12 Provide coaching/on-the job training</li> <li>03.13 Develop and maintain team harmony and resolve conflicts</li> <li>03.14 Facilitate and coordinate teams and ideas</li> <li>03.15 Liaise to achieve identified outcomes</li> <li>03.16 Identify and assess client / customer needs</li> <li>03.17 Identify staff training needs and facilities access to training</li> <li>04.01 Organize own work activities</li> <li>04.02 Set and revise own objectives and goals</li> <li>04.03 Organize and maintain own workplace</li> <li>04.04 Apply problem-solving strategies</li> <li>04.05 Demonstrate initiative and flexibility</li> <li>04.06 Allocate work</li> <li>04.07 Negotiate acceptance and support for objectives and strategies</li> <li>05.01 Implement project/work plans</li> <li>05.02 Inspect and monitor work done and/or in progress</li> <li>06.01 Understand systems</li> <li>06.02 Comply with and follow chain and command</li> <li>06.03 Identify and highlight problems</li> <li>06.04 Adapt competencies to new situations / systems</li> <li>06.05 Analyse technical systems</li> <li>06.06 Monitor and correct performance of systems</li> <li>06.07 Develop and maintain networks</li> </ul>	



## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Customer information form	1:1
2. Therapy area	1:25
3. Hair and scalp anatomy model	1:10
4. Consultation visual aids	As required
5. Therapist gowning attire (apron, gloves, face mask, ect)	1:1
6. Hair therapy equipment (steamer, hair therapy machine, ect)	1:5
7. Hair and scalp scanning machine	1:5
8. Hair and scalp scanning tools	1:5
9. Hair therapy products	As required
10. Centre working procedure	1:1

REFERENCES
1. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
2. Vera Peiffer (2013) , Regrowing Hair Naturally, Singing Dragon, ISBN-13: 978-1848191396
3. Candace Hoffmann (2007), Breaking the Silence on Women's Hair Loss, Woodland Publishing, ISBN-13: 978-1580544696
4. FarokhJamshed Master (1999), Hair Loss Including of Explained and Analysis, B Jain Pub Pvt Ltd, ISBN-13: 978-8131902455

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>SCALP THERAPY</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent scalp therapy procedures according to therapy centre workplace practices. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Identify scalp therapy requirements</li> <li>• Prepare scalp therapy equipment, tool and product</li> <li>• Prepare customer for scalp therapy</li> <li>• Carry out scalp therapy</li> <li>• Carry out scalp therapy finishing</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C03	<b>Level</b>	3	<b>TRAINING DURATION</b>	296 hours	<b>SKILL CREDIT</b>	30

<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 scalp therapy requirements	i. Scalp therapy centre workplace practice such as: <ul style="list-style-type: none"> <li>• Clothing attire</li> <li>• Scalp therapy process step</li> <li>• Therapy session reservation record</li> <li>• Customer information record system</li> </ul>	i. Determine scalp therapy centre workplace practice ii. Determine therapy centre area layout iii. Check therapy centre area cleanliness	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in scalp therapy procedure	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Scalp therapy centre workplace practice confirmed ii. Therapy centre area layout, cleanliness and environment confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Standard working procedure</li> <li>ii. Therapy centre area requirements such as:               <ul style="list-style-type: none"> <li>• Layout                   <ul style="list-style-type: none"> <li>- Reception</li> <li>- Consultation room</li> <li>- Treatment room</li> <li>- Pantry</li> <li>- Toilet</li> <li>- Waiting area</li> <li>- Store room</li> <li>- Entrance</li> <li>- Counter</li> <li>- Floor</li> </ul> </li> <li>• Air condition</li> <li>• Cleanliness</li> <li>• Equipment arrangement</li> <li>• Tools arrangement</li> <li>• Product arrangement</li> </ul> </li> <li>iii. Therapist gowning attire such as:               <ul style="list-style-type: none"> <li>• Apron</li> <li>• Gloves</li> <li>• Face mask</li> </ul> </li> <li>iv. Customer's scalp therapy consultation report details such as:</li> </ul>	<ul style="list-style-type: none"> <li>iv. Check therapy centre area environment condition</li> <li>v. Retrieve customer information for therapy session</li> <li>vi. Check therapy session reservation record</li> <li>vii. Determine scalp therapy procedure</li> <li>viii. Interpret scalp therapy procedure</li> </ul>	<ul style="list-style-type: none"> <li>iii. Retain customer information confidentiality</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Apply therapist gowning attire</li> <li>ii. Adhere to centre hygiene practice</li> </ul>			<ul style="list-style-type: none"> <li>iii. Customer information for therapy session confirmed</li> <li>iv. Customer therapy session reservation record confirmed</li> <li>v. Scalp therapy procedure confirmed to customer consultation report</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Hair problem type               <ul style="list-style-type: none"> <li>- Hair loss</li> <li>- Baldness</li> <li>- Patches baldness</li> <li>- Dry hair</li> <li>- Oily hair</li> <li>- Grey hair</li> <li>- Damaged hair</li> </ul> </li> <li>• Hair problem stage</li> <li>• Therapy products combination</li> <li>• Therapy process step</li> <li>v. Therapy hygiene practice</li> <li>vi. Hair and scalp problem factors such as:               <ul style="list-style-type: none"> <li>• Diet</li> <li>• Gender</li> <li>• Life style</li> <li>• Supplement</li> <li>• Family history</li> <li>• Medical history</li> <li>• Personal hair care routine</li> </ul> </li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare scalp therapy equipment, tool and product	i. Scalp therapy equipment and functionality such as: <ul style="list-style-type: none"> <li>• Hair therapy machine</li> <li>• Steamer</li> </ul> ii. Scalp therapy tools and functionality such as: <ul style="list-style-type: none"> <li>• Towel</li> <li>• Hair dryer</li> <li>• Mirror</li> <li>• Comb</li> <li>• Shampoo</li> <li>• Water spray</li> <li>• Hair clip</li> <li>• Scissor</li> <li>• Bowl</li> <li>• Brush</li> <li>• Spatula</li> <li>• Chair</li> <li>• Hair wash basin</li> <li>• Trolley</li> </ul> iii. Scalp therapy products such as: <ul style="list-style-type: none"> <li>• Type of product</li> <li>• Storage</li> <li>• Condition</li> </ul>	i. Identify scalp therapy equipment ii. Identify scalp therapy tools iii. Determine scalp therapy equipment and tools functionality iv. Determine scalp therapy equipment and tools cleanliness v. Identify scalp therapy products vi. Determine scalp therapy products vii. Organise therapy equipment, tools and products at therapy location	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in preparing items for scalp therapy iii. Knowledgeable in using related equipments, tools and products  <u>Safety / Environment:</u> i. Adhere to centre hygiene practice	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Scalp therapy equipments and tools functionality confirmed ii. Scalp therapy equipment and tools cleanliness confirmed to meet hygiene requirements iii. Scalp therapy products confirmed based on therapy requirements iv. Scalp therapy equipment, tools and products arranged at therapy location

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>iv. Scalp therapy equipment and tools cleanliness and care</li> <li>v. Scalp therapy equipment, tools and products arrangement</li> </ul>					
3. Prepare customer for scalp therapy	<ul style="list-style-type: none"> <li>i. Customer service communication guidelines and communication ethics such as: <ul style="list-style-type: none"> <li>• Welcoming greetings</li> <li>• Attire</li> <li>• Body posture and language</li> <li>• Verbal communication and intonation</li> </ul> </li> <li>ii. Customer therapy preparation services such as: <ul style="list-style-type: none"> <li>• Therapy location</li> <li>• Chair level settings</li> <li>• Refreshment servings <ul style="list-style-type: none"> <li>- Herbal tea</li> <li>- Juice</li> <li>- Plain water</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Determine customer greetings</li> <li>ii. Determine customer therapy location</li> <li>iii. Adjust customer seat level for customer comfort</li> <li>iv. Serve refreshment to customer according to customer preferences</li> <li>v. Communicate therapy details to customer prior start of therapy</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Follow workplace Standard Operating Procedure</li> <li>ii. Practice good customer service and communication ethics</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Apply protection cloth onto customer prior start of therapy</li> </ul>	<p><u>Related Knowledge</u></p> <p>16 hours</p> <p><u>Related Skills</u></p> <p>30 hours</p>	<p><u>Related Knowledge</u></p> <p>Lecture</p> <p><u>Related Skills</u></p> <p>Demonstration / Case study / Practical</p>	<ul style="list-style-type: none"> <li>i. Customer greetings delivered according to customer service and communication ethics</li> <li>ii. Therapy location confirmed</li> <li>iii. Customer seat level set for customer comfort</li> <li>iv. Customer refreshment servings delivered according to customer preferences</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Safe storage of jewellery</li> <li>• Protection of clothing</li> </ul> iii. Professional attitude and customer relationships		ii. Adhere to centre hygiene practice			v. Customer protection cloth applied vi. Therapy details information explained to customer prior start of therapy
4. Carry out scalp therapy	i. Scalp therapy consultation recommendation such as: <ul style="list-style-type: none"> <li>• Type of hair</li> <li>• Type of hair problem</li> <li>• Type of therapy products</li> <li>• Precaution steps</li> <li>• Duration of therapy</li> </ul> ii. Hair washing procedure such as: <ul style="list-style-type: none"> <li>• Shampoo</li> <li>• Conditioner</li> <li>• Scalp massaging technique</li> <li>• Dandruff scrapping technique</li> <li>• Hair rinsing</li> </ul>	i. Identify precaution steps for scalp therapy based on scalp therapy consultation recommendation ii. Determine hair washing procedure iii. Execute hair washing procedure iv. Apply scalp massaging technique v. Conduct dandruff scrapping technique vi. Apply scalp therapy products according to specified steps	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in scalp therapy procedure iii. Retain customer information confidentiality  <u>Safety / Environment:</u> i. Maintain housekeeping at workplace	<u>Related Knowledge</u> 30 hours  <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Precaution steps for hair therapy confirmed based on hair therapy consultation recommendation ii. Hair washing procedure confirmed and associated techniques executed according to standard practice

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Scalp therapy product application such as: <ul style="list-style-type: none"> <li>• Steps</li> <li>• Tools</li> </ul> iv. Hair drying process s such as: <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Technique</li> </ul> v. Therapy area clearance such as: <ul style="list-style-type: none"> <li>• Leftover hair collection</li> <li>• Product placement</li> <li>• Disposal practice</li> </ul>	for individual product type vii. Execute hair drying process viii. Apply hair drying technique ix. Organise product placement x. Execute therapy area clearance xi. Collect leftover hairs for disposal	ii. Adhere to safety procedures and therapy hygiene practice iii. Apply therapist gowning attire			iii. Scalp therapy product application executed according to specified steps for individual product type iv. Therapy area clearance confirmed to meet centre hygiene requirements
5. Conduct scalp therapy finishing	i. After therapy hair and scalp scanning procedure such as: <ul style="list-style-type: none"> <li>• Scanning equipment set-up</li> <li>• Hair and scalp scanning area</li> <li>• Scanning report analysis</li> </ul> ii. Hair and scalp scanning equipment such as: <ul style="list-style-type: none"> <li>• Scanner</li> </ul>	i. Determine scalp scanning procedure ii. Determine scanning machine operating principles iii. Set-up scanning equipment iv. Determine area requires scanning v. Scan customer scalp	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in scanning procedure iii. Retain customer information confidentiality	<u>Related Knowledge</u> 20 hours  <u>Related Skills</u> 52 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Hair and scalp scanning procedure confirmed ii. Scanning equipment and tools confirmed iii. Scalp scanning area confirmed according to customer's description



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• <b>Comb</b></li> <li>• Machine operating principles</li> <li>• Scan report printing</li> </ul> iii. Hair and scalp condition such as: <ul style="list-style-type: none"> <li>• Hair type</li> <li>• Hair texture</li> <li>• Hair thickness</li> <li>• Scalp pore</li> <li>• Hair and scalp problem stages</li> </ul> iv. Appointment arrangement v. Home care treatment and product application vi. Scalp therapy report writing	vi. Retrieve scanning report from scanning machine vii. Identify scalp condition from scanning report viii. Compare scanning result with previous consultation report ix. Set next therapy appointment x. Communicate home care treatment and product application xi. Write scalp therapy report xii. Archive scalp therapy information	<u>Safety / Environment:</u> i. Maintain housekeeping at workplace ii. Apply therapist gowning attire			iv. Scanning report content from scanning machine confirmed v. Scalp condition from scanning report confirmed based on printed report vi. Next therapy appointment confirmed for reservation vii. Home care treatment and product application elaborated viii. Scalp therapy report produced

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> <li>03.07 Resolve interpersonal conflicts</li> <li>03.08 Develop and maintain a cooperation within work group</li> <li>03.09 Manage and improve performance of individuals</li> <li>03.10 Provide consultation and counselling</li> <li>03.11 Monitor and evaluate performance of human resources</li> <li>03.12 Provide coaching/on-the job training</li> <li>03.13 Develop and maintain team harmony and resolve conflicts</li> <li>03.14 Facilitate and coordinate teams and ideas</li> <li>03.15 Liaise to achieve identified outcomes</li> <li>03.16 Identify and assess client / customer needs</li> <li>03.17 Identify staff training needs and facilities access to training</li> <li>04.01 Organize own work activities</li> <li>04.02 Set and revise own objectives and goals</li> <li>04.03 Organize and maintain own workplace</li> <li>04.04 Apply problem-solving strategies</li> <li>04.05 Demonstrate initiative and flexibility</li> <li>04.06 Allocate work</li> <li>04.07 Negotiate acceptance and support for objectives and strategies</li> <li>05.01 Implement project/work plans</li> <li>05.02 Inspect and monitor work done and/or in progress</li> <li>06.01 Understand systems</li> <li>06.02 Comply with and follow chain and command</li> <li>06.03 Identify and highlight problems</li> <li>06.04 Adapt competencies to new situations / systems</li> <li>06.05 Analyse technical systems</li> <li>06.06 Monitor and correct performance of systems</li> <li>06.07 Develop and maintain networks</li> </ul>	

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Customer information form	1:1
2. Therapy area	1:25
3. Hair and scalp anatomy model	1:10
4. Consultation visual aids	As required
5. Therapist gowning attire	1:1
6. Scalp therapy equipment	1:5
7. Hair and scalp scanning machine	1:5
8. Hair and scalp scanning tools	1:5
9. Scalp therapy products	As required
10. Centre working procedure	1:1

## REFERENCES

1. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
2. Vera Peiffer (2013) , Regrowing Hair Naturally, Singing Dragon, ISBN-13: 978-1848191396
3. P.S. Yau(2003), Scalp-Therapy, Redwing Book Co. ISBN-13:978-9623000431
4. Yu Zhi Shun Deng Bian Zhu (2000), Basic and clinical head points (Origin and History of scalp therapy. Various Scalp 50 kinds of disease of scalp treatment method and efficacy of various formulations and other products), Medical Science and Technology of China, ISBN-13: 978-7506705011

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HEAD LICE REMOVAL</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent head lice removal services to ensure that the therapy meets therapy requirements in accordance with standard therapy hygiene practices. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Identify head lice removal requirements</li> <li>• Prepare head lice removal equipment, tool and product</li> <li>• Prepare customer for head lice removal</li> <li>• Carry out head lice removal</li> <li>• Carry out head lice removal finishing</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C04	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	296 hours	<b>SKILL CREDIT</b>	30

<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 head lice removal requirements	i. Therapy centre workplace practice such as: <ul style="list-style-type: none"> <li>• Clothing attire</li> <li>• Head lice removal process step</li> <li>• Therapy session reservation record</li> <li>• Customer</li> </ul>	i. Determine therapy centre workplace practice ii. Determine therapy centre area layout iii. Check therapy centre area cleanliness	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Therapy centre workplace practice confirmed ii. Therapy centre area layout, cleanliness and environment confirmed

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>information record system</p> <ul style="list-style-type: none"> <li>• Standard working procedure</li> </ul> <p>ii. Therapy centre area requirements such as:</p> <ul style="list-style-type: none"> <li>• Layout <ul style="list-style-type: none"> <li>- Reception</li> <li>- Consultation room</li> <li>- Treatment room</li> <li>- Pantry</li> <li>- Toilet</li> <li>- Waiting area</li> <li>- Store room</li> <li>- Entrance</li> <li>- Counter</li> <li>- Floor</li> </ul> </li> <li>• Air condition</li> <li>• Cleanliness</li> <li>• Equipment arrangement</li> <li>• Tools arrangement</li> <li>• Product arrangement</li> </ul> <p>iii. Therapist gowning attire such as:</p> <ul style="list-style-type: none"> <li>• Apron</li> <li>• Gloves</li> <li>• Face mask</li> </ul>	<p>iv. Check therapy centre area environment condition</p> <p>v. Retrieve customer information for therapy session</p> <p>vi. Check therapy session reservation record</p> <p>vii. Determine head lice removal procedure</p> <p>viii. Interpret head lice removal procedure</p>	<p>ii. Knowledgeable in head lice removal procedure</p> <p>iii. Retain customer information confidentiality</p> <p><u>Safety / Environment:</u></p> <p>i. Apply therapist gowning attire</p> <p>ii. Adhere to centre hygiene practice</p>			<p>iii. Customer information for therapy session confirmed</p> <p>iv. Customer therapy session reservation record confirmed</p> <p>v. Head lice removal procedure confirmed according to customer consultation report</p>

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Customer's therapy consultation report details <ul style="list-style-type: none"> <li>• Lice ingestion stage</li> <li>• Therapy products combination</li> <li>• Removal process step</li> </ul> v. Therapy hygiene practice vi. Lice ingestion problem factors such as: <ul style="list-style-type: none"> <li>• Outdoor activity</li> <li>• Direct contact</li> <li>• Personal hair care routine</li> </ul>					
2. Prepare head lice removal equipment, tool and product	i. Head lice removal therapy equipment and functionality such as: <ul style="list-style-type: none"> <li>• Steamer</li> </ul> ii. Head lice removal tools and functionality such as: <ul style="list-style-type: none"> <li>• White towel</li> <li>• Hair dryer</li> <li>• Mirror</li> <li>• Comb</li> </ul>	i. Identify head lice removal equipment ii. Identify head lice removal tools iii. Determine head lice removal equipment and tools functionality	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in preparing items for head lice removal	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Head lice removal equipments and tools functionality confirmed

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Shampoo</li> <li>• Water spray</li> <li>• Hair clip</li> <li>• Scissor</li> <li>• Bowl</li> <li>• Brush</li> <li>• Spatula</li> <li>• Chair</li> <li>• Hair wash basin</li> <li>• Trolley</li> </ul> <p>iii. Head lice removal products such as:</p> <ul style="list-style-type: none"> <li>• Type of product</li> <li>• Storage</li> <li>• Condition</li> </ul> <p>iv. Head lice removal equipment and tools cleanliness and care</p> <p>v. Head lice removal equipment, tools and products arrangement</p>	<p>iv. Determine head lice removal equipment and tools cleanliness</p> <p>v. Identify head lice removal products</p> <p>vi. Determine head lice removal products</p> <p>vii. Organise therapy equipment, tools and products at therapy location</p>	<p>iii. Knowledgeable in using related equipments, tools and products</p> <p><u>Safety / Environment:</u></p> <p>i. Adhere to centre hygiene practice</p>			<p>ii. Head lice removal equipment and tools cleanliness confirmed to meet hygiene requirements</p> <p>iii. Head lice removal products confirmed based on therapy requirements</p> <p>iv. Hair therapy equipment, tools and products arranged at therapy location</p>



Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Prepare customer for head lice removal	i. Customer service communication guidelines and communication ethics such as: <ul style="list-style-type: none"> <li>• Welcoming greetings</li> <li>• Attire</li> <li>• Body posture and language</li> <li>• Verbal communication and intonation</li> </ul> ii. Customer therapy preparation services such as: <ul style="list-style-type: none"> <li>• Head lice removal quarantine location</li> <li>• Chair level settings</li> <li>• Refreshment servings               <ul style="list-style-type: none"> <li>- Herbal tea</li> <li>- Juice</li> <li>- Plain water</li> </ul> </li> <li>• Safe storage of jewelleryes</li> <li>• Protection of clothing</li> </ul> iii. Professional attitude and customer relationships	i. Determine customer greetings ii. Isolate customer to head lice removal quarantine location iii. Adjust customer seat level for customer comfort iv. Serve refreshment to customer according to customer preferences v. Communicate therapy details to customer prior start of therapy	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Practice good customer service and communication ethics  <u>Safety / Environment:</u> i. Apply protection cloth onto customer prior start of therapy ii. Adhere to centre hygiene practice	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Customer greetings delivered according to customer service and communication ethics ii. Head lice removal quarantine location confirmed iii. Customer seat level set for customer comfort iv. Customer refreshment servings delivered according to customer preferences v. Customer protection cloth applied

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
						vi. Therapy details information explained to customer prior start of therapy
4. Carry out head lice removal	<p>i. Head lice removal consultation record and recommendation details such as:</p> <ul style="list-style-type: none"> <li>• Lice ingestion stage</li> <li>• Type of therapy products</li> <li>• Precaution steps</li> <li>• Duration of therapy</li> </ul> <p>ii. Head lice removal step such as:</p> <ul style="list-style-type: none"> <li>• Hair washing <ul style="list-style-type: none"> <li>- Shampoo</li> <li>- Conditioner</li> </ul> </li> <li>• Scalp massaging technique</li> <li>• Hair rinsing</li> <li>• Head lice removal product application <ul style="list-style-type: none"> <li>- Steps</li> <li>- Tools</li> </ul> </li> <li>• White towel wrapping</li> </ul>	<p>i. Identify precaution steps for head lice removal based on consultation record and recommendation</p> <p>ii. Determine head lice removal steps and procedure</p> <p>iii. Execute head lice removal steps according to procedure</p> <p>iv. Apply head lice removal products with white towel wrapping for head lice and nits removal according to specified steps for individual product type</p>	<p><u>Attitude:</u></p> <p>i. Follow workplace Standard Operating Procedure</p> <p>ii. Knowledgeable in head lice removal procedure</p> <p>iii. Retain customer information confidentiality</p> <p><u>Safety / Environment:</u></p> <p>i. Maintain housekeeping at workplace</p>	<p><u>Related Knowledge</u> 30 hours</p> <p><u>Related Skills</u> 72 hours</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skills</u> Demonstration / Case study / Practical</p>	<p>i. Precaution steps for head lice removal confirmed based on hair therapy consultation record and recommendation</p> <p>ii. Head lice removal procedure confirmed and associated techniques executed according to standard practice</p>

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Hair drying process <ul style="list-style-type: none"> <li>- Equipment</li> <li>- Technique</li> </ul> </li> </ul> iii. Therapy area clearance such as: <ul style="list-style-type: none"> <li>• Leftover hair collection</li> <li>• Product placement</li> <li>• Disposal practice</li> <li>• Area sanitization</li> </ul>	v. Execute hair drying process vi. Organise product placement vii. Execute therapy area clearance viii. Collect leftover hairs for disposal	ii. Sanitize work area after therapy finishing iii. Adhere to safety procedures and therapy hygiene practice iv. Apply therapist gowning attire			iii. Head lice removal product application executed according to specified steps for individual product type iv. Therapy area clearance confirmed to meet centre hygiene requirements
5. Conduct head lice removal finishing	i. Physical examination of hair strands procedure such as: <ul style="list-style-type: none"> <li>• Comb</li> <li>• Lighting</li> <li>• Hair clips</li> <li>• Signs of dead head lice and nits removal</li> </ul> ii. Home care treatment and product application iii. Next appointment arrangement	i. Determine physical examination of hair strands procedure ii. Utilise tools for physical hair strands examination iii. Execute physical hair strands examination procedure	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Knowledgeable in examining hair strands procedure	<u>Related Knowledge</u> 20 hours  <u>Related Skills</u> 52 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Physical examination of hair strands procedure applied

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>iv. Customer feedback information</li> <li>v. Head lice removal report writing</li> </ul>	<ul style="list-style-type: none"> <li>iv. Check signs of dead head lice and nits removal from hair strands</li> <li>v. Determine head lice removal outcome</li> <li>vi. Set next therapy appointment (if required)</li> <li>vii. Communicate home care treatment and product application</li> <li>viii. Write head lice removal report</li> <li>ix. Archive head lice removal information</li> </ul>	<ul style="list-style-type: none"> <li>iii. Retain customer information confidentiality</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Maintain housekeeping at workplace</li> <li>ii. Sanitize work area after therapy finishing</li> <li>iii. Apply therapist gowning attire</li> </ul>			<ul style="list-style-type: none"> <li>ii. Head lice removal completion confirmed based on signs of dead head lice and nits removal from hair strands</li> <li>iii. Next therapy appointment and details confirmed for reservation (if required)</li> <li>iv. Home care treatment and product application elaborated</li> <li>v. Head lice removal report produced</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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> <li>03.07 Resolve interpersonal conflicts</li> <li>03.08 Develop and maintain a cooperation within work group</li> <li>03.09 Manage and improve performance of individuals</li> <li>03.10 Provide consultation and counselling</li> <li>03.11 Monitor and evaluate performance of human resources</li> <li>03.12 Provide coaching/on-the job training</li> <li>03.13 Develop and maintain team harmony and resolve conflicts</li> <li>03.14 Facilitate and coordinate teams and ideas</li> <li>03.15 Liaise to achieve identified outcomes</li> <li>03.16 Identify and assess client / customer needs</li> <li>03.17 Identify staff training needs and facilities access to training</li> <li>04.01 Organize own work activities</li> <li>04.02 Set and revise own objectives and goals</li> <li>04.03 Organize and maintain own workplace</li> <li>04.04 Apply problem-solving strategies</li> <li>04.05 Demonstrate initiative and flexibility</li> <li>04.06 Allocate work</li> <li>04.07 Negotiate acceptance and support for objectives and strategies</li> <li>05.01 Implement project/work plans</li> <li>05.02 Inspect and monitor work done and/or in progress</li> <li>06.01 Understand systems</li> <li>06.02 Comply with and follow chain and command</li> <li>06.03 Identify and highlight problems</li> <li>06.04 Adapt competencies to new situations / systems</li> <li>06.05 Analyse technical systems</li> <li>06.06 Monitor and correct performance of systems</li> <li>06.07 Develop and maintain networks</li> </ul>	

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Customer information form	1:1
2. Therapy area	1:25
3. Hair and scalp anatomy model	1:10
4. Consultation visual aids	As required
5. Therapist gowning attire	1:1
6. Head lice removal equipment and tools	1:5
7. Head lice removal products	As required
8. Centre working procedure	1:1
9. Sanitizing products	As required

## REFERENCES

1. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
2. P.S. Yau(2003), Scalp-Therapy, Redwing Book Co. ISBN-13:978-9623000431
3. Rebecca Mayglothling (2013), The Only Book Ypu'll Ever Need For Head Lice, CreateSpace Independent Publishing Platform, ISBN-13: 978-1492167211
4. Joan Sawyer (1999) Head Lice to Dead Lice, St. Martin's Paperbacks , ISBN-13: 978-0312972608

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR AND SCALP THERAPY CENTRE HOUSEKEEPING AND HYGIENE PRACTICE</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent housekeeping and hygiene practices at therapy centre in accordance with standard therapy centre working practices. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Inspect therapy centre inventory items</li> <li>• Carry out inventory item stock taking</li> <li>• Organise therapy centre housekeeping resources</li> <li>• Carry out therapy centre housekeeping and hygiene</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C05	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	220 hours	<b>SKILL CREDIT</b>	22

<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. Inspect therapy centre inventory items	i. Therapy centre inventory item inspection procedures such as: <ul style="list-style-type: none"> <li>• Functionality</li> <li>• Availability</li> <li>• Cleanliness</li> <li>• Storage location</li> <li>• Inspection checklist</li> <li>• Record</li> </ul>	i. Determine inventory items inspection procedures ii. Classify inventory item categories iii. Identify inventory items locations according to centre layout set-up	<u>Attitude:</u> i. Follow workplace standard operating procedure	<u>Related Knowledge</u> 12 hours  <u>Related Skills</u> 32 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Inventory item inspection procedure confirmed ii. Inventory item categories confirmed



Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Therapy centre inventory control iii. Therapy centre inventory items categories such as: <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Tools</li> <li>• Products</li> <li>• Protective gowning</li> </ul> iv. Therapy centre layout set-up such as: <ul style="list-style-type: none"> <li>• Reception</li> <li>• Consultation room</li> <li>• Treatment room</li> <li>• Pantry</li> <li>• Toilet</li> <li>• Waiting area</li> <li>• Store room</li> <li>• Entrance</li> <li>• Counter</li> </ul> v. Therapy equipment such as: <ul style="list-style-type: none"> <li>• Steamer</li> <li>• Hair scanner</li> <li>• Hair dryer</li> <li>• Treatment machine</li> <li>• Trolley</li> <li>• Hair wash basin</li> </ul>	iv. Check inventory items quantity according to type v. Check equipment and tools for functionality vi. Check inventory items cleanliness and physical conditions vii. Identify damage and faulty items viii. Record inventory items inspection checklist	ii. Meticulous in inspecting therapy inventory items  <u>Safety / Environment:</u> i. Follow safety procedures and therapy hygiene practice			iii. Inventory items locations according to centre layout set-up iv. Inventory items quantity, quality, functionality and cleanliness status confirmed and updated in inspection checklist v. Damage and faulty items recorded for further actions vi. Inventory items inspection report produced

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Electrical appliances such as: <ul style="list-style-type: none"> <li>• Light</li> <li>• Air-condition</li> <li>• Computer</li> <li>• Printer</li> <li>• Washing machine</li> <li>• Water heater</li> <li>• Water filter / kettle</li> <li>• Sterilization machine</li> <li>• Television</li> <li>• Radio</li> </ul> vii. Therapy protective gowning items such as: <ul style="list-style-type: none"> <li>• Mask</li> <li>• Cutting cap</li> <li>• Shower cap / wrapping</li> <li>• Towel</li> <li>• Glove</li> <li>• Ear cover</li> <li>• Apron</li> </ul> viii. Therapy tools such as: <ul style="list-style-type: none"> <li>• Location</li> <li>• Functionality</li> <li>• Availability</li> </ul>					

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Mirror</li> <li>• Comb</li> <li>• Water spray</li> <li>• Hair clip</li> <li>• Scissor</li> <li>• Bowl</li> <li>• Spatula</li> </ul> ix. Therapy products such as: <ul style="list-style-type: none"> <li>• Types               <ul style="list-style-type: none"> <li>- Hair therapy</li> <li>- Scalp therapy</li> <li>- Head lice removal</li> <li>- Hair washing</li> </ul> </li> <li>• Therapy function</li> <li>• Product brands</li> <li>• In stock quantity</li> <li>• Storage location</li> <li>• Display location</li> <li>• Physical condition</li> <li>• Expiry date</li> </ul>					
2. Carry out inventory item stock taking	i. Therapy centre inventory item stock taking procedure such as:	i. Identify inventory item stock taking procedures	<u>Attitude:</u> i. Follow workplace standard operating	<u>Related Knowledge</u> 12 hours	<u>Related Knowledge</u> Lecture	i. Inventory stock taking procedure executed according to standard working procedure

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• In stock quantity information <ul style="list-style-type: none"> <li>- Amount</li> <li>- Number of items</li> <li>- Volume</li> <li>- Weight</li> </ul> </li> <li>• Storage location</li> <li>• Display location</li> <li>• Checking date</li> <li>• Authorization</li> </ul> ii. Inventory stock control such as: <ul style="list-style-type: none"> <li>• Extra items</li> <li>• Damage</li> <li>• Malfunction</li> <li>• Reporting system</li> </ul> iii. Stock taking report	ii. Check inventory item stock level against inventory item inspection checklist iii. Arrange extra stock for return to warehouse iv. Report damage and malfunction stock items to superior for further actions v. Prepare inventory stock taking report	procedure ii. Meticulous in physical inspection of stock balance  <u>Safety / Environment:</u> i. -	<u>Related Skills</u> 32 hours	<u>Related Skills Demonstration / Case study / Practical</u>	ii. Inventory item stock level status confirmed to meet inventory control requirements iii. Damage and malfunction stock items report submitted for further actions iv. Inventory stock taking report produced
3. Organise therapy centre housekeeping resources	i. Therapy centre housekeeping requirements such as: <ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Product placement and display</li> <li>• Furniture arrangement</li> </ul>	i. Determine therapy centre housekeeping requirements ii. Check cleanliness of therapy area iii. Collect wastes and finished therapy products for disposal	<u>Attitude:</u> i. Follow workplace standard operating procedure ii. Meticulous in performing housekeeping activities	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Therapy centre housekeeping requirements confirmed ii. Therapy area cleanliness status confirmed iii. Wastes and therapy products disposed according to hygiene practices

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Environment condition for example air condition temperature and lighting</li> <li>• Waste disposal</li> </ul> ii. Therapy centre housekeeping items such as: <ul style="list-style-type: none"> <li>• Cleaning tools</li> <li>• Cleaning materials</li> <li>• Sanitizing agents</li> </ul> iii. Therapy centre hygiene practices and requirements iv. Therapy centre housekeeping job delegation such as: <ul style="list-style-type: none"> <li>• Duty roster</li> <li>• Tasks / housekeeping activities</li> </ul>	iv. Utilise housekeeping items for housekeeping duties v. Arrange products, equipment and tools placement according to therapy centre layout set-up vi. Store unused products, equipment and tools at designated storage area vii. Check therapy location environment for air condition and lighting requirements viii. Delegate housekeeping duties Update duty roster for housekeeping job	iii. Practice time management  <u>Safety / Environment:</u> i. Adhere to safety procedures and therapy hygiene practice ii. Practice safe handling of cleaning agents and equipment used iii. Use protective clothing related to cleaning role			iv. Therapy area cleaning executed and meet standard centre hygiene requirements v. Products, equipment and tools arrangement executed to meet therapy centre layout set-up vi. Unused products, equipment and tools storage area confirmed vii. Therapy location environment for air condition and lighting confirmed viii. Housekeeping duty roster produced

Work Activities	Related Knowledge	Related Skills	Attitude /Safety /Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out therapy centre housekeeping and hygiene	i. Therapy centre housekeeping and hygiene monitoring requirements such as: <ul style="list-style-type: none"> <li>• Tools arrangement</li> <li>• Product placement and display</li> <li>• Personnel protective equipment application</li> </ul> ii. Housekeeping instruction briefings iii. Equipment and tools cleaning methods iv. Housekeeping and hygiene monitoring report	i. Review therapy centre housekeeping and hygiene monitoring requirements ii. Conduct housekeeping briefings before commencing housekeeping duties iii. Check all staff applying personal protective equipment before performing housekeeping duties iv. Execute housekeeping and hygiene duties v. Arrange housekeeping tools at designated area vi. Prepare housekeeping and hygiene monitoring report	<u>Attitude:</u> i. Follow workplace standard operating procedure ii. Meticulous in conducting personnel appraisal  <u>Safety / Environment:</u> i. Apply personal protective equipment	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 52 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Therapy centre housekeeping and hygiene monitoring requirements confirmed ii. Housekeeping briefings presented before commencing housekeeping duties iii. Equipment and tools cleaning methods confirmed according to housekeeping and hygiene requirements iv. Housekeeping tools stored at designated area according to centre standard practices v. Housekeeping and hygiene monitoring report produced

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<ul style="list-style-type: none"> <li>03.07 Resolve interpersonal conflicts</li> <li>03.08 Develop and maintain a cooperation within work group</li> <li>03.09 Manage and improve performance of individuals</li> <li>03.10 Provide consultation and counselling</li> <li>03.11 Monitor and evaluate performance of human resources</li> <li>03.12 Provide coaching/on-the job training</li> <li>03.13 Develop and maintain team harmony and resolve conflicts</li> <li>03.14 Facilitate and coordinate teams and ideas</li> <li>03.15 Liaise to achieve identified outcomes</li> <li>03.16 Identify and assess client / customer needs</li> <li>03.17 Identify staff training needs and facilities access to training</li> <li>04.01 Organize own work activities</li> <li>04.02 Set and revise own objectives and goals</li> <li>04.03 Organize and maintain own workplace</li> <li>04.04 Apply problem-solving strategies</li> <li>04.05 Demonstrate initiative and flexibility</li> <li>04.06 Allocate work</li> <li>04.07 Negotiate acceptance and support for objectives and strategies</li> <li>05.01 Implement project/work plans</li> <li>05.02 Inspect and monitor work done and/or in progress</li> <li>06.01 Understand systems</li> <li>06.02 Comply with and follow chain and command</li> <li>06.03 Identify and highlight problems</li> <li>06.04 Adapt competencies to new situations / systems</li> <li>06.05 Analyse technical systems</li> <li>06.06 Monitor and correct performance of systems</li> <li>06.07 Develop and maintain networks</li> </ul>	



## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Therapy inventory items	As required
2. Therapy inventory items inspection checklist	1:1
3. Centre standard working procedure	1:1
4. Therapy hygiene practices guidelines	1:1
5. Stock taking record	1:1
6. Therapy working procedures	1:1
7. Therapy area layout set-up	1:25
8. Housekeeping tools and materials	As required

## REFERENCES

1. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
2. Vera Peiffer (2013) , Regrowing Hair Naturally, Singing Dragon, ISBN-13: 978-1848191396
3. Candace Hoffmann (2007), Breaking the Silence on Women's Hair Loss, Woodland Publishing, ISBN-13: 978-1580544696
4. FarokhJamshed Master (1999), Hair Loss Including of Explained and Analysis, B Jain Pub Pvt Ltd, ISBN-13: 978-8131902455

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR AND SCALP THERAPY CENTRE ADMINISTRATION</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent hair and scalp therapy centre administration duties according to standard therapy centre practice. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Organise customer appointment</li> <li>• Organise therapy resources</li> <li>• Carry out stock order</li> <li>• Monitor therapy practices implementation</li> <li>• Carry out training activities</li> <li>• Conduct personnel appraisal</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C06	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	214 hours	<b>SKILL CREDIT</b>	21

<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. Organise customer appointment	i. Customer database and information such as: <ul style="list-style-type: none"> <li>• Customer personal details                             <ul style="list-style-type: none"> <li>- Name</li> <li>- Gender</li> <li>- Address</li> </ul> </li> </ul>	i. Retrieve customer database and information from centre information record ii. Identify customer appointment reservation details	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 8 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Customer database and information record system confirmed ii. Customer appointment reservation details confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>- Contact details</li> <li>- Consultation report</li> <li>• Therapy appointment and reservation details <ul style="list-style-type: none"> <li>- Date</li> <li>- Time</li> <li>- Duration</li> <li>- Person-in-charge</li> </ul> </li> <li>ii. Therapy centre scheduling such as: <ul style="list-style-type: none"> <li>• Appointment reservation</li> <li>• Operating hours</li> <li>• Therapist availability</li> </ul> </li> <li>iii. Customer therapy appointment confirmation and follow up method such as: <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> </ul> </li> <li>iv. Centre workplace standard procedure such as: <ul style="list-style-type: none"> <li>• Attire clothing</li> <li>• Standard operating procedure</li> <li>• Customer greetings procedure</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>iii. Check centre therapy session for therapy scheduling</li> <li>iv. Check therapist availability</li> <li>v. Communicate appointment confirmation with customer through telephone conversation</li> <li>vi. Obtain customer attendance confirmation</li> <li>vii. Allocate therapy session according to centre's therapy schedule</li> <li>viii. Record customer attendance confirmation and appointment details</li> </ul>	<ul style="list-style-type: none"> <li>ii. Hospitable in telephone conversation with customer</li> <li>iii. Retain customer information confidentiality</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. -</li> </ul>			<ul style="list-style-type: none"> <li>iii. Centre therapy scheduling and therapist availability confirmed</li> <li>iv. Communication with customer applied according to customer service and communication ethics guidelines</li> <li>v. Therapy session confirmed according to centre's therapy schedule and customer appointment confirmation</li> <li>vi. Therapy session and appointment details 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>• Information record system procedure</li> <li>• Forms</li> <li>• Authorization</li> <li>• Therapy centre layout</li> </ul> v. Customer service communication guidelines such as: <ul style="list-style-type: none"> <li>• Welcoming greetings</li> <li>• Attire</li> <li>• Body posture and language</li> <li>• Verbal communication and intonation</li> </ul>					
2. Organise therapy resources	i. Therapy resources such as: <ul style="list-style-type: none"> <li>• Products</li> <li>• Manpower</li> <li>• Equipment</li> <li>• Tools</li> <li>• Therapy consultation report</li> </ul> ii. Therapy requirements from therapy consultation report	i. Determine therapy resources ii. Determine therapy requirements from therapy consultation report iii. Check therapy equipment, tools and products arrangement at therapy location	<b><u>Attitude:</u></b> i. Follow workplace Standard Operating Procedure ii. Meticulous in organising therapy resources	<u>Related Knowledge</u> 8 hours  <u>Related Skills</u> 20 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Therapy resources confirmed ii. Therapy requirements from therapy consultation report confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>such as:</p> <ul style="list-style-type: none"> <li>• Product recommendation</li> <li>• Therapy type recommendation</li> <li>• Therapy duration</li> </ul> <p>iii. Therapy hygiene practice and requirements such as:</p> <ul style="list-style-type: none"> <li>• Hygiene</li> <li>• Cleanliness</li> <li>• Therapist gowning attire <ul style="list-style-type: none"> <li>- Apron</li> <li>- Gloves</li> <li>- Facemask</li> </ul> </li> </ul> <p>iv. Therapy equipment, tools and product arrangement such as:</p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Availability</li> <li>• Type</li> <li>• Quantity</li> <li>• Brand</li> </ul> <p>v. Therapy duty schedule such as:</p> <ul style="list-style-type: none"> <li>• Type of therapy</li> <li>• Task allocation</li> <li>• Duration</li> </ul>	<p>iv. Determine therapy activities based on therapy requirements</p> <p>v. Check manpower attendance</p> <p>vi. Allocate task manpower based on required skills for therapy scheduling</p> <p>vii. Update therapy scheduling</p>	<p><u>Safety / Environment:</u></p> <p>i. Adhere to safety procedures and therapy hygiene practice</p>			<p>iii. Therapy equipment, tools and products arrangement confirmed to meet centre standard practice</p> <p>iv. Therapy activities confirmed according to therapy requirements</p> <p>v. Therapy scheduling produced with manpower and tasks allocation according to therapy requirements</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Shifts</li> <li>• Attendance</li> </ul>					
3. Carry out stock order	i. Stock requisition procedure ii. Stock inspection such as: <ul style="list-style-type: none"> <li>• Minimum stock level</li> <li>• Extra stock level</li> <li>• Shortage quantity</li> </ul> iii. Stock type such as: <ul style="list-style-type: none"> <li>• Consumables therapy products</li> <li>• Tools</li> </ul> iv. Physical stock calculation method v. Stock balance record such as: <ul style="list-style-type: none"> <li>• Stock reconciliation</li> <li>• Quantity to request</li> </ul> vi. Stock control requirements	i. Identify stock requisition procedure ii. Check stock for minimum stock level, extra stock level and shortage of quantity iii. Calculate physical stock for stock quantity reconciliation iv. Update stock balance record v. Determine stock quantity to request vi. Prepare stock requisition	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in physical inspection of stock balance  <u>Safety / Environment:</u> i. -	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 24 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Stock requisition procedure confirmed ii. Stock inspection for minimum stock level, extra stock level and shortage of quantity executed iii. Physical stock for quantity reconciliation confirmed iv. Stock balance record confirmed for quantity requisition according to stock control requirements
4. Monitor therapy practices implementation	i. Therapy centre working standard operating procedure	i. Interpret therapy centre working standard operating procedure	<u>Attitude:</u> i. Follow workplace Standard Operating	<u>Related Knowledge</u> 12 hours	<u>Related Knowledge</u> Lecture	i. Therapy centre working standard operating procedure confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Therapy hygiene practices iii. Therapy methods and steps for; <ul style="list-style-type: none"> <li>• Hair</li> <li>• Scalp</li> <li>• Head lice removal</li> </ul> iv. Personnel communication delivery assessment v. Customer services and communication ethics vi. Therapy services duration and time allocation vii. Therapy practices report	ii. Determine therapy hygiene practices iii. Check therapy methods to comply with therapy centre working standard operating procedure iv. Identify therapy steps to comply with therapy hygiene practices v. Evaluate personnel communication delivery to comply with customer services and communication ethics vi. Check therapy service duration and time allocation to meet therapy requirements vii. Set therapy service duration and time allocation viii. Write therapy practices report	Procedure ii. Meticulous in monitoring therapy practices implementation iii. Practice time management  <u>Safety / Environment:</u> i. Adhere to safety procedures and therapy hygiene practice ii. Good ventilation and conducive environment.	<u>Related Skills</u> 30 hours	<u>Related Skills</u> Demonstration / Case study / Practical	ii. Therapy hygiene practices confirmed iii. Therapy methods compliance with standard operating procedure confirmed iv. Therapy steps compliance with therapy hygiene practices confirmed v. Personnel communication delivery assessed in accordance with customer services and communication ethics vi. Therapy service duration and time allocation applied to meet therapy requirements vii. <b>Therapy practices report produced</b>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Carry out training activities	i. Training procedure ii. Training requirements such as: <ul style="list-style-type: none"> <li>• Type of training</li> <li>• Training materials</li> <li>• Training schedule and session details               <ul style="list-style-type: none"> <li>- Date</li> <li>- Time</li> <li>- Duration</li> </ul> </li> <li>• Number of trainees</li> <li>• Trainer availability</li> </ul> iii. Purpose of training such as: <ul style="list-style-type: none"> <li>• New personnel training</li> <li>• Personnel re-training</li> <li>• Personnel promotion</li> <li>• System change</li> <li>• New therapy method</li> </ul> iv. Training materials such as: <ul style="list-style-type: none"> <li>• Training module and guidelines</li> <li>• Training area layout and set-up</li> <li>• Equipment</li> <li>• Tools</li> <li>• Products</li> </ul>	i. Identify training requirements ii. Interpret training procedure for training implementation iii. Identify personnel that requires training programs from database iv. Review personnel details to meet training program requirements v. Determine training schedule and training requirements vi. Review training modules prior conducting training session vii. Execute training programs based on training module and guidelines	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Responsible to maintain centre standard working practice iii. Knowledgeable in performing training activities iv. Precise in evaluating trainee performance assessment  <u>Safety / Environment:</u> i. Monitor trainee to adhere therapy hygiene practices ii. Ensure trainee adhere to safety requirements	<u>Related Knowledge</u> 12 hours  <u>Related Skills</u> 36 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Training requirements confirmed ii. Training procedure and training details confirmed for implementation iii. Personnel details that requires training programs determined to meet training program requirements iv. Training programs delivered according to training modules and guidelines confirmed v. Trainee performance evaluated according to assessment guidelines



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Trainee details such as: <ul style="list-style-type: none"> <li>• Personal information</li> <li>• Type of training required</li> </ul> vi. Training delivery method such as: <ul style="list-style-type: none"> <li>• Lecture / Briefings</li> <li>• Demonstration</li> <li>• Coaching</li> </ul> vii. Training assessment and report criteria such as: <ul style="list-style-type: none"> <li>• Assessment guidelines</li> <li>• Report format</li> </ul>	viii. Assess trainee for performance based on assessment guidelines ix. Write trainee assessment report	iii. Good ventilation and conducive environment.			vi. Trainee assessment report produced
6. Conduct personnel appraisal	i. Personnel appraisal procedure and requirements such as: <ul style="list-style-type: none"> <li>• Skill enhancement</li> <li>• Job confirmation</li> </ul> ii. Personnel information records such as: <ul style="list-style-type: none"> <li>• Personal details</li> <li>• Working history</li> <li>• Past experiences</li> </ul> iii. Personnel appraisal criteria such as: <ul style="list-style-type: none"> <li>• Attendance</li> </ul>	i. Determine personnel appraisal procedure and requirements ii. Identify personnel for appraisal iii. Retrieve personnel information records iv. Review personnel information records v. Assess personnel performance based on appraisal criteria	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Meticulous in conducting personnel appraisal  <u>Safety / Environment:</u> i. Good	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 24 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Personnel appraisal procedure and requirements confirmed ii. Personnel information and records for appraisal confirmed iii. Personnel performance checked for appraisal

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Discipline at workplace</li> <li>• Responsibility towards job/tasks</li> <li>• Key performance indicators</li> </ul> iv. Personnel performance evaluation method such as: <ul style="list-style-type: none"> <li>• Verbal communication</li> <li>• Written communication</li> </ul> v. Personnel performance appraisal report writing	vi. Evaluate personnel performance vii. Write personnel appraisal report	ventilation and conducive environment.			iv. Personnel evaluation for appraisal confirmed based on appraisal criteria v. Personnel appraisal report produced

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<p>03.07 Resolve interpersonal conflicts</p> <p>03.08 Develop and maintain a cooperation within work group</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>03.14 Facilitate and coordinate teams and ideas</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilities access to training</p> <p>04.01 Organize own work activities</p> <p>04.02 Set and revise own objectives and goals</p> <p>04.03 Organize and maintain own workplace</p> <p>04.04 Apply problem-solving strategies</p> <p>04.05 Demonstrate initiative and flexibility</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations / systems</p> <p>06.05 Analyse technical systems</p> <p>06.06 Monitor and correct performance of systems</p> <p>06.07 Develop and maintain networks</p>	

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Customer database information system	As required
2. Customer services and communication guidelines	1:1
3. Centre standard working procedure	1:1
4. Therapy hygiene practices guidelines	1:1
5. Stock record	1:1
6. Stock requisition form	1:1
7. Therapy working procedures	1:1
8. Training area layout set-up	1:25
9. Training materials	As required

### REFERENCES

1. Rene' Michelle Floyd (2012) ,Natural Dandruff Treatments, CreateSpace Independent Publishing Platform , ISBN-13: 978-1477403945
2. FarokhJamshed Master (1999), Hair Loss Including of Explained and Analysis, B Jain Pub Pvt Ltd, ISBN-13: 978-8131902455
3. Dean Geuras, Charles Garofalo (2010) , Practical Ethics in Public Administration, Management Concepts; ISBN-13: 978-1567262957
4. Richard Smith (2008), Human Resources Administration, Routledge; ISBN-13: 978-1596670891
5. Carol M. Granfield , Aleksandra (Sandy) E. Stapczynski (2014),Performance Appraisal Fundamentals: A Quick Guide to Fair, Consistent, and Useful Performance Appraisals, ICMA Publishing , ASIN: B00NMBI3CG

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR THERAPY SALES AND PROMOTION</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent sales and promotion activities to achieve the centre business sales target in accordance with standard therapy centre working practices. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Carry out sales planning</li> <li>• Organise sales and promotion kit</li> <li>• Carry out sales and promotion job delegation</li> <li>• Organise sales and promotion location set up</li> <li>• Carry out sales activities</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-C07	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	224 hours	<b>SKILL CREDIT</b>	22

<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. Carry out sales planning	i. Sales target ii. Sales budget iii. Centre requirements iv. Hair therapy product / package suitability, function, application and price v. Target customer such as:	i. Determine sales target ii. Identify sales budget iii. Interpret centre requirements	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 12 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Observation / Practical	i. Sales target confirmed ii. Sales budget determined iii. Centre requirements confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Age</li> <li>• Sex</li> <li>• Occupation</li> <li>• Lifestyle</li> <li>• Professionalism</li> </ul> vi. Promotion place criteria vii. Sales personnel criteria	iv. Determine hair therapy product / package suitability, function, applications and price v. Determine target customer according to hair therapy package and product promoted vi. Determine promotion places criteria vii. Select target promotion place viii. Identify sales personnel criteria ix. Select sales personnel	ii. Maintain communication with customer and personnel  <u>Safety / Environment:</u> i. -			iv. Hair therapy product / package suitability, function, applications and price confirmed v. Target customer confirmed according to hair therapy package and product promoted vi. Target promotion place confirmed vii. Sales personnel appointed
2. Organise sales and promotion kit	i. Sales requirements ii. Promotion kit and tools such as: <ul style="list-style-type: none"> <li>• Brochure</li> <li>• Product sample</li> <li>• Banner</li> <li>• Business card</li> <li>• Therapy agreement form</li> </ul>	i. Review sales requirements ii. Arrange promotion kits and tools iii. Identify sales script and product information according to sales procedure	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 24 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration Observation / Practical	i. Sales requirements confirmed ii. Promotion kits and tools prepared iii. Sales script memorized and demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Communication guidelines such as: <ul style="list-style-type: none"> <li>• Sales script</li> <li>• Product information</li> </ul>		<u>Safety / Environment:</u> i. Adhere to safety procedures			iv. Product information explained in accordance with communication guidelines
3. Carry out sales and promotion job delegation	i. Sales and promotion job list ii. Categories of job load iii. Manpower requirements and availability iv. Job load arrangement v. Job delegation record content	i. Prepare sales and promotion job list ii. Identify job load iii. Confirm manpower requirements and availability iv. Confirm job load arrangement v. Delegate job load vi. Record delegated job	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Fair in delegate job function  <u>Safety / Environment:</u> i. -	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 24 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Case study / Practical	i. Sales and promotion job listed ii. Job load confirmed iii. Manpower requirement and availability checked explained iv. Job load arrangement executed v. Job load organised vi. Delegated job record prepared
4. Organise sales and promotion and location set up	i. Sales and promotion job requirements ii. Location set up resources iii. Location layout size measurement iv. Type of promotion such as:	i. Determine sales and promotion job requirements according to sales planning ii. Determine location setup resources	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 32 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Observation / Practical	i. Sales and promotion job requirements confirmed according to sales planning



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Road show</li> <li>• Booth</li> </ul> v. Movement flow <ul style="list-style-type: none"> <li>• visitors</li> <li>• treatments</li> <li>• procedures</li> </ul> vi. Promotion equipment set up	iii. Determine location layout size measurement iv. Identify types of promotion v. Confirm set up movement flow vi. Identify promotion equipment set up	<u>Safety / Environment:</u> i. Consider ergonomic system ii. Good ventilation and conducive environment			ii. Location setup resources confirmed and arranged iii. Location layout size measurement confirmed iv. Types of promotion determined and confirmed v. Set up movement flow planned for visitor and treatment path according to types of promotion vi. Promotion equipment set up confirmed
5. Carry out sales activities	i. Promotion activities ii. Sales objectives iii. Sales treatment and product application information iv. Customer's information filing system	i. Plan promotion activities ii. Determine sales objectives iii. Identify sales treatment and product application information	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure	<u>Related Knowledge</u> 16 hours  <u>Related Skills</u> 56 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Observation / Practical	i. Promotion activities arranged according to sales planning ii. Sales objectives confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Centre procedure and requirements vi. Sales closing procedure	iv. Convey sales treatment and product application information to customer v. Organise customer's information filling system vi. Apply centre procedure and requirements vii. perform sales closing procedure	ii. Knowledge - able in consultation and discussion iii. Retain customer information confidentiality iv. Maintain communication with customer  <u>Safety / Environment:</u> i. Adhere to safety and hygiene procedures ii. Good ventilation and conducive environment			iii. Sales treatment and product application information explained to customer iv. Sales treatment and product application information communicated and demonstrated to customer v. Customer's information filling system managed and secured vi. Centre procedure and requirements complied according to standard operating procedure vii. Sales closing procedure complied and recorded

## 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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about 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 prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<p>03.07 Resolve interpersonal conflicts</p> <p>03.08 Develop and maintain a cooperation within work group</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>03.14 Facilitate and coordinate teams and ideas</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilities access to training</p> <p>04.01 Organize own work activities</p> <p>04.02 Set and revise own objectives and goals</p> <p>04.03 Organize and maintain own workplace</p> <p>04.04 Apply problem-solving strategies</p> <p>04.05 Demonstrate initiative and flexibility</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations / systems</p> <p>06.05 Analyse technical systems</p> <p>06.06 Monitor and correct performance of systems</p> <p>06.07 Develop and maintain networks</p>	

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Hair therapy product / package	As required
2. Promotion kit and tools ( brochure, products sample, banner, agreement form)	As required
3. Sample of Sales script and product information	As required
4. Promotion equipment (table, chair)	As required
5. Therapy centre procedure	1:1
6. Sales closing procedure	1:1

### REFERENCES

1. Draelos, Z.D. (2007). Hair Care. Taylor & Francis Ltd. ISBN: 978-0203314241.
2. Halal, J. (2008). Hair Structure and Chemistry Simplified. Milady. ISBN: 978-1428335585.
3. George Belch, Michael Belch (2014), Advertising and Promotion: An Integrated Marketing Communications Perspective Hardcover. McGraw-Hill/Irwin. ISBN-13: 978-0078028977
4. Don Schultz, (1998), Sales Promotion Essentials: The 10 Basic Sales Promotion Techniques (3rd edi). McGraw-Hill , ISBN-13: 978-0844233550

**CURRICULUM of COMPETENCY UNIT (CoCU)**

<b>SUB SECTOR</b>	<b>DERMATOLOGY</b>						
<b>JOB AREA</b>	<b>TRICHOLOGY</b>						
<b>NOSS TITLE</b>	<b>HAIR &amp; SCALP THERAPY</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>HAIR STYLING (ELECTIVE)</b>						
<b>LEARNING OUTCOME</b>	<p>The person who is competent in this CU shall be able to perform excellent client's hair styling to be finished look in compliances with the hair dressing standard practice. Upon the completion of this competency unit, the person will be able to:</p> <ul style="list-style-type: none"> <li>• Identify client's need</li> <li>• Carry out finger drying</li> <li>• Carry out straight stylish</li> <li>• Carry hair curl and wave styling</li> <li>• Carry out braiding</li> <li>• Carry out hair up style</li> </ul>						
<b>PRE-REQUISITE (if appreciable)</b>							
<b>COMPETENCY UNIT ID</b>	MP-064-3:2014-E01	<b>LEVEL</b>	Three (3)	<b>TRAINING DURATION</b>	180hours	<b>SKILL CREDIT</b>	18

<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's needs	i. Client's greeting protocol ii. Salon Reception Procedure <ul style="list-style-type: none"> <li>• Duty roles</li> <li>• Types of services available at salon centre</li> </ul>	i. Meet and greet client ii. Determine client's hair design needs iii. Select hair drying tools, equipment and materials.	<u>Attitude:</u> i. Meticulous in acquiring concept and theory of hair drying	<u>Related Knowledge</u> 5 hours	<u>Related Knowledge</u> Lecture	i. Salon client welcomed ii. Client's needs and hair design determined iii. Hair drying tools, materials and equipment

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Standard operating procedure</li> </ul> iii. Tools, equipments and materials function ability, suitability and availability iv. Hair damage minimize method and requirement v. Hair care procedure vi. Hair dry procedure vii. Various types of blow dry technique	iv. Determine minimized hair damage procedure v. Determine hair care procedure vi. Determine procedure for client's hair drying vii. Apply blow dry techniques	ii. Accuracy of acquiring basic health science of the client  <u>Safety / Environment:</u> i. Adhere safety and hygiene procedure ii. Good ventilation and conducive	<u>Related Skills</u> 10 hours	<u>Related Skills</u> Demonstration / Observation / Practical	prepared iv. Hair damage minimized v. Hair care procedure maintained and applied vi. Blow dry techniques applied vii. Hair science explained
2. Carry out finger drying	i. Hair and scalp condition for finger drying ii. Finger drying tools, equipment and material function and application iii. Finger drying procedure iv. Finger drying method for: <ul style="list-style-type: none"> <li>Remove excess water</li> <li>Detangle hair with wide-tooth comb</li> </ul>	i. Determine client's hair drying needs ii. Select hair drying tools, equipment and material iii. Determine hair finger drying procedure iv. Apply hair finger drying techniques v. Carry out hair finger drying housekeeping	<u>Attitude:</u> i. Follow workplace Standard Operating Procedure ii. Creative and innovative in work area iii. Calm in handling situation	<u>Related Knowledge</u> 5 hours  <u>Related Skills</u> 10 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / observation / Practical	i. Client's needs and finger drying determined ii. Finger drying tools, equipment and material prepared iii. Client's finger drying prepared iv. Finger drying techniques applied

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Rake finger through the hair</li> <li>Lift hair up and run through the hair</li> <li>Roll hair in hands</li> <li>Twist hair into spirals</li> <li>Continue the above till hair is dry</li> </ul> v. Salon housekeeping Standard Operating Procedure (SOP)		<u>Safety / Environment:</u> <ol style="list-style-type: none"> <li>Adhere to safety and hygiene procedures</li> <li>Good ventilation and conducive</li> </ol>			v. Treatment results cross-checked vi. Salon housekeeping applied
3. Carry out straight stylish	<ol style="list-style-type: none"> <li>Straight hair blow drying requirement and suitability</li> <li>Straight hair blow drying tools, equipment and materials function and application</li> <li>Straight hair blow drying procedure</li> <li>Straight hair blow drying techniques</li> <li>Salon housekeeping Standard Operating Procedure (SOP)</li> </ol>	<ol style="list-style-type: none"> <li>Determine client's straight hair blow drying needs</li> <li>Select Straight hair blow drying tools, equipment and materials</li> <li>Determine straight hair blow drying procedure</li> <li>Apply straight hair blow drying techniques</li> <li>Check straight hair blow drying result</li> </ol>	<u>Attitude:</u> <ol style="list-style-type: none"> <li>Follow workplace Standard Operating Procedure</li> <li>Creative and innovative in work area</li> <li>Calm in handling situation</li> </ol>	<u>Related Knowledge</u> 10 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Observation/ Practical	<ol style="list-style-type: none"> <li>Client's needs and straight hair blow drying determined</li> <li>Straight hair blow drying tools, equipment and material prepared</li> <li>Client's straight hair blow drying prepared</li> </ol>



Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		vi. Carry out straight hair drying housekeeping	<u>Safety / Environment:</u> i. Adhere to safety and hygiene procedures ii. Good ventilation and conducive			iv. Straight hair blow drying techniques applied v. Workplace safety arranged vi. Straight hair blow dry result checked vii. Salon housekeeping applied
4. Carry out hair curl and wave styling	i. Client's hair curl and wave styling needs ii. Hair curl and wave styling tools, equipment and materials function and application iii. Hair curl and wave styling procedure iv. Hair curl and wave styling techniques <ul style="list-style-type: none"> <li>Finger wave</li> <li>Pin curl</li> <li>Setting</li> <li>Round brush</li> </ul>	i. Determine client's hair curl and wave styling needs ii. Select hair curl and wave styling tools, equipment and materials iii. Determine hair curl and wave styling procedure iv. Apply hair curl and wave styling techniques v. Check hair style results	<u>Attitude:</u> i. Creative and innovative in work area ii. Calm in handling situation  <u>Safety / Environment:</u> i. Adhere to safety and hygiene procedures ii. Good ventilation and conducive	<u>Related Knowledge</u> 15 hours  <u>Related Skills</u> 30 hours	<u>Related Knowledge</u> Lecture  <u>Related Skills</u> Demonstration / Observation / Practical	i. Client's needs and hair curl and wave styling selected ii. Tools, equipment and material prepared iii. Client's hair curl and wave styling prepared iv. Hair curl and wave styling technique applied

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Salon housekeeping Standard Operating Procedure (SOP)	vi. Carry out curl / wave drying housekeeping				v. Hair styling requirements explained vi. Curl hair style result checked vii. Salon housekeeping applied
5. Carry out braiding	<ul style="list-style-type: none"> <li>i. Client's braiding needs</li> <li>ii. Client's braiding tools, equipment and materials</li> <li>iii. Client's hair braiding procedure</li> <li>iv. Client's hair braiding techniques <ul style="list-style-type: none"> <li>• Double strand</li> <li>• Twisted braid</li> </ul> </li> <li>v. Salon housekeeping Standard Operating Procedure (SOP)</li> </ul>	<ul style="list-style-type: none"> <li>i. Determine client's hair braiding and needs</li> <li>ii. Select client's hair braiding tools, equipment and materials</li> <li>iii. Determine client's hair braiding procedure</li> <li>iv. Apply client's hair braiding techniques</li> <li>v. Check hair braid style results</li> <li>vi. Carry out hair braiding housekeeping</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Follow workplace Standard Operating Procedure</li> <li>ii. Creative and innovative in work area</li> <li>iii. Calm in handling situation</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Adhere to safety and hygiene procedures</li> <li>ii. Good ventilation and conducive</li> </ul>	<p><u>Related Knowledge</u> 15 hours</p> <p><u>Related Skills</u> 30 hours</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skills</u> Demonstration / Observation / Practical</p>	<ul style="list-style-type: none"> <li>i. Client's needs and hair braiding style selected</li> <li>ii. Tools, equipment and material prepared</li> <li>iii. Client's hair braiding prepared</li> <li>iv. Client's hair braiding technique applied</li> <li>v. Hair styling pattern determined</li> <li>vi. Hair braiding result checked</li> </ul>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						vii. Salon housekeeping applied
6. Carry out hair up style	<ul style="list-style-type: none"> <li>i. Hair up style requirement and suitability</li> <li>ii. Hair up-style tools, equipment and materials function and application</li> <li>iii. Hair up-style procedure</li> <li>iv. Hair up-style techniques</li> <li>v. Salon housekeeping Standard Operating Procedure (SOP)</li> </ul>	<ul style="list-style-type: none"> <li>i. Determine client's hair up style and needs</li> <li>ii. Select hair up style tools, equipment and materials</li> <li>iii. Determine hair up style procedure</li> <li>iv. Apply hair up style techniques</li> <li>v. Carry out hair up - style housekeeping</li> </ul>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>i. Creative and innovative in work area</li> <li>ii. Calm in handling situation</li> </ul> <p><u>Safety / Environment:</u></p> <ul style="list-style-type: none"> <li>i. Adhere to safety and hygiene procedures</li> <li>ii. Good ventilation and conducive</li> </ul>	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skills</u> 15 hours</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skills</u> Demonstration / Observation/ Practical</p>	<ul style="list-style-type: none"> <li>i. Client's needs and hair up style determined</li> <li>ii. Tools, equipment and material prepared</li> <li>iii. Client's hair up style prepared</li> <li>iv. Client's hair up style technique applied</li> <li>v. Hair up style result checked</li> <li>vi. Salon housekeeping applied</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 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

Core Abilities	Social Skills
<p>03.08 Develop and maintain a cooperation within work group</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.11 Monitor and evaluate performance of human resources</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.13 Develop and maintain team harmony and resolve conflicts</p> <p>03.14 Facilitate and coordinate teams and ideas</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilities access to training</p> <p>04.01 Organize own work activities</p> <p>04.02 Set and revise own objectives and goals</p> <p>04.03 Organize and maintain own workplace</p> <p>04.04 Apply problem-solving strategies</p> <p>04.05 Demonstrate initiative and flexibility</p> <p>04.06 Allocate work</p> <p>04.07 Negotiate acceptance and support for objectives and strategies</p> <p>05.01 Implement project/work plans</p> <p>05.02 Inspect and monitor work done and/or in progress</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations / systems</p> <p>06.05 Analyse technical systems</p> <p>06.06 Monitor and correct performance of systems</p> <p>06.07 Develop and maintain networks</p>	

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Towel	As per required
2. Shampoo / conditioners	As per required
3. Hair dryer	1:1
4. Hood dryers	1:5
5. Flat irons	1:5
6. Curling tongs	1:5
7. Clips & pin	As per required
8. Setting roller (S,M,L)	As per required
9. Styling products	As per required
10. Back mirrors	1:5
11. Comb & brushes	1:1
12. Rubber band	As per required
13. Hair net	As per required
14. Record card	1:1
15. Sectioning clips	As per required

## REFERENCES

1. Milady, 26 June 2001, Hair structure and Chemistry simplified, 4 edition ISBN-10: 156253629X, ISBN-13: 978-1562536299
2. Total Media Group; February 1, 2008 , HAIR, 2008 edition ISBN-10: 142339340, ISBN-13: 978-1424339341
3. Milady; May 24, 2011, Cosmetology Standard, 1 edition ISBN-10: 1439059217, ISBN-13: 978-1439059210
4. Top That Publishing Plc July 31, 2000, Hair Design, ISBN10: 190973380, ISBN-13: 1902973388
5. St. Martin's Griffin September 30, 2008, The Great Hair, ISBN-10: 0312377436, ISBN-13: 0312377434
6. Intra America Beauty network, October 1, 2003, The Style & Color Selector, ISBN-10: 1928986129, ISBN-13: 978-1928986126
7. Firefly Books; March 1, 2002, The complete book of hairdressing, Reprint edition ISBN-10: 1552975762, ISBN-13: 978-1552975763
8. Informa Healthcare; February 28, 2005, The Science of Hair Care, 2 edition ISBN-10: 0824759699, ISBN-13: 978-0824759698
9. Milady; November 15, 2001, The World of Wigs, Weaves & Extensions, 1 edition ISBN-10: 1562538446, ISBN-13: 978-1562538446

**SUMMARY OF TRAINING DURATION FOR NOSS HAIR AND SCALP THERAPY (LEVEL 3)**

<b>CU ID</b>	<b>COMPETENCY UNIT TITLE</b>	<b>WORK ACTIVITIES</b>	<b>RELATED KNOWLEDGE (A)</b>	<b>RELATED SKILLS (B)</b>	<b>HOURS (A+B)</b>	<b>TOTAL (HRS)</b>
MP-064-3:2014-C01	Hair and Scalp Therapy Consultation	1. Gather customer's information	8	20	28	212
		2. Carry out customer hair and scalp scanning	10	30	40	
		3. Carry out hair and scalp condition analysis	12	36	48	
		4. Conduct hair and scalp therapy consultation	16	52	68	
		5. Prepare hair and scalp therapy consultation report	8	20	28	
MP-064-3:2014-C02	Hair Therapy	1. Identify hair therapy requirement	10	20	30	296
		2. Prepare hair therapy equipment, tool and product	16	30	46	
		3. Prepare customer for hair therapy	16	30	46	
		4. Carry out hair therapy	30	72	102	
		5. Carry out hair therapy finishing	20	52	72	
MP-064-3:2014-C03	Scalp Therapy	1. Identify scalp therapy requirement	10	20	30	296
		2. Prepare scalp therapy equipment, tool and product	16	30	46	
		3. Prepare customer for scalp therapy	16	30	46	
		4. Carry out scalp therapy	30	72	102	
		5. Carry out scalp therapy finishing	20	52	72	

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A+B)	TOTAL (HRS)
MP-064-3: 2014-C04	Head Lice Removal	1. Identify head lice removal requirement	10	20	30	296
		2. Prepare head lice removal equipment, tool and product	16	30	46	
		3. Prepare customer for head lice removal	16	30	46	
		4. Carry out head lice removal	30	72	102	
		5. Carry out head lice removal finishing	20	52	72	
MP-064-3: 2014-C05	Hair and Scalp Therapy Centre Housekeeping And Hygiene Practices	1. Inspect therapy centre inventory	12	32	44	220
		2. Carry out inventory item stock taking items	12	32	44	
		3. Organise therapy centre housekeeping resources	16	48	64	
		4. Carry out therapy centre housekeeping and hygiene	16	52	68	
MP-064-3: 2014-C06	Hair and Scalp Therapy Centre Administration	1. Organise customer appointment	8	20	28	214
		2. Organise therapy resources	8	20	28	
		3. Carry out stock order	10	24	34	
		4. Monitor therapy practices implementation	12	30	42	
		5. Carry out training activities	12	36	48	
		6. Conduct personnel appraisal	10	24	34	
MP-064-3: 2014-C07	Hair Therapy Sales Promotion	1. Carry out sales planning	12	30	42	224
		2. Organise sales and promotion kit	10	24	34	
		3. Carry out sales and promotion job delegation	10	24	34	
		4. Organise sales and promotion location set up	10	32	42	
		5. Carry out sales activities	16	56	72	



CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A+B)	TOTAL (HRS)
<b>TOTAL HOURS (Core Competencies)</b>			<b>504</b>	<b>1254</b>	<b>1758</b>	<b>1758</b>
MP-064-3: 2014-E01	Hair Styling	1. Identify client's need	5	10	15	180
		2. Carry out finger drying	5	10	15	
		3. Carry out straight stylish	10	30	40	
		4. Carry hair curl and wave styling	15	30	45	
		5. Carry out braiding	15	30	45	
		6. Carry out hair up style	5	15	20	
<b>TOTAL HOURS (Elective Competencies)</b>			<b>55</b>	<b>125</b>	<b>180</b>	<b>180</b>
<b>TOTAL HOURS (Core and Elective Competencies)</b>			<b>559</b>	<b>1379</b>	<b>1938</b>	<b>1938</b>