



Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

NATIONAL OCCUPATIONAL SKILLS STANDARD
(STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN)

S960-007-5:2024

BEAUTY SALON MANAGEMENT

PENGURUSAN SALON KECANTIKAN

LEVEL 5

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

NATIONAL OCCUPATIONAL SKILLS STANDARD

BEAUTY SALON MANAGEMENT

PENGURUSAN SALON KECANTIKAN

LEVEL 5

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Preface

Standard Definition

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

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

Description of Standard Components

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

Component I Standard Practice

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

Component II Standard Content

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

Component III Curriculum of Competency Unit

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

Abbreviation

1	CPD	Continuous Professional Development
2	DSD	Department of Skills Development
3	HR	Human Resource
4	IPL	Intense Pulsed Light
5	JPS	Standard Development Committee
6	JTPS	Standard Technical Evaluation Committee
7	JTS	Standard Technical Committee
8	KPI	Key Performance Indicator
9	MPKK	National Skills Development Council
10	MSAD	Malaysian Skills Advanced Diploma
11	MSD	Malaysian Skills Diploma
12	MSDS	Material Safety Data Sheet
13	NOSS	National Occupational Skills Standard
14	POS	Point of Sales
15	PPE	Personal Protective Equipment
16	SDG	Sustainable Development Goal
17	SOP	Standard Operating Procedure

Glossary

- 1 Aesthetic A particular theory of what makes something beautiful or interesting with the creation and appreciation of art and beauty.

- 2 Aesthetic Therapy Non-surgical procedures focus on altering cosmetic appearance through the treatment to combat signs of ageing, rejuvenate and refresh skin. It is non-invasive, painless and require no downtime.

- 3 Argon Laser Argon lasers are often used in aesthetic treatments, particularly in dermatology. They emit blue-green light, which can target pigmented lesions such as vascular lesions, pigmented lesions, and tattoos. The laser's specific wavelength allows for precise targeting of these skin concerns, making it a valuable tool in cosmetic procedures for skin rejuvenation and lesion removal.

- 4 Alexandrite Laser The Alexandrite laser is a type of medical laser used for various dermatological and cosmetic procedures. It emits light at a wavelength of 755 nanometres and is effective for hair removal, tattoo removal, and treatment of pigmented and vascular lesions. It works by targeting melanin in hair follicles or pigmented areas, making it a popular choice in the field of aesthetic medicine.

- 5 Client's Consent Form A document your client absolutely MUST sign before you perform any treatment/service on their face or body. It will indicate that your client understands the risks involved when receiving the treatment. It is a legal document that will review if an adverse outcome results from your treatment /service actions.

- 6 Diode Laser Diode lasers are commonly used in dermatology for various cosmetic and medical procedures. They are well-suited for dermatological applications due to their effectiveness in targeting specific chromophores like melanin in hair follicles or haemoglobin in blood vessels.

- 7 Nd; YAG Laser The Nd; YAG laser, short for Neodymium-doped Yttrium Aluminium Garnet laser, is a solid-state laser commonly used in medical, industrial, and cosmetic applications. It operates at a wavelength of 1064 nanometres and is known for its versatility. Nd; YAG lasers are used for various purposes, including tattoo removal, treatment of vascular lesions, and hair removal.

- 8 Non-invasive procedure Based on Ministry of Health in the "Guidelines on Aesthetic Medical Practice", non- invasive procedure defined as external applications or treatment procedures that are carried out without creating a break in the skin or penetration of the integument. They target the epidermis only. Non-invasive procedures include superficial chemical peels, microdermabrasion and Intense Pulsed Light.

- 9 Ruby Laser Treatment A solid-state laser that uses a synthetic ruby crystal as its laser medium. It is used to treat brown spots, tattoos and pigmented lesions. The laser

features a short pulse with higher power and superior absorption by tattoos and pigmented lesions.

10 Treatment

The term ‘treatment’ is commonly used to describe the non-medical and non-invasive procedures performed by beauty practitioners, beauticians, beauty therapists and aestheticians. The term ‘treatment’ is also internationally used and accepted in most beauty procedures based on the standards of the Beauty Examination Boards.

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Acknowledgement

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

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY SALON MANAGEMENT
LEVEL 5

1. Introduction

Beauty therapy is a dynamic and thriving industry in Malaysia, offering a wide range of services to enhance individuals' well-being and appearance. As a multicultural and diverse nation, Malaysia significantly emphasises self-care, grooming, and aesthetics. This has led to a robust demand for beauty therapy services, making it a promising and evolving industry for practitioners and clients.

The beauty therapy industry in Malaysia strongly emphasises professionalism and high standards of practice. Practitioners in this industry must undergo regulated training and obtain relevant certifications. This industry offers a range of career opportunities, from aesthetic therapists to spa managers and beauty salon owners. Continuous professional development and upskilling are essential for career advancement as individuals seek to excel in their chosen specialisation or take on leadership roles. Additionally, they must adhere to strict hygiene and safety protocols to ensure client well-being. Regulatory bodies and associations play a significant role in upholding these standards.

Beauty therapy in Malaysia is a vibrant and evolving industry that reflects the nation's cultural diversity and commitment to personal care and aesthetics. As the industry grows, it offers many opportunities for practitioners and clients seeking to enhance their well-being and beauty.

1.1 Occupation Overview

Beauty Salon Management in Malaysia is a specialised field within beauty therapy and wellness management that strongly emphasises managerial skills and abilities in aesthetic treatment which is non-medical and non-invasive procedures performed by beauty practitioners, beauticians, beauty therapists and aestheticians. It plays a pivotal role in satisfying customers' aesthetic desires and goals while ensuring the effective operation of aesthetic-related businesses. Here are some critical aspects of Beauty Salon Management in Malaysia:

- a. **Holistic Approach:** Beauty Salon Management encompasses a holistic approach to aesthetics. It involves delivering high-quality beauty treatments and managing the business aspects effectively.
- b. **Business Strategies:** A core component of Beauty Salon Management is the development of effective business strategies. This includes planning for growth, marketing, customer retention, and financial sustainability.
- c. **Operational Excellence:** Managing the day-to-day operations of a beauty salon is crucial for providing consistent and top-notch services to clients. This includes staffing, scheduling, inventory management, and maintaining a safe and hygienic environment.
- d. **Financial Management:** Effective financial planning and management are essential for the success of beauty salons. This includes budgeting, cost control, revenue generation, and ensuring profitability.

- e. **Industry Growth:** Malaysia's beauty industry is experiencing remarkable growth, driven by increasing awareness of health and beauty. This growth presents opportunities for individuals in Beauty Salon Management to make a significant impact.
- f. **Demand for Skilled Managers:** With the heightened focus on personal grooming and attractiveness, the demand for skilled beauty care experts and managers has surged. These professionals have the skills to enhance clients' looks and self-confidence.
- g. **Creativity and Innovation:** Malaysia fosters creativity, innovation, and professionalism within the beauty industry. Aesthetic business practice aligns with global trends, including adopting sustainable development goals in products and services.
- h. **Skills Enhancement:** The industry recognises the importance of skills enhancement at the management level. Beauty salon managers must continually upgrade their skills, encompassing business strategy, stakeholder management, Human Resources (HR), and financial planning.
- i. **Knowledge Workers:** Beauty Salon Management aims to create Knowledge Workers (K-Workers) who are adept at delivering aesthetic services and self-sufficient in managing an aesthetic enterprise's business aspect.

In conclusion, Beauty Salon Management in Malaysia is a multifaceted field that bridges the gap between the art of aesthetics and effective business management. As the beauty industry continues to grow, professionals in this field are poised to make significant contributions to the industry's success, offering a wide range of services that enhance both looks and personality while ensuring the long-term sustainability of beauty businesses.

1.2 Rationale of NOSS Development

This is a comprehensive review and refinement of the NOSS for MP-060-5:2013 Aesthetic Therapy Management. It became evident that the previous NOSS needed to align with the MSIC 2008 standard and accurately reflect the actual job requirements in the industry.

The objective is to address the need for a versatile, dynamic, and responsive NOSS package that can adequately cater to the multi-skilling requirements of Level 5 personnel in the beauty industry. To achieve this, a session was conducted to thoroughly revise the existing NOSS MP-060-5:2013 Aesthetic Therapy Management Level 5 developed in 2013.

S960-007-5:2024 Beauty Salon Management Level 5 delineates the competencies, job requirements, desired personality traits, and standards of professionalism expected from beauty salon managers.

Table 1: Competency unit comparison for MP-060-5:2013 Aesthetic Therapy Management Level 5 and S960-007-5:2024 Beauty Salon Management Level 5

NOSS	S960-007-5:2024 BEAUTY SALON MANAGEMENT									
	COMPETENCY UNIT	*S960-007-5:2024-C01 Perform Light Therapy Skin Rejuvenation Treatment	*S960-007-5:2024-C02 Perform Light Therapy Hair Removal Treatment	*S960-007-5:2024-C03 Perform Microneedling Treatment	S960-007-5:2024-C04 Manage Beauty Salon Legislation Compliances	S960-007-5:2024-C05 Manage Beauty Salon Operations	S960-007-5:2024-C06 Manage Beauty Salon Operational Budget	S960-007-5:2024-C07 Manage Beauty Salon Sales and Marketing	S960-007-5:2024-C08 Manage Beauty Salon Human Resources	REMARKS
MP-060-5:2013 AESTHETIC THERAPY MANAGEMENT	MP-060-5:2013-C01 Aesthetic business strategic management				X	X				
	MP-060-5:2013-C02 Aesthetic operational management					X				
	MP-060-5:2013-C03 Aesthetic lifestyle program designing	X	X	X						
	MP-060-5:2013-C04 Aesthetic financial management						X			
	MP-060-5:2013-C05 Aesthetic human resource management								X	
	MP-060-5:2013-C06							X		

	Aesthetic business development									
MP-060-4:2013 AESTHETIC THERAPY SUPERVISION	MP-060-4:2013-C01 Aesthetic legislative compliances assurance				X					CU adopted from MP-060-4:2013 Aesthetic Therapy Supervision
	MP-060-4:2013-C02 Aesthetic operational administration					X				
	MP-060-4:2013-C03 Aesthetic operation budget control						X			
	MP-060-4:2013-C06 Aesthetic business administration								X	
	MP-060-4:2013-C07 Aesthetic sales and marketing							X		

X = Previous Competency Unit retained/ covered in this NOSS.

* New Competency Unit for this NOSS.

1.3 Rationale of Occupational Structure and Occupational Area Structure

Based on the Malaysia Standard Industry Classification (MSIC 2008), the provision of aesthetic therapy activities is classified in Section (S) Other Services Activities. The appropriate 3-digit code for this work area is Group 960, Other Personal Services Activities. The job area identified is beauty therapy, which covers rejuvenating and revitalising the skin on the face and body.

For comparison with the other closely related areas, the development panels indicated the area of nail artistry and make-up artistry to clearly show the levels and job title relationship between these areas.

There are similarities in the position title with all these areas based on the level defined by DSD. The entry-level for this job title starts at level one (1) with a beautician, then level two (2) with a beauty therapist, followed by level three (3) as an aesthetician, level four (4) as a senior aesthetician and finally at level five (5) with beauty salon manager.

1.4 Regulatory/Statutory Body Requirements Related to Occupation

The occupation of aesthetic therapy in Malaysia in general is subject to following acts and regulatory requirements.

- a) Department of Skills Development
 - i) National Skills Development Act 2006 (Act 652).
- b) Department of Safety and Health (DOSH)
 - i) Occupational Safety and Health (Act A1648).
- c) Department of Environment
 - i) Environmental Quality Act 1974 [Act 127],
 - Environmental Quality (Scheduled Wastes) Regulation, 2005

1.5 Occupational Prerequisite

The minimum requirement set forth by the industry for any interested individual to undertake the job or career in this area is 18 years of age and above (Employment Act 1955 – Act 265).

1.6 General Training Prerequisite for Malaysian Skills Certification System

Having fulfilled the requirements and completed Malaysian Skills Diploma in S960-007-4:2024 Aesthetic Therapy.

2. Occupational Structure (OS)

Section	(S) Other Service Activities		
Group	(960) Other Personal Service Activities		
Area	Beauty Therapy	Nail Artistry	Make-up Artistry
Level 5	Beauty Salon Manager	No Job Title	Special Effect Make-up Artist
Level 4	Senior Aesthetician	Nail Artist Manager	Character Make-up Artist
Level 3	Aesthetician	Nail Artist	Creative Make-up Artist
Level 2	Beauty Therapist	No Job Title	Make-up Artist
Level 1	Beautician	No Job Title	No Job Title

Figure 1: Occupational Structure for Beauty Therapy

3. Occupational Area Structure (OAS)

Section	(S) Other Service Activities		
Group	(960) Other Personal Service Activities		
Area	Beauty Therapy	Nail Artistry	Make-up Artistry
Level 5	Beauty Salon Management	No Job Title	Special Effect Make-up Artistry
Level 4	Aesthetic Therapy	Nail Artistry Management	Character Make-up Artistry
Level 3	Aesthetic Services	Nail Artistry	Creative Make-up Artistry
Level 2	Beauty Therapy Services	No Job Title	Make-up Artistry
Level 1	Beauty Services	No Job Title	No Job Title

Figure 2: Occupational Area Structure for Beauty Therapy

4. Definition of Competency Levels

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

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

5. Award of Certificate

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

- a) Malaysian Skills Advanced Diploma (MSAD); or
- b) Statements of Achievement.

6. Occupational Competencies

The Beauty Salon Management Level 5 personnel is competent in performing the following core competencies:

- a) Perform Light Therapy Skin Rejuvenation Treatment;
- b) Perform Light Therapy Hair Removal Treatment;
- c) Perform Microneedling Treatment;
- d) Manage Beauty Salon Legislation Compliances;
- e) Manage Beauty Salon Operations;
- f) Manage Beauty Salon Operational Budget;
- g) Manage Beauty Salon Sales and Marketing; and
- h) Manage Beauty Salon Human Resources.

7. Work Conditions

Generally, the Beauty Salon Management personnel work under similar operating hours as other aesthetic organisations/company members. However, they may also work in shifts or overtime. This often includes evenings and weekends, when beauty salons and spas are busiest. Beauty salon managers either work for an employer or can be self-employed in a variety of environments such as wellness centres, beauty salons, aesthetic centres, aesthetic clinics, health farms and recreation centres. Most beauty salons are stand-alone facilities, but some may be in hotels, cruise liners and department stores.

Beauty Salon Manager is accountable and responsible for their work and team performance since this will reflect the industry's image and reputation. They are expected to work within their operational scope and ethics that portray their professionalism. They should keep abreast of new developments technology and global trends in the industry in order to excel in this rapidly evolving aesthetic and wellness sector.

8. Employment Prospects

Malaysia is a multicultural country with a diverse population, and this diversity is reflected in the beauty industry, which has witnessed significant growth in recent years. The demand for beauty and aesthetic services continues to rise, driven by increasing disposable income, a growing middle class, and a heightened focus on personal grooming. Beauty salons cater to individuals from various ethnic backgrounds, offering various services to meet different needs.

The employment prospects for a beauty salon manager in Malaysia are promising, considering the growth and evolving landscape of the country's beauty and aesthetic industry. Beauty Salon Managers play a pivotal role in overseeing the day-to-day

operations of a beauty salon, ensuring quality services, managing staff, and maintaining a safe and hygienic environment. Their multifaceted roles make them indispensable to the success of a beauty salon. A Beauty Salon Manager often starts their career at a lower level in the beauty industry and progresses to this managerial role. Equipped with experience and the right qualifications, there are opportunities for advancement within the industry. Some experienced Beauty Salon Managers eventually transition into entrepreneurship by opening their own beauty salons or beauty-related businesses, leveraging their knowledge and experience.

While the employment prospects for Beauty Salon Managers in Malaysia are promising, staying updated with industry trends, continuously improving skills, and considering further education or certifications to remain competitive in this dynamic industry is essential. Building a strong professional network within the beauty industry can also open doors to exciting career opportunities. Certification in beauty and salon management can enhance one's employability and career prospects. Many established beauty schools and institutions in Malaysia offer relevant courses and certifications. Malaysia's beauty and wellness industry is gaining recognition internationally. Well-trained and certified Beauty Salon Managers may find opportunities to work in other countries or even start their businesses abroad.

Other related industries related to employment opportunities in this field are:

Aesthetic Centres: Many cosmetic clinics and aesthetic centres operate in major cities across Malaysia. These establishments offer a wide range of services, including light therapy treatments and chemical peels. A beauty salon manager are often in demand to provide these services and supervise junior staff.

Spa and Wellness Industry: Salon Manager can also find employment in high-end spas and wellness centres that offer specialised skincare and beauty treatments. These establishments cater to clients seeking relaxation and rejuvenation.

Education and Training: Some salon managers may transition into roles as educators or trainers in beauty and aesthetic schools. Sharing their expertise with aspiring aestheticians can be a fulfilling career path.

Entrepreneurship: Experienced salon managers may start their own aesthetic clinics or spas. Entrepreneurship in this field can be rewarding but also comes with business management.

There is a potential for our personnel to work overseas by looking at the demands and trends of employment opportunities internationally. Subject to regulated competencies in various countries, seeking employment abroad is possible.

As of May 1, 2022, the Malaysian government has set a minimum monthly wage of RM1,500. This is essential information for personnel working in Malaysia to ensure that they are compensated in compliance with the law.

Beauty Salon Manager Salaries: A comparison^{1 2}

Malaysia: According to an independent recruitment agency, beauty salon managers in Malaysia earn an average gross salary of RM38,351 annually.

Australia: A person working as an Aesthetician in Australia typically earns around 56,181.00 AUD (approximately RM169,793.83)

Singapore: Beauty Salon Managers in Singapore earn an average gross salary of 39,736.00SGD (approximately RM136,482.50)

Thailand: In Thailand, the average gross salary for a Beauty Salon Manager is 278,911 THB (approximately RM36,700.884) per annum,

Philippines: A person working as an Aesthetician in the Philippines typically earns around 25,1848.00PHP. (approximately RM20,786.30)

9. Up Skilling Opportunities

As for career advancement, most competent Beauty Salon Managers learn their craft on the job. They are trained via apprenticeship programmes/internship programmes or On-The-Job training in the workplace. They usually begin as Beauty Therapists or beauty coordinators/supervisors and gradually enhance their skills as they gain experience. Job enhancements may increase their chances of career advancement within the organisation. Thus, with additional informal training/ongoing on-the-job training, certification, mentoring and coaching, this experience, competent Beauty therapists or beauty coordinators/supervisors can be advanced to become Aesthetic executives and managers. For example, short courses such as computer application training programmes enhance competency levels and upgrade the skill level of beauty therapy professionals.

¹ Institute, E. E. R. (n.d.). *Salary Data by Job Title and City - SalaryExpert*. Wwww.salaryexpert.com. <https://www.salaryexpert.com/salary/>

² *Salary Explorer | Salary and Cost of Living Comparison*. (n.d.). Wwww.salaryexplorer.com. <https://www.salaryexplorer.com/>

10. Organisation Reference for Sources of Additional Information

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

- a) International Therapy Examination Council (ITEC)
Aspire House, Annealing Close,
Eastleigh SO50 9PX,
United Kingdom.
Tel: +44 (0) 23 8068 4500
Website: www.itecworld.co.uk
Email: customersupport@vtct.org.uk.

- b) Comite' International d'Esthetique et de Cosmetologie (CIDESCO)
Waidstrasse 4a,
8037 Zurich,
Switzerland.
Tel: +41444482200
Fax: +41444482201
Website: www.cidesco.com
Email: info@cidesco.com

- c) Confederation of International Beauty Therapy and Cosmetology (CIBTAC)
Ley Court, 18C,
Barnett Way, Barnwood,
Gloucester GL4 3RT,
United Kingdom.
Tel: +44 1452 623114
Website: <https://cibtac.com/>
Email: accreditation@cibtac.com

11. Standard Technical Evaluation Committee

NO	NAME	POSITION & ORGANISATION
CHAIRMAN		
1	Khadijah Binti Isaak	Principal Assistant Director Department of Skills Development
EVALUATION PANEL		
1	Jeannie Tai	Executive Educational Director (Aesthetic & Cosmetology) TMC College
2	Junaidah Binti Othman	Manager (Skills Consultant) Urus Budaya Academy and Beauty Salon
3	Joecess Lim Yi Mei	Education Director Celmonze Aesthetic Academy Sdn Bhd
4	Norulnaha Binti A. Razak	Managing Director Ainaa-Ailaa Group Sdn Bhd
SECRETARIAT		
1	Norliah Binti Samah	Assistant Director Department of Skills Development

12. Standard Development Committee**BEAUTY SALON MANAGEMENT****LEVEL 5**

NO	NAME	POSITION & ORGANISATION
DEVELOPMENT PANEL		
1	Lilyani Binti Ismail	Beauty Trainer GIATMARA Kepong
2	Ho Yen Mei	Chief Trainer Styling Pavillion Academy
3	Jowie Soo Li Keng	Beauty Trainer JS Beauty Consultancy
4	Maureen Sim Geok Eng	Academy Trainer AC Beauty Lane Sdn Bhd
5	Melanie Yeow Yuek Chu	Chief Executive Officer Styling Pavillion Academy
6	Datin Norsiah Binti Mahadi	Managing Director Norz Beauty House Sdn Bhd Kasih Anana Pro-Skills Institute
7	Sally Pang Sot Lee	Beauty Trainer Beauty Pro Academy Sdn Bhd
8	Salina Binti Awang Ali	Managing Director Rozsall Beauty Academy
9	Shalina Binti Abdullah	Managing Director Shena Aroma Spa Sdn Bhd Shena Academy Training & Consultancy
10	Tan Siow Peng	Beauty Trainer Naby Beauty Therapy Academy
11	Wong Joon Lian	Principal Issamay School of Beauty Sdn Bhd
12	Dasyariwani Sariah Binti Daud	Executive Director Applied Energy Solutions Sdn Bhd
FACILITATOR		
1	Mihyatul Hussnna Binti Mat	CIAST/PPL/FDS-0076/2013 ADIMEGA SDN BHD

STANDARD CONTENT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY SALON MANAGEMENT
LEVEL 5

13. Competency Profile Chart (CPC)

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	BEAUTY SALON MANAGEMENT		
NOSS LEVEL	FIVE (5)	NOSS CODE	S960-007-5:2024

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	PERFORM LIGHT THERAPY SKIN REJUVENATION TREATMENT	MONITOR LIGHT THERAPY SKIN REJUVENATION FACILITIES PREPARATION	ADMINISTER LIGHT THERAPY SKIN REJUVENATION EQUIPMENT SETTING UP	ADMINISTER CLIENT'S TREATMENT PREPARATION	ADMINISTER LIGHT THERAPY SKIN REJUVENATION TREATMENT ACTIVITIES
	S960-007-5:2024-C01	S960-007-5:2024-C01-W01	S960-007-5:2024-C01-W02	S960-007-5:2024-C01-W03	S960-007-5:2024-C01-W04
		ADMINISTER LIGHT THERAPY SKIN REJUVENATION POST TREATMENT ADVICE			
		S960-007-5:2024-C01-W05			

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	<p style="text-align: center;">PERFORM LIGHT THERAPY HAIR REMOVAL TREATMENT</p>	<p style="text-align: center;">MONITOR LIGHT THERAPY HAIR REMOVAL FACILITIES PREPARATION</p>	<p style="text-align: center;">ADMINISTER LIGHT THERAPY HAIR REMOVAL EQUIPMENT SETTING UP</p>	<p style="text-align: center;">ADMINISTER CLIENT'S TREATMENT PREPARATION</p>	<p style="text-align: center;">ADMINISTER LIGHT THERAPY HAIR REMOVAL TREATMENT ACTIVITIES</p>
	<p style="text-align: center;">S960-007-5:2024-C02</p>	<p style="text-align: center;">S960-007-5:2024-C02-W01</p>	<p style="text-align: center;">S960-007-5:2024-C02-W02</p>	<p style="text-align: center;">S960-007-5:2024-C02-W03</p>	<p style="text-align: center;">S960-007-5:2024-C02-W04</p>
		<p style="text-align: center;">ADMINISTER LIGHT THERAPY HAIR REMOVAL POST TREATMENT ADVICE</p>			
	<p style="text-align: center;">S960-007-5:2024-C02-W05</p>				
	<p style="text-align: center;">PERFORM MICRONEEDLING TREATMENT</p>	<p style="text-align: center;">MONITOR MICRONEEDLING FACILITIES PREPARATION</p>	<p style="text-align: center;">ADMINISTER MICRONEEDLING DEVICE PREPARATION</p>	<p style="text-align: center;">ADMINISTER CLIENT'S TREATMENT PREPARATION</p>	<p style="text-align: center;">ADMINISTER MICRONEEDLING TREATMENT ACTIVITIES</p>
	<p style="text-align: center;">S960-007-5:2024-C03</p>	<p style="text-align: center;">S960-007-5:2024-C03-W01</p>	<p style="text-align: center;">S960-007-5:2024-C03-W02</p>	<p style="text-align: center;">S960-007-5:2024-C03-W03</p>	<p style="text-align: center;">S960-007-5:2024-C03-W04</p>

←COMPETENCY UNIT→		←WORK ACTIVITIES→				
CORE	MANAGE BEAUTY SALON LEGISLATION COMPLIANCES	ADMINISTER MICRONEEDLING POST TREATMENT ADVICE S960-007-5:2024-C03-W05	IDENTIFY BEAUTY SALON LEGISLATION DOCUMENTS S960-007-5:2024-C04-W01	ORGANISE BEAUTY SALON LEGISLATION COMPLIANCES S960-007-5:2024-C04-W02	MANAGE BEAUTY SALON LEGISLATION DOCUMENT UPKEEP S960-007-5:2024-C04-W03	
	S960-007-5:2024-C04	ADMINISTER BEAUTY SALON OPERATIONAL ACTIVITIES S960-007-5:2024-C05-W01	ADMINISTER BEAUTY SALON HEALTH AND SAFETY REQUIREMENTS S960-007-5:2024-C05-W02	MONITOR OPERATIONAL ACTIVITIES IMPLEMENTATION S960-007-5:2024-C05-W03	ADMINISTER BEAUTY SALON OPERATIONAL ACTIVITIES REPORT S960-007-5:2024-C05-W04	
	MANAGE BEAUTY SALON OPERATIONS					
	S960-007-5:2024-C05					

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	MANAGE BEAUTY SALON OPERATIONAL BUDGET	PREPARE BEAUTY SALON OPERATIONAL BUDGET	ADMINISTER BEAUTY SALON OPERATIONAL EXPENDITURE	ADMINISTER PROCUREMENTS	MONITOR BEAUTY SALON OPERATIONAL CASH FLOW
	S960-007-5:2024-C06	S960-007-5:2024-C06-W01	S960-007-5:2024-C06-W02	S960-007-5:2024-C06-W03	S960-007-5:2024-C06-W04
	MANAGE BEAUTY SALON SALES AND MARKETING	ADMINISTER PROMOTIONAL ACTIVITIES	ADMINISTER BEAUTY SALON SALES ACTIVITIES	EVALUATE BEAUTY SALON SALES REPORT	
S960-007-5:2024-C07	S960-007-5:2024-C07-W01	S960-007-5:2024-C07-W02	S960-007-5:2024-C07-W03		
MANAGE BEAUTY SALON HUMAN RESOURCES	ADMINISTER BEAUTY SALON HIRING REQUIREMENT	ADMINISTER STAFF EMPLOYMENT CONTRACT	ADMINISTER STAFF APPRAISAL	MANAGE CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) TRAINING	
S960-007-5:2024-C08	S960-007-5:2024-C08-W01	S960-007-5:2024-C08-W02	S960-007-5:2024-C08-W03	S960-007-5:2024-C08-W04	

14. Competency Profile (CP)

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
NOSS LEVEL	Five (5)	NOSS CODE	S960-007-5:2024

CU TITLE & CU CODE	Perform Light Therapy Skin Rejuvenation Treatment. S960-007-5:2024-C01
CU DESCRIPTOR	<p>Perform Light Therapy Skin Rejuvenation Treatment describes the competency of professional services which comprises of application of treatment methodology and interventions in accordance with light therapy skin rejuvenation standard operating procedures.</p> <p>The person who is competent in this cu should be able to monitor light therapy skin rejuvenation facilities preparation, administer light therapy skin rejuvenation equipment setting up, administer client's treatment preparation, administer light therapy skin rejuvenation treatment activities and administer light therapy skin rejuvenation post treatment advice.</p> <p>The outcome of this CU is light therapy skin rejuvenation treatment is planned, organised and executed in accordance with client's treatment plan.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Monitor light therapy skin rejuvenation facilities preparation.	1.1 Prepare light therapy treatment area. 1.2 Organised light therapy treatment equipment arrangement. 1.3 Organised light therapy treatment medium.	1.1 Treatment area selected, cleaned, and make ready in accordance with clients' treatment plan. 1.2 Light therapy machine, treatment utensils trolley prepared in accordance with light therapy treatment Standard Operating Procedures. 1.3 Personal Protective Equipment (PPE) such as eye protector, disposable glove prepared in accordance with light therapy treatment Standard Operating Procedures (SOP).

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
2. Administer light therapy skin rejuvenation equipment setting up.	2.1 Activate light therapy machine. 2.2 Set up light therapy treatment parameters. 2.3 Conduct test shot. 2.4 Confirm treatment parameters.	2.1 Light therapy water level checked, machine power turned on and activation signal identified in accordance with manufacturer's specification. 2.2 Treatment parameters such as energy level, wavelength and pulse duration selected in accordance with client's treatment plan. 2.3 Light therapy machine functionality checked in accordance with manufacturer's instructions. 2.4 Light therapy treatment parameters determined in accordance with client's treatment plan.
3. Administer client's treatment preparation.	3.1 Take treatment progress photo. 3.2 Carry out treatment briefing. 3.3 Review client's patch test. 3.4 Mark treatment area. 3.5 Administer safety practice. 3.6 Carry out test shot. 3.7 Confirm treatment parameters.	3.1 Skin treatment area captured and photographed. 3.2 Treatment procedure, sensation, duration and techniques explained in accordance with client's treatment plan. 3.3 Client's patch test results for skin irritation, adverse and allergy reaction determined in accordance with light therapy Standard Operating Procedures. 3.4 Treatment area identified and drawn in accordance with light therapy treatment Standard Operating Procedures. 3.5 Application of personal protective equipment such as eye protector and gloves conducted in accordance with light therapy Standard Operating Procedures. 3.6 Client's skin response to test shot and treatment parameters observed in accordance with treatment Standard Operating Procedures. 3.7 Treatment parameters adjusted and light therapy treatment protocol administered.
4. Administer light therapy skin rejuvenation	4.1 Target treatment area. 4.2 Apply treatment shot. 4.3 Observe skin reaction. 4.4 Conduct active cooling.	4.1 Treatment area marked in accordance with treatment requirements. 4.2 Treatment shots and wavelength consistently emitted to skins in accordance with light therapy treatment Standard Operating Procedures.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
treatment activities.	4.5 Apply protective care. 4.6 Record treatment parameters.	4.3 Skin response observed in accordance with light therapy treatment Standard Operating Procedures. 4.4 Skin cooling method identified, cooling solution selected and applied in accordance with treatment requirement. 4.5 Skin surface cleaned and skin protective care applied in accordance with treatment requirement. 4.6 After treatment progress picture taken and treatment parameters updated in accordance with light therapy treatment Standard Operating Procedures.
5. Administer light therapy skin rejuvenation post treatment advice.	5.1 Provide post treatment briefing. 5.2 Provide after care advice. 5.3 Provide home care advice. 5.4 Schedule next treatment appointment. 5.5 Update client's consultation record.	5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement. 5.2 Treatment downtime and precautions such as applying soothing products, avoiding sun exposure explained in accordance with light therapy treatment Standard Operating Procedures. 5.3 Skincare routine explained and skincare product recommended in accordance with light therapy treatment Standard Operating Procedures. 5.4 Skin response duration determined and follow-up treatment identified in accordance with client's treatment plan. 5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.

CU TITLE & CU CODE	Perform Light Therapy Hair Removal Treatment. S960-007-5:2024-C02
CU DESCRIPTOR	<p>Perform Light Therapy Hair Removal Treatment describes the competency of delivery professional services which comprises of application of treatment methodology and interventions in accordance with light therapy skin rejuvenation standard operating procedures.</p> <p>The person who is competent in this CU should be able to monitor light therapy hair removal facilities preparation, administer light therapy hair removal equipment setting up, administer client's treatment preparation, administer light therapy hair removal treatment activities and administer light therapy hair removal post treatment advice.</p> <p>The outcome of this CU is light therapy hair removal treatment is planned, organised and executed in accordance with client's treatment plan.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Monitor light therapy hair removal facilities preparation.	1.1 Prepare light therapy hair removal treatment area. 1.2 Organised light therapy hair removal treatment equipment arrangement. 1.3 Organised light therapy treatment medium.	1.1 Treatment area selected, cleaned, and make ready in accordance with clients' treatment plan. 1.2 Light therapy machine, treatment utensils trolley prepared in accordance with light therapy hair removal treatment Standard Operating Procedures. 1.3 Personal Protective Equipment (PPE) such as eye protector, disposable glove prepared in accordance with light therapy hair removal treatment Standard Operating Procedures (SOP).
2. Administer light therapy hair removal equipment setting up.	2.1 Activate light therapy machine. 2.2 Set up light therapy treatment parameters. 2.3 Conduct test shot. 2.4 Confirm treatment parameters.	2.1 Light therapy water level checked, machine power turned on and activation signal identified in accordance with manufacturer's specification. 2.2 Treatment parameter such as energy level, wavelength and spot size selected in accordance with client's treatment plan. 2.3 Light therapy machine functionality checked in accordance with manufacturer's instructions.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
		2.4 Light therapy treatment parameters determined in accordance with client's treatment plan.
3. Administer client's treatment preparation.	3.1 Take treatment progress photo. 3.2 Co treatment briefing. 3.3 Review client's patch test. 3.4 Mark treatment area. 3.5 Administer safety practice. 3.6 Carry out test shot. 3.7 Confirm treatment parameters.	3.1 Skin treatment area captured and photographed in accordance with light therapy hair removal treatment Standard Operating Procedures. 3.2 Treatment procedure, sensation, duration and techniques explained in accordance with client's treatment plan. 3.3 Client's patch test results for skin irritation, adverse and allergy reaction determined in accordance with light therapy Standard Operating Procedures. 3.4 Treatment area identified, shaved and segmented in accordance with light therapy hair removal treatment Standard Operating Procedures. 3.5 Application of personal protective equipment such as hand gloves are conducted in accordance with light therapy hair removal treatment Standard Operating Procedures. 3.6 Client's skin response to treatment parameters observed in accordance with treatment Standard Operating Procedures. 3.7 Treatment parameters adjusted and light therapy treatment protocol administered in accordance with treatment Standard Operating Procedures.
4. Administer light therapy hair removal treatment activities.	4.1 Target treatment area. 4.2 Apply treatment shot. 4.3 Observe skin reaction. 4.4 Conduct active cooling. 4.5 Apply protective care. 4.6 Record treatment parameters.	4.1 Hair removal treatment area marking identified and segmented in accordance with treatment requirements. 4.2 Shots and wavelength consistently exposed to skins in accordance with light therapy treatment Standard Operating Procedures. 4.3 Excessive hair removed and skin contra action indication such redness and flares monitored in accordance with light therapy treatment Standard Operating Procedures. 4.4 Skin cooling method identified, cooling solution selected and applied in accordance with treatment requirement.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
		<p>4.5 Skin surface cleaned and skin protective care applied in accordance with treatment requirement.</p> <p>4.6 After treatment progress picture taken and treatment parameters updated in accordance with light therapy treatment Standard Operating Procedures.</p>
<p>5. Administer light therapy hair removal post treatment advice.</p>	<p>5.1 Debrief treatment session.</p> <p>5.2 Provide after care advice.</p> <p>5.3 Provide home care advice.</p> <p>5.4 Schedule next treatment appointment.</p> <p>5.5 Update client's consultation record.</p>	<p>5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement.</p> <p>5.2 Treatment downtime and precautions such as applying soothing products explained in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>5.3 Skincare routine explained and skincare product recommended in accordance with light therapy treatment Standard Operating Procedures.</p> <p>5.4 Skin response duration determined and follow-up treatment identified in accordance with client's treatment plan.</p> <p>5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.</p>

CU TITLE & CU CODE	Perform Microneedling Treatment. S960-007-5:2024-C03
CU DESCRIPTOR	<p>Perform Microneedling Treatment describes the competency of providing service and solutions to improve client's skin conditions to the desired outcome.</p> <p>The person who is competent in this CU should be able to monitor microneedling facilities preparation, administer microneedling device preparation, administer client's treatment preparation, administer microneedling treatment activities and administer microneedling post treatment advice.</p> <p>The outcome of this CU is microneedling treatment is planned, organised and executed in accordance with client's treatment plan.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Monitor microneedling facilities preparation.	1.1 Prepare microneedling treatment area. 1.2 Organised microneedling treatment equipment arrangement. 1.3 Organised microneedling treatment medium.	1.1 Treatment area cleaned, sanitized and make ready in accordance with clients' treatment plan. 1.2 Needle cartridges sterilised and antiseptic solutions prepared in accordance with manufacturer's specifications. 1.3 Numbing cream and skin cleaning products prepared in accordance with microneedling treatment standard operating procedures (SOP).
2. Administer microneedling device preparation.	2.1 Select needle cartridges. 2.2 Prepare microneedling applicator. 2.3 Activate microneedling applicator.	2.1 Needle size and cartridges identified in accordance with client's treatment plan. 2.2 Needle cartridges attached in accordance with treatment requirements. 2.3 Device speed and depth of penetration adjusted in accordance with treatment requirements.
3. Administer client's treatment preparation.	3.1 Take photo before treatment. 3.2 Conduct treatment briefing. 3.3 Conduct skin preparation	3.1 Skin treatment area captured and photographed in accordance with microneedling standard operating procedure. 3.2 Treatment procedure, sensation, duration and techniques explained in accordance with client's treatment plan.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
		3.3 Skin treatment area cleansed and baby hair protected in accordance with treatment requirement.
4. Administer microneedling treatment activities.	4.1 Apply treatment medium. 4.2 Apply microneedling techniques. 4.3 Observe skin reaction. 4.4 Apply soothing techniques.	4.1 Numbing cream application carried out in accordance with microneedling treatment standard operating procedure. 4.2 Needle depth determined in accordance with microneedling treatment plan. 4.3 Skin redness, swollen skin symptoms identified in accordance with microneedling standard operating procedures. 4.4 After treatment soothing product application carried out in accordance with microneedling standard operating procedures.
5. Administer microneedling post treatment advice.	5.1 Debrief treatment session. 5.2 Provide after care advice. 5.3 Provide home care advice. 5.4 Recommend home care product. 5.5 Schedule next treatment appointment. 5.6 Update client's consultation record.	5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement. 5.2 Treatment downtime and precautions such as applying soothing products explained in accordance with microneedling standard operating procedure. 5.3 Skincare routine explained and skincare product recommended in accordance with microneedling standard operating procedure. 5.4 Skin response duration determined and follow-up treatment identified in accordance with client's treatment plan. 5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.

CU TITLE & CU CODE	Manage Beauty Salon Legislation Compliances. S960-007-5:2024-C04
CU DESCRIPTOR	<p>Manage Beauty Salon Legislation Compliances describes the competencies of organizing and managing beauty salon operational and business legislation adherence.</p> <p>The person who is competent in this CU should be able to identify beauty salon legislation documents, organise beauty salon legislation compliances and manage beauty salon legislative document upkeep.</p> <p>The outcome of this CU is local authority and governing bodies rules and regulations are identified, adherence actions organised and complied.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Identify beauty salon legislation documents.	1.1 Determine beauty salon business, product and services requirements. 1.2 Determine legislation requirements. 1.3 Determine beauty salon policies and procedures.	1.1 Beauty salon business, product and services requirements determined in accordance to local authorities' guidelines. 1.2 Local beauty salon legislation requirements and beauty industry guidelines complied in accordance with local authority requirements. 1.3 Beauty salon policies and procedures reviewed in accordance with local authority requirements.
2. Organise beauty salon legislation compliances.	2.1 Prepare licensing document. 2.2 Analyse beauty salon legislation document. 2.3 Administer beauty salon legislation documentation. 2.4 Monitor beauty salon legislation document. 2.5 Verify beauty salon legislation document.	2.1 Beauty salon licensing documents produced. 2.2 Beauty salon legislation document acquired in accordance with local authority requirements. 2.3 Beauty salon licensing, tenancy agreement, sign-board licensing renewal checked in accordance with local authority requirements. 2.4 Beauty salon legislation document checked in accordance with local authority requirements. 2.5 Beauty salon legislation document confirmed in accordance with local authority requirements.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
3. Manage beauty salon legislation document upkeep.	3.1 Compile beauty salon legislation document. 3.2 Categorize beauty salon legislation document. 3.3 Update beauty salon legislation document.	3.1 Beauty salon legislation document compiled in accordance with beauty salon SOP. 3.2 Beauty salon legislation document categorized in accordance with beauty salon SOP. 3.3 Beauty salon legislation document stored in accordance with beauty salon SOP.

CU TITLE & CU CODE	Manage Beauty Salon Operations. S960-007-5:2024-C05
CU DESCRIPTOR	<p>Manage Beauty Salon Operations describes the competency of organizing, delegating and monitoring beauty salon daily activities.</p> <p>The person who is competent in this CU should be able to administer beauty salon operational activities, manage beauty salon health and safety requirements, monitor operational activities implementation and administer beauty salon operational activities report.</p> <p>The outcome of this CU is management of beauty salon daily operation organised, delegated and monitored.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Administer beauty salon operational activities.	1.1 Identify beauty salon furniture, fixtures and fittings. 1.2 Identify beauty salon tools and equipment. 1.3 Identify beauty salon merchandise. 1.4 Identify Point of Sales (POS) system. 1.5 Identify beauty salon work schedule. 1.6 Delegate beauty salon work scope.	1.1 Beauty salon furniture, fixtures and fittings such as display cabinet and receptionist desk checked in accordance with beauty salon operation requirements. 1.2 Beauty salon tools and equipment such as facial couch, steamer, and light therapy equipment checked in accordance with beauty salon operation requirements. 1.3 Beauty salon merchandise such as product and services brochure, flyers, treatment menu, and products sample determined in accordance with beauty salon operation requirements. 1.4 Point of Sales (POS) system determined in accordance with beauty salon operation requirements. 1.5 Beauty salon work schedule determined in accordance with beauty salon operation requirements. 1.6 Beauty salon work scope arranged in accordance with beauty salon operation requirements.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
2. Administer beauty salon health and safety requirements.	2.1 Prepare beauty salon documentation and reporting procedure. 2.2 Prepare health, safety and security practices administration report. 2.3 Prepare risk assessment form. 2.4 Prepare incident report. 2.5 Prepare indemnity document. 2.6 Prepare facilities and service area maintenance documents. 2.7 Prepare Material Safety Data Sheet (MSDS).	2.1 Beauty salon documentation and reporting procedure produced in accordance with company policies. 2.2 Health, safety and security practices administration report produced for auditing purposes. 2.3 Risk assessment form produced in accordance with health and safety policies. 2.4 Incident report submitted to superior. 2.5 Indemnity document compiled in accordance with health and safety policies. 2.6 Facilities and service area maintenance documents produced in accordance with health and safety requirements. 2.7 Material Safety Data Sheet (MSDS) recorded in accordance with health and safety requirements.
3. Monitor operational activities implementation.	3.1 Organise duty roster. 3.2 Conduct operation meeting. 3.3 Implement quality controls. 3.4 Administer beauty salon waste disposal. 3.5 Administer salon safety and security measures. 3.6 Administer service area and storage condition (tidiness & cleanliness). 3.7 Administer hazardous materials storage. 3.8 Administer quality control. 3.9 Administer beauty salon data management.	3.1 Duty roster administered based on client requirement and salon capacity/capability. 3.2 Operation meeting conducted based on meetings plan. 3.3 Quality controls implemented in accordance with beauty salon Standard Operating Procedure (SOP). 3.4 Beauty salon waste disposal handled in accordance with local authority environmental rules and regulation. 3.5 Salon safety and security measures implemented in accordance with health and safety requirements. 3.6 Service area and storage condition (tidiness & cleanliness) monitored in accordance with health and safety requirement. 3.7 Hazardous materials stored in accordance with health and safety requirements. 3.8 Quality services assured to meet client's satisfaction in accordance with client's service charter and beauty salon policies.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	3.10 Administer operational improvement plan. 3.11 Administer housekeeping activities.	3.9 Client's services records, profiles and database maintained in accordance with beauty salon SOP. 3.10 Operational improvement plan such as service level, expenses, and client services validated in accordance with beauty salon SOP. 3.11 Housekeeping activities implementation managed in accordance with beauty salon SOP.
4. Administer beauty salon operational activities report.	4.1 Compile beauty salon operational activities report. 4.2 Verify beauty salon operational activities report. 4.3 Maintain beauty salon operational activities report.	4.1 Beauty salon operational activities records gathered in accordance with beauty salon policies. 4.2 Beauty salon operational activities report validated in accordance with beauty salon policies. 4.3 Beauty salon operational activities report updated in accordance with beauty salon policies.

CU TITLE & CU CODE	Manage Beauty Salon Operational Budget. S960-007-5:2024-C06
CU DESCRIPTOR	<p>Manage Beauty Salon Operational Budget describes the competency of controlling expenditure for operations, stock purchase and managing healthy cashflow.</p> <p>The person who is competent in this CU should be able to prepare beauty salon operational budget, administer beauty salon operational expenditure, administer procurements and monitor beauty salon operational cash flow.</p> <p>The outcome of this CU is beauty salon operational budget determined, expenses controlled and cashflow status reported.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Prepare beauty salon operational budget.	1.1 Gather beauty salon operational expenses. 1.2 Identify beauty salon operational budget. 1.3 Identify beauty salon operational forecast. 1.4 Determine beauty salon operational budget.	1.1 Beauty salon operational expenses such as overhead, advertising and promotion determined. 1.2 Beauty salon operational budget such as fixed and variable cost determined. 1.3 Beauty salon operational sales forecast determined in accordance with beauty salon financial requirement. 1.4 Beauty salon operational budget produced in accordance with beauty salon financial capabilities.
2. Administer beauty salon operational expenditure.	2.1 Identify beauty salon operational expenditure. 2.2 Categorise beauty salon operational expenditure. 2.3 Distribute beauty salon operational expenses payment. 2.4 Review beauty salon expenditure payment.	2.1 Beauty salon operational expenditure such as payroll, stocks purchase, rental and utilities determined in accordance with operational requirements. 2.2 Beauty salon operational expenditure sorted in accordance with operational requirements. 2.3 Beauty salon operational expenses payment completed in accordance with operational requirements. 2.4 Beauty salon expenditure payment validated in accordance with operational requirements.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
3. Administer procurements.	3.1 Review stock inventory. 3.2 Verify stock/service requisition. 3.3 Identify stock/service supplier. 3.4 Verify purchase order. 3.5 Verify stock/service purchase payment. 3.6 Verify stock intake. 3.7 Verify stock inventory report.	3.1 Stock inventory requirements determined in accordance with beauty salon SOP. 3.2 Stock/service requisition form validated in accordance with beauty salon SOP. 3.3 Stock/service supplier determined in accordance with beauty salon SOP. 3.4 Purchase order generated in accordance with beauty salon SOP. 3.5 Stock/service purchase payment issued in accordance with beauty salon SOP. 3.6 Stock/service purchase validated in accordance with beauty salon SOP. 3.7 Stock inventory report validated in accordance with beauty salon SOP.
4. Monitor beauty salon operational cash flow.	4.1 Identify beauty salon cash flow movement. 4.2 Determine beauty salon cash flow status. 4.3 Review beauty salon cash flow transactions. 4.4 Verify beauty salon cash flow.	4.1 Beauty salon cash flow movement determined in accordance with operational requirements. 4.2 Beauty salon cash flow status verified in accordance with operational requirements. 4.3 Beauty salon cash flow transactions recorded in accordance with operational requirements. 4.4 Beauty salon cash flow validated in accordance with operational requirements.

CU TITLE & CU CODE	Manage Beauty Salon Sales and Marketing. S960-007-5:2024-C07
CU DESCRIPTOR	<p>Manage Beauty Salon Sales and Marketing describes the competency of organizing promotional and sales activities.</p> <p>The person who is competent in this CU should be able to administer promotional activities, administer beauty salon sales activities and evaluate beauty salon sales report.</p> <p>The outcome of this CU is beauty salon promotional and sales activities organised and sales reported.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Administer promotional activities.	1.1 Identify marketing and promotional plan. 1.2 Review promotional materials and marketing plan. 1.3 Execute promotional activities. 1.4 Monitor promotional activities progress. 1.5 Verify marketing progress report.	1.1 Marketing and promotional plan such as product launching, new services package, and other promotional product proposed in accordance with beauty salon marketing requirement. 1.2 Promotional materials and marketing plan obtained in accordance with beauty salon marketing requirement. 1.3 Promotional activities carried out in accordance with beauty salon marketing requirement. 1.4 Promotional activities progress determined in accordance with beauty salon marketing requirement. 1.5 Marketing progress reported in accordance with beauty salon marketing requirement.
2. Administer beauty salon sales activities.	2.1 Identify beauty products and services. 2.2 Determine beauty products and services pricing. 2.3 Establish sales documentation. 2.4 Verify sales activities. 2.5 Review sales report.	2.1 Beauty products and services determined in accordance with beauty salon requirements. 2.2 Beauty products and services pricing verified in accordance with beauty salon requirements. 2.3 Sales documentation updated in accordance with beauty salon requirements. 2.4 Sales activities verified in accordance with beauty salon requirements. 2.5 Sales report validated in accordance with beauty salon requirements.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
3. Evaluate beauty salon sales report.	3.1 Analyse beauty product and services sales report. 3.2 Analyse sales achievement. 3.3 Propose sales and marketing improvement program. 3.4 Compile sales documentation. 3.5 Analyse sales report. 3.6 Prepare sales performance report.	3.1 Product and services sales report checked in accordance with beauty salon SOP. 3.2 Product and services sales achievement determined in accordance with beauty salon SOP. 3.3 Improvement plan on sales and marketing program recommended in accordance with beauty salon SOP. 3.4 Sales documentation such as sales forecast, budget plan, Key Performance Indicator (KPI) report gathered in accordance with beauty salon SOP. 3.5 Sales report validated in accordance with beauty salon SOP. 3.6 Sales performance report produced in accordance with beauty salon SOP.

CU TITLE & CU CODE	Manage Beauty Salon Human Resources. S960-007-5:2024-C08
CU DESCRIPTOR	<p>Manage Beauty Salon Human Resources describes the competency of administering employment development within the organizations.</p> <p>The person who is competent in this CU should be able to administer beauty salon hiring requirement, administer staff employment contract, administer staff appraisal and manage Continuous Professional Development (CPD) training.</p> <p>The outcome of this CU is beauty salon talent acquisition fulfilled, staff career development organised and employment requirement administered.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Administer beauty salon hiring requirement.	1.1 Verify job availability and capacity. 1.2 Verify job vacancy. 1.3 Establish job vacancy advertisement. 1.4 Publish staff hiring requisition.	1.1 Staff availability and job capacity validated in accordance with beauty salon hiring policies. 1.2 Job vacancy validated in accordance with beauty salon hiring policies. 1.3 Staff hiring requisition form confirmed in accordance with beauty salon hiring policies. 1.4 Staff hiring requisition declared in accordance with beauty salon hiring policies.
2. Administer staff employment contract.	2.1 Verify staff personal file. 2.2 Verify staff qualification and job experiences. 2.3 Organise staff assessment and selection. 2.4 Verify job placement. 2.5 Update staff personal file. 2.6 Maintain staff personal file.	2.1 Staff personal file comprises of resume, certificate of qualification and job application form obtained in accordance with beauty salon hiring policies. 2.2 Applicants' qualification such as work experiences, length of services, and regulated qualification reviewed in accordance with job requirement. 2.3 Beauty therapy treatment or aesthetic therapy competencies evaluated in accordance with job requirement. 2.4 Staff job placement confirmed in accordance with job requirement.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
		<p>2.5 Staff job placement recorded in accordance with beauty salon work schedule.</p> <p>2.6 Staff personal file upkept in accordance with beauty salon SOP.</p>
3. Administer staff appraisal.	<p>3.1 Validate staff performance.</p> <p>3.2 Administer evaluation performance results.</p> <p>3.3 Validate staff appraisal recommendation.</p>	<p>3.1 Attendance, punctuality, teamwork, skills set and customer service record verified in accordance with beauty salon policies.</p> <p>3.2 Self-appraisal or beauty salon appraisal forms monitored in accordance with beauty salon policies.</p> <p>3.3 Potential staff for promotion and recognition recommended to management in accordance with beauty salon policies.</p>
4. Manage Continuous Professional Development (CPD) training.	<p>4.1 Develop training program.</p> <p>4.2 Verify staff competency and skills gap.</p> <p>4.3 Coordinate staff training program.</p> <p>4.4 Verify staff training assessment.</p>	<p>4.1 Staff training requirement reviewed according to the job competency requirements in accordance with beauty salon policies.</p> <p>4.2 Staff competency and skills gap determined in accordance with job requirement.</p> <p>4.3 Staff training program monitored in accordance with beauty salon policies.</p> <p>4.4 Staff training assessment result validated in accordance with beauty salon policies.</p>

CURRICULUM OF COMPETENCY UNIT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY SALON MANAGEMENT
LEVEL 5

15. Curriculum of Competency Unit

15.1 Perform Light Therapy Skin Rejuvenation Treatment.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Perform Light Therapy Skin Rejuvenation Treatment.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to perform light therapy skin rejuvenation treatment inclusive client's treatment preparation, light therapy treatment activities and post treatment advice.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Monitor light therapy skin rejuvenation facilities preparation. 2. Administer light therapy skin rejuvenation equipment setting up. 3. Administer client's treatment preparation. 4. Administer light therapy skin rejuvenation treatment activities. 5. Administer light therapy skin rejuvenation post treatment advice. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C01	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Monitor light therapy skin rejuvenation	1.1 Light therapy skin rejuvenation machines such as: <ul style="list-style-type: none"> • Laser (Argon, Ruby, Diode, Nd: 	1.1 Prepare light therapy treatment area. 1.2 Organised light therapy treatment	<u>ATTITUDE</u> 1.1 Attentive to details. 1.2 Observant to client's response.	<u>COGNITIVE DOMAIN</u> 1.1 Light therapy treatment procedure explained. 1.2 Sanitisation procedure described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
facilities preparation.	<p>YAG, Alexandrite).</p> <ul style="list-style-type: none"> • Intense Pulsed Light (IPL). <p>1.2 Light therapy skin rejuvenation treatment procedures such as:</p> <ul style="list-style-type: none"> • Enclosed work area (no reflective surface). • Treatment tools (brush, facial bowl, spatula). • Treatment material (cotton, tissue, disposable facial towel). • PPE (glove, face mask). • Protective eyewear (therapist, client). <p>1.3 Sanitisation procedures such as:</p> <ul style="list-style-type: none"> • Work area. • Equipment. • Tools. 	<p>equipment arrangement.</p> <p>1.3 Organised light therapy treatment medium.</p>	<p><u>SAFETY</u></p> <p>1.1 Ensure no reflective surface.</p> <p>1.2 Safety signage.</p> <p>1.3 Adhere to manufacturer's instructions.</p> <p>1.4 Adhere to beauty salon hygiene practices.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Conducive salon setting.</p> <p>1.2 Cool environment.</p>	<p>1.3 Sterilisation procedure described.</p> <p>1.4 Light therapy treatment medium outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Treatment area selected, cleaned, and make ready in accordance with clients' treatment plan.</p> <p>1.2 Light therapy machine, treatment utensils trolley prepared in accordance with light therapy treatment Standard Operating Procedures.</p> <p>1.3 Personal Protective Equipment (PPE) such as eye protector, disposable glove prepared in accordance with light therapy treatment Standard Operating Procedures (SOP).</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Attentive to details demonstrated.</p> <p>1.2 Observant to client's response demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.4 Sterilisation procedures such as: <ul style="list-style-type: none"> • Applicator. • Machine. 1.5 Light therapy treatment mediums such as: <ul style="list-style-type: none"> • Conductive gel (IPL only). • Cooling gel. • Protective care. 			1.3 No reflective surface adhered. 1.4 Safety signage adhered. 1.5 Manufacturer's instructions adhered. 1.6 Beauty salon hygiene practice demonstrated. 1.7 Conducive salon setting demonstrated. 1.8 Cool environment demonstrated.
2. Administer light therapy skin rejuvenation equipment setting up.	2.1 Light therapy treatment parameters such as: <ul style="list-style-type: none"> • Spot size. • Wavelength. • Pulse duration. • Energy. 2.2 Types of light emission such as: <ul style="list-style-type: none"> • Monochromatic. • Polychromatic. • Non-coherent. • Coherent. • Defocused light. • Parallel light. 	2.1 Activate light therapy machine. 2.2 Set up light therapy treatment parameters. 2.3 Conduct test shot. 2.4 Confirm treatment parameters.	<u>ATTITUDE</u> 2.1 Attentive to details. 2.2 Observant to client's response. <u>SAFETY</u> 2.1 Ensure no reflective surface. 2.2 Safety signage. 2.3 Adhere to manufacturer's instructions. 2.4 Adhere to beauty salon hygiene practices.	<u>COGNITIVE DOMAIN</u> 2.1 Light therapy machine explained. 2.2 Light therapy treatment parameters outlined. 2.3 Types of light spectrum explained. 2.4 Light tissue interaction described. 2.5 Laser safety requirements outlined. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Light therapy water level checked, machine power turned on and activation signal

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>2.3 Light tissue interaction such as:</p> <ul style="list-style-type: none"> • Reflection. • Transmission. • Scattering. • Absorption. • Thermal Relaxation Time (TRT). <p>2.4 Laser safety requirements such as:</p> <ul style="list-style-type: none"> • Laser Classifications (Class 1, Class 2, Class 3R & 3B, Class 4). • Protective Eyewear (Usage of laser safety glasses or goggles designed for the specific wavelength of the laser). • Controlled Environment (operating lasers in controlled environments with 		<p><u>ENVIRONMENT</u></p> <p>2.1 Conducive salon setting.</p> <p>2.2 Cool environment.</p>	<p>identified in accordance with manufacturer's specification.</p> <p>2.2 Treatment parameters such as energy level, wavelength and pulse duration selected in accordance with client's treatment plan.</p> <p>2.3 Light therapy machine functionality checked in accordance with manufacturer's instructions.</p> <p>2.4 Light therapy treatment parameters determined in accordance with client's treatment plan.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>2.1 Attentive to details demonstrated.</p> <p>2.2 Observant to client's response demonstrated.</p> <p>2.3 No reflective surface adhered.</p> <p>2.4 Safety signage adhered.</p> <p>2.5 Manufacturer's instructions adhered.</p> <p>2.6 Beauty salon hygiene practice demonstrated.</p> <p>2.7 Conducive salon setting demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>restricted access to authorized personnel only).</p> <ul style="list-style-type: none"> • Beam Alignment and Termination (align laser beams properly, and terminate them at a safe location, avoid reflections that could cause unintended exposure). • Personal Protective Equipment (gloves and clothing, depending on the laser's characteristics). • Emergency Procedures (Establish clear emergency procedures in case of accidents or exposure, have accessible first aid kits specifically 			2.8 Cool environment demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>designed for laser incidents).</p> <ul style="list-style-type: none"> • Regular Maintenance (checks on laser equipment to ensure proper functioning and safety features). • Proper ventilation (areas where lasers are used to disperse any potentially harmful fumes). • Compliance with Regulations (adhering to local, national, and international regulations regarding laser safety, obtain necessary permits and approvals). 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Administer client's treatment preparation.	<p>3.1 Light therapy skin rejuvenation treatment protocol such as:</p> <ul style="list-style-type: none"> • Skin preparation (pre-treatment). • Photograph (before & after). • Contra indication (skin disease, sunburn, cuts and abrasion, loss of skin sensitivity, medical oedema, bell's palsy, skin allergies). <p>3.2 Briefing procedure such as:</p> <ul style="list-style-type: none"> • Sensation. • Expectation. • Possible contra action (swelling, bruises, severe redness). <p>3.3 Skin sensitivity such as:</p> <ul style="list-style-type: none"> • Thermal test. • Tactile test. 	<p>3.1 Take treatment progress photo.</p> <p>3.2 Carry out treatment briefing.</p> <p>3.3 Review client's patch test.</p> <p>3.4 Mark treatment area.</p> <p>3.5 Administer safety practice.</p> <p>3.6 Carry out test shot.</p> <p>3.7 Confirm treatment parameters.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Attentive to details.</p> <p>3.2 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>3.1 Ensure no reflective surface.</p> <p>3.2 Safety signage.</p> <p>3.3 Adhere to manufacturer's instructions.</p> <p>3.4 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Conducive salon setting.</p> <p>3.2 Cool environment.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>3.1 Light therapy treatment protocol outlined.</p> <p>3.2 Briefing procedure explained.</p> <p>3.3 Skin sensitivity interpreted.</p> <p>3.4 Treatment area outlined.</p> <p>3.5 Safety practice described.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Skin treatment area captured and photographed.</p> <p>3.2 Treatment procedure, sensation, duration and techniques explained in accordance with client's treatment plan.</p> <p>3.3 Client's patch test results for skin irritation, adverse and allergy reaction determined in accordance with light therapy Standard Operating Procedures.</p> <p>3.4 Treatment area identified and drawn in accordance with light therapy treatment Standard Operating Procedures.</p> <p>3.5 Application of personal protective equipment such as eye protector and gloves</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Test shot. <p>3.4 Treatment area which includes sectioning.</p> <p>3.5 Safety practice such as:</p> <ul style="list-style-type: none"> • Therapist. • Client. • Treatment protocol. 			<p>conducted in accordance with light therapy Standard Operating Procedures.</p> <p>3.6 Client's skin response to test shot and treatment parameters observed in accordance with treatment Standard Operating Procedures.</p> <p>3.7 Treatment parameters adjusted and light therapy treatment protocol administered.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>3.1 Attentive to details demonstrated.</p> <p>3.2 Observant to client's response demonstrated.</p> <p>3.3 No reflective surface adhered.</p> <p>3.4 Safety signage adhered.</p> <p>3.5 Manufacturer's instructions adhered.</p> <p>3.6 Beauty salon hygiene practice demonstrated.</p> <p>3.7 Conducive salon setting demonstrated.</p> <p>3.8 Cool environment demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Administer light therapy skin rejuvenation treatment activities.	<p>4.1 Effects and benefits of light therapy skin rejuvenation such as:</p> <ul style="list-style-type: none"> • Reduce brown spots, redness & discolouration. • Improve skin texture. • Tighten skin pores. • Wrinkle reduction. • Scar reduction. • Even skin tone. • Reduce appearance of prominent blood vessels. <p>4.2 Application technique such as:</p> <ul style="list-style-type: none"> • Zig zag. • Directional. • Circular. <p>4.3 Parameters adjustment such as:</p> <ul style="list-style-type: none"> • Intensity. • Duration. • Depth. • Energy level. <p>4.4 Reaction/result such as:</p>	<p>4.1 Target treatment area.</p> <p>4.2 Apply treatment shot.</p> <p>4.3 Observe skin reaction.</p> <p>4.4 Conduct active cooling.</p> <p>4.5 Apply protective care.</p> <p>4.6 Record treatment parameters.</p>	<p><u>ATTITUDE</u></p> <p>4.1 Careful.</p> <p>4.2 Attentive to details.</p> <p>4.3 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>4.1 Ensure no reflective surface.</p> <p>4.2 Safety signage.</p> <p>4.3 Adhere to manufacturer's instructions.</p> <p>4.4 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Conducive salon setting.</p> <p>4.2 Cool environment.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>4.1 Effects and benefits of light therapy described.</p> <p>4.2 Application technique explained.</p> <p>4.3 Parameters adjustment outlined.</p> <p>4.4 Reaction/result interpreted.</p> <p>4.5 Remedial action explained.</p> <p>4.6 Protective care described.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>4.1 Treatment area marked in accordance with treatment requirements.</p> <p>4.2 Treatment shots and wavelength consistently emitted to skins in accordance with light therapy treatment Standard Operating Procedures.</p> <p>4.3 Skin response observed in accordance with light therapy treatment Standard Operating Procedures.</p> <p>4.4 Skin cooling method identified, cooling solution selected and applied in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Perifollicular erythema. • Perifollicular oedema. <p>4.5 Remedial action such as:</p> <ul style="list-style-type: none"> • Cooling mask. • Cooling device. • Soothing products. <p>4.6 Protective care such as:</p> <ul style="list-style-type: none"> • Moisturizer. • Sun protection. 			<p>accordance with treatment requirement.</p> <p>4.5 Skin surface cleaned and skin protective care applied in accordance with treatment requirement.</p> <p>4.6 After treatment progress picture taken and treatment parameters updated in accordance with light therapy treatment Standard Operating Procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>4.1 Careful in machine handling demonstrated.</p> <p>4.2 Attentive to details demonstrated.</p> <p>4.3 Observant to client's response demonstrated.</p> <p>4.4 No reflective surface adhered.</p> <p>4.5 Safety signage adhered.</p> <p>4.6 Manufacturer's instructions adhered.</p> <p>4.7 Beauty salon hygiene practice demonstrated.</p> <p>4.8 Conducive salon setting demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				4.9 Cool environment demonstrated.
5. Administer light therapy skin rejuvenation post treatment advice.	<p>5.1 Post treatment skin rejuvenation briefing such as:</p> <ul style="list-style-type: none"> • Possible contra actions (epidermal crusting, pigmentation darkening, swelling, redness). • Remedial actions (cold compress). • After care advice (avoid direct sun exposure, heat treatment, alcohol product, acidic product). <p>5.2 Home care advice which includes moisture replenishment and suitable skincare routine.</p> <p>5.3 Importance of follow-up treatment such as:</p>	<p>5.1 Provide post treatment briefing.</p> <p>5.2 Provide after care advice.</p> <p>5.3 Provide home care advice.</p> <p>5.4 Schedule next treatment appointment.</p> <p>5.5 Update client's consultation record.</p>	<p><u>ATTITUDE</u></p> <p>5.1 Careful.</p> <p>5.2 Attentive to details.</p> <p>5.3 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>5.1 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>5.1 Conducive salon setting.</p> <p>5.2 Cool environment.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>5.1 Post treatment explained.</p> <p>5.2 After care advice explained.</p> <p>5.3 Home care advice explained.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement.</p> <p>5.2 Treatment downtime and precautions such as applying soothing products, avoiding sun exposure explained in accordance with light therapy treatment Standard Operating Procedures.</p> <p>5.3 Skincare routine explained and skincare product recommended in accordance with light therapy treatment Standard Operating Procedures.</p> <p>5.4 Skin response duration determined and follow-up treatment identified in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Result maintenance. • Prolong improvement. • Adverse reaction. • Treatment effectiveness. • Optimum result. 			<p>accordance with client's treatment plan.</p> <p>5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>5.1 Careful in machine handling demonstrated.</p> <p>5.2 Attentive to details demonstrated.</p> <p>5.3 Observant to client's response demonstrated.</p> <p>5.4 No reflective surface adhered.</p> <p>5.5 Safety signage adhered.</p> <p>5.6 Manufacturer's instructions adhered.</p> <p>5.7 Beauty salon hygiene practice demonstrated.</p> <p>5.8 Conducive salon setting demonstrated.</p> <p>5.9 Cool environment demonstrated.</p>

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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- 3 Baran, R., & Maibach, H. I. (2017, February 24). *Textbook of Cosmetic Dermatology*. CRC Press.
- 4 Barrett-Hill, F. (2009). *Cosmetic Chemistry for the Skin Treatment Therapist*. Virtual Beauty Corp.
- 5 Barrett-Hill, F., & Virtual Beauty Corp. (2004). *Advanced Skin Analysis*. Virtual Beauty Corp.
- 6 Barrett-Hill, F., & Virtual Beauty Corp. (2017). *Visual Skin Analysis: Diagnostic Indicator Guide: With Leading Cause Summaries*. Virtual Beauty Corporation.
- 7 Gerson, J., D'angelo, J., & Lotz, S. (2004). *Milady's Standard Fundamentals for Estheticians* (9th ed.). Thomson/Delmar Learning.
- 8 Honardoust, D. (2016, February 19). *Laser / IPL Technology for Skincare*. Bookbaby.
- 9 Kautz, G. (2022, January 1). *Energy for the Skin Effects and Side-Effects of Lasers, Flash Lamps and Other Sources of Energy*. Springer International Publishing.
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- 12 Nielsen, M. (2017). *A Compendium for Advanced Aesthetics*. FriesenPress.
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- 14 Tezak, E. J. (1993). *Lesson Plans for Salon Management for Cosmetology Students* (5th ed.). Milady Publishing Company.
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15.2 Perform Light Therapy Hair Removal Treatment.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Perform Light Therapy Hair Removal Treatment.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to perform light therapy hair removal treatment inclusive of setting up light therapy equipment and execute light therapy treatment in accordance with client's treatment plan.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Monitor light therapy hair removal facilities preparation. 2. Administer light therapy hair removal equipment setting up. 3. Administer client's treatment preparation. 4. Administer light therapy hair removal treatment activities. 5. Administer light therapy hair removal post treatment advice. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C02	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Monitor light therapy hair removal facilities preparation.	1.1 Light therapy hair removal machine such as: <ul style="list-style-type: none"> • Laser (Argon, Ruby, Diode, Nd YAG, Alexandrite). 	1.1 Prepare light therapy hair removal treatment area. 1.2 Organised light therapy hair	<u>ATTITUDE</u> 1.1 Thoroughly interpret client's report. 1.2 Analytically cross references.	<u>COGNITIVE DOMAIN</u> 1.1 Light therapy treatment procedure explained. 1.2 Sanitisation procedure described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Intense Pulsed Light (IPL). <p>1.2 Light therapy hair removal treatment procedure such as:</p> <ul style="list-style-type: none"> • Enclosed work area (no reflective surface). • Light therapy machine. • Treatment tools (brush, facial bowl, spatula). • Treatment material (cotton, tissue, disposable facial towel). • PPE (glove, face mask). • Protective eyewear (therapist, client). <p>1.3 Sanitisation procedure such as:</p> <ul style="list-style-type: none"> • Work area. • Equipment. • Tools. <p>1.4 Sterilisation procedure such as:</p> <ul style="list-style-type: none"> • Applicator. • Machine. <p>1.5 Light therapy treatment medium such as:</p>	<p>removal treatment equipment arrangement.</p> <p>1.3 Organised light therapy treatment medium.</p>	<p><u>SAFETY</u></p> <p>1.1 Adhere to Personal Data Protection Act (PDPA).</p> <p>1.2 Adhere to medical referral.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Private consultation room.</p> <p>1.2 Conducive salon setting.</p>	<p>1.3 Sterilisation procedure described.</p> <p>1.4 Light therapy treatment medium outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Treatment area selected, cleaned, and make ready in accordance with clients' treatment plan.</p> <p>1.2 Light therapy machine, treatment utensils trolley prepared in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>1.3 Personal Protective Equipment (PPE) such as eye protector and disposable glove prepared in accordance with light therapy hair removal treatment Standard Operating Procedures (SOP).</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Thoroughly interpret client's report demonstrated.</p> <p>1.2 Analytically cross references demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Conductive gel (IPL only). • Cooling gel. • Protective care. 			1.3 Personal Data Protection Act (PDPA) adhered. 1.4 Medical referral adhered. 1.5 Private consultation room applied. 1.6 Conducive salon setting demonstrated.
2. Administer light therapy hair removal equipment setting up.	2.1 Light therapy hair removal equipment such as: <ul style="list-style-type: none"> • Laser (Argon, Ruby, Diode, Nd YAG, Alexandrite). • Intense Pulsed Light (IPL). 2.2 Light therapy hair removal treatment parameters such as: <ul style="list-style-type: none"> • Spot size. • Wavelength. • Pulse duration. • Energy. 2.3 Types of light emission such as: <ul style="list-style-type: none"> • Monochromatic. • Polychromatic. • Non-coherent. • Coherent. 	2.1 Activate light therapy machine. 2.2 Set up light therapy treatment parameters. 2.3 Conduct test shot. 2.4 Confirm treatment parameters.	<u>ATTITUDE</u> 2.1 Attentive to details. 2.2 Observant to client's response. <u>SAFETY</u> 2.1 Ensure no reflective surface. 2.2 Safety signage. 2.3 Adhere to manufacturer's instructions. 2.4 Adhere to beauty salon hygiene practice. <u>ENVIRONMENT</u> 2.1 Conducive salon setting.	<u>COGNITIVE DOMAIN</u> 2.1 Light therapy machine explained. 2.2 Light therapy treatment parameters outlined. 2.3 Types of light spectrum explained. 2.4 Light tissue interaction described. 2.5 Laser safety requirements outlined. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Light therapy water level checked, machine power turned on and activation signal identified in accordance with manufacturer's specification. 2.2 Treatment parameter such as energy level, wavelength and spot size selected in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Defocused light. • Parallel light. <p>2.4 Light tissue interaction such as:</p> <ul style="list-style-type: none"> • Reflection. • Transmission. • Scattering. • Absorption. • Thermal Relaxation Time (TRT). <p>2.5 Laser safety requirements such as:</p> <ul style="list-style-type: none"> • Laser Classifications (Class 1, Class 2, Class 3R & 3B, Class 4). • Protective Eyewear (Usage of laser safety glasses or goggles designed for the specific wavelength of the laser). • Controlled Environment (operating lasers in controlled environments with restricted access to authorized personnel only). 		2.2 Cool environment.	<p>accordance with client's treatment plan.</p> <p>2.3 Light therapy machine functionality checked in accordance with manufacturer's instructions.</p> <p>2.4 Light therapy treatment parameters determined in accordance with client's treatment plan.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>2.1 Attentive to details demonstrated.</p> <p>2.2 Observant to client's response demonstrated.</p> <p>2.3 No reflective surface adhered.</p> <p>2.4 Safety signage adhered.</p> <p>2.5 Manufacturer's instructions adhered.</p> <p>2.6 Beauty salon hygiene practice demonstrated.</p> <p>2.7 Conducive salon setting demonstrated.</p> <p>2.8 Cool environment demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Beam Alignment and Termination (align laser beams properly, and terminate them at a safe location, avoid reflections that could cause unintended exposure). • Personal Protective Equipment (gloves and clothing, depending on the laser's characteristics). • Emergency Procedures (Establish clear emergency procedures in case of accidents or exposure, have accessible first aid kits specifically designed for laser incidents). • Regular Maintenance (checks on laser equipment to ensure proper functioning and safety features). • Proper ventilation (areas where lasers are 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>used to disperse any potentially harmful fumes).</p> <ul style="list-style-type: none"> • Compliance with Regulations (adhering to local, national, and international regulations regarding laser safety, obtain necessary permits and approvals). 			
3. Administer client's treatment preparation.	<p>3.1 Light therapy hair removal treatment protocol such as:</p> <ul style="list-style-type: none"> • Skin preparation (pre-treatment). • Photograph (before & after). • Contra indication (skin disease, sunburn, cuts and abrasion, loss of skin sensitivity, medical oedema, bell's palsy, skin allergies). <p>3.2 Briefing procedure such as:</p> <ul style="list-style-type: none"> • Sensation. • Expectation. 	<p>3.1 Take treatment progress photo.</p> <p>3.2 Conduct treatment briefing.</p> <p>3.3 Review client's patch test.</p> <p>3.4 Mark treatment area.</p> <p>3.5 Administer safety practice.</p> <p>3.6 Carry out test shot.</p> <p>3.7 Confirm treatment parameters.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Attentive to details.</p> <p>3.2 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>3.1 Ensure no reflective surface.</p> <p>3.2 Safety signage.</p> <p>3.3 Adhere to manufacturer's instructions.</p> <p>3.4 Adhere to beauty salon hygiene practice.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>3.1 Light therapy treatment protocol outlined.</p> <p>3.2 Briefing procedure explained.</p> <p>3.3 Skin sensitivity interpreted.</p> <p>3.4 Treatment area outlined.</p> <p>3.5 Safety practice described.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Skin treatment area captured and photographed in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>3.2 Treatment procedure, sensation, duration and</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Possible contra action (swelling, bruises, severe redness). <p>3.3 Skin sensitivity such as:</p> <ul style="list-style-type: none"> • Thermal test. • Tactile test. • Test shot. <p>3.4 Treatment area which includes sectioning.</p> <p>3.5 Safety practice such as:</p> <ul style="list-style-type: none"> • Therapist. • Client. • Treatment protocol. 		<p><u>ENVIRONMENT</u></p> <p>3.1 Conducive salon setting.</p> <p>3.2 Cool environment.</p>	<p>techniques explained in accordance with client's treatment plan.</p> <p>3.3 Client's patch test results for skin irritation, adverse and allergy reaction determined in accordance with light therapy Standard Operating Procedures.</p> <p>3.4 Treatment area identified, shaved and segmented in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>3.5 Application of personal protective equipment such as hand gloves are conducted in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>3.6 Client's skin response to treatment parameters observed in accordance with treatment Standard Operating Procedures.</p> <p>3.7 Treatment parameters adjusted and light therapy treatment</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>protocol administered in accordance with treatment Standard Operating Procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>3.1 Attentive to details demonstrated.</p> <p>3.2 Observant to client's response demonstrated.</p> <p>3.3 No reflective surface adhered.</p> <p>3.4 Safety signage adhered.</p> <p>3.5 Manufacturer's instructions adhered.</p> <p>3.6 Beauty salon hygiene practice demonstrated.</p> <p>3.7 Conducive salon setting demonstrated.</p> <p>3.8 Cool environment demonstrated.</p>
4. Administer light therapy hair removal treatment activities.	<p>4.1 Effects and benefits of light therapy hair removal which include hair reduction.</p> <p>4.2 Hair anatomy such as:</p> <ul style="list-style-type: none"> • Hair appendages. • Hair growth cycle. • Types of hair. 	<p>4.1 Target treatment area.</p> <p>4.2 Apply treatment shot.</p> <p>4.3 Observe skin reaction.</p> <p>4.4 Conduct active cooling.</p>	<p><u>ATTITUDE</u></p> <p>4.1 Careful.</p> <p>4.2 Attentive to details.</p> <p>4.3 Observant to client's response.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>4.1 Effects and benefits of light therapy described.</p> <p>4.2 Application technique explained.</p> <p>4.3 Parameters adjustment outlined.</p> <p>4.4 Reaction/result interpreted.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>4.3 Application technique such as:</p> <ul style="list-style-type: none"> • Zig zag. • Directional. • Circular. <p>4.4 Parameters adjustment such as:</p> <ul style="list-style-type: none"> • Intensity. • Duration. • Depth. • Energy level. <p>4.5 Reaction/result such as:</p> <ul style="list-style-type: none"> • Perifollicular erythema. • Perifollicular oedema. <p>4.6 Remedial action such as:</p> <ul style="list-style-type: none"> • Cooling mask. • Cooling device. • Soothing products. <p>4.7 Protective care such as:</p> <ul style="list-style-type: none"> • Moisturizer. • Sun protection. 	<p>4.5 Apply protective care.</p> <p>4.6 Record treatment parameters.</p>	<p><u>SAFETY</u></p> <p>4.1 Ensure no reflective surface.</p> <p>4.2 Safety signage.</p> <p>4.3 Adhere to manufacturer's instructions.</p> <p>4.4 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Conducive salon setting.</p> <p>4.2 Cool environment.</p>	<p>4.5 Remedial action explained.</p> <p>4.6 Protective care described.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>4.1 Hair removal treatment area marking identified and segmented in accordance with treatment requirements.</p> <p>4.2 Shots and wavelength consistently exposed to skins in accordance with light therapy treatment Standard Operating Procedures.</p> <p>4.3 Excessive hair removed and skin contra action indication such redness and flares monitored in accordance with light therapy treatment Standard Operating Procedures.</p> <p>4.4 Skin cooling method identified, cooling solution selected and applied in accordance with treatment requirement.</p> <p>4.5 Skin surface cleaned and skin protective care applied in accordance with treatment requirement.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>4.6 After treatment progress picture taken and treatment parameters updated in accordance with light therapy treatment Standard Operating Procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>4.1 Careful in handling machine demonstrated.</p> <p>4.2 Attentive to details demonstrated.</p> <p>4.3 Observant to client’s response demonstrated.</p> <p>4.4 No reflective surface adhered.</p> <p>4.5 Safety signage adhered.</p> <p>4.6 Manufacturer’s instructions adhered.</p> <p>4.7 Beauty salon hygiene practice demonstrated.</p> <p>4.8 Conducive salon setting demonstrated.</p> <p>4.9 Cool environment demonstrated.</p>
5. Administer light therapy hair removal post	5.1 Post treatment briefing such as: <ul style="list-style-type: none"> Possible contra actions (perifollicular 	5.1 Provide post treatment advice.	<u>ATTITUDE</u> 5.1 Careful. 5.2 Attentive to details.	<u>COGNITIVE DOMAIN</u> 5.1 Post treatment explained. 5.2 After care advice explained. 5.3 Home care advice explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
treatment advice.	<p>erythema, perifollicular oedema, swelling).</p> <ul style="list-style-type: none"> • Remedial actions (cold compress). • After care advice (avoid direct sun exposure, heat treatment, alcohol product, acidic product). <p>5.2 Home care advice which includes moisture replenishment and suitable skincare routine.</p> <p>5.3 Importance of follow-up treatment such as:</p> <ul style="list-style-type: none"> • Result maintenance. • Prolong improvement. • Adverse reaction. • Treatment effectiveness. • Optimum result. 	<p>5.2 Provide after care advice.</p> <p>5.3 Provide home care advice.</p> <p>5.4 Schedule next treatment appointment.</p> <p>5.5 Update client's consultation record.</p>	<p>5.3 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>5.1 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>5.1 Conducive salon setting.</p> <p>5.2 Cool environment.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement.</p> <p>5.2 Treatment downtime and precautions such as applying soothing products explained in accordance with light therapy hair removal treatment Standard Operating Procedures.</p> <p>5.3 Skincare routine explained and skincare product recommended in accordance with light therapy treatment Standard Operating Procedures.</p> <p>5.4 Skin response duration determined and follow-up treatment identified in accordance with client's treatment plan.</p> <p>5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<u>AFFECTIVE DOMAIN</u> 5.1 Careful in handling machine demonstrated. 5.2 Attentive to details demonstrated. 5.3 Observant to client's response demonstrated. 5.4 Manufacturer's instructions adhered. 5.5 Beauty salon hygiene practice demonstrated. 5.6 Conducive salon setting demonstrated. 5.7 Cool environment demonstrated.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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15.3 Perform Microneedling Treatment.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Perform Microneedling Treatment.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to perform microneedling treatment executed in accordance with client's treatment plan.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Monitor microneedling facilities preparation. 2. Administer microneedling device preparation. 3. Administer client's treatment preparation. 4. Administer microneedling treatment activities. 5. Administer microneedling post treatment advice. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C03	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Monitor microneedling facilities preparation.	1.1 Microneedling devices such as: <ul style="list-style-type: none"> • Manual. • Automated. • Electronic. 	1.1 Prepare microneedling treatment area. 1.2 Organised microneedling treatment	<u>ATTITUDE</u> 1.1 Attentive to details. 1.2 Observant to hygiene practices.	<u>COGNITIVE DOMAIN</u> 1.1 Microneedling devices explained. 1.2 Microneedling treatment procedure explained. 1.3 Sanitisation procedure described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.2 Microneedling treatment procedure such as:</p> <ul style="list-style-type: none"> • Treatment tools (brush, facial bowl, spatula). • Treatment material (cotton, tissue, disposable facial towel). • PPE (glove, face mask). • Numb cream. <p>1.3 Sanitisation procedure such as:</p> <ul style="list-style-type: none"> • Work area. • Equipment. • Tools. <p>1.4 Sterilisation procedure such as:</p> <ul style="list-style-type: none"> • Applicator. • Machine. <p>1.5 Microneedling treatment medium which includes serum and ampoules.</p> <p>1.6 Benefits and visible effects of</p>	<p>equipment arrangement.</p> <p>1.3 Organised microneedling treatment medium.</p>	<p><u>SAFETY</u></p> <p>1.1 Adhere to manufacturer's instructions.</p> <p>1.2 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>1.3 Conducive salon setting.</p>	<p>1.4 Sterilisation procedure described.</p> <p>1.5 Microneedling treatment medium explained.</p> <p>1.6 Benefits and visible effects of microneedling described.</p> <p>1.7 Benefits and use of inhibitors outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Treatment area cleaned, sanitized and make ready in accordance with clients' treatment plan.</p> <p>1.2 Needle cartridges sterilised and antiseptic solutions prepared in accordance with manufacturer's specifications.</p> <p>1.3 Numbing cream and skin cleaning products prepared in accordance with microneedling treatment standard operating procedures (SOP).</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Attentive to details demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>microneedling such as:</p> <ul style="list-style-type: none"> • Reduce wrinkles. • Reduce acne scarring. • Diminish stretch marks. • Reduction of pigmentation. • Tighten skin. • Improve skin tone. <p>1.7 Benefits and use of inhibitors such as:</p> <ul style="list-style-type: none"> • Tyrosinase inhibitors. • Melanin suppressors. • Azelaic acid. • Bearberry. • Liquorice root extract. • Ascorbic acid. • Kojic acid. • L-arbutin. • Hydroquinone. 			<p>1.2 Observant to client's response demonstrated.</p> <p>1.3 Manufacturer's instructions adhered.</p> <p>1.4 Beauty salon hygiene practice demonstrated.</p> <p>1.5 Conducive salon setting demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Administer microneedling device preparation.	2.1 Needles description such as: <ul style="list-style-type: none"> • Size range from 0.25mm to 1.5mm depending on skin condition. • Depth/penetration not more than dermal layer. 2.2 Types of applicators such as: <ul style="list-style-type: none"> • Roller. • Stamp. • Pen. 2.3 Device setting such as: <ul style="list-style-type: none"> • Speed. • Depth. 	2.1 Select needle cartridges. 2.2 Prepare microneedling applicator. 2.3 Activate microneedling applicator.	<u>ATTITUDE</u> 2.1 Observant to hygiene practice. 2.2 Attentive to details. <u>SAFETY</u> 2.1 Adhere to manufacturer's instructions. 2.2 Adhere to beauty salon hygiene practice. <u>ENVIRONMENT</u> 2.1 Conducive salon setting.	<u>COGNITIVE DOMAIN</u> 2.1 Needles description described. 2.2 Types of applicators explained. 2.3 Device setting explained. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Needle size and cartridges identified in accordance with client's treatment plan. 2.2 Needle cartridges attached in accordance with treatment requirements. 2.3 Device speed and depth of penetration adjusted in accordance with treatment requirements. <u>AFFECTIVE DOMAIN</u> 2.1 Observant to client's response demonstrated. 2.2 Attentive to details demonstrated. 2.3 Manufacturer's instructions adhered. 2.4 Beauty salon hygiene practice demonstrated. 2.5 Conducive salon setting demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Administer client's treatment preparation.	<p>3.1 Microneedling treatment protocol such as:</p> <ul style="list-style-type: none"> • Pre-treatment (hydration treatment). • Skin preparation (apply numb cream, saline solution). • Photograph (before & after). • Contra indication (skin disease, sunburn, cuts and abrasion, loss of skin sensitivity, medical oedema, bell's palsy, skin allergies). <p>3.2 Briefing procedure such as:</p> <ul style="list-style-type: none"> • Sensation. • Expectation. • Possible contra action (swelling, bruises, severe redness). 	<p>3.1 Take photo before treatment.</p> <p>3.2 Conduct treatment briefing.</p> <p>3.3 Conduct skin preparation.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Attentive to details.</p> <p>3.2 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>3.1 Adhere to manufacturer's instructions.</p> <p>3.2 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Conducive salon setting.</p> <p>3.2 Cool environment.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>3.1 Microneedling treatment protocol explained.</p> <p>3.2 Briefing procedure explained.</p> <p>3.3 Skin sensitivity explained.</p> <p>3.4 Treatment area described.</p> <p>3.5 Safety practice explained.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Skin treatment area captured and photographed in accordance with microneedling standard operating procedure.</p> <p>3.2 Treatment procedure, sensation, duration and techniques explained in accordance with client's treatment plan.</p> <p>3.3 Skin treatment area cleansed and baby hair protected in accordance with treatment requirement.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>3.1 Attentive to details demonstrated.</p> <p>3.2 Observant to client's response demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.3 Skin sensitivity such as: <ul style="list-style-type: none"> • Thermal test. • Tactile test. • Test shot. 3.4 Treatment area such as: <ul style="list-style-type: none"> • Sectioning. • Areas to avoid (eyelid, bony areas, skin tag, moles, broken capillaries). 3.5 Safety practice such as: <ul style="list-style-type: none"> • Therapist (hand stability). • Client. • Treatment protocol. 			3.3 Manufacturer's instructions adhered. 3.4 Beauty salon hygiene practice demonstrated. 3.5 Conducive salon setting demonstrated. 3.6 Cool environment demonstrated.
4. Administer microneedling treatment activities.	4.1 Types of medium (vitamin C, peptides, growth factor, hyaluronic acid). 4.2 Microneedling application techniques such as: <ul style="list-style-type: none"> • Stamping. 	4.1 Apply treatment medium. 4.2 Apply microneedling techniques. 4.3 Observe skin reaction.	<u>ATTITUDE</u> 4.1 Careful. 4.2 Attentive to details. 4.3 Observant to client's response.	<u>COGNITIVE DOMAIN</u> 4.1 Types of medium outlined. 4.2 Microneedling application explained. 4.3 Possible contra actions outlined. 4.4 Types of soothing techniques outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Rolling. <p>4.3 Possible contra actions which include blood spot, swelling, bruises, infection and severe redness.</p> <p>4.4 Types of soothing techniques such as:</p> <ul style="list-style-type: none"> • Cold compress. • Cooling gel. • Cooling devices. 	<p>4.4 Apply soothing techniques.</p>	<p><u>SAFETY</u></p> <p>4.1 Adhere to manufacturer's instructions.</p> <p>4.2 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>4.1 Conducive salon setting.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>4.1 Treatment medium application carried out in accordance with microneedling treatment standard operating procedure.</p> <p>4.2 Needle depth determined in accordance with microneedling treatment plan.</p> <p>4.3 Skin redness, swollen skin symptoms identified in accordance with microneedling standard operating procedures.</p> <p>4.4 After treatment soothing product application carried out in accordance with microneedling standard operating procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>4.1 Careful in handling machine demonstrated.</p> <p>4.2 Attentive to details demonstrated.</p> <p>4.3 Observant to client's response demonstrated.</p> <p>4.4 Manufacturer's instructions adhered.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>4.5 Beauty salon hygiene practice demonstrated.</p> <p>4.6 Conducive salon setting demonstrated.</p>
<p>5. Administer microneedling post treatment advice.</p>	<p>5.1 Microneedling post treatment such as:</p> <ul style="list-style-type: none"> • Possible contra actions. • Remedial actions (cold compress). • After care advice (avoid direct sun exposure, heat treatment, alcohol and acidic products). <p>5.2 Home care advice which includes moisture replenishment and suitable skincare routine.</p> <p>5.3 Importance of follow-up treatment such as:</p> <ul style="list-style-type: none"> • Result maintenance. 	<p>5.1 Provide post treatment advice.</p> <p>5.2 Provide after care advice.</p> <p>5.3 Provide home care advice.</p> <p>5.4 Recommend home care product.</p> <p>5.5 Schedule next treatment appointment.</p> <p>5.6 Update client's consultation record.</p>	<p><u>ATTITUDE</u></p> <p>5.1 Careful.</p> <p>5.2 Attentive to details.</p> <p>5.3 Observant to client's response.</p> <p><u>SAFETY</u></p> <p>5.1 Adhere to beauty salon hygiene practice.</p> <p><u>ENVIRONMENT</u></p> <p>5.1 Conducive salon setting.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>5.1 Microneedling post treatment explained.</p> <p>5.2 Home care advice explained.</p> <p>5.3 Importance of follow-up treatment explained.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>5.1 Treatment progress and skin contra action discussed in accordance with treatment requirement.</p> <p>5.2 Treatment downtime and precautions such as applying soothing products explained in accordance with microneedling standard operating procedure.</p> <p>5.3 Skincare routine explained and skincare product recommended in accordance with microneedling standard operating procedure.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Prolong improvement. • Adverse reaction. • Treatment effectiveness. • Optimum result. 			<p>5.4 Skin response duration determined and follow-up treatment identified in accordance with client's treatment plan.</p> <p>5.5 Client's treatment activities, progress and response recorded in accordance with beauty salon standard operating procedures.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>5.1 Careful in handling machine demonstrated.</p> <p>5.2 Attentive to details demonstrated.</p> <p>5.3 Observant to client's response demonstrated.</p> <p>5.4 Beauty salon hygiene practice demonstrated.</p> <p>5.5 Conducive salon setting demonstrated.</p>

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

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- 1 Alberino, T. (2018). *Salon Ownership and Management: The Definitive Guide To The Professional Beauty Business*. This Ugly Beauty Business, Llc.
- 2 Avram, M. R., M, A. M., & Friedman, P. M. (2014, March 20). *Laser and Light Source Treatments for the Skin*. JP Medical Ltd.
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15.4 Manage Beauty Salon Legislation Compliances.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Manage Beauty Salon Legislation Compliances.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to manage beauty salon legislation compliances inclusive of local authority and governing bodies rules and regulations and adherence actions.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Identify beauty salon legislation documents. 2. Organise beauty salon legislation compliances. 3. Manage beauty salon legislation document upkeep. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C04	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Identify beauty salon legislation documents.	1.1 Types of salon products such as: <ul style="list-style-type: none"> • Retail. • Salon pack. 1.2 Types of salon services such as: <ul style="list-style-type: none"> • Facial. • Body. 	1.1 Determine beauty salon business, product and services requirements. 1.2 Determine legislation requirements.	<u>ATTITUDE</u> 1.1 Resourceful in obtaining relevant information. 1.2 Analytically interpret information.	<u>COGNITIVE DOMAIN</u> 1.1 Types of salon products outlined. 1.2 Types of salon services outlined. 1.3 Types of licenses described. 1.4 Types of insurance described.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.3 Types of licenses such as:</p> <ul style="list-style-type: none"> • Business (SSM). • Advertisement. <p>1.4 Types of insurance such as:</p> <ul style="list-style-type: none"> • Indemnity. • Public liability. • Fire & theft. • Building. <p>1.5 Salon management such as:</p> <ul style="list-style-type: none"> • Vision & mission. • Client’s charter. • Policy. • Standard Operating Procedure (SOP). • KPDNHEP guidelines on beauty industry. 	<p>1.3 Determine beauty salon policies and procedures.</p>	<p><u>SAFETY</u></p> <p>1.1 Adhere to PDPA practice.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p>1.5 Salon vision and mission outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Beauty salon business, product and services requirements determined in accordance to local authorities’ guidelines.</p> <p>1.2 Local beauty salon legislation requirements and beauty industry guidelines complied in accordance with local authority requirements.</p> <p>1.3 Beauty salon policies and procedures reviewed in accordance with local authority requirements.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Resourceful in obtaining relevant information demonstrated.</p> <p>1.2 Analytically interpret information demonstrated.</p> <p>1.3 PDPA practices adhered.</p> <p>1.4 Sustainable Development Goal (SDG) practices demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Organise beauty salon legislation compliances.	2.1 Legislation licensing checklist such as: <ul style="list-style-type: none"> • Local authority licensing requirements. 2.2 License validity. 2.3 Insurance coverage & validity. 2.4 Business premise document such as: <ul style="list-style-type: none"> • Sales and Purchase (S&P). • Tenancy agreement. • Local authority assessment fee. • Floor plan. 2.5 Related agency approval such as: <ul style="list-style-type: none"> • Ministry of Health. • Fire Department. • Local authority (PBT). 	2.1 Prepare licensing document. 2.2 Analyse beauty salon legislation document. 2.3 Administer beauty salon legislation documentation. 2.4 Monitor beauty salon legislation document. 2.5 Verify beauty salon legislation document.	<u>ATTITUDE</u> 2.1 Systematic and organised. 2.2 Analytically interpret information. <u>SAFETY</u> 2.1 Adhere to PDPA practice. <u>ENVIRONMENT</u> 2.1 Promote Sustainable Development Goal (SDG) practices.	<u>COGNITIVE DOMAIN</u> 2.1 Legislation licensing checklist outlined. 2.2 License validity explained. 2.3 Insurance coverage & validity outlined. 2.4 Business premise document outlined. 2.5 Related agency approval explained. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Beauty salon licensing documents produced. 2.2 Beauty salon legislation document acquired in accordance with local authority requirements. 2.3 Beauty salon licensing, tenancy agreement, sign-board licensing renewal checked in accordance with local authority requirements. 2.4 Beauty salon legislation document checked in accordance with local authority requirements. 2.5 Beauty salon legislation document confirmed in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>accordance with local authority requirements.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>2.1 Systematic and organised demonstrated.</p> <p>2.2 Analytically interpret information demonstrated.</p> <p>2.3 PDPA practices adhered.</p> <p>2.4 Sustainable Development Goal (SDG) practices demonstrated.</p>
<p>3. Manage beauty salon legislation document upkeep.</p>	<p>3.1 Filing and storage method such as:</p> <ul style="list-style-type: none"> • Electronic. • Manual. <p>3.2 Level of document confidentiality such as:</p> <ul style="list-style-type: none"> • General. • Private & Confidential. 	<p>3.1 Compile beauty salon legislation document.</p> <p>3.2 Categorize beauty salon legislation document.</p> <p>3.3 Update beauty salon legislation document.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Systematic and organised.</p> <p>3.2 Analytically interpret information.</p> <p><u>SAFETY</u></p> <p>3.1 Adhere to PDPA practice.</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>3.1 Filing and storage method explained.</p> <p>3.2 Level of document confidentiality described.</p> <p>3.3 Document upkeeping practice explained.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Beauty salon legislation document compiled in accordance with beauty salon SOP.</p> <p>3.2 Beauty salon legislation document categorized in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>accordance with beauty salon SOP.</p> <p>3.3 Beauty salon legislation document stored in accordance with beauty salon SOP.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>3.1 Systematic and organised demonstrated.</p> <p>3.2 Analytically interpret information demonstrated.</p> <p>3.3 PDPA practices adhered.</p> <p>3.4 Sustainable Development Goal (SDG) practices demonstrated.</p>

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

- 1 Drucker, Peter F. (2009). *Management: Tasks, Responsibilities, Practice*. New York, NY: Harper & Row. Pp. 864. ISBN 0060110929
- 2 Charles McConnel. (2018). *The Effective Health Care Supervisor*. Jones & Bartlett publishers.
- 3 Dr. Joseph Eby Ruin. (2010). *Managing People and Business (Second Edition) Comprehensive Guide Series*. Leeds Publications. ISBN: 9789833794645.
- 4 Employment Act 1955 (Act 265) & Regulations: Law Stated is as at 10 August 2009. (2009). Malaysia: Penerbitan Akta (M).
- 5 *Guidelines for Beauty Industry*. 2013. Ministry of Domestic Trade, Co-operative and Consumerism.
- 6 *Guidelines on the Safe and Hygienic Practice of Skin Penetration September 2004*. Department of Health. Available from <http://www.health.sa.gov.au/pehs/environ-health-index.htm>.
- 7 *Occupational Safety and Health Act (OSHA), 1994 (Act 514)*. Department of Occupational Health and Safety (DOSH), Ministry of Human Resources.
- 8 Munir, A. B., S. H. M. Y. (2010). *Personal Data Protection in Malaysia: Law and Practice*. Sweet & Maxwell Asia.
- 9 *Sales of Goods Act 1957*. The Commissioner of Law Revision, Malaysia.

15.5 Manage Beauty Salon Operations.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Manage Beauty Salon Operations.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to manage beauty salon operation inclusive of beauty salon daily administration, health and safety requirements.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Administer beauty salon operational activities. 2. Administer beauty salon health and safety requirements. 3. Monitor operational activities implementation. 4. Administer beauty salon operational activities report. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C05	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Administer beauty salon operational activities.	1.1 Beauty salon operations such as: <ul style="list-style-type: none"> • Vision and mission. • Sales target. • Stock inventories. 	1.1 Identify beauty salon furniture, fixtures and fittings. 1.2 Identify beauty salon tools and equipment.	<u>ATTITUDE</u> 1.1 Systematic and organised. 1.2 Analytically interpret information.	<u>COGNITIVE DOMAIN</u> 1.1 Beauty salon operation outlined. 1.2 Beauty salon tools and equipment outlined. 1.3 Beauty salon merchandise outlined. 1.4 Beauty salon staffing outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Staffing. • Furniture, fixtures and fittings. 	<p>1.3 Identify beauty salon merchandise.</p> <p>1.4 Identify Point of Sales (POS) system.</p> <p>1.5 Identify beauty salon work schedule.</p> <p>1.6 Delegate beauty salon work scope.</p>	<p>1.3 Resourceful in obtaining relevant information.</p> <p><u>SAFETY</u></p> <p>1.1 Adhere to PDPA practice.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Promote Sustainable Development Goal (SDG) practices.</p> <p>1.2 Adhere to beauty salon policy.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Beauty salon furniture, fixtures and fittings such as display cabinet and receptionist desk checked in accordance with beauty salon operation requirements.</p> <p>1.2 Beauty salon tools and equipment such as facial couch, steamer, and light therapy equipment checked in accordance with beauty salon operation requirements.</p> <p>1.3 Beauty salon merchandise such as product and services brochure, flyers, treatment menu, and products sample determined in accordance with beauty salon operation requirements.</p> <p>1.4 Point of Sales (POS) system determined in accordance with beauty salon operation requirements.</p> <p>1.5 Beauty salon work schedule determined in accordance with beauty salon operation requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>1.6 Beauty salon work scope arranged in accordance with beauty salon operation requirements.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Systematic and organised demonstrated.</p> <p>1.2 Analytically interpret information demonstrated.</p> <p>1.3 Resourceful in obtaining relevant information demonstrated.</p> <p>1.4 PDPA practices adhered.</p> <p>1.5 Sustainable Development Goal (SDG) practices demonstrated.</p> <p>1.6 Beauty salon policy adhered.</p>
<p>2. Administer beauty salon health and safety requirements.</p>	<p>2.1 Beauty salon risks such as:</p> <ul style="list-style-type: none"> • Faulty equipment. • Product effect. • Product defect. <p>2.2 Salon security such as:</p>	<p>2.1 Prepare beauty salon documentation and reporting procedure.</p> <p>2.2 Prepare health, safety and security practices administration report.</p>	<p><u>ATTITUDE</u></p> <p>2.1 Systematic and organised.</p> <p>2.2 Resourceful in obtaining relevant information.</p> <p><u>SAFETY</u></p> <p>2.1 Adhere to beauty salon policy.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>2.1 Beauty salon risks outlined,</p> <p>2.2 Salon security outlined.</p> <p>2.3 Report writing outlined.</p> <p>2.4 Maintenance report outlined.</p> <p>2.5 Fire drill and emergency evacuation plan outlined.</p> <p>2.6 Material Safety Data Sheet described.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Burglary. • Security password. • Surveillance. <p>2.3 Report writing such as:</p> <ul style="list-style-type: none"> • Risk assessment. • Incident report. • Accident report. • Indemnity document. <p>2.4 Maintenance report such as:</p> <ul style="list-style-type: none"> • Equipment. • Fixtures. • Premise. <p>2.5 Fire drill and emergency evacuation plan.</p>	<p>2.3 Prepare risk assessment form.</p> <p>2.4 Prepare incident report.</p> <p>2.5 Prepare indemnity document.</p> <p>2.6 Prepare facilities and service area maintenance documents.</p> <p>2.7 Prepare Material Safety Data Sheet (MSDS).</p>	<p>2.2 Adhere to fire evacuation plan.</p> <p>2.3 Adhere to manufacturer's specification.</p> <p><u>ENVIRONMENT</u></p> <p>2.1 Promote Sustainable Development Goal (SDG) practices.</p> <p>2.2 Conducive salon setting.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>2.1 Beauty salon documentation and reporting procedure produced in accordance with company policies.</p> <p>2.2 Health, safety and security practices administration report produced for auditing purposes.</p> <p>2.3 Risk assessment form produced in accordance with health and safety policies.</p> <p>2.4 Incident report submitted to superior.</p> <p>2.5 Indemnity document compiled in accordance with health and safety policies.</p> <p>2.6 Facilities and service area maintenance documents produced in accordance with health and safety requirements.</p> <p>2.7 Material Safety Data Sheet (MSDS) recorded in accordance with health and safety requirements.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<u>AFFECTIVE DOMAIN</u> 2.1 Systematic and organised demonstrated. 2.2 Resourceful in obtaining relevant information demonstrated. 2.3 Beauty salon policy adhered. 2.4 Fire evacuation plan adhered. 2.5 Manufacturer's specification adhered. 2.6 Sustainable Development Goal (SDG) practices demonstrated. 2.7 Conducive salon setting demonstrated.
3. Monitor operational activities implementation.	3.1 Salon work schedule. 3.2 Meeting practice. 3.3 Salon quality control requirements. 3.4 Salon waste disposal practice. 3.5 Salon safety and security arrangement.	3.1 Organise duty roster. 3.2 Conduct operation meeting. 3.3 Implement quality controls. 3.4 Administer beauty salon waste disposal. 3.5 Administer salon safety and security measures.	<u>ATTITUDE</u> 3.1 Systematic and organised. 3.2 Resourceful in obtaining relevant information. <u>SAFETY</u> 3.1 Adhere to beauty salon policy. 3.2 Adhere to fire evacuation plan.	<u>COGNITIVE DOMAIN</u> 3.1 Salon work schedule interpreted. 3.2 Meeting practice described. 3.3 Salon quality control requirements outlined. 3.4 Salon waste disposal practice described. 3.5 Salon safety and security arrangement explained. 3.6 Salon housekeeping practice outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.6 Salon housekeeping practice. 3.7 Salon hygiene practice such as: <ul style="list-style-type: none"> • Sanitisation. • Sterilisation. 3.8 Beauty salon chemical product storage. 3.9 Salon data management. 3.10 Salon operational plan.	3.6 Administer service area and storage condition (tidiness & cleanliness). 3.7 Administer hazardous materials storage. 3.8 Administer quality control. 3.9 Administer beauty salon data management. 3.10 Administer operational improvement plan. 3.11 Administer housekeeping activities.	3.3 Adhere to manufacturer's specification. <u>ENVIRONMENT</u> 3.1 Promote Sustainable Development Goal (SDG) practices. 3.2 Conducive salon setting.	3.7 Salon hygiene practice described. 3.8 Beauty salon chemical product storage explained. 3.9 Salon data management outlined. 3.10 Salon operational plan outlined. <u>PSYCHOMOTOR DOMAIN</u> 3.1 Duty roster administered based on client requirement and salon capacity/capability. 3.2 Operation meeting conducted based on meetings plan. 3.3 Quality controls implemented in accordance with beauty salon Standard Operating Procedure (SOP). 3.4 Beauty salon waste disposal handled in accordance with local authority environmental rules and regulation. 3.5 Salon safety and security measures implemented in accordance with health and safety requirements. 3.6 Service area and storage condition (tidiness

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<p>&cleanliness) monitored in accordance with health and safety requirement.</p> <p>3.7 Hazardous materials stored in accordance with health and safety requirements.</p> <p>3.8 Quality services assured to meet client's satisfaction in accordance with client's service charter and beauty salon policies.</p> <p>3.9 Client's services records, profiles and database maintained in accordance with beauty salon SOP.</p> <p>3.10 Operational improvement plan such as service level, expenses, and client services validated in accordance with beauty salon SOP.</p> <p>3.11 Housekeeping activities implementation managed in accordance with beauty salon SOP.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>3.1 Systematic and organised demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				3.2 Resourceful in obtaining relevant information demonstrated. 3.3 Beauty salon policy adhered. 3.4 Fire evacuation plan adhered. 3.5 Manufacturer's specification adhered. 3.6 Sustainable Development Goal (SDG) practices demonstrated. 3.7 Conducive salon setting demonstrated.
4. Administer beauty salon operational activities report.	4.1 Business track records such as: <ul style="list-style-type: none"> • Salon sales performance. • HR matters (reporting format). • Stocks. • Financial. • Customer data. • Promotional activities. 4.2 Meeting protocol such as:	4.1 Compile beauty salon operational activities report. 4.2 Verify beauty salon operational activities report. 4.3 Maintain beauty salon operational activities report.	<u>ATTITUDE</u> 4.1 Systematic and organised. 4.2 Analytically interpret information. 4.3 Resourceful in obtaining relevant information. <u>SAFETY</u> 4.1 Adhere to beauty salon confidentiality.	<u>COGNITIVE DOMAIN</u> 4.1 Business track record outlined. 4.2 Meeting protocol described. 4.3 Action plan outlined. <u>PSYCHOMOTOR DOMAIN</u> 4.1 Beauty salon operational activities records gathered in accordance with beauty salon policies. 4.2 Beauty salon operational activities report validated in accordance with beauty salon policies. 4.3 Beauty salon operational activities report updated in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Agenda. • Memo. • Attendees. • Venue. • Minutes of meeting. <p>4.3 Action plan such as:</p> <ul style="list-style-type: none"> • Objective. • Suggestion. • Solution. • Timeline. • Person in charge. • Cost. 		<p><u>ENVIRONMENT</u></p> <p>4.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p>accordance with beauty salon policies.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>4.1 Systematic and organised demonstrated.</p> <p>4.2 Analytically interpret information demonstrated.</p> <p>4.3 Resourceful in obtaining relevant information demonstrated.</p> <p>4.4 Beauty salon confidentiality adhered.</p> <p>4.5 Sustainable Development Goal (SDG) practices demonstrated.</p>

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

- 1 Drucker, Peter F. 1974. *Management: Tasks, Responsibilities, Practice*. New York, NY: Harper & Row. Pp. 864. ISBN 0060110929
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- 3 Dr. Joseph Eby Ruin. 2011. *Managing People and Business (Second Edition) Comprehensive Guide Series*. Leeds Publications. ISBN: 9789833794645.
- 4 *Guidelines for Beauty Industry*. 2013. Ministry of Domestic Trade, Co-operative and Consumerism.
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- 6 Dowling, Grahme Robert. 2004. *The Art and Science of Marketing*. Oxford University Press. P. 266. ISBN 0199269610.
- 7 Malhotra, Naresha K. 2002. *Basic Marketing Research: A Decision-Making Approach*, Upper Saddle River, NJ: Prentice Hall.
- 8 Dr. Khaliq Ahmad. 1994. *Effective Business Management*. ISBN 9839839128.
- 9 *Sales of Goods Act 1957*. The Commissioner of Law Revision, Malaysia.

15.6 Manage Beauty Salon Operational Budget.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Manage Beauty Salon Operational Budget.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to manage beauty salon operational budget inclusive of expenses control and cashflow status.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Prepare beauty salon operational budget. 2. Administer beauty salon operational expenditure. 3. Administer procurements. 4. Monitor beauty salon operational cash flow. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C06	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare beauty salon operational budget.	1.1 Salon revenue such as: <ul style="list-style-type: none"> • Service sales. • Product sales. 1.2 Salon expenditure such as: <ul style="list-style-type: none"> • Fixed (rental). 	1.1 Gather beauty salon operational expenses. 1.2 Identify beauty salon operational budget.	<u>ATTITUDE</u> 1.1 Analytically interpret information. 1.2 Systematic and organised.	<u>COGNITIVE DOMAIN</u> 1.1 Salon revenue outlined. 1.2 Salon expenditure outlined. 1.3 Salon profit explained. <u>PSYCHOMOTOR DOMAIN</u> 1.1 Beauty salon operational expenses such as overhead,

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Variable (consumable materials). <p>1.3 Salon profit such as:</p> <ul style="list-style-type: none"> • Promotional activities/plan. • New treatment/product. • Promotional collaboration (package, voucher). • Gross profit. • Net profit. 	<p>1.3 Identify beauty salon operational forecast.</p> <p>1.4 Determine beauty salon operational budget.</p>	<p>1.3 Resourceful in obtaining relevant information.</p> <p><u>SAFETY</u></p> <p>1.1 Adhere to beauty salon confidentiality.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p>advertising and promotion determined.</p> <p>1.2 Beauty salon operational budget such as fixed and variable cost determined.</p> <p>1.3 Beauty salon operational sales forecast determined in accordance with beauty salon financial requirement.</p> <p>1.4 Beauty salon operational budget produced in accordance with beauty salon financial capabilities.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Systematic and organised demonstrated.</p> <p>1.2 Analytically interpret information demonstrated.</p> <p>1.3 Resourceful in obtaining relevant information demonstrated.</p> <p>1.4 Beauty salon confidentiality adhered.</p> <p>1.5 Sustainable Development Goal (SDG) practices demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Administer beauty salon operational expenditure.	2.1 Beauty salon expenditures such as: <ul style="list-style-type: none"> • Fixed (rental, wages, local authority assessment fee). • Variable (commission, stocks, utilities). 2.2 Marketing costs such as: <ul style="list-style-type: none"> • Advertisement. • Promotional. • Sales incentives. 2.3 Logistics cost.	2.1 Identify beauty salon operational expenditure. 2.2 Categorise beauty salon operational expenditure. 2.3 Distribute beauty salon operational expenses payment. 2.4 Review beauty salon expenditure payment.	<u>ATTITUDE</u> 2.1 Analytically interpret information. 2.2 Systematic and organised. 2.3 Resourceful in obtaining relevant information. <u>SAFETY</u> 2.1 Adhere to beauty salon confidentiality. <u>ENVIRONMENT</u> 2.1 Promote Sustainable Development Goal (SDG) practices.	<u>COGNITIVE DOMAIN</u> 2.1 Beauty salon expenditure outlined. 2.2 Marketing cost outlined. 2.3 Logistics cost outlined. 2.4 Payment protocol described. 2.5 Account reconciliation explained. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Beauty salon operational expenditure such as payroll, stocks purchase, rental and utilities determined in accordance with operational requirements. 2.2 Beauty salon operational expenditure sorted in accordance with operational requirements. 2.3 Beauty salon operational expenses payment completed in accordance with operational requirements. 2.4 Beauty salon expenditure payment validated in accordance with operational requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Payment voucher. 			<u>AFFECTIVE DOMAIN</u> 2.1 Systematic and organised demonstrated. 2.2 Analytically interpret information demonstrated. 2.3 Resourceful in obtaining relevant information demonstrated. 2.4 Beauty salon confidentiality adhered. 2.5 Sustainable Development Goal (SDG) practices demonstrated.
3. Administer procurements.	3.1 Procurement protocol such as: <ul style="list-style-type: none"> • Procurement procedure. • Sourcing procedure. • Payment procedure. 3.2 Beauty salon suppliers such as: <ul style="list-style-type: none"> • Product price. • Service price. • Vendors. • CPD training. 	3.1 Review stock inventory. 3.2 Verify stock/service requisition. 3.3 Identify stock/service supplier. 3.4 Verify purchase order. 3.5 Verify stock/service purchase payment.	<u>ATTITUDE</u> 3.1 Systematic and organised. 3.2 Analytically interpret information. 3.3 Resourceful in obtaining relevant information. <u>SAFETY</u> 3.1 Adhere to beauty salon confidentiality.	<u>COGNITIVE DOMAIN</u> 3.1 Procurement protocol outlined. 3.2 Beauty salon suppliers outlined. 3.3 Beauty salon stocks outlined. <u>PSYCHOMOTOR DOMAIN</u> 3.1 Stock inventory requirements determined in accordance with beauty salon SOP. 3.2 Stock/service requisition form validated in accordance with beauty salon SOP.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.3 Beauty salon stocks such as: <ul style="list-style-type: none"> • Quantity. • Product range. • Product cost. • Consumable cost. • Tools, equipment and materials. • Logistics cost (customs, forwarding cost). 	3.6 Verify stock intake. 3.7 Verify stock inventory report.	<u>ENVIRONMENT</u> 3.1 Promote Sustainable Development Goal (SDG) practices.	3.3 Stock/service supplier determined in accordance with beauty salon SOP. 3.4 Purchase order generated in accordance with beauty salon SOP. 3.5 Stock/service purchase payment issued in accordance with beauty salon SOP. 3.6 Stock/service purchase validated in accordance with beauty salon SOP. 3.7 Stock inventory report validated in accordance with beauty salon SOP. <u>AFFECTIVE DOMAIN</u> 3.1 Systematic and organised demonstrated. 3.2 Analytically interpret information demonstrated. 3.3 Resourceful in obtaining relevant information demonstrated. 3.4 Beauty salon confidentiality adhered. 3.5 Sustainable Development Goal (SDG) practices demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Monitor beauty salon operational cash flow.	4.1 Beauty salon revenue such as: <ul style="list-style-type: none"> • Forecast income. • Actual revenue. 4.2 Beauty salon expenses such as: <ul style="list-style-type: none"> • Debtors/creditors • Bank facilities. • Overhead (fixed, variables). 4.3 Bank transaction such as: <ul style="list-style-type: none"> • Deposit. • Cash in hand. • Balance. 	4.1 Identify beauty salon cash flow movement. 4.2 Determine beauty salon cash flow status. 4.3 Review beauty salon cash flow transactions. 4.4 Verify beauty salon cash flow.	<u>ATTITUDE</u> 4.1 Systematic and organised. 4.2 Resourceful in obtaining relevant information. <u>SAFETY</u> 4.1 Adhere to beauty salon confidentiality. <u>ENVIRONMENT</u> 4.1 Promote Sustainable Development Goal (SDG) practices.	<u>COGNITIVE DOMAIN</u> 4.1 Beauty salon revenue outlined. 4.2 Beauty salon expenses outlined. 4.3 Bank transaction explained. <u>PSYCHOMOTOR DOMAIN</u> 4.1 Beauty salon cash flow movement determined in accordance with operational requirements. 4.2 Beauty salon cash flow status verified in accordance with operational requirements. 4.3 Beauty salon cash flow transactions recorded in accordance with operational requirements. 4.4 Beauty salon cash flow validated in accordance with operational requirements. <u>AFFECTIVE DOMAIN</u> 4.1 Systematic and organised demonstrated. 4.2 Resourceful in obtaining relevant information demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				4.3 Beauty salon confidentiality adhered. 4.4 Sustainable Development Goal (SDG) practices demonstrated.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

- 1 Drucker, Peter F. 1974. *Management: Tasks, Responsibilities, Practice*. New York, NY: Harper & Row. Pp. 864. ISBN 0060110929
- 2 Charles McConnel. 2011. *The Effective Health Care Supervisor*, Jones & Bartlett publishers, ISBN: 9781449604714
- 3 Dr. Joseph Eby Ruin. 2011. *Managing People and Business (Second Edition) Comprehensive Guide Series*. Leeds Publications. ISBN: 9789833794645.
- 4 *Guidelines for Beauty Industry*. 2013. Ministry of Domestic Trade, Co-operative and Consumerism.
- 5 *Occupational Safety and Health Act (OSHA), 1994 (Act 514)*. Department of Occupational Health and Safety (DOSH), Ministry of Human Resources.
- 6 Dowling, Grahme Robert. 2004. *The Art and Science of Marketing*. Oxford University Press. P. 266. ISBN 0199269610.
- 7 Malhotra, Naresha K. 2002. *Basic Marketing Research: A Decision-Making Approach*, Upper Saddle River, NJ: Prentice Hall, ISBN 0133768562.
- 8 Dr. Khaliq Ahmad. 1994. *Effective Business Management*. ISBN 9839839128.
- 9 *Sales of Goods Act 1957*. The Commissioner of Law Revision, Malaysia.

15.7 Manage Beauty Salon Sales and Marketing.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Manage Beauty Salon Sales and Marketing.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to manage beauty salon sales and marketing inclusive of beauty salon promotional and sales activities.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Administer promotional activities. 2. Administer beauty salon sales activities. 3. Evaluate beauty salon sales report. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C07	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Administer promotional activities.	1.1 Beauty salon marketing plan such as: <ul style="list-style-type: none"> • Types of promotion (media advertising, social media advertising, digital marketing). 	1.1 Identify marketing and promotional plan. 1.2 Review promotional materials and marketing plan.	<u>ATTITUDE</u> 1.1 Systematic and organised. 1.2 Analytically interpret information. 1.3 Resourceful in obtaining relevant information.	<u>COGNITIVE DOMAIN</u> 1.1 Beauty salon marketing plan outlined. 1.2 Beauty salon promotional materials outlined. 1.3 Beauty salon sales activities outlined. 1.4 Manpower delegation outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Products and services. • Target market. • Costing. • Sales target. • 4P (Price, Products, Promotion, Placement). • Pricing strategy. <p>1.2 Beauty salon promotional materials such as:</p> <ul style="list-style-type: none"> • Digital (email, website, apps). • Printed (bunting, leaflet, banner, flyers). • Billboard. <p>1.3 Beauty salon sales activities such as:</p> <ul style="list-style-type: none"> • Product demonstration. • Roadshow. • Product launching. • Event (beauty exhibition, charity event). 	<p>1.3 Execute promotional activities.</p> <p>1.4 Monitor promotional activities progress.</p> <p>1.5 Verify marketing progress report.</p>	<p><u>SAFETY</u></p> <p>1.1 Adhere to beauty salon confidentiality.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p>1.5 Marketing report explained.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Marketing and promotional plan such as product launching, new services package, and other promotional product proposed in accordance with beauty salon marketing requirement.</p> <p>1.2 Promotional materials and marketing plan obtained in accordance with beauty salon marketing requirement.</p> <p>1.3 Promotional activities carried out in accordance with beauty salon marketing requirement.</p> <p>1.4 Promotional activities progress determined in accordance with beauty salon marketing requirement.</p> <p>1.5 Marketing progress reported in accordance with beauty salon marketing requirement.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Systematic and organised demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.4 Manpower delegation such as: <ul style="list-style-type: none"> • Work schedule. • Payment. • Job scope. 1.5 Marketing report such as: <ul style="list-style-type: none"> • Sales achievement. • Customer feedback. • Customer database. • Marketing analysis. 			1.2 Analytically interpret information demonstrated. 1.3 Resourceful in obtaining relevant information demonstrated. 1.4 Beauty salon confidentiality adhered. 1.5 Sustainable Development Goal (SDG) practices demonstrated.
2. Administer beauty salon sales activities.	2.1 Market trend such as: <ul style="list-style-type: none"> • Products. • Services. 2.2 Pricing strategies such as: <ul style="list-style-type: none"> • Demographic. • Spending power. • Profit margin. • Price list. 	2.1 Identify beauty products and services. 2.2 Determine beauty products and services pricing. 2.3 Establish sales documentation. 2.4 Verify sales activities. 2.5 Review sales report.	<u>ATTITUDE</u> 2.1 Systematic and organised. 2.2 Analytically interpret information. 2.3 Resourceful in obtaining relevant information. <u>SAFETY</u> 2.1 Adhere to beauty salon	<u>COGNITIVE DOMAIN</u> 2.1 Market trend outlined. 2.2 Pricing strategies outlined. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Beauty products and services determined in accordance with beauty salon marketing plan. 2.2 Beauty products and services pricing verified in accordance with beauty salon marketing plan.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			confidentiality policy. <u>ENVIRONMENT</u> 2.1 Promote Sustainable Development Goal (SDG) practices.	2.3 Sales documentation updated in accordance with beauty salon marketing plan. 2.4 Sales activities validated in accordance with beauty salon marketing plan. 2.5 Sales report verified in accordance with beauty salon marketing plan. <u>AFFECTIVE DOMAIN</u> 2.1 Systematic and organised demonstrated. 2.2 Analytically interpret information demonstrated. 2.3 Resourceful in obtaining relevant information demonstrated. 2.4 Beauty salon confidentiality adhered. 2.5 Sustainable Development Goal (SDG) practices demonstrated.
3. Evaluate beauty salon sales report.	3.1 Beauty salon sales report such as: <ul style="list-style-type: none"> • Product. • Service. 	3.1 Analyse beauty and sales product services report.	<u>ATTITUDE</u> 3.1 Systematic and organised.	<u>COGNITIVE DOMAIN</u> 3.1 Beauty salon sales report outlined. 3.2 Beauty salon sales performance outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>3.2 Beauty salon sales performance such as:</p> <ul style="list-style-type: none"> • Forecast. • Actual. <p>3.3 Beauty salon remedial sales action plan such as:</p> <ul style="list-style-type: none"> • Objective. • Suggestion. • Solution. • Timeline. • Person in charge. • Cost. 	<p>3.2 Analyse sales achievement.</p> <p>3.3 Propose sales and marketing improvement program.</p> <p>3.4 Compile sales documentation.</p> <p>3.5 Analyse sales report.</p> <p>3.6 Prepare sales performance report.</p>	<p>3.2 Analytically interpret information.</p> <p>3.3 Resourceful in obtaining relevant information.</p> <p><u>SAFETY</u></p> <p>3.1 Adhere to beauty salon confidentiality policy.</p> <p><u>ENVIRONMENT</u></p> <p>3.1 Promote Sustainable Development Goal (SDG) practices.</p>	<p>3.3 Beauty salon remedial sales action plan outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Product and services sales report checked in accordance with beauty salon SOP.</p> <p>3.2 Product and services sales achievement determined in accordance with beauty salon SOP.</p> <p>3.3 Improvement plan on sales and marketing program recommended in accordance with beauty salon SOP.</p> <p>3.4 Sales documentation such as sales forecast, budget plan, Key Performance Indicator (KPI) report gathered in accordance with beauty salon SOP.</p> <p>3.5 Sales report validated in accordance with beauty salon SOP.</p> <p>3.6 Sales performance report produced in accordance with in accordance with beauty salon SOP.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				<u>AFFECTIVE DOMAIN</u> 3.1 Systematic and organised demonstrated. 3.2 Analytically interpret information demonstrated. 3.3 Resourceful in obtaining relevant information demonstrated. 3.4 Beauty salon confidentiality adhered. 3.5 Sustainable Development Goal (SDG) practices demonstrated.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

- 1 Dr. Joseph Eby Ruin. 2011. *Managing People and Business (Second Edition) Comprehensive Guide Series*. Leeds Publications. ISBN: 9789833794645.
- 2 *Guidelines for Beauty Industry*. 2013. Ministry of Domestic Trade, Co-operative and Consumerism.
- 3 *Occupational Safety and Health Act (OSHA)*, 1994 (Act 514). Department of Occupational Health and Safety (DOSH), Ministry of Human Resources.
- 4 Dowling, Graeme Robert. 2004. *The Art and Science of Marketing*. Oxford University Press. P. 266. ISBN 0199269610.
- 5 Malhotra, Naresha K. (2009). *Basic Marketing Research: A Decision-Making Approach*. Pearson Education.
- 6 Ahmad, J. (2021). *Business Management and Leadership Strategies: How to Lead and Succeed in the Competitive Market*. Notion Press.
- 7 *Sales of Goods Act 1957*. The Commissioner of Law Revision, Malaysia.

15.8 Manage Beauty Salon Human Resources.

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Salon Management		
COMPETENCY UNIT TITLE	Manage Beauty Salon Human Resources.		
LEARNING OUTCOMES	<p>The learning outcomes of this competency are to enable the trainees to manage beauty salon HR inclusive of beauty salon talent acquisition, staff career development and employment requirement.</p> <p>Upon completion of this competency unit, trainees should be able to:</p> <ol style="list-style-type: none"> 1. Administer beauty salon hiring requirement. 2. Administer staff employment contract. 3. Administer staff appraisal. 4. Manage Continuous Professional Development (CPD) training. 		
TRAINING PREREQUISITE (SPECIFIC)	Not Available.		
CU CODE	S960-007-5:2024-C08	NOSS LEVEL	Five (5)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Administer beauty salon hiring requirement.	1.1 Beauty salon human resource protocol such as: <ul style="list-style-type: none"> • Talent acquisition. • Hiring process. • Career progression. 	1.1 Verify job availability and capacity. 1.2 Verify job vacancy. 1.3 Establish job vacancy advertisement.	<u>ATTITUDE</u> 1.1 Impartial in hiring process. 1.2 Perceptive towards talent acquisition.	<u>COGNITIVE DOMAIN</u> 1.1 Beauty salon HR protocol explained. 1.2 Beauty salon organisational structure explained. 1.3 Recruitment process outlined.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Termination process. <p>1.2 Beauty salon organisational structure such as:</p> <ul style="list-style-type: none"> • Job position. • Job scope/ description. • Business expansion. • Job vacancy (salon service requirement). <p>1.3 Recruitment process such as:</p> <ul style="list-style-type: none"> • Advertisement. • Interview. • Assessment. • Selection. 	1.4 Publish staff hiring requisition.	<p><u>SAFETY</u></p> <p>1.1 Observe confidentiality in document management.</p> <p><u>ENVIRONMENT</u></p> <p>1.1 Conducive beauty salon setting.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>1.1 Staff availability and job capacity validated in accordance with beauty salon hiring policies.</p> <p>1.2 Job vacancy validated in accordance with beauty salon hiring policies.</p> <p>1.3 Staff hiring requisition form confirmed in accordance with beauty salon hiring policies.</p> <p>1.4 Staff hiring requisition declared in accordance with beauty salon hiring policies.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>1.1 Impartial in hiring process demonstrated.</p> <p>1.2 Perceptive towards talent acquisition demonstrated.</p> <p>1.3 Confidentiality in document management demonstrated.</p> <p>1.4 Conducive beauty salon setting demonstrated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Administer staff employment contract.	2.1 Beauty salon human resource filing procedure such as: <ul style="list-style-type: none"> • Application form. • Resume/ Curriculum Vitae (CV). • Certification. • Offer letter. • Employment contract. 2.2 Job description such as: <ul style="list-style-type: none"> • Job scope. • Job competency. • Roles and responsibility. 2.3 Job assessment method such as: <ul style="list-style-type: none"> • Observation. • Interview. • Skills assessment. • Probationary period. 2.4 Staff job placement such as: <ul style="list-style-type: none"> • Job assignment. 	2.1 Verify staff personal file. 2.2 Verify staff qualification and job experiences. 2.3 Organise staff assessment and selection. 2.4 Verify job placement. 2.5 Maintain staff personal file.	<u>ATTITUDE</u> 2.1 Impartial in hiring process. 2.2 Perceptive towards talent acquisition. <u>SAFETY</u> 2.1 Observe confidentiality in document management. <u>ENVIRONMENT</u> 2.1 Conducive beauty salon setting.	<u>COGNITIVE DOMAIN</u> 2.1 Beauty salon human resource filing procedure outlined. 2.2 Job description explained. 2.3 Job assessment method outlined. 2.4 Staff job placement described. <u>PSYCHOMOTOR DOMAIN</u> 2.1 Staff personal file comprises of resume, certificate of qualification and job application form obtained in accordance with beauty salon hiring policies. 2.2 Applicants' qualification such as work experiences, length of services, and regulated qualification reviewed in accordance with job requirement. 2.3 Beauty therapy treatment or aesthetic therapy competencies evaluated in accordance with job requirement. 2.4 Staff job placement confirmed in accordance with job requirement.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Confirmation letter. 			<p>2.5 Staff job placement recorded in accordance with beauty salon work schedule.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>2.1 Impartial in hiring process demonstrated.</p> <p>2.2 Perceptive towards talent acquisition demonstrated.</p> <p>2.3 Confidentiality in document management demonstrated.</p> <p>2.4 Conducive beauty salon setting demonstrated.</p>
3. Administer staff appraisal.	<p>3.1 Staff performance criteria such as:</p> <ul style="list-style-type: none"> Key Performance Indicator (KPI). Sales achievement. Customer rating. Peers' evaluation. Attendance. Discipline. Work ethics. <p>3.2 Appraisal evaluation procedure such as:</p> <ul style="list-style-type: none"> Internal review. 	<p>3.1 Validate staff performance.</p> <p>3.2 Administer evaluation performance results.</p> <p>3.3 Validate staff appraisal recommendation.</p>	<p><u>ATTITUDE</u></p> <p>3.1 Impartial in hiring process.</p> <p>3.2 Perceptive towards talent acquisition.</p> <p><u>SAFETY</u></p> <p>3.1 Observe confidentiality in document management.</p>	<p><u>COGNITIVE DOMAIN</u></p> <p>3.1 Staff performance criteria interpreted.</p> <p>3.2 Appraisal evaluation procedure outlined.</p> <p><u>PSYCHOMOTOR DOMAIN</u></p> <p>3.1 Attendance, punctuality, teamwork, skills set and customer service record verified in accordance with beauty salon policies.</p> <p>3.2 Self-appraisal or beauty salon appraisal forms monitored in</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Superior recommendation. • Self-appraisal report. 		<u>ENVIRONMENT</u> 3.1 Conducive beauty salon setting.	accordance with beauty salon policies. 3.3 Potential staff for promotion and recognition recommended to management in accordance with beauty salon policies. <u>AFFECTIVE DOMAIN</u> 3.1 Impartial in hiring process demonstrated. 3.2 Perceptive towards talent acquisition demonstrated. 3.3 Confidentiality in document management demonstrated. 3.4 Conducive beauty salon setting demonstrated.
4. Manage Continuous Professional Development (CPD) training.	4.1 Beauty salon training development such as: <ul style="list-style-type: none"> • Competency training. • Product knowledge. • Sales training. • Career progress training. 4.2 Staff training requirement such as:	4.1 Develop training program. 4.2 Verify staff competency and skills gap. 4.3 Coordinate staff training program. 4.4 Verify staff training assessment.	<u>ATTITUDE</u> 4.1 Impartial in hiring process. 4.2 Perceptive towards talent acquisition. <u>SAFETY</u> 4.1 Observe confidentiality in document management.	<u>COGNITIVE DOMAIN</u> 4.1 Beauty salon training development outlined. 4.2 Staff training requirement described. 4.3 Staff competency and skills gap outlined. 4.4 Staff development programme explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Latest technology. • Treatment protocol. • New product knowledge. • Upskilling. <p>4.3 Staff competency and skills gap such as:</p> <ul style="list-style-type: none"> • Performance gap analysis. • Qualification upgrading. <p>4.4 Staff development programme such as:</p> <ul style="list-style-type: none"> • In-house training. • Outsource training. 		<p><u>ENVIRONMENT</u></p> <p>4.1 Conducive beauty salon setting.</p>	<p><u>PSYCHOMOTOR DOMAIN</u></p> <p>4.1 Staff training requirement reviewed according to the job competency requirements in accordance with beauty salon policies.</p> <p>4.2 Staff competency and skills gap determined in accordance with job requirement.</p> <p>4.3 Staff training program monitored in accordance with beauty salon policies.</p> <p>4.4 Staff training assessment result validated in accordance with beauty salon policies.</p> <p><u>AFFECTIVE DOMAIN</u></p> <p>4.1 Impartial in hiring process demonstrated.</p> <p>4.2 Perceptive towards talent acquisition demonstrated.</p> <p>4.3 Confidentiality in document management demonstrated.</p> <p>4.4 Conducive beauty salon setting demonstrated.</p>

Employability Skills

Core Abilities

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Social Values & Social Skills

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References for Learning Material Development

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

16. Delivery Mode

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

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

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

17. Tools, Equipment and Materials (TEM)

BEAUTY SALON MANAGEMENT

LEVEL 5

CU	CU CODE	COMPETENCY UNIT TITLE
C01	S960-007-5:2024-C01	Perform Light Therapy Skin Rejuvenation Treatment.
C02	S960-007-5:2024-C02	Perform Light Therapy Hair Removal Treatment.
C03	S960-007-5:2024-C03	Perform Microneedling Treatment.
C04	S960-007-5:2024-C04	Manage Beauty Salon Legislation Compliances.
C05	S960-007-5:2024-C05	Manage Beauty Salon Operations.
C06	S960-007-5:2024-C06	Manage Beauty Salon Operational Budget.
C07	S960-007-5:2024-C07	Manage Beauty Salon Sales and Marketing.
C08	S960-007-5:2024-C08	Manage Beauty Salon Human Resources

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

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)							
		C01	C02	C03	C04	C05	C06	C07	C08
A. Tools									
1	Body brush		1:1	1:1					
2	Clinical waste bin (lined)	1:25	1:25	1:25					
3	Eye protective wear/goggles (client/therapist)	2:1	2:1						
4	Facial bowl	1:1	1:1	1:1					
5	Facial brush	1:1	1:1	1:1					
6	Hair band/shower cap	1:1	1:1	1:1					
7	Mask Bowl	1:1	1:1	1:1					
8	Plastic spatula	1:1	1:1	1:1					
9	Protective attire (facial gown/bathrobe)	1:1	1:1	1:1					
10	Scissor	1:1	1:1	1:1					

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)							
		C01	C02	C03	C04	C05	C06	C07	C08
11	Sharps/yellow bin (for sharp item)	1:25	1:25	1:25					
12	Shaver	1:1	1:1						
13	Small bowl (medium)	1:1	1:1	1:1					
14	Towels (small)	4:1	4:1	4:1					
15	Towels (large)	2:1	2:1	2:1					
16	Waste bin (lined)	1:1	1:1	1:1					
B. Equipment									
1	Beauty bed/couch	1:2	1:2	1:2					
2	Beauty stool	1:2	1:2	1:2					
3	Beauty trolley	1:2	1:2	1:2					
4	Desktop/laptop				1:10	1:10	1:10	1:10	1:10
5	Hand mirror	1:1	1:1	1:1					
6	Hot towel cabinet	1:25	1:25	1:25					
7	Intense Pulsed Light (IPL)**	1:25	1:25						
8	Magnifying lamp	1:5	1:5	1:5					
9	Microneedling machine/device**			1:10					
10	Printer				1:25	1:25	1:25	1:25	1:25
11	Projector				1:25	1:25	1:25	1:25	1:25
12	UV Cabinet/autoclave	1:25	1:25	1:25					
C. Materials									
1	Appointment book/record	1:1	1:1	1:1					
2	Body cleanser		1:1						
3	Client Consent Form	1:1	1:1	1:1					
4	Consultation Form/Card	1:1	1:1	1:1					
5	Cotton wools (packet)	1:1	1:1	1:1					
6	Disposable apron	1:1	1:1	1:1					
7	Disposable face mask	1:1	1:1	1:1					
8	Disposable gloves	1:1	1:1	1:1					

NO.	ITEM*	RATIO (TEM : Trainees or AR = As Required)							
		C01	C02	C03	C04	C05	C06	C07	C08
9	Disposable microneedling needles (size: 0.25mm – 1.5mm)			1:1					
10	Disposable protective bed sheet	1:1	1:1	1:1					
11	Disposable wooden spatula	1:1	1:1	1:1					
12	Eye Makeup Remover	1:1	1:1	1:1					
13	Facial tissues (box)	1:1	1:1	1:1					
14	Hand sanitiser	1:1	1:1	1:1					
15	IPL medium (conductive/cooling gel)	1:1	1:1						
16	Laser hazard signage	1:25	1:25						
17	Make up remover	1:1	1:1	1:1					
18	Microneedling medium (serum/ampoules)			1:1					
19	Moisturizer (emulsion/lotion/cream/gel)	1:1	1:1	1:1					
20	Saline water	1:1	1:1	1:1					
21	Skin cleanser	1:1	1:1	1:1					
22	Skin Toner	1:1	1:1	1:1					
23	Soothing product (cooling gel/pad/mask/cold compress)	1:1	1:1	1:1					
24	Stationeries (pen/calculator/clipboard)	1:1	1:1	1:1					
25	Surgical Spirit	1:1	1:1	1:1					

** The equipment utilised must be legally authorised by Ministry of Health.

18. Competency Weightage

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

BEAUTY SALON MANAGEMENT

LEVEL 5

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-007-5:2024-C01	Perform Light Therapy Skin Rejuvenation Treatment.	25%	1. Monitor light therapy skin rejuvenation facilities preparation.	10%
			2. Administer light therapy skin rejuvenation equipment setting up.	20%
			3. Administer client's treatment preparation.	20%
			4. Administer light therapy skin rejuvenation treatment activities.	40%
			5. Administer light therapy skin rejuvenation post treatment advice	10%
S960-007-5:2024-C02	Perform Light Therapy Hair Removal Treatment.	20%	1. Monitor light therapy hair removal facilities preparation.	10%
			2. Administer light therapy hair removal equipment setting up.	20%
			3. Administer client's treatment preparation.	20%
			4. Administer light therapy hair removal treatment activities.	40%
			5. Administer light therapy hair removal post treatment advice.	10%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-007-5:2024-C03	Perform Microneedling Treatment.	15%	1. Monitor microneedling facilities preparation.	10%
			2. Administer microneedling device preparation.	20%
			3. Administer client's treatment preparation.	20%
			4. Administer microneedling treatment activities.	40%
			5. Administer microneedling post treatment advice.	10%
S960-007-5:2024-C04	Manage Beauty Salon Legislation Compliances.	5%	1. Identify beauty salon legislation documents.	30%
			2. Organise beauty salon legislation compliances.	40%
			3. Manage beauty salon legislation document upkeep.	30%
S960-007-5:2024-C05	Manage Beauty Salon Operations.	10%	1. Administer beauty salon operational activities.	30%
			2. Administer beauty salon health and safety requirements.	15%
			3. Monitor operational activities implementation.	40%
			4. Administer beauty salon operational activities report.	15%
S960-007-5:2024-C06	Manage Beauty Salon Operational Budget.	5%	1. Prepare beauty salon operational budget.	25%
			2. Administer beauty salon operational expenditure.	25%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
			3. Administer procurements.	25%
			4. Monitor beauty salon operational cash flow.	25%
S960-007-5:2024-C07	Manage Beauty Salon Sales and Marketing.	10%	1. Administer promotional activities.	30%
			2. Administer beauty salon sales activities.	40%
			3. Evaluate beauty salon sales report.	30%
S960-007-5:2024-C08	Manage Beauty Salon Human Resources.	10%	1. Administer beauty salon hiring requirement.	30%
			2. Administer staff employment contract.	15%
			3. Administer staff appraisal.	30%
			4. Manage Continuous Professional Development (CPD) training.	25%
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		

APPENDICES
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BEAUTY SALON MANAGEMENT
LEVEL 5

19. Appendices

19.1 Appendix A: Competency Profile Chart For Teaching & Learning (CPC_{PdP})

i. CU to CU_{PdP} Correlation

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	BEAUTY SALON MANAGEMENT		
NOSS LEVEL	FIVE (5)	NOSS CODE	S960-007-5:2024

CU CODE	CU TITLE	CU _{PdP} TITLE For Teaching & Learning
S960-007-5:2024-C01	PERFORM LIGHT THERAPY SKIN REJUVENATION TREATMENT	LIGHT THERAPY SKIN REJUVENATION TREATMENT
S960-007-5:2024-C02	PERFORM LIGHT THERAPY HAIR REMOVAL TREATMENT	LIGHT THERAPY HAIR REMOVAL TREATMENT
S960-007-5:2024-C03	PERFORM MICRONEEDLING TREATMENT	MICRONEEDLING TREATMENT
S960-007-5:2024-C04	MANAGE BEAUTY SALON LEGISLATION COMPLIANCES	BEAUTY SALON LEGISLATION COMPLIANCES
S960-007-5:2024-C05	MANAGE BEAUTY SALON OPERATIONS	BEAUTY SALON OPERATION
S960-007-5:2024-C06	MANAGE BEAUTY SALON OPERATIONAL BUDGET	BEAUTY SALON OPERATIONAL BUDGET
S960-007-5:2024-C07	MANAGE BEAUTY SALON SALES AND MARKETING	BEAUTY SALON SALES AND MARKETING

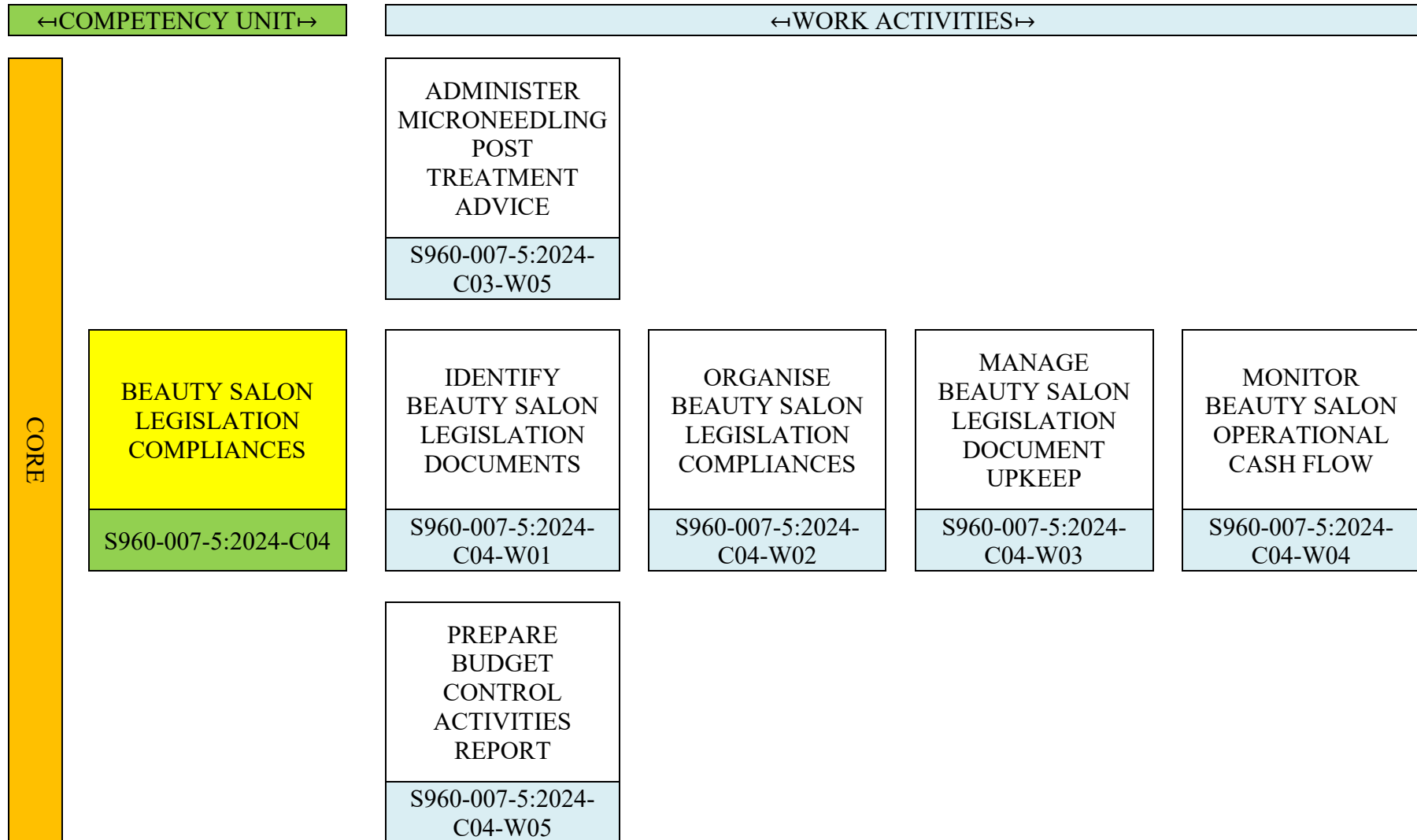
CU CODE	CU TITLE	CU_{PdP} TITLE For Teaching & Learning
S960-007-5:2024-C08	MANAGE BEAUTY SALON HUMAN RESOURCES	BEAUTY SALON HUMAN RESOURCES

ii. Competency Profile Chart for Teaching & Learning (CPC_{PrP})

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	BEAUTY SALON MANAGEMENT		
NOSS LEVEL	FIVE (5)	NOSS CODE	S960-007-5:2024

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	LIGHT THERAPY SKIN REJUVENATION TREATMENT	MONITOR LIGHT THERAPY SKIN REJUVENATION FACILITIES PREPARATION	ADMINISTER LIGHT THERAPY SKIN REJUVENATION EQUIPMENT SETTING UP	ADMINISTER CLIENT'S TREATMENT PREPARATION	ADMINISTER LIGHT THERAPY SKIN REJUVENATION TREATMENT ACTIVITIES
	S960-007-5:2024-C01	S960-007-5:2024- C01-W01	S960-007-5:2024- C01-W02	S960-007-5:2024- C01-W03	S960-007-5:2024- C01-W04
		ADMINISTER LIGHT THERAPY SKIN REJUVENATION POST TREATMENT ADVICE			
		S960-007-5:2024- C01-W05			

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	LIGHT THERAPY HAIR REMOVAL TREATMENT	MONITOR LIGHT THERAPY HAIR REMOVAL FACILITIES PREPARATION	ADMINISTER LIGHT THERAPY HAIR REMOVAL EQUIPMENT SETTING UP	ADMINISTER CLIENT'S TREATMENT PREPARATION	ADMINISTER LIGHT THERAPY HAIR REMOVAL TREATMENT ACTIVITIES
	S960-007-5:2024-C02	S960-007-5:2024- C02-W01	S960-007-5:2024- C02-W02	S960-007-5:2024- C02-W03	S960-007-5:2024- C02-W04
		ADMINISTER LIGHT THERAPY HAIR REMOVAL POST TREATMENT ADVICE			
		S960-007-5:2024- C02-W05			
	MICRONEEDLING TREATMENT	MONITOR MICRONEEDLING FACILITIES PREPARATION	ADMINISTER MICRONEEDLING DEVICE PREPARATION.	ADMINISTER CLIENT'S TREATMENT PREPARATION.	ADMINISTER MICRONEEDLING TREATMENT ACTIVITIES
	S960-007-5:2024-C03	S960-007-5:2024- C03-W01	S960-007-5:2024- C03-W02	S960-007-5:2024- C03-W03	S960-007-5:2024- C03-W04



←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	<p>BEAUTY SALON OPERATION</p>	<p>ADMINISTER BEAUTY SALON OPERATIONAL ACTIVITIES</p>	<p>ADMINISTER BEAUTY SALON HEALTH AND SAFETY REQUIREMENTS</p>	<p>MONITOR OPERATIONAL ACTIVITIES IMPLEMENTATION</p>	<p>ADMINISTER BEAUTY SALON OPERATIONAL ACTIVITIES REPORT</p>
	<p>S960-007-5:2024-C05</p>	<p>S960-007-5:2024-C05-W01</p>	<p>S960-007-5:2024-C05-W02</p>	<p>S960-007-5:2024-C05-W03</p>	<p>S960-007-5:2024-C05-W04</p>
	<p>BEAUTY SALON OPERATIONAL BUDGET</p>	<p>PREPARE BEAUTY SALON OPERATIONAL BUDGET</p>	<p>ADMINISTER BEAUTY SALON OPERATIONAL EXPENDITURE</p>	<p>ADMINISTER PROCUREMENTS</p>	<p>MONITOR BEAUTY SALON OPERATIONAL CASH FLOW</p>
<p>S960-007-5:2024-C06</p>	<p>S960-007-5:2024-C06-W01</p>	<p>S960-007-5:2024-C06-W02</p>	<p>S960-007-5:2024-C06-W03</p>	<p>S960-007-5:2024-C06-W04</p>	
<p>BEAUTY SALON SALES AND MARKETING</p>	<p>ADMINISTER PROMOTIONAL ACTIVITIES</p>	<p>ADMINISTER BEAUTY SALON SALES ACTIVITIES</p>	<p>EVALUATE BEAUTY SALON SALES REPORT</p>		
<p>S960-007-5:2024-C07</p>	<p>S960-007-5:2024-C07-W01</p>	<p>S960-007-5:2024-C07-W02</p>	<p>S960-007-5:2024-C07-W03</p>		

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	BEAUTY SALON HUMAN RESOURCES	ADMINISTER BEAUTY SALON HIRING REQUIREMENT	ADMINISTER STAFF EMPLOYMENT CONTRACT	ADMINISTER STAFF APPRAISAL	MANAGE CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) TRAINING
	S960-007-5:2024-C08	S960-007-5:2024- C08-W01	S960-007-5:2024- C08-W02	S960-007-5:2024- C08-W03	S960-007-5:2024- C08-W04

Notes:

CPC_{PdP} is meant to be used in Teaching and Learning context which is generated by conversion of the action verb in the CU Title to a noun in the CU_{PdP} Title from the given CPC sets.

19.2 Appendix B: Element Content Weightage

OSH - OCCUPATIONAL SAFETY AND HEALTH
SD - SUSTAINABLE DEVELOPMENT
M&A - MANAGEMENT AND ADMINISTRATION
IT - INDUSTRY TECHNOLOGICAL ADVANCES

BEAUTY SALON MANAGEMENT LEVEL 5

CU CODE	CU TITLE	ELEMENT CONTENT WEIGHTAGE			
		OSH	SD	M&A	IT
S960-007-5:2024-C01	Perform Light Therapy Skin Rejuvenation Treatment	25%	25%	25%	25%
S960-007-5:2024-C02	Perform Light Therapy Hair Removal Treatment	25%	25%	25%	25%
S960-007-5:2024-C03	Perform Microneedling Treatment	25%	25%	25%	25%
S960-007-5:2024-C04	Manage Beauty Salon Legislation Compliances	5%	5%	5%	5%

CU CODE	CU TITLE	ELEMENT CONTENT WEIGHTAGE			
		OSH	SD	M&A	IT
S960-007-5:2024-C05	Manage Beauty Salon Operations	5%	5%	5%	5%
S960-007-5:2024-C06	Manage Beauty Salon Operational Budget	5%	5%	5%	5%
S960-007-5:2024-C07	Manage Beauty Salon Sales and Marketing	5%	5%	5%	5%
S960-007-5:2024-C08	Manage Beauty Salon Human Resources	5%	5%	5%	5%
TOTAL ELEMENT CONTENT WEIGHTAGE		100%	100%	100%	100%
NOTES		The high percentage in C01, C02 and C03 is due to the equipment usage & utilisation, techniques application and treatment efficacy.	The high percentage in C01, C02 and C03 is due to the risk of clinical waste. The low percentage in C04 to C08 is due to the fact that mainly	The high percentage in C01, C02 and C03 is due to the acquires knowledge and competency in those CUs. The low percentage in	The high percentage in C01, C02 and C03 is due to the deployment of sophisticated equipment and state of the arts technology.

CU CODE	CU TITLE	ELEMENT CONTENT WEIGHTAGE			
		OSH	SD	M&A	IT
		The low percentage in C04 to C08 is due to the fact that mainly administrative functions are involved.	administrative functions are involved.	C04 to C08 is due to the fact that mainly administrative functions are involved.	The low percentage in C04 to C08 is due to the fact that mainly administrative functions are involved.