STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

MP-071-3

Senior Aura Metafizik Therapist
Juruterapi Kanan Aura Metafizik

LEVEL 3

JPK

Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

EXECUTIVE SUMMARY

1. INTRODUCTION

1.1 This NOSS document shows the structured career path of Aura Metafizik Therapy Personnel. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her to embark on a career in the complementary medicine industry.

1.2 Aura Metafizik Therapist is a pillar that comes under the sub-sector Aura Metafizik Therapy. Figure 1.1 is an extract from the complete Occupational Profile Chart. This chart shows the structured set of activities that enable a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her to embark on a career in the complementary medicine industry.

TRADITIONAL AND COMPLEMENTARY MEDICINE		
ENERGY MEDICINE		
LEVEL	COLOUR VIBRATION THERAPY	AURA METAFIZIK
5	CVT PRACTITIONER	AURA METAFIZIK PRACTITIONER
4	ASSISTANT CVT PRACTITIONER	ASSISTANT AURA METAFIZIK PRACTITIONER
3	HYDRO-ICE THERAPIST	SENIOR AURA METAFIZIK THERAPIST
2	ASSISTANT HYDRO-ICE THERAPIST	AURA METAFIZIK THERAPIST
1	NOT AVAILABLE	ASSISTANT AURA METAFIZIK THERAPIST

Figure 1.1 Occupational Profile Chart for Aura Metafizik Therapy Personnel

1.3 This NOSS was developed in respond to the request made by *Jabatan Pembangunan Kemahiran* (*JPK*) and developed by Multi Media Synergy Corporation Sdn. Bhd. on behalf of JPK, together with the industrial experts and is due to the current demand of the traditional and complementary medicine industry. Qualification will be regulates by the requirements from Ministry of Health Malaysia (MOH). The NOSS document shall be used as a basis for training and assessment by training providers in Malaysia.

2. THE SCOPE OF DEVELOPMENT

2.1 The scope of development is based on the NOSS Job titles listed below with reference to the Occupational Profile Chart in figure 1.1.

2.1.1 Assistant Aura Metafizik Therapist   - L1
2.1.2 Aura Metafizik Therapist   - L2
2.1.3 Senior Aura Metafizik Therapist   - L3

3. DEVELOPMENT SESSIONS

Date	Venue	Activity	No of participants
6 – 7 August 2010	Kyans Hotel, Negeri Sembilan	Job Analysis	9
7- 8 August 2010	Kyans Hotel, Negeri Sembilan	Task Analysis	9
25 Sept 2010	MACiT training center	Verification and Proof Reading	8

4. PRE-REQUISITE

This particular course can be enrolled by anybody with interest to become Aura Metafizik Therapy Personnel as long as candidate able to read and write.

5. RATIONALE

The NOSS of Assistant Aura Metafizik Therapist Level 1, Aura Metafizik Level 2 and Senior Aura Metafizik Therapist Level 3 are new NOSS identified by JPK that needs to be developed. The rational of developing this NOSS document is to furnish the initial enquiry by the Aura Metafizik practitioners for the purpose of benchmarking and most of all for purpose of conducting training for the future generation. With the demand of skill workers in Aura Metafizik therapy, there is a need for the industry to produce quality, professional and well trained practitioner to take over the work opportunities in the industry.

Today, the health and wellness industry is considered to be one of the most profitable businesses in the world. People are starting to get health conscious. Therefore, the wellness and health industry is in need of more health professionals who can help support society's needs. People starts care for the welfare of other people and everybody shall have the education required for improving health, then wellness and health may possibly be the best career path for the nations.

Malaysia is fast becoming a strong competitor in the global health and medical tourism sector and complementing medical care become components of health tourism in Malaysia. Although Malaysia's health and wellness tourism industry may not be as advanced as a few of its neighbours but it is rapidly catching up, with more and more people coming to the country to seek health and wellness treatments. Traditional and Complementary Medicine (T&CM) is the collective term used for a variety of skills and therapies. This is shown in the definition by the National Center for Complementary and Alternative Medicine (NCCAM). NCCAM defines Complementary and Alternative Medicine as a group of diverse medical and health care systems, practices, and products that are not generally considered part of conventional medicine. Conventional medicine (also called Western or allopathic medicine) is medicine as practiced by holders of M.D. (medical doctor) degrees and by allied health professionals, such as physical therapists, psychologists, and registered nurses. With the demands of this complimentary medicine in this industry, Aura Metafizik Therapy has becoming a popular area for study and work opportunities with a variety of courses available

COMMITTEE MEMBERS FOR JOB ANALYSIS SESSION

STANDARD PRACTICE AND STANDARD CONTENT OF

      ASSISTANT AURA METAFIZIK THERAPIST   - L1
      AURA METAFIZIK THERAPIST   - L2
      SENIOR AURA METAFIZIK THERAPIST   - L3

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
6	Hj Matori B Hj Markom	Practitioner *Persatuan Pengamal Aura Metafizik*
7	Dr. Nordin bin Jamaludin	Practitioner *Persatuan Pengamal Aura Metafizik*
8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

6. COMMITTEE MEMBERS FOR TASK ANALYSIS SESSION

STANDARD PRACTICE AND STANDARD CONTENT OF

ASSISTANT AURA METAFIZIK THERAPIST   - L1
AURA METAFIZIK THERAPIST   - L2
SENIOR AURA METAFIZIK THERAPIST   - L3

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
6	Hj Matori B Hj Markom	Practitioner *Persatuan Pengamal Aura Metafizik*
7	Dr. Nordin bin Jamaludin	Practitioner *Persatuan Pengamal Aura Metafizik*
8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

7. COMMITTEE MEMBERS FOR PROOF READING (SESSION 1)

STANDARD PRACTICE AND STANDARD CONTENT OF

ASSISTANT AURA METAFIZIK THERAPIST	- L1	
AURA METAFIZIK THERAPIST	- L2	
SENIOR AURA METAFIZIK THERAPIST	- L3	

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
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8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

8. NOSS SUMMARY

Proposed

Number of Duty	No. Of Task			No of Tasks per Duty
	L1	L2	L3	
Duty 1	3	1	1	5
Duty 2	2	4	1	7
Duty 3	3	1	2	6
Duty 4	1	2	3	6
Duty 5	1	1	3	6
Duty 6	2	2	1	5
Duty 7	-	4	2	6
Duty 8	1	2	2	5
Duty 9	-	-	7	7
Total Duties =	13	17	22	Total Tasks = 52

JOB PROFILE CHART FOR:
  i.   ASSISTANT AURA METAFIZIK THERAPIST   - LEVEL 1
  ii. AURA METAFIZIK THERAPIST   - LEVEL 2
  iii. SENIOR AURA METAFIZIK THERAPIST   - LEVEL 3

DUTY	**TASK**			
PERFORM AURA METAFIZIK (AMF) SANITATION ACTIVITIES	CARRY OUT AURA METAFIZIK TREATMENT ROOM CLEANING ACTIVITIES 1. Identify treatment room cleaning activities requirements 2. Treat treatment room aura 3. Clean treatment room 4. Record treatment room cleaning activities	CARRY OUT TREATMENT EQUIPMENT CLEANING ACTIVITIES 1. Identify treatment equipment cleaning activities requirements 2. Treat treatment equipment aura 3. Sanitize treatment equipment 4. Record treatment equipment cleaning activities	HANDLE AURA METAFIZIK TREATMENT WASTE DISPOSAL PROCEDURE 1. Identify Aura Metafizik treatment waste materials 2. Identify Aura Metafizik treatment waste disposal activities 3. Dispose Aura Metafizik treatment waste materials 4. Record Aura Metafizik treatment waste disposal activities	MONITOR AURA METAFIZIK SANITATION ACTIVITIES 1. Obtain Aura Metafizik sanitation activities records 2. Identify Aura Metafizik sanitation activities 3. Check Aura Metafizik sanitation activity records 4. Report Aura Metafizik sanitation activities to superior
01	01.01 L1	01.02 L1	01.03 L1	01.04 L2

DUTY ←——————→ **TASK** ←——————————————————————————→

VERIFY AURA METAFIZIK SANITATION ACTIVITIES
1. Obtain Aura Metafizik sanitation activities records
2. Identify Aura Metafizik sanitation activities
3. Check Aura Metafizik sanitation activities conformance
4. Endorse Aura Metafizik sanitation activities report
01.05 | L3

DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) SAFETY PRACTICES AND SECURITY PROCEDURE	MAINTAIN FIRST AID KIT 1. Obtain first aid kit records 2. Obtain Aura Metafizik centre first aid kit box 3. Identify first aid kit contents 4. Check first aid kit contents 5. Replace expired item 6. Replenish first aid kit item 7. Update first aid kit records	HANDLE FIRE SITUATION 1. Identify type and cause of fire 2. Identify types of fire extinguisher 3. Put out fire 4. Report to superior	CONDUCT FIRST AID PROCEDURE 1. Identify type of injuries 2. Identify cause of injuries 3. Treat injuries 4. Check treated injuries 5. Record first aid procedure	CARRY OUT AURA METAFIZIK CENTER SAFETY AND SECURITY PROCEDURE IMPLEMENTATION 1. Obtain Aura Metafizik Centre safety and security procedure records 2. Identify Aura Metafizik Centre safety and security procedure activities 3. Implement Aura Metafizik Centre safety and security procedure 4. Update Aura Metafizik Center safety and security procedure records
02	02.01 · L1	02.02 · L1	02.03 · L2	02.04 · L2

TASK

HANDLE CLIENT SECURITY, PRIVACY AND CONFIDENTIALITY	CARRY OUT AURA METAFIZIK SAFETY AND SECURITY DOCUMENTATION ACTIVITIES	VERIFY AURA METAFIZIK SAFETY AND SECURITY PROCEDURE ACTIVITIES
1. Identify client security, privacy and confidentiality requirements 2. Keep client's privacy and confidentiality 3. Keep safe keeping client's personal belongings 4. Record client security, privacy and confidentiality activities	1. Identify Aura Metafizik safety and security documentation activities requirements 2. Prepare Aura Metafizik safety and security documents 3. Upkeep Aura Metafizik safety and security documentation activities	1. Obtain Aura Metafizik Safety and Security procedure activity records 2. Identify Aura Metafizik Safety and Security procedure activities 3. Check Aura Metafizik Safety and Security procedure conformance 4. Endorse Aura Metafizik Safety and Security procedure report
02.05 — L2	02.06 — L2	02.07 — L3

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DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) FACILITIES MAINTENANCE ACTIVITIES	CONDUCT TREATMENT EQUIPMENT INSPECTION 1. Identify treatment equipment inspection requirement 2. Inspect treatment equipment 3. Report treatment equipment defects 4. Record treatment equipment inspection activities	CONDUCT AURA METAFIZIK FACILITIES INSPECTION 1. Identify Aura Metafizik facilities inspection requirements 2. Inspect Aura Metafizik facilities conditions 3. Report Aura Metafizik facilities defects 4. Record Aura Metafizik facilities inspection activities	CARRY OUT AURA METAFIZIK CENTER HOUSEKEEPING ACTIVITIES 1. Identify Aura Metafizik centre housekeeping activities 2. Identify Aura Metafizik centre housekeeping equipment 3. Implement housekeeping activities 4. Record Aura Metafizik centre housekeeping activities	MONITOR AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES 1. Obtain facilities maintenance records 2. Identify facilities maintenance activities 3. Check facilities maintenance activity records 4. Report facilities maintenance activities
03	03.01 L1	03.02 L1	03.03 L1	03.04 L2

DUTY ←→ | **TASK** ←——————————————→

MAINTAIN AURA METAFIZIK CENTER INTERIOR DECORATION	VERIFY AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
1. Identify Aura Metafizik centre Interior decoration requirements 2. Identify Aura Metafizik centre decoration concept 3. Identify Aura Metafizik decoration elements 4. Retain Aura Metafizik centre decoration 5. Record Aura Metafizik center decoration maintenance records	1. Obtain Aura Metafizik facilities maintenance records 2. Identify Aura Metafizik facilities maintenance activities 3. Check Aura Metafizik facilities maintenance conformance 4. Endorse Aura Metafizik facilities report
03.05 · L3	03.06 · L3

DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) CLIENT CARE SERVICES	CARRY OUT AURA METAFIZIK CLIENT RECEPTION 1. Attend client reception 2. Identify client requirements 3. Prepare client profile	HANDLE CLIENT ENQUIRIES 1. Obtain client enquiries 2. Assess client enquiries 3. Identify client enquiries answer 4. Reply client enquiries 5. Record client enquires	MAINTAIN CLIENT PROFILE RECORDS 1. Identify client profile record system 2. Identify client profile information 3. Categorise client profile 4. Check client profile records 5. Update client profile records	ESTABLISH CLIENT PROFILE RECORS 1. Identify client profile requirements 2. Identify client profile contents 3. Identify client profile system 4. Create client profile 5. Obtain client profile approval
04	04.01 · L1	04.02 · L2	04.03 · L2	04.04 · L3

DUTY ←――――→ **TASK** ←―――――――――――――――――――――――→

CONDUCT CLIENT THERAPY CONSULTATION SESSION	VERIFY CLIENT CARE SERVICES
1. Obtain client profile records	1. Obtain client care services records
2. Identify client therapy requirements	2. Identify client care services activities
3. Identify client health history	3. Check client care services conformance
4. Consult Aura Metafizik therapy	4. Produce client care services verification report
5. Record client therapy consultation session	
04.05 L3	04.06 L3

DUTY	TASK			
MANAGE AURA METAFIZIK (AMF) TREATMENT MATERIALS INVENTORY	HANDLE AURA METAFIZIK MATERIALS STORAGE 1. Identify Aura Metafizik treatment materials 2. Identify Aura Metafizik treatment materials storage requirements 3. Categorise Aura Metafizik treatment materials 4. Label Aura Metafizik materials 5. Prepare storage area 6. Store Aura Metafizik treatment materials 7. Record Aura Metafizik treatment materials storage activities	MAINTAIN AURA METAFIZIK TREATMENT MATERIALS STOCK INVENTORY 1. Obtain Aura Metafizik treatment materials stock records 2. Check Aura Metafizik treatment materials stock records 3. Request Aura Metafizik treatment materials 4. Replenish Aura Metafizik treatment materials 5. Update Aura Metafizik treatment materials inventory status	CARRY OUT AURA METAFIZIK TREATMENT MATERIALS PROCUREMENT 1. Obtain Aura Metafizik treatment materials inventory documents 2. Identify materials inventory status 3. Check Aura Metafizik treatment materials requisition documents 4. Obtain purchase requisition approval 5. Purchase requested Aura Metafizik treatment materials 6. Record Aura Metafizik treatment materials procurement	CARRY OUT AURA METAFIZIK TREATMENT MATERIALS INVENTORY DOCUMENT PREPARATION 1. Identify Aura Metafizik treatment materials inventory items 2. Identify Aura Metafizik treatment materials inventory documentation activities 3. Prepare Aura Metafizik treatment materials inventory documents 4. Upkeep Aura Metafizik treatment materials inventory documentation activities
05	05.01	L1	05.02	L2	05.03	L3	05.04	L3

DUTY ⟷   **TASK**

VERIFY AURA
METAFIZIK TREATMENT
MATERIALS
INVENTORY ACTIVITIES

1. Obtain Aura Metafizik
    treatment materials
    inventory records

2. Identify Aura
    Metafizik treatment
    materials inventory
    activities

3. Identify Aura Metafizik
    treatment materials
    inventory cost

4. Check Aura Metafizik
    treatment materials
    inventory
    conformance

5. Endorse Aura
    Metafizik treatment
    materials inventory
    report

| 05.05 | L3 |

DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) PRE-TREATMENT	CARRY OUT AURA METAFIZIK TREATMENT ROOM PREPARATION 1. Identify client treatment requirements 2. Prepare Aura Metafizik treatment room 3. Record treatment room preparation	CARRY OUT AURA METAFIZIK REFLEX-ICE TREATMENT (R-IT) FACILITIES PREPARATION 1. Obtain Aura Metafizik Reflex-Ice treatment materials records 2. Identify Aura Metafizik Reflex-Ice treatment materials 3. Set up Aura Metafizik Reflex-Ice Treatment facilities 4. Check Aura Metafizik Reflex-Ice Treatment facilities set up 5. Update Aura Metafizik Reflex-Ice Treatment materials records	CARRY OUT THERAPIST PRE-TREATMENT PREPARATION 1. Identify Aura Metafizik treatment procedure 2. Identify therapist pre-treatment preparation activities 3. Execute pre-treatment activities 4. Prepare self for treatment	CARRY OUT CLIENT PRE-TREATMENT PREPARATION 1. Identify Aura Metafizik treatment procedure 2. Check client condition 3. Position client 4. Brief treatment procedure 5. Prepare client for treatment
06	06.01	L1	06.02	L1	06.03	L2	06.04	L2

DUTY | **TASK**

VERIFY AURA
METAFIZIK PRE-
TREATMENT
ACTIVITIES

1. Obtain client profile
   records

2. Identify Aura Metafizik
   pre-treatment
   activities

3. Check Aura Metafizik
   pre-treatment
   activities conformance

4. Endorse Aura
   Metafizik pre-
   treatment activities
   report

| 06.05 | L3 |

DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) TREATMENT	CARRY OUT AURA METAFIZIK SCANNING PROCEDURE 1. Identify scanning procedure 2. Identify client condition 3. Position client and therapist 4. Identify Aura Metafizik scanning point 5. Scan identified scanning point 6. Check scanned energy point	CARRY OUT AURA METAFIZIK CLEANSING PROCEDURE 1. Identify cleansing procedure 2. Identify client condition 3. Position client and therapist 4. Identify Aura Metafizik cleansing point 5. Cleanse identified cleansing point 6. Check cleansed energy point	CARRY OUT AURA METAFIZIK TAPPING PROCEDURE 1. Identify tapping procedure 2. Identify client condition 3. Position client and therapist 4. Identify Aura Metafizik energy point 5. Tap identified energy point 6. Check tapped energy point 7. Protect treated client	CARRY OUT AURA METAFIZIK TREATMENT RECORDS 1. Identify Aura Metafizik treatment documentation requirements 2. Identify Aura Metafizik treatment documentation activities 3. Record Aura Metafizik treatment results 4. Upkeep Aura Metafizik treatment documentation activities
07	07.01 L2	07.02 L2	07.03 L2	07.04 L2

DUTY	TASK

CARRY OUT AURA METAFIZIK REFLEX-ICE TREATMENT (R-IT) PROCEDURE	VERIFY AURA METAFIZIK TREATMENT ACTIVITIES
1. Identify clients requirements 2. Identify Aura Metafizik Reflex-Ice treatment procedure 3. Identify client condition 4. Acknowledge to client Aura Metafizik Reflex-Ice treatment procedure 5. Execute Aura Metafizik Reflex-Ice treatment 6. Record Aura Metafizik Reflex-Ice treatment	1. Obtain client profile records 2. Identify Aura Metafizik treatment activities 3. Check Aura Metafizik treatment conformance 4. Produce Aura Metafizik treatment activities verification report
07.05	L3	07.06	L3

DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) AFTER CARE ACTIVITIES	CARRY OUT AFTER CARE TREATMENT MATERIALS PREPARATION 1. Obtain client treatment records 2. Identify client treatment materials 3. Obtain client treatment materials 4. Prepare client treatment materials 5. Record after care treatment materials	HANDLE CLIENT FEEDBACKS 1. Obtain client feedbacks 2. Identify type of client feedbacks 3. Categorise client feedbacks 4. Record client feedbacks 5. Disseminate client feedbacks	ESTABLISH AURA METAFIZIK AFTER CARE GUIDLINES/INSTRUCTION DOCUMENTATION 1. Identify after care documentation requirements 2. Identify after care documentation activities 3. Prepare Aura Metafizik after care treatment materials usage instruction documents	CONDUCT AURA METAFIZIK AFTER CARE CONSULTATION SESSION 1. Obtain client profile records 2. Identify Aura Metafizik after care consultation requirements 3. Identify Aura Metafizik after care consultation activities 4. Consult client after care treatments 5. Record Aura Metafizik after care consultation session
08	08.01	L1	08.02	L2	08.03	L2	08.04	L3

DUTY ←→

TASK ←→

VERIFY AURA
METAFIZIK AFTER
CARE ACTIVITIES

1. Obtain after care
   activities records

2. Identify after care
   activities

3. Check after care
   activities conformance

4. Produce after care
   activities verification
   report

| 08.05 | L3 |

DUTY	TASK			
PERFORM SUPERVISORY FUNCTIONS	MONITOR STAFF PERFORMANCE 1. Identify staff performance indicator 2. Identify jobs skills requirement 3. Consolidate staff performance record 4. Update staff performance record	CONDUCT STAFF IN-HOUSE TRAINING 1. Identify training objectives 2. Compile training programs 3. Execute training program 4. Consolidate training feedbacks 5. Assess training feedbacks 6. Submit training feedbacks report	CONDUCT MOTIVATIONAL ACTIVITIES 1. Identify problem arise 2. Compile motivational programme 3. Arrange motivational programme 4. Upkeep motivational programme record	HANDLE WORKPLACE GRIEVANCES 1. Obtain workplace grievances 2. Analyse grievances types 3. Propose grievances solution 4. Implement grievances solution
09	09.01	L3 09.02	L3 09.03	L3 09.04 L3

PREPARE STAFF ANNUAL APPRAISAL		CONDUCT STAFF BRIEFING		MONITOR STAFF DISCIPLINE	
1. Obtain staff performance report 2. Analyse staff performances 3. Evaluate staff performances 4. Submit appraisal proposal		1. Set staff briefing objective 2. Identify briefing requirements 3. Plan briefing session 4. Implement staff briefing		1. Obtain staff discipline records 2. Identify company rules and regulations 3. Identify staff discipline 4. Record staff discipline issues 5. Generate staff discipline report	
09.05	L3	09.06	L3	09.07	L3

STANDARD PRACTICE

**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR
ASSISTANT AURA METAFIZIK THERAPIST LEVEL 1,
AURA METAFIZIK THERAPIST LEVEL 2 AND
SENIOR AURA METAFIZIK THERAPIST LEVEL 3**

1. INTRODUCTION

1.1 This NOSS document shows the structured career path of Aura Metafizik Therapy Personnel. The NOSS document provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her to embark on a career in the traditional and complementary medicine industry. This NOSS was develop in respond to the request made by *Jabatan Pembangunan Kemahiran* (*JPK*) and developed together with the industrial experts and is due to the current demand on the industry. Qualification will be regulates by the requirements from Ministry of Health Malaysia (MOH). The NOSS document shall be used as a basis for training and assessment by training providers in Malaysia.

1.2 Standard Practice and Standard Content are part of NOSS document. This Job titles being developed are based on the Occupational Analysis done. This document only covered the competency standard of Aura Metafizik Therapist Level 1, 2 and 3 requirements which are currently of priority to the traditional and complementary medicine industry. The panel of experts concluded that this job area required significant range of varied work activities, performed in a variety of context. To produce skilled workers in this industry, the needs for structured training are essential.

1.3 The rational of developing this NOSS document is to furnish the initial enquiry by the Aura Metafizik practitioners for the purpose of benchmarking and most of all for purpose of conducting training for the future generation. With the demand of skill workers in Aura Metafizik therapy, there is a need for the industry to produce quality, professional and well trained practitioner to take over the work opportunities in the industry.

1.4 Malaysia is fast becoming a strong competitor in the global health and medical tourism sector and complementing medical care become components of health tourism in Malaysia. Although Malaysia's health and wellness tourism industry may not be as advanced as a few of its neighbours but it is rapidly catching up, with more and more people coming to the country to seek health and wellness treatments.

1.5 Traditional and complementary medicine (T&CM) is the collective term used for a variety of skills and therapies. This is shown in the definition by the National Center for Complementary and Alternative Medicine (NCCAM). NCCAM defines Complementary and Alternative Medicine as a group of diverse medical and health care systems, practices, and products that are not generally considered part of conventional medicine. Conventional medicine (also called Western or allopathic medicine) is medicine as practiced by holders of M.D. (medical doctor) and by allied health professionals, such as physical therapists, psychologists, and registered nurses. With the demands of this complimentary medicine in this industry, Aura Metafizik Therapy has becoming a popular area for study and work opportunities with a variety of courses available.

1.6 Aura Metafizik are the combination of three parts of knowledge which is Aura, Meta, and Physic. Aura is a wave energy or bioelectromagnetic frequency while Meta is something that cross the expectations and Physics means natural or nature. Thus, combination of these (Aura Metafizik) can be defined as a philosophy or knowledge of unusual or unexpected natural law that exist in our life. Aura has a number of layers that not only surround us but also permeate our bodies and cells. The different layers or fields within our Auras each have different purposes. To understand the importance of the Aura, our Mind is made up of mainly two parts our Brain the conscious part, which in computer terms, could be described as "The Hardware" and parts of our Aura which would be equivalent of the "Software", they both work together. The Aura also has a memory of everything that has ever happened to us, not just in this life. It is also the most important part of our immune system. The correct function is vital for good health and wellbeing.

1.7 The energy field having specific functions that are usually associated with their location. Internal Energy Fields are basically subtle energy fields that run through the body. They are 7 main locations of internal energy fields as they are key to our Physical & Mental wellbeing. These 7 Internal Energy fields/points must be in top shape to allow the others to function correctly. Diseases, illnesses, injuries, mental and physical problems are all caused in part by disturbances in these energy fields. Therefore, Aura Metafizik therapy is a form of energy medicine that are effective for those having spiritual, mental, emotional and physical (SMEQ) problems.

1.8 Occupational Analysis

TRADITIONAL AND COMPLEMENTARY MEDICINE		
ENERGY MEDICINE		
LEVEL	COLOUR VIBRATION THERAPY	AURA METAFIZIK
5	CVT PRACTITIONER	AURA METAFIZIK PRACTITIONER
4	ASSISTANT CVT PRACTITIONER	ASSISTANT AURA METAFIZIK PRACTITIONER
3	HYDRO-ICE THERAPIST	**SENIOR AURA METAFIZIK THERAPIST**
2	ASSISTANT HYDRO-ICE THERAPIST	**AURA METAFIZIK THERAPIST**
1	NOT AVAILABLE	**ASSISTANT AURA METAFIZIK THERAPIST**

Fig. 1.1 Occupational Profile Chart For Aura Metafizik Therapy Personnel

1.9 Pre-requisite

This particular course can be enrolled by anybody with interest to become Aura Metafizik Therapy Personnel as long as candidate be able to read and write.

2. OCCUPATIONAL DEFINITION

NOSS is defined as a specification of the competencies expected of a skilled worker who is gainfully employed in Malaysia for an occupational area and level and a path to acquire the competencies.

SKM LEVEL 1:

(Operation and Production Level) Competent in performing a range of varied work activities most of which are routine and predictable.

SKM LEVEL 2:

(Operation and Production Level) 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.

SKM LEVEL 3:

(Supervisory Level) 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.

SKM LEVEL 4:

(Supervisory Level) 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.

SKM LEVEL 5:

(Management Level) 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.

3. MALAYSIAN SKILL QUALIFICATIONS

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with *Sijil Kemahiran Malaysia* (*SKM*) for Level 1, 2 and 3. Level 4 and 5 shall be awarded with *Diploma Kemahiran Malaysia* and *Diploma Lanjutan Kemahiran Malaysia* respectively. For Level 6, 7 and 8 shall be awarded as Malaysian Skills Technologist, Malaysian Skills Master and Malaysian Master Technologist.

Concept and Structure of Malaysian Skills Certification

Type of Skill Certification

MTM Level 8: - Senior Master Technologist
(Malaysian Master Technologist)
Mastery over range of skills and knowledge in developing an original understanding and extend an area of knowledge or professional practice. It reflects the ability to address situation that involved highest level of complex judgement, highly varied and/ or specialised major functions, and interacting factors through initiating, designing and undertaking research, planning and development of strategic activities. It involved the exercise of broad autonomy, judgement and leadership for the development of a field of work or knowledge or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or works.

MKM Level 7: - Master Technologist
(Malaysian Skills Master)
Mastery of broad and/ or specialised skills in reformulating and use relevant approaches to address highly varied and/ or specialized situations that involve many interacting factors. It includes taking responsibility, understanding, methodologies for planning and developing courses of action that initiate or underpin substantial change or development, as well as exercising broad autonomy and judgments. It also reflects an understanding of theoretical and relevant methodological perspectives, and how they affect their area of study or work.

TKM Level 6 - Management Level
(Malaysian Skills Technologist)
Competent in applying a significant range of complex principles and techniques across a wide and often unpredictable variety of contexts. It reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definition, includes taking responsibility for planning and developing courses of action that are able to underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.

SKM Level 5 - Management Level
(Diploma/Advance Diploma Technology)
'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 feature strongly, as do personal accountabilities for analysis and diagnosis, design, planning, execution and evaluation.'

SKM Level 4 - Supervisory Level
(Diploma/Diploma Technology)
'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.'

SKM Level 3 - Supervisory Level
(Malaysian Skill Certificate)
'Competent in performing a broad range of varied work activities, performed in a variety of context, most of which are complex and non-routine. Considerable responsibility and autonomy and control or guidance of others is often required.'

SKM Level 2 - Operation and Production Level
(Malaysian Skill Certificate)
'Competent in performing a significant range of varied work activities, performed in a variety of context. Some of the activities are non-routine and required individual responsibility and autonomy.'

SKM Level 1 - Operation and Production Level
(Malaysian Skill Certificate)
'Competent in performing a range of varied work activities, most of which are routine and predictable.'
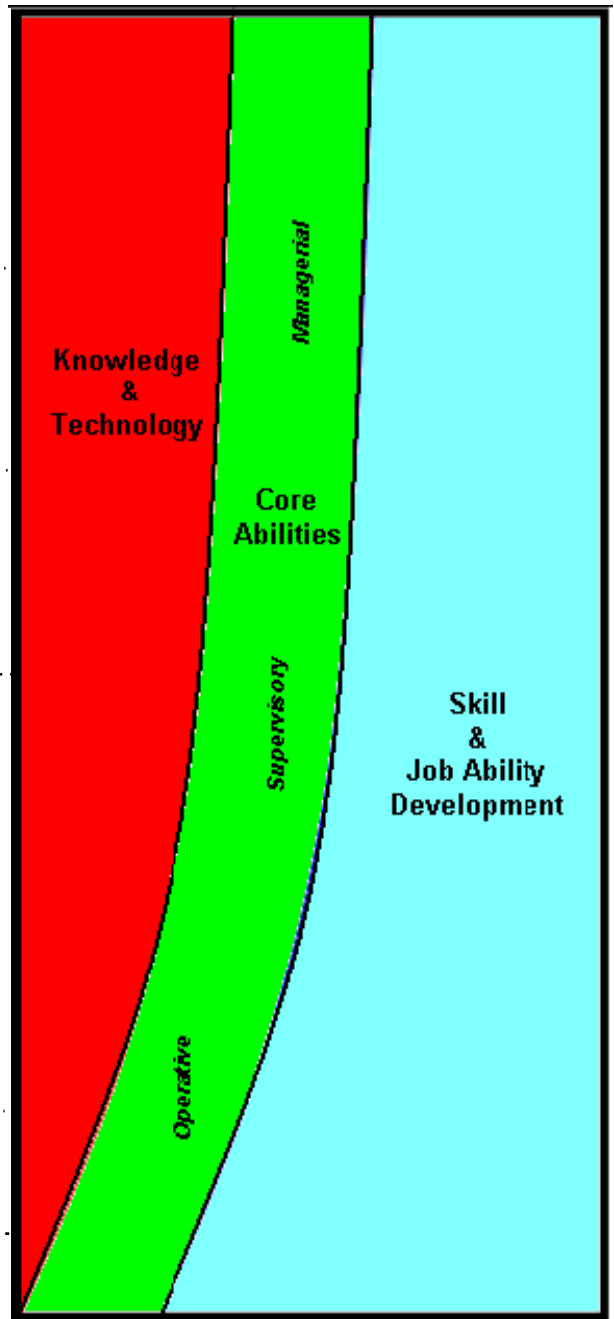
4. INDUSTRIAL/ PROFESSIONAL RECOGNITION

- Currently there is no professional recognition for the above job titles.

5. NATURE OF WORK

5.1 An **Assistant Aura Metafizik (AMF) Therapist L1** is designated to perform Aura Metafizik (AMF) sanitation activities, perform Aura Metafizik (AMF) safety practices and security procedure, perform Aura Metafizik (AMF) facilities maintenance activities, perform Aura Metafizik (AMF) client care services, manage Aura Metafizik (AMF) treatment materials inventory, perform Aura Metafizik (AMF) pre-treatment activities, and perform Aura Metafizik (AMF) after care activities.

In particular, he/she should be able to:

i. Carry out Aura Metafizik treatment room cleaning activities
ii. Carry out treatment equipment cleaning activities
iii. Handle Aura Metafizik treatment waste disposal procedure
iv. Maintain first aid kit
v. Handle fire situation
vi. Conduct treatment equipment inspection
vii. Conduct Aura Metafizik facilities inspection
viii. Carry out Aura Metafizik centre housekeeping activities
ix. Carry out Aura Metafizik client reception
x. Handle Aura Metafizik materials storage
xi. Carry out Aura Metafizik treatment room preparation
xii. Carry out Aura Metafizik Reflex-Ice Treatment (R-IT) facilities preparation
xiii. Carry out after care treatment materials preparation

5.2 An **Aura Metafizik (AMF) Therapist L2** is designated to perform Aura Metafizik (AMF) sanitation activities, perform Aura Metafizik (AMF) safety practices and security procedure, perform Aura Metafizik (AMF) facilities maintenance activities, perform Aura Metafizik (AMF) client care services, manage Aura Metafizik (AMF) treatment materials inventory, perform Aura Metafizik (AMF) pre-treatment activities, perform Aura Metafizik (AMF) treatment activities, and perform Aura Metafizik (AMF) after care activities.

In particular, he/she should be able to:

i. Monitor Aura Metafizik sanitation activities
ii. Conduct First Aid Procedure
iii. Carry out Aura Metafizik centre safety and security procedure implementation
iv. Handle client security, privacy and confidentiality
v. Carry out Aura Metafizik safety privacy and security documentation activities
vi. Monitor Aura Metafizik facilities maintenance activities
vii. Handle client enquiries
viii. Maintain client profile records
ix. Handle Aura Metafizik materials storage
x. Carry out Aura Metafizik treatment materials stock inventory
xi. Carry out therapist pre-treatment preparation
xii. Carry out client pre-treatment preparation
xiii. Carry out Aura Metafizik scanning procedure
xiv. Carry out Aura Metafizik cleansing procedure

xv. Carry out Aura Metafizik tapping procedure
xvi. Carry out Aura Metafizik treatment records
xvii. Handle client feedbacks
xviii. Establish Aura Metafizik after care guidlines/instruction documentation

5.3 A **Senior Aura Metafizik (AMF) Therapist L3** is designated to perform Aura Metafizik (AMF) sanitation activities, perform Aura Metafizik (AMF) safety practices and security procedure, perform Aura Metafizik (AMF) facilities maintenance activities, perform Aura Metafizik (AMF) client care services, manage Aura Metafizik (AMF) treatment materials inventory, perform Aura Metafizik (AMF) pre-treatment activities, perform Aura Metafizik (AMF) treatment activities, and perform Aura Metafizik (AMF) after care activities, and perform supervisory functions.

In particular, he/she should be able to:

i. Verify Aura Metafizik sanitation activities
ii. Verify Aura Metafizik safety and security procedure activities
iii. Maintain Aura Metafizik centre interior decoration
iv. Verify Aura Metafizik facilities maintenance activities
v. Establish client profile records
vi. Conduct client therapy consultation session
vii. Verify client care services
viii. Carry out Aura Metafizik treatment materials procurement
ix. Carry out Aura Metafizik treatment materials inventory document preparation
x. Verify Aura Metafizik treatment materials inventory activities
xi. Verify Aura Metafizik pre-treatment activities
xii. Carry out Aura Metafizik Reflex-Ice Treatment (R-IT) procedure
xiii. Verify Aura Metafizik treatment activities
xiv. Conduct Aura Metafizik after care consultation session
xv. Verify Aura Metafizik after care activities
xvi. Monitor staff performance
xvii. Conduct staff in-house training
xviii. Conduct motivational activities
xix. Handle workplace grievances
xx. Prepare staff annual appraisal
xxi. Conduct staff briefing
xxii. Monitor staff discipline

6. WORKING CONDITION

Generally, Aura Metafizik Therapy personnel work under similar operating hours of the organization/company or may work in shift or overtime to fulfil job order or market demand. They may involve in outside normal working hours and during weekends or whenever they are needed.

7. EMPLOYMENT PROSPECT

In all organization related to traditional and complementary medicine industry, there are excellent prospect in the health private sectors depends on economy and market demand. The demand of skilled worker is essential to ensure Aura Metafizik therapy based business able to run with cost effective.

In support for maintenance of health this modality will integrate with national health care system. This will create excellent prospect for any person to embark their career pathway in this industry. Besides that, with the experiences and skills they gained from the industry, they can start their own business in the Aura Metafizik therapy. Contribute to generate economic through health tourism. Many of the people who study energy medicine wonder if it is a potential career. Now many people realize that the method being taught can help them and their loved ones with their healing or with maximizing their well-being, good mood, and peak performance and they recognize that working with the body's energies is a pathway to personal and spiritual development.

Potentially student will involve in health or mental health professions, or working in another context where they can apply energy medicine, ranging from business to education to athletics to government. Or perhaps they are administrators keeping abreast of a cutting edge development in the human services sector.

8. JOB OUTLOOK

Many people consider health is wealth. People do not have good health are not capable of doing anything. There are many people who do not know the importance of sustaining health and wellness, and it is one of the reasons why life threatening diseases such as cancer and diabetes are starting to occur at an early age. Fortunately, the health and wellness industry is doing its best to encourage all people to start living a healthy lifestyle. Today, the health and wellness industry is considered to be one of the most profitable businesses in the world. People are starting to get health conscious. Therefore, the wellness and health industry is in need of more health professionals who can help support society's needs.

Aura Metafizik is new Malaysian modality in wellness industry under component of energy medicine in complementary medicine. With the mainstream continuing to show keen interest in complementary medicine therapies, the job outlook for the wellness industry remains strong. As more businesses expand their product offerings and markets, individuals with wellness expertise will find job opportunities not only as practitioners but in administrative areas where their experience will make a difference to marketing, sales, research and development.

9. TRAINING, OTHER QUALIFICATIONS AND ADVANCEMENT

There are some options for those who are desired to have further training and advancement in this industry. On the Job Training (OJT) is the common training programme that offers many opportunities for the new workers to have real experience in Aura Metafizik job. Apart from OJT, there also some continual training programmes offered by the Aura Metafizik technology training centre.

10. RELATED OCCUPATIONS

- Aura Metafizik practitioner
- Motivator
- Trainer
- Health Work Consultant
- Health and Wellness Art Director
- Wellness Educator
- Wellness Integration Consultant
- Wellness Program Coordinator

11. RELATED INDUSTRIES

- SPA related industry
- Education & Training related industry
- Health Tourism industry
- Human services sector
- Energy Medicine Industry

12. SOURCES OF ADDITIONAL INFORMATION

- *Persatuan Pengamal Aura Metafizik (PPAM)* Kuala Lumpur dan Selangor
  No 2-3-2, Jalan Megan Setapak 1
  Taman Megan Sri Rampai,
  53300 Kuala Lumpur
  03-41497177
  Website: http://aurametafizik.com

- Ministry Of Health, Malaysia (MOH)
  Traditional and Complementary Medicine Division
  Blok E, Jalan Cenderasari 50590 Kuala Lumpur
  03-26985077
  Email: tcm@moh.gov.my
  Website: http://tcm.moh.gov.my

- *Pusat Rawatan AURA CARE*
  No 2-3-2 (3rd floor)
  Jalan Megan Setapak 1,
  Taman Megan Sri Rampai, Setapak,
  53300 Kuala Lumpur, Malaysia
  019-6523200/012-6172700

- http://www.metaphysicalinstitute.org/energy.html

- Federation of Complementary and Natural Medical Associations, Malaysia
  (FCNMAM)
  http://www.fcnmam.org.my/

13. VALIDATION AND PROOFREAD

13.1 This Standard has been proofread by a qualified personnel;

        Name (IC No.)   : Nurul Aini Binti Kamaruddin (860413295952)

        Qualification   : Bachelor Ed. (Hons) Tesl, UNISEL

13.2 This Standard has been circulated to the respective industry for validation and feedback. The list of company that have received the draft are as follow;
- i. Traditional and Complementary Division
Ministry of Health, Malaysia (MOH)

- ii. *Akademi Aura Metafizik*

- iii. *Aura Care*

13.3 This Standard has been checked by the Standard Technical Evaluation Committee (STEC), DSD and validated by the members of Skills Development Advisory Committee (SDAC/JPPK) on.
The SDAC members as listed below have agreed in consensus to endorsed this standard;
- i. En. Jamaluddin bin A. Jalal
Persatuan Pengamal Aura Metafizik

- ii. En. Mokhtar b.Mohamad Desa
Persatuan Pengamal Aura Metafizik

- iii. Dr. Zalilah Abdullah
Traditional and Complementary Medicine Division
Ministry Of Health, Malaysia (MOH)

- iv. Dr. Shamsaini Shamsuddin
Traditional and Complementary Medicine Division
Ministry Of Health, Malaysia (MOH)

14. ENDORSEMENT

National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on ……………………………..

15. NOTE OF APPRECIATION

The Director General of DSD would like to extend his utmost thanks and gratitude to the organisation and individuals who have been imparting the knowledge and experience towards the development of this standard.

COMMITTEE MEMBERS FOR JOB ANALYSIS SESSION

**STANDARD PRACTICE AND STANDARD CONTENT OF
ASSISTANT AURA METAFIZIK THERAPIST L1
AURA METAFIZIK THERAPIST L2
SENIOR AURA METAFIZIK THERAPIST L3**

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
6	Hj Matori B Hj Markom	Practitioner *Persatuan Pengamal Aura Metafizik*
7	Dr. Nordin bin Jamaludin	Practitioner *Persatuan Pengamal Aura Metafizik*
8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

COMMITTEE MEMBERS FOR TASK ANALYSIS SESSION

**STANDARD PRACTICE AND STANDARD CONTENT OF
ASSISTANT AURA METAFIZIK THERAPIST L1
AURA METAFIZIK THERAPIST L2
SENIOR AURA METAFIZIK THERAPIST L3**

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
6	Hj Matori B Hj Markom	Practitioner *Persatuan Pengamal Aura Metafizik*
7	Dr. Nordin bin Jamaludin	Practitioner *Persatuan Pengamal Aura Metafizik*
8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

COMMITTEE MEMBERS FOR PROOF READING SESSION

**STANDARD PRACTICE AND STANDARD CONTENT OF
ASSISTANT AURA METAFIZIK THERAPIST L1
AURA METAFIZIK THERAPIST L2
SENIOR AURA METAFIZIK THERAPIST L3**

PANEL		
1	Puan Hjh. Suparti Bt Hj. Nasib	Practitioner (Chapter Leader Aura Metafizik) *Persatuan Pengamal Aura Metafizik*
2	En. Azrin Bin Abdul Karim	Practitioner *Persatuan Pengamal Aura Metafizik*
3	En. Abdul Hai Bin Mohamad Zin	Practitioner *Persatuan Pengamal Aura Metafizik*
4	En. Suryadi Bin Mohamed	Practitioner *Persatuan Pengamal Aura Metafizik*
5	En. Abdul Halim Bin Abdul Salam	Practitioner *Persatuan Pengamal Aura Metafizik*
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8	En. Ramly Bin Rasul	Practitioner *Persatuan Pengamal Aura Metafizik*
9	En. Aza Faizal Bin Azamullah	Practitioner *Persatuan Pengamal Aura Metafizik*
FACILITATOR		
1	Puan Siti Salmah binti Mohd Nor	Multi Media Synergy Corp Sdn Bhd (MMSC)

JOB PROFILE CHART FOR:
  i. ASSISTANT AURA METAFIZIK THERAPIST   - LEVEL 1
  ii. AURA METAFIZIK THERAPIST   - LEVEL 2
 iii. SENIOR AURA METAFIZIK THERAPIST   - LEVEL 3

DUTY	**TASK**						
PERFORM AURA METAFIZIK (AMF) SANITATION ACTIVITIES	CARRY OUT AURA METAFIZIK TREATMENT ROOM CLEANING ACTIVITIES		CARRY OUT TREATMENT EQUIPMENT CLEANING ACTIVITIES		HANDLE AURA METAFIZIK TREATMENT WASTE DISPOSAL PROCEDURE		MONITOR AURA METAFIZIK SANITATION ACTIVITIES	
01	01.01	L1	01.02	L1	01.03	L1	01.04	L2

|		
VERIFY AURA METAFIZIK SANITATION ACTIVITIES		
01.05	L3	

DUTY	**TASK**						
PERFORM AURA METAFIZIK (AMF) SAFETY PRACTICES AND SECURITY PROCEDURE	MAINTAIN FIRST AID KIT		HANDLE FIRE SITUATION		CONDUCT FIRST AID PROCEDURE		CARRY OUT AURA METAFIZIK CENTER SAFETY AND SECURITY PROCEDURE IMPLEMENTATION	
02	02.01	L1	02.02	L1	02.03	L2	02.04	L2

DUTY	TASK		
	HANDLE CLIENT SECURITY, PRIVACY AND CONFIDENTIALITY	CARRY OUT AURA METAFIZIK SAFETY AND SECURITY DOCUMENTATION ACTIVITIES	VERIFY AURA METAFIZIK SAFETY AND SECURITY PROCEDURE ACTIVITIES
	02.05 — L2	02.06 — L2	02.07 — L3

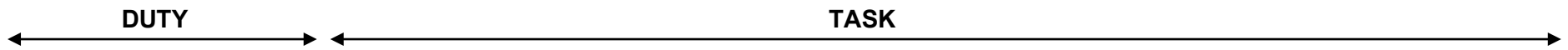| DUTY	TASK			
PERFORM AURA METAFIZIK (AMF) FACILITIES MAINTENANCE ACTIVITIES	CONDUCT TREATMENT EQUIPMENT INSPECTION	CONDUCT AURA METAFIZIK FACILITIES INSPECTION	CARRY OUT AURA METAFIZIK CENTER HOUSEKEEPING ACTIVITIES	MONITOR AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
03	03.01 — L1	03.02 — L1	03.03 — L1	03.04 — L2
	MAINTAIN AURA METAFIZIK CENTER INTERIOR DECORATION	VERIFY AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES		
	03.05 — L3	03.06 — L3		
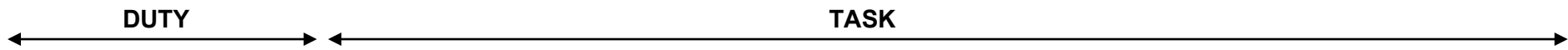
PERFORM AURA METAFIZIK (AMF) CLIENT CARE SERVICES	CARRY OUT AURA METAFIZIK CLIENT RECEPTION		HANDLE CLIENT ENQUIRIES		MAINTAIN CLIENT PROFILE RECORDS		ESTABLISH CLIENT PROFILE RECORDS	
04	04.01	L1	04.02	L2	04.03	L2	04.04	L3

CONDUCT CLIENT THERAPY CONSULTATION SESSION		VERIFY CLIENT CARE SERVICES	
04.05	L3	04.06	L3

MANAGE AURA METAFIZIK (AMF) TREATMENT MATERIALS INVENTORY	HANDLE AURA METAFIZIK MATERIALS STORAGE		MAINTAIN AURA METAFIZIK TREATMENT MATERIALS STOCK INVENTORY		CARRY OUT AURA METAFIZIK TREATMENT MATERIALS PROCUREMENT		CARRY OUT AURA METAFIZIK TREATMENT MATERIALS INVENTORY DOCUMENT PREPARATION	
05	05.01	L1	05.02	L2	05.03	L3	05.04	L3

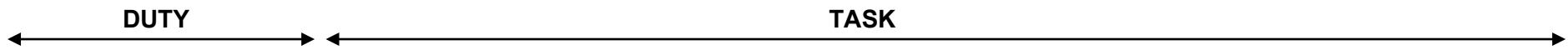| VERIFY AURA METAFIZIK TREATMENT MATERIALS INVENTORY ACTIVITIES	
05.05	L3

PERFORM AURA METAFIZIK (AMF) PRE-TREATMENT ACTIVITIES	CARRY OUT AURA METAFIZIK TREATMENT ROOM PREPARATION		CARRY OUT AURA METAFIZIK REFLEX-ICE TREATMENT (R-IT) FACILITIES PREPARATION		CARRY OUT THERAPIST PRE-TREATMENT PREPARATION		CARRY OUT CLIENT PRE-TREATMENT PREPARATION	
06	06.01	L1	06.02	L1	06.03	L2	06.04	L2

VERIFY AURA METAFIZIK PRE-TREATMENT ACTIVITIES	
06.05	L3

PERFORM AURA METAFIZIK (AMF) TREATMENT ACTIVITIES	CARRY OUT AURA METAFIZIK SCANNING PROCEDURE		CARRY OUT AURA METAFIZIK CLEANSING PROCEDURE		CARRY OUT AURA METAFIZIK TAPPING PROCEDURE		CARRY OUT AURA METAFIZIK TREATMENT RECORDS	
07	07.01	L2	07.02	L2	07.03	L2	07.04	L2

CARRY OUT AURA METAFIZIK REFLEX-ICE TREATMENT (R-IT) PROCEDURE		VERIFY AURA METAFIZIK TREATMENT ACTIVITIES	
07.05	L3	07.06	L3

DUTY	TASK			

PERFORM AURA METAFIZIK (AMF) AFTER CARE ACTIVITIES	CARRY OUT AFTER CARE TREATMENT MATERIALS PREPARATION	HANDLE CLIENT FEEDBACKS	ESTABLISH AURA METAFIZIK AFTER CARE GUIDLINES/ INSTRUCTION DOCUMENTATION	CONDUCT AURA METAFIZIK AFTER CARE CONSULTATION SESSION
08	08.01 | L1	08.02 | L2	08.03 | L2	08.04 | L3

VERIFY AURA METAFIZIK AFTER CARE ACTIVITIES
08.05 | L3

PERFORM SUPERVISORY FUNCTION	MONITOR STAFF PERFORMANCE	CONDUCT STAFF IN-HOUSE TRAINING	CONDUCT MOTIVATIONAL ACTIVITIES	HANDLE WORKPLACE GRIEVANCES
09	09.01 | L3	09.02 | L3	09.03 | L3	09.04 | L3

PREPARE STAFF ANNUAL APPRAISAL	CONDUCT STAFF BRIEFING	MONITOR STAFF DISCIPLINE
09.05 | L3	09.06 | L3	09.07 | L3

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	01	PERFORM AURA METAFIZIK SANITATION ACTIVITIES
TASK	01.05	VERIFY AURA METAFIZIK SANITATION ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD *(Action, Condition, Criteria):* Verify Aura Metafizik sanitation activities using Aura Metafizik sanitation activity record and files, graph paper, computer hardware and software, Occupational, Safety, Health and Environment Act (OSHA) and Standard Operating Procedure (SOP) so that Aura Metafizik sanitation activities record obtained, Aura Metafizik sanitation activities identified, Aura Metafizik sanitation activities conformance checked, and Aura Metafizik sanitation activities endorsed in accordance with Standard Operating Procedures (SOP).

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik sanitation activities records   2) Aura Metafizik sanitation activity files   3) Graph paper   4) Computer Hardware and Software   5) Occupational, Safety, Health and Environment Act (OSHA)   6) Standard Operating Procedures (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Obtain Aura Metafizik sanitation activities records	*Knowledge of :* 1.1 Type of Aura Metafizik sanitation activities 1.2 Category of Aura Metafizik sanitation records (manual/ online system) 1.3 Location of Aura Metafizik sanitation activities records 1.4 Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Aura Metafizik sanitation activities records obtaining media (email, hardcopy, fax, etc) 1.6 Management Information System 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of Aura Metafizik sanitation activities 1.2 Determine category of Aura Metafizik sanitation records (manual/ online system) 1.3 Determine location of Aura Metafizik sanitation activities records 1.4 Determine Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Determine Aura Metafizik sanitation activities records obtaining media (email, hardcopy, fax, etc) 1.6 Utilise Management Information System 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in obtaining records

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
2. Identify Aura Metafizik sanitation activities	*Knowledge of :* 2.1 Schedule of Aura Metafizik sanitation activities 2.2 Source of Aura Metafizik sanitation activities record 2.3 Importance of sanitation activities (benefits to health, environments, etc) 2.4 Sanitation Rules and Regulation 2.5 Environmental Policy 2.6 Management Information System (MIS) *Ability to :* 2.1 Determine schedule of Aura Metafizik sanitation activities 2.2 Determine source of Aura Metafizik sanitation activities record 2.3 Determine importance of sanitation activities (benefits to health, environments, etc) 2.4 Adhere to Sanitation Rules and Regulation 2.5 Adhere to Environmental Policies 2.6 Utilise Management Information System
3. Check Aura Metafizik sanitation activities conformance	*Knowledge of:* 3.1 Type of Aura Metafizik sanitation activities 3.2 Aura Metafizik sanitation activities results 3.3 Aura Metafizik sanitation activities compliance 3.4 Aura Metafizik sanitation activities validity 3.5 Activity conformance checking procedure 3.6 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of Aura Metafizik sanitation activities 3.2 Determine Aura Metafizik sanitation activities results 3.3 Determine Aura Metafizik sanitation activities compliance 3.4 Determine Aura Metafizik sanitation activities validity 3.5 Follow sanitation activity conformance checking procedure 3.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety* : - Thorough in validating the Aura Metafizik sanitation activities report
4. Endorse Aura Metafizik sanitation activities report	*Knowledge of*: 4.1 Aura Metafizik sanitation activities result 4.2 Aura Metafizik sanitation activities compliance 4.3 Aura Metafizik Sanitation activities report 4.4 Plotting sanitation activities implementation chart (schedule, defect ratio, etc) 4.5 Form of activities endorsement (signature, stamp, chop, etc) 4.6 Management Information System (MIS) 4.7 Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
	Ability to: 4.1 Determine Aura Metafizik sanitation activities result 4.2 Determine Aura Metafizik sanitation activities compliance 4.3 Determine form of endorsement (signature, stamp, chop, etc) 4.4 Plot sanitation activities implementation chart (schedule, defect ratio, etc) 4.5 Confirm Aura Metafizik sanitation activities report 4.6 Utilise Management Information System (MIS) 4.7 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyse information 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 02.10 Prepare reports and instructions 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.03 Identify and highlight problems

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	02	PERFORM AURA METAFIZIK SAFETY PRACTICES AND SECURITY PROCEDURE
TASK	02.07	VERIFY AURA METAFIZIK SAFETY AND SECURITY PROCEDURE ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik safety and security procedure activities using Aura Metafizik safety and security records (manual/online system) , Occupational, Safety, Health and Environment Act (OSHEA), organization structure chart and Standard Operating Procedure (SOP) so that Aura Metafizik Safety Practices and Security activity records obtained, Aura Metafizik Safety and Security procedure activities identified, Aura Metafizik Safety and Security procedure conformance checked, and Aura Metafizik Safety and Security procedure report endorsed in accordance with Aura Metafizik Centre's policy and Standard Operating Procedure (SOP).

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik safety and security records (manual/ online system)   2) Occupational, Safety, Health and Environment Act (OSHEA)   3) Organization Structure Chart   4) Standard Operating Procedures (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain Aura Metafizik safety and security procedure activity records	*Knowledge of :* 1.1 Type of Aura Metafizik safety and security activities 1.2 Category of Aura Metafizik safety and security records (manual/ online system) 1.3 Location of Aura Metafizik safety and security activities records 1.4 Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Aura Metafizik safety and security activities records obtaining media (email, hardcopy, fax, etc) 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of Aura Metafizik safety and security activities 1.2 Determine category of Aura Metafizik safety and security records (manual/ online system) 1.3 Determine location of Aura Metafizik safety and security activities records 1.4 Determine Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Determine Aura Metafizik safety and security activities records obtaining media (email, hardcopy, fax, etc) 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	Attitude/Safety: - Precise in obtaining records
2. Identify Aura Metafizik Safety and Security procedure activities	*Knowledge of :* 2.1 Schedule of Aura Metafizik safety and security activities 2.2 Source of Aura Metafizik safety and security activities record 2.3 Importance of safety and security activities (benefits to health, environments, etc) 2.4 Sanitation Rules and Regulation 2.5 Environmental Policy 2.6 Management Information System (MIS) *Ability to :* 2.1 Determine schedule of Aura Metafizik safety and security activities 2.2 Determine source of Aura Metafizik safety and security activities record 2.3 Determine importance of safety and security activities (benefits to health, environments, etc) 2.4 Adhere to Sanitation Rules and Regulation 2.5 Adhere to Environmental Policies 2.6 Utilise Management Information System (MIS)
3. Check Aura Metafizik Safety and Security procedure conformance	*Knowledge of:* 3.1 Type of Aura Metafizik safety and security activities 3.2 Aura Metafizik safety and security activities results 3.3 Aura Metafizik safety and security activities compliance 3.4 Aura Metafizik safety and security activities validity 3.5 Activity conformance checking procedure 3.6 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of Aura Metafizik safety and security activities 3.2 Determine Aura Metafizik safety and security activities results 3.3 Determine Aura Metafizik safety and security activities compliance 3.4 Determine Aura Metafizik safety and security activities validity 3.5 Follow safety and security activity conformance checking procedure 3.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety* : - Thorough in validating the Aura Metafizik safety and security activities report

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
4. Endorse Aura Metafizik Safety and Security procedure report	*Knowledge of*: 4.1 Aura Metafizik safety and security activities result 4.2 Aura Metafizik safety and security activities compliance 4.3 Aura Metafizik safety and security activities report 4.4 Plotting safety and security activities implementation chart (schedule, defect ratio, etc) 4.5 Form of endorsement (signature, stamp, chop, etc) 4.6 Management Information System (MIS) 4.7 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine Aura Metafizik safety and security activities result 4.2 Determine Aura Metafizik safety and security activities compliance 4.3 Determine Aura Metafizik safety and security activities report 4.4 Plot sanitation activities implementation chart (schedule, defect ratio, etc) 4.5 Confirm Aura Metafizik Safety and Security procedure report 4.6 Determine form of endorsement (signature, stamp, chop, etc) 4.7 Utilise Management Information System (MIS) 4.8 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.07 Utilize database applications to locate and process information 01.09 Utilize business graphic application to process information 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 03.01 Apply cultural requirements to the workplace 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace

JOB TITLE		**ASSISTANT AURA METAFIZIK THERAPIST**
DUTY	03	PERFORM AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
TASK	03.01	CONDUCT TREATMENT EQUIPMENT INSPECTION
LEVEL	1	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct treatment equipment inspection using Aura Metafizik treatment equipment Reflex- Ice treatment basin, energy water, disc plate, etc), treatment equipment records (checklist, form, logbook, online system, etc), treatment equipment inspection record (checklist, check sheet, form, logbook, online documentation system, etc), manufacturer's specification and maintenance manuals, report procedure, report format and Standard Operating Procedure (SOP) so that treatment equipment inspection requirement identified, treatment equipment inspected, equipment defects reported and treatment equipment inspection activities recorded in accordance with Aura Metafizik Centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik treatment equipment Reflex- Ice treatment basin, energy water, disc plate, etc)
2) Treatment equipment records (checklist, form, logbook, online system, etc)   3) Treatment equipment inspection record (checklist, check sheet, form, logbook, online documentation system, etc)   4)Manufacturer's specification and maintenance manuals   4) Report procedure
5) Report format   6) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify treatment equipment inspection requirement	*Knowledge of:* 1.1 Type of treatment equipment (Reflex- Ice treatment basin, energy water disc plate, etc) 1.2 Treatment equipment functions 1.3 Treatment equipment location 2.1 Treatment equipment inspection objectives 2.2 Type of treatment equipment inspection activities (physical condition, functionality, etc) 1.4 Treatment equipment records (checklist, form, logbook, online system, etc) 1.5 Special handling requirements (fragile, hygienic, etc) 1.6 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine type of treatment equipment 1.2 Differentiate treatment equipment functions 1.3 Determine treatment equipment location 1.4 Determine treatment equipment inspection objectives 1.5 Determine type of equipment inspection activities (physical condition, functionality, etc) 1.6 Utilise treatment equipment records (checklist, form, logbook, online system, etc)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	1.7 Determine special handling requirements (fragile, hygienic, etc) 1.8 Comply to Standard Operating Procedure (SOP)
2. Inspect treatment equipment	*Knowledge of:* 2.1 Types of treatment equipment 2.2 Function of treatment equipment 2.3 Treatment equipment manual 2.4 Manufacturer's specification and maintenance manuals for treatment equipment 2.5 Equipment inspection method 2.6 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine types of treatment equipment 2.2 Determine treatment equipment storage location 2.3 Understand treatment equipment manual 2.4 Follow manufacturer's specification and maintenance manuals for treatment equipment 2.5 Detect treatment equipment defects 2.6 Apply equipment inspection method 2.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Safety conscious when inspecting treatment equipment
3. Report treatment equipment defects	*Knowledge of*: 3.1 Type of Aura Metafizik inspection activities (physical condition, functionality, etc) 3.2 Treatment equipment defects 3.3 Treatment equipment inspection activities report 3.4 Reporting procedures 3.5 Organisation Chart 3.6 Reporting format 3.7 Management Information System (MIS) 3.8 Form of reporting (verbal/written) 3.9 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of Aura Metafizik inspection activities (physical condition, functionality, etc) 3.2 Determine treatment equipment defects 3.3 Write treatment equipment inspection activities report 3.4 Apply reporting procedures 3.5 Determine person in charge 3.6 Follow reporting format 3.7 Utilise Management Information System (MIS) 3.8 Apply form of reporting (verbal/written) 3.9 Comply to Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
4. Record treatment equipment inspection activities	*Attitude/Safety:* - Communicate effectively in reporting equipment inspection results - Thorough in inspection activities *Knowledge of:* 4.1 Formatting of treatment equipment inspection activities record (Checklist, form, logbook, online documentation system, etc) 4.2 Treatment equipment inspection condition results 4.3 Treatment equipment defects 4.4 Treatment equipment inspection activities recording procedure 4.5 Management Information System (MIS) 4.6 Standard Operating Procedure (SOP) *Ability to:* 1.1 Apply formatting of treatment equipment inspection record (Checklist, form, logbook, online documentation system, etc) 1.2 Write down treatment equipment inspection condition results 1.3 Determine treatment equipment defects 1.4 Follow treatment equipment inspection activities recording procedure 1.5 Utilise Management Information System (MIS) 1.6 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.02 Document information, procedures or processes 02.04 Prepare brief reports and checklists using standard forms 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.03 Identify and highlight problems

JOB TITLE		**ASSISTANT AURA METAFIZIK THERAPIST**
DUTY	03	PERFORM AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
TASK	03.02	CONDUCT AURA METAFIZIK FACILITIES INSPECTION
LEVEL	1	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct Aura Metafizik facilities inspection using Aura Metafizik facilities (Reflex- Ice treatment basin, energy water disc plate, etc), Aura Metafizik facilities records (checklist, form, logbook, online system, etc), Aura Metafizik facilities inspection record (checklist, check sheet, form, logbook, online documentation system, etc), defect report guidelines, organisation chart and Standard Operating Procedure so that Aura Metafizik facilities inspection requirements identified, facilities condition inspected, facilities defects reported and facilities inspection activities recorded in accordance with Aura Metafizik Centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik facilities (Reflex- Ice treatment basin, energy water disc plate, etc)   2) Aura Metafizik facilities records (checklist, form, logbook, online system, etc)   3) Aura Metafizik facilities inspection record (checklist, check sheet, form, logbook, online documentation system, etc)   4)Defect Report Guidelines   5) Organisation chart   6) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify Aura Metafizik facilities inspection requirements	*Knowledge of:* 1.1 Type of Aura Metafizik facilities (Reflex- Ice treatment basin, energy water disc plate, etc) 1.2 Type of Aura Metafizik facilities inspection activities (physical condition, functionality, etc) 1.3 Aura Metafizik facilities inspection objectives 1.4 Aura Metafizik facilities specification 1.5 Aura Metafizik facilities functions 1.6 Special handling requirements (fragile, hygienic, etc) 1.7 Aura Metafizik facilities records (checklist, form, logbook, online system, etc) 1.8 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine type of Aura Metafizik facilities 1.2 Determine type of Aura Metafizik facilities inspection activities (physical condition, functionality, etc) 1.3 Determine Aura Metafizik facilities inspection objectives 1.4 Determine Aura Metafizik facilities specification 1.5 Differentiate Aura Metafizik facilities functions 1.6 Determine Aura Metafizik facilities location 1.7 Determine special handling requirements (fragile, hygienic, etc) 1.8 Refer treatment Aura Metafizik facilities inspection record

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	(checklist, check sheet, form, logbook, online documentation system, etc) 1.9 Comply to Standard Operating Procedure (SOP)
2. Inspect Aura Metafizik facilities conditions	_Knowledge of:_ 2.1 Types of Aura Metafizik facilities 2.2 Function of Aura Metafizik facilities 2.3 Aura Metafizik facilities records (manual, policies,etc) 2.4 Manufacturer's specification and maintenance manuals for Aura Metafizik facilities 2.5 Standard Operating Procedure (SOP) _Ability to:_ 2.1 Determine types _o_f Aura Metafizik facilities 2.2 Determine Aura Metafizik facilities storage location 2.3 Understand Aura Metafizik facilities manual 2.4 Follow manufacturer's specification and maintenance manuals for Aura Metafizik facilities 2.5 Follow standard operating procedure for inspecting 2.6 Detect Aura Metafizik facilities defects _Attitude/Safety:_ - Safety conscious when inspecting Aura Metafizik facilities
3. Report Aura Metafizik facilities defects	_Knowledge of_: 3.1 Type of Aura Metafizik facilities inspection activities (physical condition, functionality, etc) 3.2 Aura Metafizik facilities defects 3.3 Aura Metafizik facilities inspection activities report 3.4 Reporting procedures 3.5 Organisation Chart 3.6 Management Information System (MIS) 3.7 Form of reporting (verbal/written) 3.8 Standard Operating Procedure (SOP) _Ability to:_ 3.1 Determine type of Aura Metafizik facilities inspection activities (physical condition, functionality, etc) 3.2 Determine Aura Metafizik facilities defects 3.3 Determine Aura Metafizik facilities inspection activities report 3.4 Follow reporting procedures 3.5 Determine personnel in charge 3.6 Utilise Management Information System (MIS) 3.7 Determine form of reporting (verbal/written) 3.8 Comply to Standard Operating Procedure (SOP) _Attitude/Safety:_ - Communicate effectively in reporting Aura Metafizik facilities inspection results - Thorough in inspection activities

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
4. Record Aura Metafizik facilities inspection activities	*Knowledge of:* 4.1 Formatting of Aura Metafizik facilities inspection activities record (Checklist, form, logbook, online documentation system, etc) 4.2 Aura Metafizik facilities inspection condition results 4.3 Aura Metafizik facilities defects 4.4 Aura Metafizik facilities inspection activities recording procedure 4.5 Management Information System (MIS) 4.6 Standard Operating Procedure (SOP) *Ability to:* 1.1 Format Aura Metafizik facilities inspection record (Checklist, form, logbook, online documentation system, etc) 1.2 Write down Aura Metafizik facilities inspection condition results 1.3 Determine Aura Metafizik facilities defects 1.4 Follow Aura Metafizik facilities inspection activities recording procedure 1.5 Utilise Management Information System (MIS) 1.6 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.02 Document information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 06.03 Identify and highlight problems

JOB TITLE		**ASSISTANT AURA METAFIZIK THERAPIST**
DUTY	03	PERFORM AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
TASK	03.03	CARRY OUT AURA METAFIZIK CENTER HOUSEKEEPING ACTIVITIES
LEVEL	1	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Carry out Aura Metafizik centre housekeeping activities using Aura Metafizik centre housekeeping record (checklist, check sheet, form, logbook, online documentation system, etc), cleaning chemicals, materials and tools, record format, housekeeping schedule and Standard Operating Procedure (SOP) so that Aura Metafizik centre housekeeping activities and housekeeping equipment identified, housekeeping activities implemented and recorded in accordance with Aura Metafizik centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik centre housekeeping record (checklist, check sheet, form, logbook, online documentation system, etc)   2) Cleaning chemicals   3) Cleaning materials   4) Cleaning tools   5) Record format   6) Housekeeping schedule   7) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 03.05 Demonstrate safety skills

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	03	PERFORM AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
TASK	03.05	MAINTAIN AURA METAFIZIK CENTER INTERIOR DECORATION
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Maintain Aura Metafizik centre interior decoration using Aura Metafizik centre interior decoration guidelines, Aura Metafizik Centre plan layout, Aura Metafizik decoration item and Standard Operating Procedures (SOP) so that Aura Metafizik centre decoration requirements, decoration concept and decoration elements identified, Aura Metafizik centre decoration retained and Aura Metafizik center decoration maintenance activities recorded in accordance with Aura Metafizik Centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik centre interior decoration guidelines   2) Aura Metafizik Centre plan layout
3) Aura Metafizik Decoration Item 4) Standard Operating Procedures (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify Aura Metafizik centre decoration requirements	*Knowledge of:* 1.1 Fundamental of energy medicine 1.2 Aura Metafizik centre decoration target results 1.3 Aura Metafizik centre decoration maintenance activities 1.4 Type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 1.5 Aura Metafizik centre decoration planning (interior designer, costs, supplier, etc) 1.6 Aura Metafizik centre decoration sources (website, catalogue, decoration brochures, etc) 1.7 Aura Metafizik treatment guidelines 1.8 Aura Metafizik Center policies 1.9 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine Aura Metafizik centre decoration target results 1.2 Determine Aura Metafizik centre decoration maintenance activities 1.3 Determine type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 1.4 Determine Aura Metafizik centre decoration planning (interior designer, costs, supplier, etc) 1.5 Determine Aura Metafizik centre decoration sources (website, catalogue, decoration brochures, etc) 1.6 Determine Aura Metafizik treatment guidelines 1.7 Refer Aura Metafizik Center policies 1.8 Comply to Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
2. Identify Aura Metafizik centre decoration concept	*Knowledge of:* 2.1 Type of Aura Metafizik centre decoration concepts 2.2 Type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 2.3 Aura Metafizik centre decoration budgets (small, medium, etc) 2.4 Aura Metafizik centre decoration concept sources (website, catalogue, decoration brochures, etc) 2.5 Aura Metafizik treatment guidelines 2.6 Aura Metafizik Center policies 2.7 Management Information System (MIS) 2.8 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine type of Aura Metafizik centre decoration concepts 2.2 Determine type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 2.3 Determine Aura Metafizik centre decoration budgets (small, medium, etc) 2.4 Determine Aura Metafizik centre decoration concept sources (website, catalogue, decoration brochures, etc) 2.5 Determine Aura Metafizik treatment guidelines 2.6 Refer Aura Metafizik Center policies 2.7 Utilise Management Information System (MIS) 2.8 Comply to Standard Operating Procedure (SOP)
3. Identify Aura Metafizik decoration elements	*Knowledge of:* 3.1 Type of Aura Metafizik centre decoration elements 3.2 Type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 3.3 Aura Metafizik centre decoration expenses (small, medium, etc) 3.4 Aura Metafizik centre decoration elements supplier 3.5 Aura Metafizik centre decoration element sources (website, catalogue, decoration brochures, etc) 3.6 Aura Metafizik treatment guidelines 3.7 Aura Metafizik Center policies 3.8 Management Information System (MIS) 3.9 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of Aura Metafizik centre decoration elements 3.2 Determine type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 3.3 Determine Aura Metafizik centre decoration expenses (small, medium, etc) 3.4 Aura Metafizik centre decoration elements supplier 3.5 Determine Aura Metafizik centre decoration concept sources (website, catalogue, decoration brochures, etc) 3.6 Determine Aura Metafizik treatment guidelines 3.7 Refer Aura Metafizik Center policies 3.8 Utilise Management Information System (MIS)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	3.9 Comply to Standard Operating Procedure (SOP)
4. Retain Aura Metafizik centre decoration	*Knowledge of:* 4.1 Type of Aura Metafizik centre decoration elements, concepts 4.2 Aura Metafizik centre decoration output 4.3 Type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 4.4 Aura Metafizik centre decoration expenses (expensive, cheap, etc) 4.5 Aura Metafizik centre decoration elements supplier 4.6 Aura Metafizik centre decoration maintenance activities 4.7 Aura Metafizik treatment guidelines 4.8 Aura Metafizik Center policies 4.9 Decoration interior functions 4.10 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine type of Aura Metafizik centre decoration elements, concepts 4.2 Determine Aura Metafizik centre decoration output 4.3 Determine type of Aura Metafizik centre decoration requirements (positive aura, client comfortability , etc) 4.4 Utilise Aura Metafizik centre decoration expenses (expensive, cheap, etc) 4.5 Select Aura Metafizik centre decoration elements supplier 4.6 Maintain Aura Metafizik centre decoration maintenance activities 4.7 Apply Aura Metafizik treatment guidelines 4.8 Apply Aura Metafizik Center policies 4.9 Put in place Aura Metafizik centre decoration interior as per functions 4.10 Comply to Standard Operating Procedure (SOP)
5. Record Aura Metafizik center decoration maintenance activities	*Knowledge of:* 5.1 Formatting of Aura Metafizik Center decoration maintenance activities record (Checklist, form, logbook, online documentation system, etc) 5.2 Aura Metafizik Center decoration maintenance condition problems 5.3 Aura Metafizik Center decoration maintenance activities recording procedure 5.4 Management Information System (MIS) 5.5 Standard Operating Procedure *Ability to:* 5.1 Format Aura Metafizik Center decoration maintenance record (Checklist, form, logbook, online documentation system, etc) 5.2 Write down Aura Metafizik Center decoration maintenance condition results 5.3 Determine Aura Metafizik Center decoration maintenance

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	problems 5.4 Follow Aura Metafizik Center decoration maintenance activities recording procedure 5.5 Confirm Aura Metafizik centre decoration requirement 5.6 Put in place Aura Metafizik centre interior as per functions 5.7 Follow Aura Metafizik centre decoration compliances checking procedure 5.8 Utilise Management Information System (MIS) 5.9 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Accuracy in checking Aura Metafizik centre decoration compliances
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyse information 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 04.03 Organize and maintain own workplace

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	03	PERFORM AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
TASK	03.06	VERIFY AURA METAFIZIK FACILITIES MAINTENANCE ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik facilities maintenance activities using Aura Metafizik facilities maintenance records, Aura Metafizik facilities maintenance standards, Aura Metafizik facilities maintenance schedule, maintenance records (duty roster, inventory), organization chart, recording format and Standard Operating Procedure (SOP) so that Aura Metafizik facilities maintenance records obtained, Aura Metafizik facilities maintenance activities identified, Aura Metafizik facilities maintenance conformance checked, Aura Metafizik facilities verification report produced in accordance with Aura Metafizik Centre's Policy. Aura Metafizik facilities verification report produced in accordance with Aura Metafizik Centre's Policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Aura Metafizik facilities maintenance records   2)Aura Metafizik facilities maintenance standards   2) Aura Metafizik facilities maintenance schedule   3) Maintenance record (duty roster, inventory)   4) Organization chart   5) Recording format (checklist, forms, logbook)   6) Company's quality standard   7) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain Aura Metafizik facilities maintenance records	*Knowledge of :* 1.1 Type of Aura Metafizik facilities maintenance activities 1.2 Category of Aura Metafizik facilities maintenance records (manual/ online system) 1.3 Location of Aura Metafizik facilities maintenance activities records 1.4 Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Aura Metafizik facilities maintenance activities records obtaining media (email, hardcopy, fax, etc) 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of Aura Metafizik facilities maintenance activities 1.2 Determine category of Aura Metafizik facilities maintenance records (manual/ online system) 1.3 Determine location of Aura Metafizik facilities maintenance activities records 1.4 Determine records obtaining method (Get/Collect/Gather/Receive/ Compile, etc)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	1.5 Determine Aura Metafizik facilities maintenance activities records obtaining media (email, hardcopy, fax, etc) 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Resourceful in obtaining Aura Metafizik facilities maintenance records
2. Identify Aura Metafizik facilities maintenance activities	*Knowledge of:* 2.1 Aura Metafizik facilities maintenance target results 2.2 Type of Aura Metafizik facilities maintenance activities (premise, treatment room, treatment equipment, storage area, etc) 2.3 Aura Metafizik Facilities maintenance requirements 2.4 Aura Metafizik facilities maintenance housekeeping record (checklist, check sheet, form, logbook, online documentation system, etc) 2.5 Facilities maintenance policies 2.6 Facilities maintenance authorised body (DBKL,MPSJ,TNB, etc) 2.7 Management Information System (MIS) 2.8 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine Aura Metafizik facilities maintenance target results 2.2 Determine type of Aura Metafizik facilities maintenance activities (treatment room, treatment equipment, storage area, etc) 2.3 Determine Aura Metafizik facilities maintenance requirements 2.4 Refer Aura Metafizik facilities maintenance housekeeping record (checklist, check sheet, form, logbook, online documentation system, etc) 2.5 Determine facilities maintenance policies 2.6 Determine facilities maintenance authorised body (DBKL,MPSJ,TNB, etc) 2.7 Utilise Management Information System (MIS) 2.8 Comply to Standard Operating Procedure (SOP)
3. Check Aura Metafizik facilities maintenance conformance	*Knowledge of:* 3.1 Type of Aura Metafizik facilities maintenance activities 3.2 Aura Metafizik facilities maintenance activities results 3.3 Aura Metafizik facilities maintenance activities compliance 3.4 Aura Metafizik facilities maintenance activities validity 3.5 Activity conformance checking procedure 3.6 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of Aura Metafizik facilities maintenance activities 3.2 Determine Aura Metafizik facilities maintenance activities results 3.3 Determine Aura Metafizik facilities maintenance activities compliance 3.4 Determine Aura Metafizik facilities maintenance activities validity

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
4. Endorse Aura Metafizik facilities report	3.5 Follow facilities maintenance activity conformance checking procedure 3.6 Comply to Standard Operating Procedure *Attitude/Safety* : - Thorough in checking the Aura Metafizik facilities maintenance activities compliances *Knowledge of*: 4.1 Aura Metafizik facilities maintenance activities result 4.2 Aura Metafizik facilities maintenance activities compliance 4.3 Aura Metafizik facilities maintenance activities report 4.4 Plotting facilities maintenance activities implementation chart (schedule, defect ratio, etc) 4.5 Form of endorsement (signature, stamp, chop,etc) 4.6 Management Information System (MIS) 4.7 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine Aura Metafizik facilities maintenance activities result 4.2 Determine Aura Metafizik facilities maintenance activities compliance 4.1 Determine Aura Metafizik facilities maintenance activities report 4.2 Plot facilities maintenance activities implementation chart (schedule, defect ratio, etc) 4.3 Confirm Aura Metafizik facilities report 4.4 Determine form of endorsement (signature, stamp, chop, etc) 4.5 Utilise Management Information System (MIS) 4.6 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyse information 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 03.15 Liase to achieve identified outcomes 04.03 Organize and maintain own workplace

JOB TITLE		**AURA METAFIZIK THERAPIST**
DUTY	04	PERFORM AURA METAFIZIK CLIENT CARE AND SERVICES
TASK	04.04	ESTABLISH CLIENT PROFILE RECORD
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Establish client profile records using client profile files, stationary, design software/computer, organization chart and Standard Operating Procedure (SOP) so that client profile requirements identified, client profile contents identified, client profile system identified, client profile created and client profile files approval obtained in accordance with Aura Metafizik Centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Client profile files   2) Stationary   3) Design software/computer   4) Organization chart
5) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify client profile requirements	*Knowledge of:* 1.1 Category of Clients 1.2 Type of client information (treatment results, client's background, etc) 1.3 Amount of information 1.4 Type of medium (paper, magnetic, electronic, etc) 1.5 Usage of client profile 1.6 Guidance on client profile requirements 1.7 Standard Operating Procedure (SOP) 1.8 Management Information System (MIS) *Ability to:* 1.1 Determine category of clients 1.2 Determine type of client information (treatment results, client's background, etc) 1.3 Determine amount of information 1.4 Differentiate type of medium (paper, magnetic, electronic, etc) 1.5 Determine usage of client profile 1.6 Adhere to guidance on documentation requirements 1.7 Comply to Standard Operating Procedure (SOP) 1.8 Utilise Management Information System (MIS)
2. Identify client profile contents	*Knowledge of:* 2.1 Type of client profile contents 2.2 Type of client information (treatment results, client's background, etc) 2.3 Source of information 2.4 Type of medium (paper, magnetic, electronic, etc)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	2.5 Usage of client profile 2.6 Client profile requirements 2.7 Management Information System (MIS) 2.8 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine type of client profile contents 2.2 Determine type of client information (treatment results, client's background, etc) 2.3 Determine source of information 2.4 Determine type of medium (paper, magnetic, electronic, etc) 2.5 Determine usage of client profile 2.6 Determine client profile requirements 2.7 Utilise Management Information System (MIS) 2.8 Comply to Standard Operating Procedure (SOP)
3. Identify client profile system	*Knowledge of:* 3.1 Type of client profile system 3.2 Type of client information (treatment results, client's background, etc) 3.3 Source of information 3.4 Type of medium (paper, magnetic, electronic, etc) 3.5 Usage of client profile 3.6 Client profile requirements 3.7 Management Information System (MIS) 3.8 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of client profile system 3.2 Determine type of client information (treatment results, client's background, etc) 3.3 Determine source of information 3.4 Determine type of medium (paper, magnetic, electronic, etc) 3.5 Determine usage of client profile 3.6 Determine client profile requirements 3.7 Utilise Management Information System (MIS) 3.8 Comply to Standard Operating Procedure (SOP)
4. Create client profile	*Knowledge of:* 4.1 Type of client profile system 4.2 Client profile system design 4.3 Type of client information (treatment results, client's background, etc) 4.4 Source of information 4.5 Usage of client profile 4.6 Client profile requirements 4.7 Client profile creation 4.8 Management Information System (MIS) 4.9 Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
5. Obtain client profile approval	*Ability to:* 4.1 Determine type of client profile system 4.2 Determine client profile system design 4.3 Determine type of client information (treatment results, client's background, etc) 4.4 Determine source of information 4.5 Determine usage of client profile 4.6 Determine client profile requirements 4.7 Develop client profile 4.8 Utilise Management Information System (MIS) 4.9 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Thorough in checking activities *Knowledge of:* 5.1 Client profile file contents 5.2 Client profile file layout 5.3 Client profile file design 5.4 Authorised party for job approval 5.5 Hierarchy level 5.6 Organization Chart 5.7 Management Information System (MIS) 5.8 Standard Operating Procedure (SOP) *Ability to:* 5.1 Justify client profile file contents 5.2 Justify client profile file layout 5.3 Justify client profile file design 5.4 Determine authorise party for job approval 5.5 Determine hierarchy level 5.6 Determine personnel involved 5.7 Seek superior approval of created client profile files 5.8 Utilise Management Information System (MIS) 5.9 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Communicate effectively in obtaining job approval
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyse information 02.03 Communicate clearly 03.01 Apply cultural requirements to the workplace 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)

JOB TITLE		**SENIOR ASSISTANT AURA METAFIZIK THERAPIST**
DUTY	04	PERFORM AURA METAFIZIK CLIENT CARE AND SERVICES
TASK	04.05	CONDUCT CLIENT THERAPY CONSULTATION SESSION
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct client therapy consultation session using client profile records (checklist, treatment card, etc) and Standard Operating Procedure (SOP), so that client profile records obtained, client therapy requirements and client health history identified, Aura Metafizik therapy consulted and consultation session recorded in accordance with Aura Metafizik Centre's Policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Client profile records (checklist, treatment card, etc)   2) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain client profile records	*Knowledge of :* 1.1 Type of client profile 1.2 Type of client profile records (checklist, treatment card, etc) 1.3 Location of client profile records 1.4 Method of obtaining records (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Technique of obtaining records 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of client profile 1.2 Determine type of client profile records (checklist, treatment card, etc) 1.3 Determine location of client profile records 1.4 Apply method of records obtaining 1.5 Apply technique of obtaining records 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in obtaining client profile files
2. Identify client therapy requirements	*Knowledge of:* 2.1 Fundamental of energy medicine 2.2 Type of Aura Metafizik treatment

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	2.3 Type of client therapy requirements 2.4 Source of therapy requirements 2.5 Client background 2.6 Treatment records *Ability to:* 2.1 Determine type of Aura Metafizik treatment 2.2 Determine type of client therapy requirement 2.3 Determine source of therapy requirements 2.4 Interpret client background 2.5 Refer treatment records *Attitude/Safety:* - Thorough in identifying client therapy requirements
3. Identify client health history	*Knowledge of:* 3.1 Client profile records (files, treatment checklist, treatment card, treatment results, etc) 3.2 Client health information 3.3 Client health history *Ability to:* 3.1 Interpret client profile records (files, treatment checklist, treatment card, treatment results, etc) 3.2 Interpret client health information 3.3 Determine client health history
4. Consult Aura Metafizik therapy	*Knowledge of:* 4.1 Client therapy consultation record (checklist, form, logbook, online documentation system, etc) 4.2 Client therapy consultation approach 4.3 Client therapy consultation method 4.4 Consultation procedure 4.5 Ethics of consultation 4.6 Standard Operating Procedure (SOP) *Ability to:* 4.1 Interpret client therapy consultation record (checklist, form, logbook, online documentation system, etc) 4.2 Determine client therapy consultation approach 4.3 Apply client therapy consultation method 4.4 Apply consultation procedure 4.5 Follow consultation ethics 4.6 Comply to Standard Operating Procedure (SOP)
5. Record client therapy consultation session	*Knowledge of:* 5.1 Formatting of client therapy consultation record (Checklist, form, logbook, online documentation system, etc)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	5.2 Client therapy consultation approach 5.3 Client therapy consultation problems 5.4 Client therapy consultation activities recording procedure 5.5 Management Information System (MIS) 5.6 Standard Operating Procedure (SOP) *Ability to:* 5.1 Determine formatting of client therapy consultation record (Checklist, form, logbook, online documentation system, etc) 5.2 Determine client therapy consultation approach 5.3 Determine client therapy consultation problems 5.4 Follow client therapy consultation activities recording procedure 5.5 Utilise Management Information System (MIS) 5.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting client therapy consultation activities
CORE ABILITY	01.04 Analyse information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.02 Demonstrate integrity and apply ethical practices 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.15 Liase to achieve identified outcomes 04.02 Set and revise own objectives and goals 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility

JOB TITLE		**SENIOR ASSISTANT AURA METAFIZIK THERAPIST**
DUTY	04	PERFORM AURA METAFIZIK CLIENT CARE AND SERVICES
TASK	04.06	VERIFY CLIENT CARE SERVICES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify client care services using client care services records (checklist/form/ logbook, online recording system, etc), customer services policy, client care services analysis chart and Standard Operating Procedure (SOP) so that client care services records obtained, client care services activities identified, client care services conformance checked, client care services verification report produced in accordance with Standard Operating Procedure (SOP).

TOOLS/EQUIPMENT/MATERIALS:

1) Client care services records (checklist/form/ logbook, online recording system, etc)
2) Customer Services Policy   3) Client care services analysis chart   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain client care services records	*Knowledge of :* 1.1 Type of client care services activities 1.2 Type of client care services records (Checklist/Form/ Logbook, online recording system, etc) 1.3 Location of client care services activities records 1.4 Method of obtaining records (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Technique of obtaining records 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of client care services activities 1.2 Determine type of client care services records (Checklist/Form/ Logbook, online recording system, etc) 1.3 Determine location of client care services client care services records 1.4 Apply method of records obtaining 1.5 Apply technique of obtaining records 1.6 Utilise Management Information System (MIS)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in sourcing document
2. Identify client care services activities	*Knowledge of :* 2.1 Schedule of client care services activities 2.2 Source of client care services activities record 2.3 Importance of client care services (client satisfaction, business profit, etc) 2.4 Customer Services Policy 2.5 Management Information System (MIS) 2.6 Standard Operating Procedure (SOP) *Ability to :* 2.1 Determine schedule of client care services activities 2.2 Determine source of client care services activities record 2.3 Determine importance of client care services (client satisfaction, business profit, etc) 2.4 Adhere to Customer Services Policies 2.5 Utilise Management Information System (MIS) 2.6 Comply to Standard Operating Procedure (SOP)
3. Check client care services conformance	*Knowledge of:* 3.1 Type of client care services activities 3.2 Client care services activities results 3.3 Client care services activities compliance 3.4 Client care services activities validity 3.5 Activity conformance checking procedure 3.6 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine type of client care services activities 3.2 Determine client care services activities results 3.3 Determine client care services activities compliance 3.4 Determine client care services activities validity 3.5 Follow sanitation activity conformance checking procedure 3.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety :* - Thorough in checking client care services conformance
4. Produce client care services verification report	*Knowledge of:* 4.1 Client care services activities result 4.2 Client care services activities compliance 4.3 Client care services activities report 4.4 Plotting client care services implementation chart (schedule, defect ratio, etc) 4.5 Formatting of verification report

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	4.6 Management Information System (MIS) 4.7 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine client care services activities result 4.2 Determine client care services activities compliance 4.3 Determine client care services activities report 4.4 Plot client care services implementation chart (schedule, defect ratio, etc) 4.5 Format verification report 4.6 Utilise Management Information System (MIS) 4.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting client care services verification results
CORE ABILITY	01.04 Analyse information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 03.15 Liase to achieve identified outcomes 04.02 Set and revise own objectives and goals

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	05	MANAGE AURA METAFIZIK (AMF) TREATMENT MATERIALS INVENTORY
TASK	05.03	CARRY OUT AURA METAFIZIK TREATMENT MATERIALS PROCUREMENT
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Carry out Aura Metafizik materials procurement using Aura Metafizik treatment materials inventory documents (material name list, labels, etc), treatment materials requisition document (requisition form, quotation, etc), inventory record (checklist, file, etc) and Standard Operating Procedure (SOP) so that Aura Metafizik treatment materials inventory documents obtained, materials inventory status identified, Aura Metafizik treatment materials requisition document checked, purchase requisition approval obtained, requested Aura Metafizik treatment materials purchased and Aura Metafizik treatment materials procurement recorded in accordance with Aura Metafizik Centre's policy.

TOOLS/ EQUIPMENT/ MATERIALS:

1) Aura Metafizik treatment materials inventory documents (material name list, labels, etc)
2) Aura Metafizik treatment materials requisition document (requisition form, quotation, etc)
3) Aura Metafizik inventory record (checklist, file, etc)   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Obtain Aura Metafizik treatment materials inventory documents	*Knowledge of:* 1.1 Aura Metafizik inventory record 1.2 Location of Aura Metafizik inventory record 1.3 Aura Metafizik inventory systems 1.4 Aura Metafizik treatment materials inventory documents obtaining method 1.5 Management Information System (MIS) 1.6 Standard Operating Procedure (SOP) *Ability to:* 1.1 Interpret Aura Metafizik inventory record 1.2 Determine location of Aura Metafizik inventory record 1.3 Determine Aura Metafizik inventory systems 1.4 Apply Aura Metafizik treatment materials inventory documents obtaining method 1.5 Utilise Management Information System (MIS) 1.6 Comply to Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
2. Identify materials inventory status	*Knowledge of:* 2.1 Inventory stock level 2.2 Daily usage 2.3 Order timeline 2.4 Aura Metafizik treatment materials inventory status 2.5 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine inventory stock level 2.2 Determine daily usage 2.3 Determine order timeline 2.4 Examine Aura Metafizik treatment materials inventory status 2.5 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Accuracy in checking materials inventory status
3. Check Aura Metafizik treatment materials requisition documents	*Knowledge of:* 3.1 Inventory stock level 3.2 Daily usage records 3.3 Type of materials 3.4 Aura Metafizik treatment materials requisition form 3.5 Aura Metafizik treatment materials requisition documents checking procedure *Ability to:* 3.1 Confirm inventory stock level 3.2 Refer daily usage records 3.3 Confirm type of materials 3.4 Confirm Aura Metafizik treatment materials requisition form 3.5 Follow Aura Metafizik treatment materials requisition documents checking procedure
4. Obtain purchase requisition approval	*Knowledge of:* 4.1 Inventory stock level 4.2 Metafizik treatment materials requisition document 4.3 Order timeline 4.4 Hierarchy level 4.5 Targeted party 4.6 Purchase requisition approval obtaining method 4.7 Management Information System (MIS) 4.8 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine inventory stock level 4.2 Interpret Metafizik treatment materials requisition document 4.3 Determine order timeline 4.4 Determine hierarchy level 4.5 Purchase requisition approval obtaining method

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
	4.6 Get purchase requisition approval from targeted party 4.7 Utilise Management Information System (MIS) 4.8 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Effective communication skills in obtaining approval
5. Purchase Aura Metafizik treatment materials	*Knowledge of:* 5.1 Aura Metafizik treatment materials requisition document 5.2 Treatment materials quotation 5.3 Aura Metafizik treatment materials supplier 5.4 Purchase requisition form 5.5 Requested Metafizik treatment materials *Ability to:* 5.1 Interpret Aura Metafizik treatment materials requisition document 5.2 Follow treatment materials quotation 5.3 Select Aura Metafizik treatment materials supplier 5.4 Confirm purchase requisition approval 5.5 Acquire Aura Metafizik treatment materials from selected supplier *Attitude/Safety:* - Meticulous to procedure of requisition - Alertness with order timeline
6. Record Aura Metafizik treatment materials procurement	*Knowledge of:* 6.1 Inventory stock level 6.2 Aura Metafizik treatment materials inventory records 6.3 Documentation procedure 6.4 Recording format 6.5 Management Information System (MIS) 6.6 Standard Operating Procedure (SOP) *Ability to:* 6.1 Determine inventory stock level 6.2 Determine Aura Metafizik treatment materials procurement exercise 6.3 Adhere to documentation procedure 6.4 Write down Aura Metafizik treatment materials procurement exercise as per record format 6.5 Utilise Management Information System (MIS) 6.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting Aura Metafizik treatment materials procurement exercise

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 03.03 Accept responsibility for own work and work area

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	05	MANAGE AURA METAFIZIK (AMF) TREATMENT MATERIALS INVENTORY
TASK	05.04	CARRY OUT AURA METAFIZIK TREATMENT MATERIALS INVENTORY DOCUMENT PREPARATION
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Carry out Aura Metafizik treatment materials inventory documentation activities using Aura Metafizik treatment materials inventory records (checklist, file, etc), Aura Metafizik materials (salt, relaxation oil, energy water, etc), inventory documents (material namelist, labels, etc), Application software, Computer, Inventory items and Standard Operating Procedure (SOP) so that Aura Metafizik treatment materials inventory items identified, Aura Metafizik treatment materials inventory documentation activities identified, Aura Metafizik treatment materials inventory documents prepared and Aura Metafizik treatment materials inventory documentation activities upkeep in accordance with Standard Operating Procedure (SOP).

TOOLS/ EQUIPMENT/ MATERIALS:

1) Aura Metafizik treatment materials inventory records (checklist, file, etc)   2) Aura Metafizik materials (salt, relaxation oil, energy water, etc) 3) Aura Metafizik treatment materials inventory documents (material namelist, labels, etc) 4) Application software 5) Computer 6) Inventory items   7) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Identify Aura Metafizik treatment materials inventory items	*Knowledge of:* 1.1 Aura Metafizik treatment materials inventory records (checklist, file, etc) 1.2 Type of Aura Metafizik materials (salt, relaxation oil, energy water, etc) 1.3 Form of Aura Metafizik treatment materials (liquid, solid,etc) 1.4 Treatment materials function 1.5 Aura Metafizik treatment materials specials handling *Ability to:* 1.1 Determine Aura Metafizik treatment materials inventory records (checklist, file, etc) 1.2 Determine type of Aura Metafizik materials (salt, relaxation oil, energy water, etc) 1.3 Determine form of Aura Metafizik treatment materials (liquid, solid,etc) 1.4 Recognise treatment materials function

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
	1.5 Determine Aura Metafizik treatment materials specials handling
2. Identify Aura Metafizik treatment materials inventory documentation activities	*Knowledge of:* 2.1 Type of Aura Metafizik treatment materials inventory documents (material namelist, labels, etc) 2.2 Aura Metafizik treatment materials inventory documentation activities plan 2.3 Source and amount of information (website, books, etc) 2.4 Type of medium (paper, electronic, etc) 2.5 Objective of documentation activities 2.6 Document control requirements 2.7 Standard Operating Procedure (SOP) 2.8 Management Information System (MIS) *Ability to:* 2.1 Determine type of Aura Metafizik treatment materials inventory documents (material namelist,labels, etc) 2.2 Determine Aura Metafizik treatment materials inventory documentation activities plans 2.3 Determine amount of information 2.4 Differentiate type of medium (paper, electronic, etc) 2.5 Determine objective of documentation activities 2.6 Adhere to guidance on documentation requirements 2.7 Comply to Standard Operating Procedure (SOP) 2.8 Utilise Management Information System (MIS)
3. Prepare Aura Metafizik treatment materials inventory documents	*Knowledge of:* 3.1 Type of Aura Metafizik treatment materials inventory documents (material namelist, labels, etc) 3.2 Aura Metafizik safety and security documentation activities plan 3.3 Source and amount of information (website, books, etc) 3.4 Type of medium (paper, electronic, etc) 3.5 Objective of documentation activities 3.6 Documentation preparation approach 3.7 Standard Operating Procedure (SOP) 3.8 Documentation Management System 3.9 Management Information System (MIS) *Ability to:* 3.1 Determine type of Aura Metafizik treatment materials inventory documents (material namelist,labels, etc) 3.2 Determine Aura Metafizik treatment materials inventory documentation activities plans 3.3 Determine amount of information 3.4 Differentiate type of medium (paper, electronic, etc) 3.5 Determine objective of documentation activities 3.6 Determine documentation preparation approach 3.7 Comply to Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
	3.8 Utilise Documentation Management System 3.9 Utilise Management Information System (MIS) *Attitude/Safety:* - Expert using computer application
4. Upkeep Aura Metafizik treatment materials inventory documentation activities	*Knowledge of:* 4.1 Aura Metafizik treatment materials inventory procedure compliance 4.2 Aura Metafizik treatment materials inventory documentation activities 4.3 Documentation keeping procedure 4.4 Documentation keeping method 4.5 Management Information System (MIS) 4.6 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine Aura Metafizik treatment materials inventory procedure compliance 4.2 Determine Aura Metafizik treatment materials inventory documentation activities 4.3 Follow documentation keeping procedure 4.4 Comply to documentation keeping method 4.5 Utilise Management Information System (MIS) 4.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in maintaining Aura Metafizik treatment materials inventory documentation activities
CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyse information 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 03.15 Liase to achieve identified outcomes 04.03 Organize and maintain own workplace

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	05	MANAGE AURA METAFIZIK (AMF) TREATMENT MATERIALS INVENTORY
TASK	05.05	VERIFY AURA METAFIZIK TREATMENT MATERIALS INVENTORY ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik treatment materials inventory activities using Aura Metafizik inventory records (checklist, file, etc), treatment materials (salt, energy water, glove, etc), inventory analysis chart, graph paper, application software and Standard Operating Procedure (SOP), graph paper and application software so that Aura Metafizik treatment materials inventory records obtained, Aura Metafizik treatment materials inventory activities identified, Aura Metafizik treatment materials inventory cost identified, Aura Metafizik treatment materials inventory conformance checked and Aura Metafizik treatment materials inventory report endorsed in accordance with Standard Operating Procedure (SOP).

TOOLS/ EQUIPMENT/ MATERIALS:

1) Aura Metafizik inventory records (checklist, file, etc)   2) Inventory analysis chart 3) Treatment materials (salt, energy water, glove, etc) 4) Graph Paper 4) Application software 5) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Obtain Aura Metafizik treatment materials inventory records	*Knowledge of :* 1.1 Type of treatment materials (salt, energy water, glove, etc) 1.2 Type of Aura Metafizik treatment materials inventory activities 1.3 Category of Aura Metafizik treatment materials inventory records (manual/ online system) 1.4 Location of Aura Metafizik treatment materials inventory activities records 1.5 Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.6 Aura Metafizik treatment materials inventory activities records obtaining media (email, hardcopy, fax, etc) 1.7 Management Information System (MIS) 1.8 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of Aura Metafizik treatment materials inventory activities 1.2 Determine category of Aura Metafizik treatment materials inventory records (manual/ online system)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
	1.3 Determine location of Aura Metafizik treatment materials inventory activities records 1.4 Determine Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Determine Aura Metafizik treatment materials inventory activities records obtaining media (email, hardcopy, fax, etc) 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP)
2. Identify Aura Metafizik treatment materials inventory activities	_Knowledge of:_ 2.1 Schedule of Aura Metafizik treatment materials inventory activities 2.2 Source of Aura Metafizik treatment materials inventory activities record 2.3 Importance of treatment materials inventory activities (increase profitability, avoid waste, etc) 2.4 Inventory Management Procedure 2.5 Management Information System (MIS) _Ability to :_ 2.1 Determine schedule of Aura Metafizik treatment materials inventory activities 2.2 Determine source of Aura Metafizik treatment materials inventory activities record 2.3 Determine importance of treatment materials inventory activities (increase profitability, avoid waste, etc) 2.4 Follow inventory management procedure 2.5 Utilise Management Information System (MIS) _Attitude/Safety:_ - Meticulous in identifying of Aura Metafizik treatment materials inventory activities
3. Identify Aura Metafizik treatment materials inventory cost	_Knowledge of:_ 3.1 Budgets allocated of Aura Metafizik treatment materials inventory activities 3.2 Source of Aura Metafizik treatment materials inventory activities record 3.3 Importance of treatment materials inventory activities (increase profitability, avoid waste, etc) 3.4 Quotation of Aura Metafizik treatment materials inventory 3.5 Inventory Management Procedure 3.6 Management Information System (MIS) _Ability to :_ 3.1 Determine budgets allocated of Aura Metafizik treatment materials inventory activities 3.2 Determine source of Aura Metafizik treatment materials inventory activities record 3.3 Determine importance of treatment materials inventory activities

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)

	(increase profitability, avoid waste, etc)
	3.4 Determine quotation of Aura Metafizik treatment materials
	    inventory
	3.5 Follow inventory management procedure
	3.6 Utilise Management Information System (MIS)
	
	Attitude/Safety:
	- Accurate in determining Aura Metafizik treatment materials
	    inventory cost

4.   Check Aura Metafizik
    treatment materials
    inventory conformance
	Knowledge of:
	4.1 Type of Aura Metafizik Aura Metafizik treatment materials
	    inventory activities
	4.2 Aura Metafizik Aura Metafizik treatment materials inventory
	    activities results
	4.3 Aura Metafizik Aura Metafizik treatment materials inventory
	    activities compliance
	4.4 Aura Metafizik Aura Metafizik treatment materials inventory
	    activities validity
	4.5 Activity conformance checking procedure
	4.6 Standard Operating Procedure (SOP)
	
	Ability to:
	4.1 Determine type of Aura Metafizik treatment materials inventory
	    activities
	4.2 Determine Aura Metafizik treatment materials inventory activities
	    results
	4.3 Determine Aura Metafizik treatment materials inventory activities
	    compliance
	4.4 Determine Aura Metafizik treatment materials inventory activities
	    validity
	4.5 Follow Aura Metafizik treatment materials inventory activity
	    conformance checking procedure
	4.6 Comply to Standard Operating Procedure (SOP)

5.   Endorse Aura Metafizik
    treatment materials
    inventory report
	Knowledge of:
	5.1 Aura Metafizik treatment materials inventory activities result
	5.2 Aura Metafizik treatment materials inventory activities
	    compliance
	5.3 Aura Metafizik treatment materials inventory activities report
	5.4 Ploting Aura Metafizik treatment materials inventory activities
	    implementation chart (schedule, defect ratio, etc)
	5.5 Form of endorsement (signature, stamp, chop, etc)
	5.6 Management Information System (MIS)
	5.7 Standard Operating Procedure (SOP)
	
	Ability to:
	5.1 Determine Aura Metafizik Aura Metafizik treatment materials
	    inventory activities result
	5.2 Determine Aura Metafizik Metafizik treatment materials

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)

	inventory activities compliance
	5.3 Determine Aura Metafizik Metafizik treatment materials
	    inventory activities report
	5.4 Plot Aura Metafizik treatment materials inventory activities
	    implementation chart (schedule, defect ratio, etc)
	5.6 Determine form of endorsement (signature, stamp, chop,etc)
	5.7 Confirm Aura Metafizik treatment materials inventory report
	5.8 Utilise Management Information System (MIS)
	5.9 Comply to Standard Operating Procedure (SOP)
	
	Attitude/Safety:
	- Systematic in endorsing Aura Metafizik treatment materials
	    Inventory report

CORE ABILITY	01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyse information 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklists using standard forms 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 03.15 Liase to achieve identified outcomes 04.03 Organize and maintain own workplace

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	06	PERFORM AURA METAFIZIK (AMF) PRE-TREATMENT ACTIVITIES
TASK	06.05	VERIFY AURA METAFIZIK PRE-TREATMENT ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik pre-treatment activities using client profile records (checklist ,treatment card, etc), Aura Metafizik pre-treatment activities schedule, stationary and Standard Operating Procedure (SOP) so that client profile records obtained, Aura Metafizik pre-treatment activities identified, Aura Metafizik pre-treatment activities conformance checked and Aura Metafizik pre-treatment activities report endorsed in accordance with treatment procedure.

TOOLS/EQUIPMENT/MATERIALS: 1) Client profile records (checklist ,treatment card, etc)   2) Aura Metafizik pre-treatment activities schedule   3) Stationary   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain client profile records	*Knowledge of :* 1.1 Type of client profile 1.2 Type of client profile records (checklist ,treatment card, etc) 1.3 Location of client profile records 1.4 Method of obtaining records (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Technique of obtaining records 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of client profile 1.2 Determine type of client profile records (checklist , treatment card, etc) 1.3 Determine location of client profile records 1.4 Apply method of records obtaining 1.5 Apply technique of obtaining records 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in obtaining client profile files
2. Identify Aura Metafizik	*Knowledge of:*

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
pre-treatment activities	2.1 Schedule of Aura Metafizik pre-treatment activities 2.2 Type of pre-treatment activities 2.3 Pre-treatment requirements 2.4 Client backgrounds 2.5 Treatment records 2.6 Aura Metafizik pre-treatment activities checking procedure 2.7 Management Information System (MIS) 2.8 Standard Operating Procedure (SOP) _Ability to:_ 2.1 Determine schedule of Aura Metafizik pre-treatment activities 2.2 Determine type of pre-treatment activities 2.3 Interpret pre-treatment requirements 2.4 Determine client backgrounds 2.5 Determine treatment checklist 2.6 Apply Aura Metafizik pre-treatment activities checking procedure 2.7 Utilise Management Information System (MIS) 2.8 Comply to Standard Operating Procedure (SOP)
3. Check Aura Metafizik pre-treatment activities conformance	_Knowledge of :_ 3.1 Type of Aura Metafizik pre-treatment activities 3.2 Aura Metafizik pre-treatment activities record 3.3 Aura Metafizik pre-treatment activities results 3.4 Aura Metafizik pre-treatment activities conformance checking procedure 3.5 Aura Metafizik pre-treatment activities report validation procedure 3.6 Standard Operating Procedure (SOP) _Ability to :_ 3.1 Determine type of Aura Metafizik pre-treatment activities 3.2 Interpret Aura Metafizik pre-treatment activities records 3.3 Determine Aura Metafizik pre-treatment activities results 3.4 Determine Aura Metafizik pre-treatment activities conformance 3.5 Follow Aura Metafizik pre-treatment activities report validation procedure 3.6 Comply to Standard Operating Procedure (SOP) _Attitude/Safety:_ - Meticulous in compliance checking of Aura Metafizik pre-treatment activities
4. Endorse Aura Metafizik pre-treatment activities report	_Knowledge of_: 4.1 Aura Metafizik pre-treatment activities result 4.2 Aura Metafizik pre-treatment activities compliance 4.3 Aura Metafizik pre-treatment activities report 4.4 Plotting Aura Metafizik pre-treatment activities implementation chart (schedule, defect ratio, etc) 4.5 Form of endorsement (signature, stamp, chop, etc) 4.6 Management Information System (MIS) 4.7 Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	Ability to: 4.1 Determine Aura Metafizik pre-treatment activities result 4.2 Determine Aura Metafizik pre-treatment activities compliance 4.3 Determine Aura Metafizik pre-treatment activities activities report 4.4 Plot Aura Metafizik pre-treatment activities implementation chart (schedule, defect ratio, etc) 4.5 Determine form of endorsement (signature, stamp, chop, etc) 4.6 Confirm Aura Metafizik pre-treatment activities report 4.7 Utilise Management Information System (MIS) 4.8 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting Aura Metafizik pre-treatment activities verification results
CORE ABILITY	01.04 Analyze information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 03.15 Liase to achieve identified outcomes 04.02 Set and revise own objectives and goals

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	07	PERFORM AURA METAFIZIK (AMF) TREATMENT ACTIVITIES
TASK	07.05	CARRY OUT AURA METAFIZIK REFLEX-ICE TREATMENT (R-IT) PROCEDURE
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Carry out Aura Metafizik Reflex-Ice Treatment (R-IT) procedure using room signage, room layout plan, client profile records (treatment checklist, files, etc) storage cabinet, inventory list, treatment area, Aura Metafizik Reflex-Ice treatment materials (ice, salt, water, etc), treatment tools (chair, basin, towel, etc), Aura Metafizik Reflex-Ice treatment procedures so that Aura Metafizik Reflex-Ice treatment procedure identified, client requirements identified, client condition identified, Aura Metafizik Reflex-Ice treatment procedure acknowledged to client, Aura Metafizik Reflex-Ice treatment executed and recorded in accordance with treatment procedure.

TOOLS/EQUIPMENT/MATERIALS:

1) Room signage   2) Room layout plan   3) Client profile records (treatment checklist, files, etc)
4) Storage Cabinet   5) Inventory List   6) Treatment area   7) Aura Metafizik Reflex-Ice
treatment materials (ice, salt, water, etc)   8) Treatment tools (chair, basin, towel, etc)   9) AMF
Reflex-ice treatment procedure

STEPS	ENABLING REQUIREMENTSS (Knowledge, Skills, Attitude and Safety)
1. Identify clients requirements	*Knowledge of:* 1.1 Type of treatment requirements 1.2 Clients health background 1.3 Aura Metafizik treatment limitations (wellness, therapy, etc) 1.4 Type of client problems 1.5 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine type of treatment requirements 1.2 Determine clients health background 1.3 Determine Aura Metafizik treatment limitations (wellness, therapy, etc) 1.4 Determine type of client problems 1.5 Comply to Standard Operating Procedure (SOP)
2. Identify Aura Metafizik Reflex-Ice treatment procedure	*Knowledge of:* 2.1 Fundamental of energy medicine 2.2 Ice therapy basic information (contraindication, precaution, time,

STEPS	ENABLING REQUIREMENTSS (Knowledge, Skills, Attitude and Safety)
	temperature, etc) 2.3 Human Anatomy energy fields 2.4 Types of ice treatment 2.5 Client profile records (treatment checklist, files, etc) 2.6 Client health background 2.7 Client requirements 2.8 Aura Metafizik Reflex-Ice treatment procedure *Ability to:* 2.1 Interpret basic knowledge of energy medicine 2.2 Interpret ice therapy treatment information (contraindications, precaution, time, temperature, etc) 2.3 Acquire client profile records (treatment checklist, files, etc) 2.4 Interpret client health background 2.5 Determine client requirements 2.6 Determine Aura Metafizik Reflex-Ice treatment procedure *Attitude/Safety:* - Precise in determine client requirements
3. Identify client condition	*Knowledge of:* 3.1 Aura Metafizik Reflex-Ice treatment knowledge 3.2 Client condition 3.3 Client physical look 3.4 Client health background *Ability to:* 3.1 Apply Aura Metafizik Reflex-Ice treatment knowledge 3.2 Observe client condition 3.3 Observe client physical look 3.4 Determine client health background *Attitude/Safety:* - Alert and cautious on client reaction
4. Acknowledge to client Aura Metafizik Reflex-Ice treatment procedure	*Knowledge of:* 4.1 Aura Metafizik Reflex-Ice treatment materials 4.2 Aura Metafizik Reflex-Ice treatment duration 4.3 Aura Metafizik Reflex-Ice treatment reaction 4.4 Aura Metafizik Reflex-Ice treatment procedure 4.5 Aura Metafizik Reflex-Ice treatment advantage 4.6 Client handling technique *Ability to:* 4.1 Describe Aura Metafizik Reflex-Ice treatment materials 4.2 Describe Aura Metafizik Reflex-Ice treatment duration 4.3 Describe Aura Metafizik Reflex-Ice treatment reaction 4.4 Describe Aura Metafizik Reflex-Ice treatment procedure 4.5 Describe Aura Metafizik Reflex-Ice treatment advantage 4.6 Apply client handling technique

STEPS	ENABLING REQUIREMENTSS (Knowledge, Skills, Attitude and Safety)
	Attitude/Safety: - Details in explaining treatment procedure - Effective communication skills during treatment
5. Execute Aura Metafizik Reflex-Ice treatment	*Knowledge of:* 5.1 Fundamental of energy medicine 5.2 Ice therapy treatment information (contraindications, precaution, etc) 5.3 Human anatomy fields 5.4 Types of Aura Metafizik Reflex-Ice treatment materials (ice, salt, water, etc) 5.5 Aura Metafizik Reflex-Ice treatment duration (15-20 minutes) 5.6 Aura Metafizik Reflex -Ice treatment temperature (13-18ºC) 5.7 Aura Metafizik Reflex-Ice treatment procedure 5.8 Aura Metafizik Reflex-Ice treatment technique (client seats comfortably and relax, all feet cover by Aura Metafizik Reflex-Ice treatment materials, etc) 5.9 Client condition 5.10 Client reaction (normal, abnormal reaction,etc) 5.11 Client position during treatment 5.12 Standard Operating Procedure (SOP) *Ability to:* 5.1 Apply basic knowledge of energy medicine 5.2 Determine ice therapy treatment reaction (contraindications, precaution, etc) 5.3 Determine types of Aura Metafizik Reflex-Ice treatment materials (ice, salt, water, etc) 5.4 Apply Aura Metafizik Reflex-Ice treatment duration (15-20 minutes) 5.5 Apply Aura Metafizik Reflex-Ice treatment temperature (13-18ºC) 5.6 Follow Aura Metafizik Reflex-Ice treatment procedure 5.7 Apply Aura Metafizik Reflex-Ice treatment technique (client seats comfortably and relax, all feet cover by Aura Metafizik Reflex-Ice treatment materials, etc) 5.8 Determine client condition 5.9 Determine client reaction (normal, abnormal reaction,etc) 5.10 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Focus in applying treatment procedure - Patience during treatment session - Ethical in executing treatment activities (ladies client being accompanied by other parties)
6. Record Aura Metafizik Reflex-Ice treatment	*Knowledge of:* 6.1 Aura Metafizik Reflex-Ice treatment recording format (Checklist, Logbook, Form, online system, etc)

STEPS	ENABLING REQUIREMENTSS (Knowledge, Skills, Attitude and Safety)
	6.2 Result of Aura Metafizik Reflex-Ice treatment activities 6.3 Aura Metafizik Reflex-Ice treatment compliance 6.4 Recording procedure 6.5 Management Information System (MIS) 6.6 Standard Operating Procedure (SOP) *Ability to:* 6.1 Determine Aura Metafizik Reflex-Ice treatment recording format (Checklist, Logbook, Form, online system, etc) 6.2 Confirm result of Aura Metafizik Reflex-Ice treatment activities 6.3 Determine Aura Metafizik Reflex-Ice treatment compliance 6.4 Follow recording procedure 6.5 Utilise Management Information System (MIS) 6.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting Aura Metafizik Aura Metafizik Reflex-Ice treatment activities
CORE ABILITY	01.11 Apply thinking skills and creativity 02.03 Communicate clearly 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 03.10 Provide consultation and counseling

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	07	PERFORM AURA METAFIZIK (AMF) TREATMENT ACTIVITIES
TASK	07.06	VERIFY AURA METAFIZIK TREATMENT ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik treatment activities using client profile records (checklist ,treatment card, etc) , Aura Metafizik treatment records, and Standard Operating Procedure (SOP) so that client profile records obtained, Aura Metafizik treatment activities identified, Aura Metafizik treatment conformance checked and treatment activities verification report produced in accordance with treatment procedure.

TOOLS/EQUIPMENT/MATERIALS:

1) Client profile records (checklist ,treatment card, etc)   2) Aura Metafizik treatment records
3) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain client profile records	*Knowledge of:* 1.1 Type of treatment 1.2 Type of clients 1.3 Location of client profile records (files, online systems, etc) 1.4 Client profile files serial number 1.5 Client profile files obtaining method 1.6 Management information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine type of treatments 1.2 Determine type of clients 1.3 Determine location of client profile records (files, online systems, etc) 1.4 Interpret client profile files serial number 1.5 Apply client profile files obtaining method 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in sourcing records
2. Identify Aura Metafizik treatment activities	*Knowledge of:* 2.1 Type of Aura Metafizik treatment activities • Scanning • Cleansing

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	• Tapping • AMF Reflex- Ice Treatment • Scopes of Aura Metafizik treatment (Spiritual, Mental, Physical, Emotional, etc) 2.2 Client backgrounds 2.3 Aura Metafizik treatment records 2.4 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine type of Aura Metafizik treatment activities • Scanning • Cleansing • Tapping • AMF Reflex- Ice Treatment • Determine Scopes of Aura Metafizik treatment (Spiritual, Mental, Physical, Emotional, etc) 2.2 Determine Client backgrounds 2.3 Determine Aura Metafizik treatment records 2.4 Comply to Standard Operating Procedure (SOP)
3. Check Aura Metafizik treatment conformance	*Knowledge of :* 3.1 Type of Aura Metafizik treatment activities 3.2 Aura Metafizik treatment activities records 3.3 Aura Metafizik treatment activities results 3.4 Aura Metafizik treatment compliances 3.5 Aura Metafizik treatment activities conformance checking procedure 3.6 Aura Metafizik treatment activities records validation procedure *Ability to :* 3.1 Confirm type of Aura Metafizik treatment activities 3.2 Interpret Aura Metafizik treatment activities records 3.3 Confirm Aura Metafizik treatment activities results 3.4 Confirm Aura Metafizik treatment activities conformance 3.5 Follow Aura Metafizik treatment activities records validation procedure *Attitude/Safety:* - Meticulous in records validating of Aura Metafizik treatment activities
4. Produce Aura Metafizik treatment activities verification report	*Knowledge of*: 4.1 Aura Metafizik treatment activities results 4.2 Aura Metafizik treatment activities compliance 4.3 Aura Metafizik treatment activities records 4.4 Plotting Aura Metafizik treatment activities implementation chart (schedule, defect ratio, etc) 4.5 Formatting of verification report 4.6 Management Information System (MIS)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	4.7 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine Aura Metafizik treatment activities result 4.2 Confirm Aura Metafizik treatment compliance 4.3 Interpret Aura Metafizik treatment activities records 4.4 Interpret Aura Metafizik s treatment activities results 4.5 Plot Aura Metafizik treatment activities implementation chart 4.6 Follow formatting of verification report 4.7 Utilise Management Information System (MIS) 4.8 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting Aura Metafizik treatment verification results
CORE ABILITY	01.04 Analyse information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 03.15 Liase to achieve identified outcomes 04.02 Set and revise own objectives and goals

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	08	PERFORM AURA METAFIZIK AFTER CARE ACTIVITIES
TASK	08.04	CONDUCT AURA METAFIZIK AFTER CARE CONSULTATION SESSION
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct Aura Metafizik after care consultation session using client profile records (registration info, treatment checklist, treatment card, etc) Aura Metafizik after care treatment materials (energy water, salt, relaxation oil, etc) and Standard Operating Procedure (SOP) so that client profile records obtained, Aura Metafizik after care consultation activities and requirements identified, client after care treatments consulted and Aura Metafizik after care consultation session recorded in accordance with company's standards.

TOOLS/ EQUIPMENT/ MATERIALS: 1) Client profile records (registration info ,treatment checklist, treatment card, etc)   2) Aura Metafizik after care treatment materials (energy water, salt, relaxation oil, etc)   3) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Obtain client profile records	*Knowledge of:* 1.1 Client profile records (registration info, treatment checklist, etc) 1.2 Type of treatment 1.3 Type of client 1.4 Client profile files location 1.5 Client profile files obtaining method 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to:* 1.1 Interpret client profile records 1.2 Determine type of treatment 1.3 Determine type of client 1.4 Determine location of client profile files 1.5 Apply client profile files obtaining method 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Resourceful in obtaining documents
2. Identify Aura Metafizik after care consultation	*Knowledge of:* 2.1 Category of Aura Metafizik after care consultation (treatment,

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
requirements	counselling, etc) 2.2 Consultation approach 2.3 Objective of consultation activities 2.4 Reason of consultation requirements 2.5 Standard Operating Procedure (SOP) 2.6 Management Information System (MIS) *Ability to:* 2.1 Determine category of Aura Metafizik after care consultation (treatment, counseling, etc) 2.2 Determine consultation approach 2.3 Determine objective of consultation activities 2.4 Determine reason of consultation requirements 2.5 Comply to Standard Operating Procedure (SOP) 2.6 Utilise Management Information System (MIS) *Attitude/Safety:* - Thorough in identifying after care consultation requirements
3. Identify Aura Metafizik after care consultation activities	*Knowledge of:* 3.1 Approach of Aura Metafizik after care 3.2 Aura Metafizik after care consultation activities plan 3.3 Output of consultation activities 3.4 Reason of consultation requirements 3.5 Limitation in consultation activities 3.6 Standard Operating Procedure (SOP) 3.7 Management Information System (MIS) *Ability to:* 3.1 Select approach of Aura Metafizik after care 3.2 Determine Aura Metafizik after care consultation activities plan 3.3 Determine output of consultation activities 3.4 Determine reason of consultation requirements 3.5 Determine limitation in consultation activities 3.6 Comply to Standard Operating Procedure (SOP) 3.7 Utilise Management Information System (MIS) *Attitude/Safety:* - Thorough in identifying after care consultation activities
4. Consult client after care treatments	*Knowledge of:* 4.1 Fundamental of energy edicine 4.2 Treatment activities (AMF Reflex-Ice treatment, cleansing, etc) 4.3 Client experiences during treatment 4.4 Type of after care treatment materials 4.5 Instruction of after care treatment materials usage 4.6 Functionality of treatment materials 4.7 Treatment information *Ability to:*

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
5. Record after care consultation session	4.1 Explain treatments activities 4.2 Discuss experiences of the client during treatment 4.3 Explain type of after care treatment materials 4.4 Explain after care treatment materials usage instructions 4.5 Explain functionality of materials 4.6 Discuss after care treatments needs *Attitude/Safety:* - Practice good communication and interpersonal skills *Knowledge of*: 5.1 After care consultation results 5.2 After care consultation activities 5.3 After care treatment report 5.4 Documentation procedure 5.5 Records format 5.6 Management Information System (MIS) 5.7 Standard Operating Procedure (SOP) *Ability to:* 5.1 Confirm after care consultation results 5.2 Confirm after care consultation activities 5.3 Confirm after care treatment report 5.4 Follow documentation procedures 5.5 Write down after care consultation results as per record format 5.6 Utilise Management Information System (MIS) 5.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting after care consultation session
CORE ABILITY	01.04 Analyse information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.02 Demonstrate integrity and apply ethical practices 03.10 Provide consultation and counselling 04.02 Set and revise own objectives and goals

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	08	PERFORM AURA METAFIZIK AFTER CARE ACTIVITIES
TASK	08.05	VERIFY AURA METAFIZIK AFTER CARE ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Verify Aura Metafizik after care activities using after care activities records (checklist, check sheet, form, logbook, online documentation system, etc), stationeries, computer and Standard Operating Procedure (SOP) so that after care activities records obtained, Aura Metafizik after care activities identified, after care activities conformance checked, after care and after care activities verification report produced in accordance with Standard Operating Procedure (SOP).

TOOLS/ EQUIPMENT/ MATERIALS:

1) After care activities records (checklist, check sheet, form, logbook, online documentation system, etc)   2) Stationeries   3) Computer   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
1. Obtain after care activities records	*Knowledge of :* 1.1 Type of after care activities (consultation, treatment material instruction, etc) 1.2 Types of after care records (manual/ online system, etc) 1.3 Location of after care activities records 1.4 Records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 After care activities records obtaining medium (email, hardcopy, fax, etc) 1.6 Management Information System (MIS) 1.7 Standard Operating Procedure (SOP) *Ability to :* 1.1 Determine type of after care activities 1.2 Determine types of after care records (manual/ online system) 1.3 Determine location of after care activities records 1.4 Determine records obtaining method (Get/Collect/Gather/Receive/ Compile, etc) 1.5 Determine after care activities records obtaining medium (email, hardcopy, fax, etc) 1.6 Utilise Management Information System (MIS) 1.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Resourceful in obtaining after care activities records

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
2. Identify after care activities	*Knowledge of:* 2.1 Type of after care activities 2.2 After care activities requirements 2.3 After care activities record (checklist, check sheet, form, logbook, online documentation system, etc) 2.4 After care policies 2.5 Management Information System (MIS) 2.6 Standard Operating Procedure (SOP) *Ability to:* 2.1 Determine type of after care activities 2.2 Determine after care activities requirements 2.3 Determine after care activities record (checklist, check sheet, form, logbook, online documentation system, etc) 2.4 Determine after care policies 2.5 Utilise Management Information System (MIS) 2.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety* - Meticulous in checking of Aura Metafizik after care activities
3. Check after care activities conformance	*Knowledge of :* 3.1 Type of after care activities (consultation, treatment material instruction, etc) 3.2 After care activities records (instruction list, consultation record, etc) 3.3 After care activities results (client condition, client feedback, etc) 3.4 After care activities compliances 3.5 After care activities conformance 3.6 After care activities records validation procedure 3.7 Management Information System (MIS) 3.8 Standard Operating Procedure (SOP) *Ability to :* 3.1 Confirm type of after care activities (consultation, treatment material instruction, etc) 3.2 Interpret after care activities records (instruction list, consultation record, etc) 3.3 Confirm after care activities results (client condition, client feedback, etc) 3.4 Determine after care activities compliances 3.5 Confirm after care activities conformance 3.6 Follow after care activities records validation procedure 3.7 Utilise Management Information System (MIS) 3.8 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:*

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude And Safety)
4. Produce after care activities verification report	- Meticulous in records validating of after care activities *Knowledge of*: 4.1 After care activities results 4.2 After care activities compliance 4.3 After care activities records 4.4 Plotting after care activities implementation chart (schedule, defect ratio, etc) 4.5 Formatting of verification report 4.6 Documentation procedure 4.7 Management Information System (MIS) 4.8 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine after care activities results 4.2 Determine after care activities compliance 4.3 Determine after care activities records 4.4 Plot after care activities implementation chart (schedule, defect ratio, etc) 4.5 Determine formatting of verification report 4.6 Follow documentation procedure 4.7 Utilise Management Information System (MIS) 4.8 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Systematic in documenting after care verification results
CORE ABILITY	01.04 Analyse information 02.03 Communicate clearly 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 03.15 Liase to achieve identified outcomes 04.02 Set and revise own objectives and goals

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.01	MONITOR STAFF PERFORMANCE
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Monitor staff performance using staff performance records, company rules and regulations, organization chart and Standard Operating Procedure (SOP) so that staff performance indicator identified, job skills requirements identified, staff performance records consolidated and updated in accordance with Aura Metafizik centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Staff performance records   2) Company Rules and Regulations   3) Organization chart
4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify staff performance indicator	*Knowledge of:* 1.1 Company rules and regulations 1.2 Staff expected achievement 1.3 Type of staff performance indicator 1.4 Management Information System (MIS) 1.5 Standard Operating Procedure (SOP) *Ability to:* 1.1 Understand company rules and regulations 1.2 Determine staff expected achievement 1.3 Determine staff performance indicator 1.4 Utilise Management Information System (MIS) 1.5 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Adhere to company rules and regulations
2. Identify job skills requirements	*Knowledge of:* 2.1 Organization chart 2.2 Type of job skills 2.3 Job skills requirements *Ability to:* 2.1 Display organization chart 2.2 Determine type of job skills 2.3 Interpret job skills requirements *Attitude/Safety:*

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
3. Consolidate staff performance records	- Adhere to company's procedures *Knowledge of:* 3.1 Job descriptions (task, responsibilities, etc) 3.2 Staff attitude (discipline as Aura Metafizik therapist) 3.3 Staff performance records *Ability to:* 3.1 Determine job descriptions 3.2 Determine staff attitude (discipline as Aura Metafizik therapist) 3.3 Acquire staff performance records 3.4 Combine staff performance records
4. Update staff performance records	*Knowledge of:* 4.1 Staff performance records 4.2 Updating procedure 4.3 Documentation format 4.4 Standard Operating Procedure (SOP) *Ability to:* 4.1 Understand staff performance records 4.2 Revise staff performance records 4.3 Follow documentation format 4.4 Apply staff performance records updating procedure 4.5 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Adhere to staff performance records updating process
CORE ABILITY	02.11 Convey information and ideas to people 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liase to achieve identified outcomes 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.02 Inspect and monitor work done and/or in progress

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.02	CONDUCT STAFF IN-HOUSE TRAINING
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct staff in-house training using training programme, training facilities, training record, training assessment form, Training Needs Analysis (TNA) form, training report and Standard Operating Procedure (SOP) so that training objectives identified, training programme compiled, executed, training feedbacks consolidated, assessed and training feedbacks report submitted in accordance with training programme objective.

TOOLS/EQUIPMENT/MATERIALS:

1) Training programme   2) Training Facilities   3) Training Record   4) Training Assessment Form   5) Training Needs Analysis (TNA) Form   6) Training Report   7) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify training objectives	*Knowledge of:* 1.1 Staff information background 1.2 Staff's performance gap 1.3 Staff's training requirement 1.4 Training objectives 1.5 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine staff performance background 1.2 Determine staff's performance gap 1.3 Determine staff's training requirement 1.4 Determine identified personnel 1.5 Determine training objectives 1.6 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Accuracy in identifying training objectives
2. Compile training programme	*Knowledge of:* 2.1 Training Need Analysis (TNA) 2.2 Training programme 2.3 Training record 2.4 Company's filing system 2.5 Management Information System (MIS) 2.6 Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	Ability to: 2.1 Analyse Training Need Analysis (TNA) report 2.2 Determine training programme 2.3 List up alternative programme 2.4 Receive requested training programme 2.5 Follow company's filing system 2.6 Utilise Management Information System (MIS) 2.7 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Resourceful in gathering information

3. Execute training programme	*Knowledge of:*
	3.1 Type of training programme
	3.2 Skill development
	3.3 Training coordination readiness (participants, coordinator,
	     trainers, venue, schedule, F&B, etc)
	3.4 Standard Operating Procedure (SOP)
	
	Ability to:
	3.1 Determine type of training programme
	3.2 Emphasize subordinate skill development
	3.3 Confirm training coordination readiness(participants, coordinator,
	     trainers, venue, schedule, F&B, etc)
	3.4 Implement training programme
	3.5 Comply to Standard Operating Procedure (SOP)
	
	Attitude/Safety:
	- Precise in implementing training programme
	- Leadership skills

4. Consolidate training feedbacks	*Knowledge of:* 4.1 Training assessment 4.2 Training feedbacks 4.3 Training report 4.4 Feedbacks consolidation method 4.5 Standard Operating Procedure (SOP) *Ability to:* 4.1 Interpret training programme achievement 4.2 Collect training feedbacks 4.3 Apply training feedbacks consolidation method 4.4 Write training report 4.5 Comply to Standard Operating Procedure (SOP)
5. Assess training feedbacks	*Knowledge of:* 5.1 Training assessment 5.2 Training feedbacks

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
6. Submit training feedbacks report	5.3 Training report 5.4 Standard Operating Procedure (SOP) *Ability to:* 5.1 Review training programme achievement 5.2 Review training feedbacks 5.3 Confirm training feedback report 5.4 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Fairness in training assessment *Knowledge of:* 6.1 Hierarchy level 6.2 Targeted party 6.3 Training assessment 6.4 Training feedbacks report 6.5 Management Information System (MIS) 6.6 Standard Operating Procedure (SOP) *Ability to:* 6.1 Determine hierarchy level 6.2 Determine targeted party 6.3 Confirm training report 6.4 Send training feedback report to authorised party 6.5 Utilise Management Information System (MIS) 6.6 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.10 Provide consultations and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/on-the-job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liase to achieve identified outcomes 03.17 Identify staff training needs and facilitate access to training 05.01 Implement project/work plans

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.03	CONDUCT MOTIVATIONAL ACTIVITIES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct motivational activities using motivational programme, employee records, company rules and regulation and Standard Operating Procedure (SOP) so that problem arise identified, motivational programme compiled and arranged, and motivational programmed records upkeeped in accordance with Aura Metafizik centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Motivational programme 2) Employee Records 3) Company Rules and Regulation
4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Identify problem arise	*Knowledge of:* 1.1 Staff background 1.2 Workplace problem 1.3 Motivational approach 1.4 Standard Operating Procedure (SOP) *Ability to:* 1.1 Investigate staff background 1.2 Determine workplace problem 1.3 Determine motivational approach 1.4 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Precise in identifying problem arise - Awareness in investigate staff background
2. Compile motivational programme	*Knowledge of:* 2.1 Type of motivational programme 2.2 Motivational approach 2.3 Programme compilation method 2.4 Standard Operating Procedure (SOP) *Ability to:* 2.1 Type of motivation programme 2.2 Determine motivational approach 2.3 Apply motivational programme compilation method (get, collect, etc)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
3. Arrange motivational programme	2.4 Comply to Standard Operating Procedure (SOP) *Knowledge of:* 3.1 Type of motivational programme 3.2 Motivational approach 3.3 Person in charge 3.4 Motivational programme readiness (participants, coordinator, trainers, venue, schedule, F&B, etc) 3.5 Company's reporting hierarchy 3.6 Management Information System (MIS) *Ability to:* 3.1 Type of motivation programme 3.2 Determine motivational approach 3.3 Determine person in charge 3.4 Confirm motivational programme readiness (participants, coordinator, trainers, venue, schedule, F&B, etc) 3.5 Plan motivational programme 3.6 Follow company's reporting hierarchy 3.7 Utilise Management Information System (MIS) *Attitude/Safety:* - Adhere to company policy
4. Upkeep motivational programme records	*Knowledge of:* 4.1 Types of motivational activities 4.2 Motivational programme record 4.3 Documentation procedure 4.4 Filing system 4.5 Management Information System (MIS) *Ability to:* 4.1 Record motivational activities 4.2 Confirm motivational programme records 4.3 Keep motivational programme records 4.4 Follow documentation procedure 4.5 Keep motivational programme as per filing system 4.6 Utilise Management Information System (MIS) *Attitude/Safety:* - Systematic in maintaining motivational programme records
CORE ABILITY	01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.10 Provide consultations and counselling 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	03.15 Liase to achieve identified outcomes

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.04	HANDLE WORKPLACE GRIEVANCES
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Handle workplace grievances using company rules and regulation, communication technique and Standard Operating Procedure (SOP) so that workplace grievances obtained, grievances type analysed, grievances solution proposed and implemented in accordance with company's rules and regulation.

TOOLS/EQUIPMENT/MATERIALS:

1) Company Rules and Regulation   2) Communication technique   3) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1 Obtain workplace grievances	*Knowledge of:* 1.1 Source of grievances 1.2 Type of workplace grievances 1.3 Workplace grievances obtaining method (get, collect, retrieve, etc) 1.4 Standard Operating Procedure (SOP) 1.5 Management Information System (MIS) *Ability to:* 1.1 Investigate source of grievances 1.2 Recognize type of workplace grievances 1.3 Apply workplace grievances obtaining method 1.4 Comply to Standard Operating Procedure (SOP) 1.5 Utilise Management Information System (MIS)
2 Analyse grievances types	*Knowledge of:* 2.1 Source of grievances 2.2 Type of grievances 2.3 Grievances effect 2.4 Problem solving method *Ability to:* 2.1 Investigate source of grievances 2.2 Investigate type of grievances 2.3 Determine grievances effect

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	2.4 Determine problem solving method *Attitude/Safety:* - Meticulous in analysing type of grievances
3 Propose grievances solution	*Knowledge of:* 3.1 Grievances effect 3.2 Problem solving method 3.3 Grievances solution option 3.4 Standard Operating Procedure (SOP) *Ability to:* 3.1 Determine grievances effect 3.2 Determine grievances solution 3.3 Choose grievances solution 3.4 Suggest grievances solution 3.5 Comply to Standard Operating Procedure (SOP)
4 Implement grievances solution	*Knowledge of:* 4.1 Grievances effect 4.2 Importance of group discussion 4.3 Problem solving method 4.4 Standard Operating Procedure (SOP) *Ability to:* 4.1 Determine grievances effect 4.2 Discuss among group/peers 4.3 Determine selected solution 4.4 Apply grievances solution 4.5 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.11 Apply thinking skills and creativity. 02.11 Convey information and ideas to people. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liase to achieve identified outcomes. 04.04 Apply problem solving strategies

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.05	PREPARE STAFF ANNUAL APPRAISAL
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Prepare staff annual appraisal using staff performance report, personnel file, appraisal form and Standard Operating Procedure (SOP) so that staff performance report obtained, staff performances analysed, evaluated, and appraisal proposal submitted in accordance with Aura Metafizik centre's policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Staff performance report   2) Personnel File   3) Appraisal Form   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain staff performance report	*Knowledge of:* 1.1 Staff personal report 1.2 Company's filing system 1.3 Staff performances 1.4 Performance report obtaining method 1.5 Standard Operating Procedure (SOP) *Ability to:* 1.1 Read staff personal report 1.2 Determine company's filing system 1.3 Gather staff performance report 1.4 Follow performance report obtaining method 1.5 Comply to Standard Operating Procedure (SOP)
2. Analyse staff performances	*Knowledge of:* 2.1 Staff performance indicator 2.2 Staff performance results 2.3 Appraisal assessment *Ability to:* 2.1 Define staff performance indicator 2.2 Determine staff performance results 2.3 Examine appraisal assessment *Attitude/Safety:*

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
3. Evaluate staff performances	- Precise in analysing staff performances *Knowledge of:* 3.1 Staff performance 3.2 Appraisal performance format 3.3 Appraisal evaluation procedure *Ability to:* 3.1 Define staff performance 3.2 Appraise staff performance 3.3 Follow appraisal performance format 3.4 Follow appraisal evaluation procedure 3.5 Complete appraisal form accordingly *Attitude/Safety:* - Meticulous in assessing staff performances
4. Submit appraisal proposal	*Knowledge of:* 4.1 Targeted party 4.2 Company's reporting procedures 4.3 Assessment matrix 4.4 Appraisal performance 4.5 Organisation Chart 4.6 Appraisal proposal 4.7 Standard Operating Procedure (SOP) 4.8 Management Information System (MIS) *Ability to:* 4.1 Determine targeted party 4.2 Determine company's reporting procedures 4.3 Decide subordinate appraisal performances 4.4 Determine personnel in charged 4.5 Forward appraisal proposal to superior 4.6 Comply to Standard Operating Procedure (SOP) 4.7 Utilise Management Information System (MIS)
CORE ABILITY	01.11 Apply thinking skills and creativity 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.11 Monitor and evaluate performance of human resources

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.06	CONDUCT STAFF BRIEFING
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Conduct staff briefing using staff name list, company rules and regulations, organization chart and Standard Operating Procedure (SOP) so that staff briefing objective set, briefing requirement identified, briefing session planned and staff briefing implemented in accordance with Aura Metafizik Centre's Policy.

TOOLS/EQUIPMENT/MATERIALS: 1) Staff Name List   2) Company Rules and Regulations   3) Organization chart   4) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Set staff briefing objective	*Knowledge of:* 1.1 Company policy 1.2 Company rules and regulation 1.3 Briefing objective 1.4 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine company policy 1.2 Determine company rules and regulation 1.3 Determine briefing objective 1.4 Comply to Standard Operating Procedure (SOP) *Attitude/Safety:* - Adhere to company policy
2. Identify briefing requirements	*Knowledge of:* 2.1 Briefing objective 2.2 Type of briefing requirements 2.3 Briefing participants 2.4 Company's rules and regulations *Ability to:* 2.1 Determine briefing objective 2.2 Determine briefing requirements 2.3 Determine briefing participants

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	2.4 Follow company's rules and regulations *Attitude/Safety:* - Adhere to company rules and regulation
3. Plan briefing session	*Knowledge of:* 3.1 Briefing objective 3.2 Briefing session 3.3 Briefing activities 3.4 Organization Chart *Ability to:* 3.1 Interpret briefing objective 3.2 Arrange briefing session 3.3 Determine briefing activities 3.4 Determine personnel involved in the briefing
4. Implement staff briefing	*Knowledge of:* 4.1 Type of briefing 4.2 Briefing objective 4.3 Briefing requirement 4.4 Staff briefing technique *Ability to:* 4.1 Determine type of briefing 4.2 Determine briefing objective 4.3 Achieve briefing objective 4.4 Meet briefing requirement 4.5 Accomplish staff briefing 4.6 Follow staff briefing technique *Attitude/Safety:* - Resourceful in determine briefing objective - Assertive in implementing staff briefing
CORE ABILITY	02.11 Convey information and ideas to people 03.10 Provide consultations and counselling 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liase to achieve identified outcomes 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks

JOB TITLE		**SENIOR AURA METAFIZIK THERAPIST**
DUTY	09	PERFORM SUPERVISORY FUNCTIONS
TASK	09.07	MONITOR STAFF DISCIPLINE
LEVEL	3	PERFORMANCE STANDARD (*Action, Condition, Criteria*): Monitor staff discipline using staff name list, staff discipline records, company rules and regulations, organization chart and Standard Operating Procedure (SOP) so that staff discipline records obtained, company rules and regulations identified, staff discipline identified, staff discipline issue recorded and staff discipline report generated in accordance with Standard Operating Procedure (SOP) and Aura Metafizik Centre's Policy.

TOOLS/EQUIPMENT/MATERIALS:

1) Staff name list   2) Staff Discipline records   3) Company Rules and Regulations
4) Organization chart   5) Standard Operating Procedure (SOP)

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
1. Obtain staff discipline records	*Knowledge of:* 1.1 Staff information 1.2 Staff discipline records 1.3 Staff discipline records location 1.4 Records obtaining method (get, collect, retrieve, etc) 1.5 Standard Operating Procedure (SOP) *Ability to:* 1.1 Determine staff information 1.2 Determine staff discipline records 1.3 Determine location of staff discipline records 1.4 Apply records obtaining method (get, collect, retrieve, etc) 1.5 Comply to Standard Operating Procedure (SOP)
2. Identify company rules and regulations	*Knowledge of:* 2.1 Company policy 2.2 Company's rules and regulations 2.3 Organization Chart 2.4 Standard Operating Procedure (SOP) 2.5 Management Information System (MIS) *Ability to:* 2.1 Determine company policy

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	2.2 Interpret company's rules and regulations 2.3 Determine personnel involved 2.4 Comply to Standard Operating Procedure (SOP) 2.5 Utilise Management Information System (MIS)
3. Identify staff discipline	*Knowledge of:* 3.1 Company policy 3.2 Company's rules and regulations 3.3 Staff performance 3.4 Staff discipline activities *Ability to:* 3.1 Determine company policy 3.2 Interpret company rules and regulations 3.3 Determine staff performances 3.4 Determine staff discipline activities *Attitude/Safety:* - Resourceful in managing staff discipline - Assertive in monitoring staff discipline
4. Record staff discipline issues	*Knowledge of:* 4.1 Company policy 4.2 Company's rules and regulations 4.3 Staff performance 4.4 Record format *Ability to:* 4.1 Determine company policy 4.2 Interpret company rules and regulations 4.3 Determine staff performances 4.4 List up staff discipline issue 4.5 Document staff discipline issue
5. Generate staff discipline report	*Knowledge of:* 5.1 Company policy 5.2 Company's rules and regulations 5.3 Staff performance 5.4 Staff discipline record 5.5 Report writing 5.6 Standard Operating Procedure (SOP) *Ability to:* 5.1 Determine company policy 5.2 Interpret company rules and regulations 5.3 Confirm staff performances 5.4 Rectify staff discipline issue 5.5 Produce staff discipline report

STEPS	ENABLING REQUIREMENTS (Knowledge, Skills, Attitude and Safety)
	5.6 Comply to Standard Operating Procedure (SOP)
CORE ABILITY	01.04 Analyse information 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liase to achieve identified outcomes 04.07 Negotiate acceptance and support for objectives and strategies 05.02 Inspect and monitor work done and/or in progress