Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

NATIONAL OCCUPATIONAL SKILLS STANDARD
(STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN)

S960-002-1:2020

BEAUTY SERVICES

PERKHIDMATAN KECANTIKAN

LEVEL 1

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

NATIONAL OCCUPATIONAL SKILLS STANDARD

BEAUTY SERVICES

PERKHIDMATAN KECANTIKAN

LEVEL 1

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Preface

Standard Definition

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

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

Description of Standard Components

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

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

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

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

Abbreviation

1	A&P	Anatomy and Physiology
2	DSD	Department of Skills Development
3	MSC	Malaysian Skills Certificate
4	NCS	National Competency Standard
5	NOSS	National Occupational Skills Standard
6	NPCB	National Pharmaceutical Control Bureau
7	PPE	Personal Protection Equipment

Glossary

1	Beauty Industry	The **beauty industry** refers to trades providing services, treatments and related products intending to maintain, enhance a person's external physical appearance and to produce a greater feeling of wellbeing. Such services include facial, body treatments, lash/brow enhancements, application of makeup artistry, nail artistry, temporary hair removal, manicure and pedicure.
2	Beauty Practitioner	**Beauty Practitioner** refers to the following job titles below: **a) Beautician** who is certified with Malaysian Skills Certificate (MSC) Level 1 Beauty Therapy and able to perform beauty services such as Professional Ethics, Safety and Hygiene Practices, Salon Reception Duties, Manual Facial Services, Day and Night Make Up Services, Manicure Services and Pedicure Services. **b) Beauty Therapist** who is certified with Malaysian Skills Certificate (MSC) Level 2 Beauty Therapy and able to perform beauty therapy services such as Facial Electrotherapy, Specialised Facial Mask Therapy, Eyelash and Eyebrow Enhancement, Eye Contour Services, Superfluous Hair Depilation and Superfluous Hair Lightening. **c) Aesthetician** who is certified with Malaysian Skills Certificate (MSC) Level 3 Beauty Therapy and able to perform aesthetic services such as Body Consultation, Body Thermal Therapy, Manual Body Massage, Body Electrotherapy, Body Wrap Therapy, Salon Operational Supervision, Salon Sales and Promotional Activities and Bust Firming Therapy.
3	Client Informed Consent Form	A document that your client absolutely MUST sign prior to you performing any treatment / service on her / his face or body. It will indicate that your client understands the risks involved when receiving the treatment. It is a legal document that will be reviewed if a negative outcome is the result of your treatment /service actions.
4	Non-Medical and Non-Invasive Procedures	Non-invasive procedures are defined as external applications or treatment procedures that are carried out without creating a break in the skin or penetrating the epidermis only.
5	*Syariah*	The holy laws of Islam (*hukum syarak*) that cover all parts of a Muslim's life.
6	Treatment	The term 'treatment' is commonly used to describe the non-medical and non-invasive procedures performed by beauty practitioners, beauticians, beauty therapists and aestheticians. The term 'treatment' is also internationally used and accepted in most beauty procedures based on the standards of the Beauty Examination Boards such as the CIDESCO, CIBTAC, ITEC, CITY & GUILD, World Skills Competitions and other similar awarding organizations.

List of Figure

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

Acknowledgement

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

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

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:

BEAUTY SERVICES

LEVEL 1

1. Introduction

1.1. Occupation Overview

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

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

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

1.2. Rationale of NOSS Development

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

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

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

1.3. Rationale of Occupational Structure and Occupational Area Structure

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

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

The competency for the Beautician level 1 is consistent with the competency definition at level 1 as recognised by Department of Skills Development (DSD) as the practitioner who needs to be competent in performing a range of varied work activities, most of which are routine and predictable which include services such as manual facial, day and night makeup, manicure, pedicure, performing salon reception and housekeeping duties.

1.4. Regulatory/Statutory Body Requirements Related to Occupation

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

1.5. Occupational Prerequisite

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

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

1.6. General Training Prerequisite for Malaysian Skills Certification System

The pre-requisite for the enrolment of this course is as below:

a) Be able to read and write in Bahasa Malaysia and/or English and/or other languages will be advantage;
b) Physically fit; and
c) Communicative (verbal or non-verbal).

2. Occupational Structure (OS)

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

Figure 1: Occupational Structure for Beauty Therapy

3. Occupational Area Structure (OAS)

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

Figure 2: Occupational Area Structure for Beauty Therapy

4. Definition of Competency Levels

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

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

Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. Award of Certificate

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

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

6. Occupational Competencies

The Beauty Services Level 1 personnel is competent in performing the following core competencies:

a) Professional Ethics, Salon Safety and Hygiene Practices;
b) Salon Reception Duties;
c) Manual Facial Services;
d) Day and Night Makeup Services;
e) Manicure Services; and
f) Pedicure Services.

7. Work Conditions

a) Working environment

Generally, aesthetician work within normal working hours (8 hours) from morning to evening depending on the organisation's nature of business. They may be required to work extra hours to fulfil internal and external requirements and may be require being on shift work too. In a beauty and aesthetic salon service, they may be needed to work extra hours to accommodate work requirements. They need to use/wear the company required attire during the commencement of their jobs. They may work individually or as a pair in a safe and hygienic environment according to the workplace (health, safety and welfare) regulation 1992.

b) Issues Related to Area of Work

Aestheticians and those in related occupations usually work in clean, pleasant surroundings with good ventilation since the client's comfort is of the utmost importance. Good health and stamina are important because these workers must stand a great deal. Prolonged exposure to some chemicals may be hazardous and cause irritation, so special care must be taken when working with these chemicals. Personnel in this field also required to adhere to safety and security procedures, statutory/regulatory bodies' requirements in order to protect self and public rights as their job scope involve in maintaining human health and wellness.

8. Employment Prospects

a) Malaysian Market

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

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

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

Other related industries with respect to employment opportunities are:

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

b) International Market

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

9. Up Skilling Opportunities

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

a) Training for advancement:
   i) Frontline & Customer Service Training; and
   ii) Human Resource.

b) Industrial Recognition:
   There is no industrial recognition for the moment.

10. Organisation Reference for Sources of Additional Information

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

a) Local

i) Malaysian Esthetic Association (MEA)– CIDESCO Section Malaysia (MY548)
46-2, Perdagangan One,
Puchong, Jalan OP1/3,
Off Jalan Puchong
47160 Puchong,
Selangor,Malaysia
Tel: +603 8075 6360
Fax: +603 8071 6367
Email: meacidesco2015@gmail.com

ii) Malaysian Association of Cosmetologists (MACs)
31, 5th Flr, Jln PJU 1/41,
Block D1,
Petaling Jaya,
Selangor, Malaysia.
Tel: +603 7806 5629
Email: macs@go4hc.com

iii) National Pharmaceutical Control Bureau (NPCB)
Lot. 36, Jalan Universiti,
46200 Petaling Jaya,
Selangor Darul Ehsan
Tel: +603-7883 5400

iv) Traditional and Complementary Medicine Division
Ministry of Health
Block E,
Cenderasari Road,
50590 Kuala Lumpur
Tel: +603 2279 8100
Email: tcm@moh.gov.my

b) International

i) Comité International d'Esthétique et de Cosmétologie (Zurich) (CIDESCO)
Website: info@cidesco.com

ii) International Therapy Examination Council (UK) (ITEC)
Website: www.itenworld.co.uk
Email: infor@itecworld.co.uk

iii) City & Guilds, London (C & G)
Email: centresupport@cityandguilds.com

iv) Confederation of International Beauty Therapy & Cosmetology (CIBTAC)
Email: enquiries@cibtac.com

11. Standard Technical Evaluation Committee

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

12. Standard Development Committee

BEAUTY SERVICES

LEVEL 1

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

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

STANDARD CONTENT

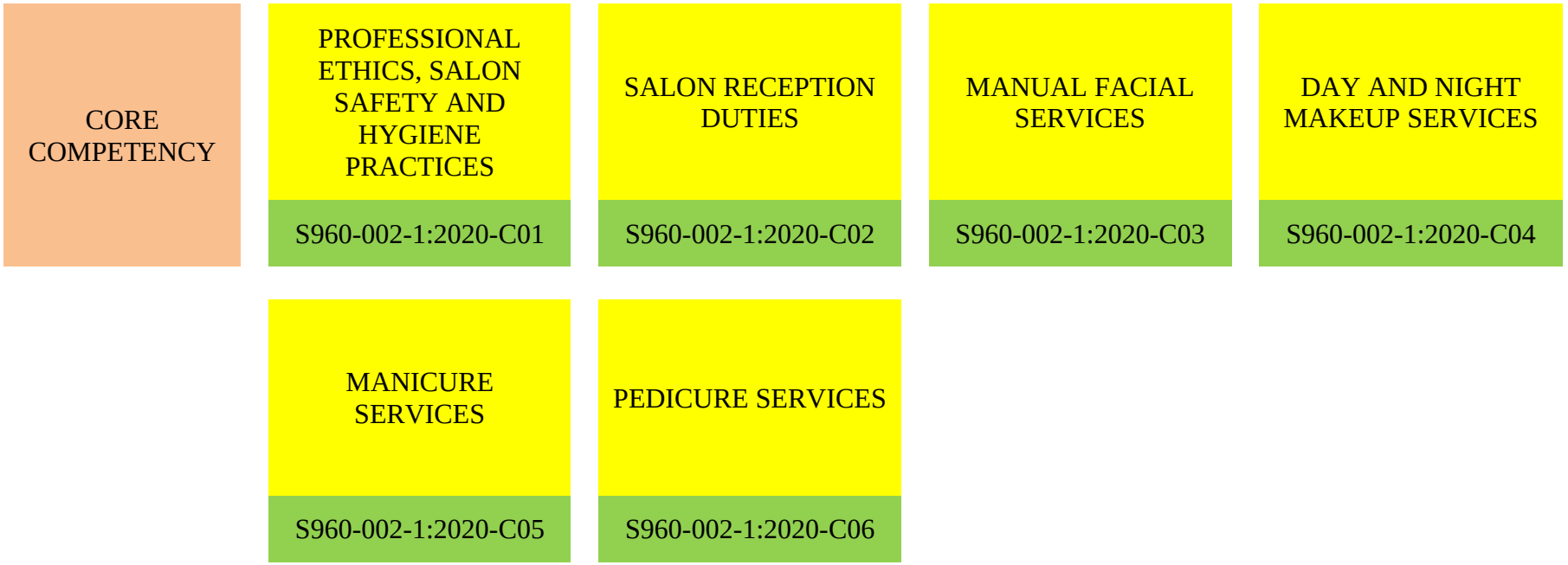
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:

BEAUTY SERVICES

LEVEL 1

13. Competency Profile Chart (CPC)

SECTION	(S) OTHER SERVICE ACTIVITIES		
GROUP	(960) OTHER PERSONAL SERVICE ACTIVITIES		
AREA	BEAUTY THERAPY		
NOSS TITLE	BEAUTY SERVICES		
NOSS LEVEL	ONE (1)	NOSS CODE	S960-002-1:2020



14. Competency Profile (CP)

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
NOSS LEVEL	One (1)	NOSS CODE	S960-002-1:2020

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1 Professional Ethics, Salon Safety and Hygiene Practices S960-002-1:2020-C01	Professional Ethics, Salon Safety and Hygiene Practices describes the competency of professional appearance, safety and hygiene practices, which involve therapists and salon management that work in the company at all time. The person who is competent in this CU should be able to practise professional ethics, practise personal hygiene, practise salon hygiene, practise salon safety and practise salon housekeeping. The outcomes of this CU are the code of behaviour practised and expected standards for the professional beauty therapist practised, which includes incident prevented at workplace thus client safe salon environment assured in	1. Practise professional ethics.	1.1 Code of ethics (grooming, communication skills) identified in accordance with salon requirements. 1.2 Professional appearance (hair, personal hygiene, jewellery, uniforms, makeup, shoes) portrayed in accordance with salon requirements. 1.3 Good posture (sitting, walking, standing practised in accordance with correct posture requirement. 1.4 Deportment practised in accordance with correct posture requirements. 1.5 Public relations practised (verbal and non-verbal) based on communication skill in accordance with salon requirements.
		2. Practise personal hygiene.	2.1 Personal hygiene requirements (attire, hair, nails, jewellery, makeup, perfume, shoes, oral hygiene)

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	accordance with salon requirements.		identified in accordance with salon requirements. 2.2 Personal Protection Equipment (PPE) (apron, disposable face mask, disposable glove) complied in accordance with salon requirements. 2.3 Personal hygiene executed and maintained in accordance with personal hygienic practices.
		3. Practise salon hygiene.	3.1 Salon work area for salon hygiene (service room, room, reception area, changing room, restrooms and salon pantry) identified in accordance with salon requirements. 3.2 Methods of salon hygiene identified in accordance with salon requirements. 3.3 Cleaning agents for salon hygiene determined in accordance with salon requirements. 3.4 Sanitation, disinfection and sterilisation methods applied in accordance with salon requirements.
		4. Practise salon safety.	4.1 Salon safety checklist obtained and interpreted. 4.2 Salon safety maintenance identified in accordance with salon safety requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.3 Reception, work area and walkway confirmed and maintained in a safe, uncluttered and organised manner in accordance with salon procedures and techniques. 4.4 Salon environment (ambience setting, temperature, lighting, ventilation, music) confirmed in accordance with salon safety requirements. 4.5 Salon safety equipment (fire extinguisher and first aid kit) identified in accordance with salon safety requirements. 4.6 Salon safety equipment requirements (expiry date, replenishment/replacement, usage) confirmed in accordance with salon safety requirements. 4.7 Salon safety equipment replenished/replaced due to expiry date or stock out in accordance with salon safety requirements. 4.8 Fire extinguisher and first aid kit handled in accordance with salon safety requirements. 4.9 Emergency evacuation procedure identified in accordance with salon safety requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.10 Fire and safety hazards, hazardous chemicals, dangerous goods and substances identified, handled and stored in accordance with salon procedures and techniques. 4.11 Potential hazards and risks recorded and reported to the person in charge in accordance with salon safety requirements.
		5. Practise salon housekeeping.	5.1 Salon housekeeping checklist obtained and interpreted. 5.2 Salon housekeeping area (service room, reception area, changing room, restrooms and pantry) determined for salon housekeeping. 5.3 Methods of salon housekeeping determined in accordance with salon requirements. 5.4 Work area tidied up, cleaned and sanitised in accordance with salon requirements. 5.5 Salon tools and equipment neatly and orderly arranged and stored in accordance with salon requirements. 5.6 Salon waste disposed in accordance with local authority requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
2 Salon Reception Duties S960-002-1:2020-C02	Salon Reception Duties describes the competency of achieving first impression which involve salon activities to attract and entertain the client needs and promoting salon package offered which make client interested to purchase the package at all times of operating hours. The person who is competent in this CU should be able to prepare salon reception area, handle client appointment, handle daily payment transactions and handle salon display. The outcomes of this CU are client satisfied through feedback and salon package promotion met client's requirements.	1. Prepare salon reception area.	1.1 Reception area checklist obtained and interpreted. 1.2 Reception duties/tasks identified in accordance with salon requirements. 1.3 Reception items at salon reception desk identified in accordance with salon requirements. 1.4 Reception area cleaned, tidied up and maintained hygiene. 1.5 Appointment book, calendar, pamphlet and catalogue arranged at the reception area in accordance with salon requirements.
		2. Handle client appointment.	2.1 Client attended to in accordance with salon procedures and techniques. 2.2 Types of client identified in accordance to clientele procedures. 2.3 Client's appointment requirements identified in accordance with salon procedures and techniques. 2.4 Client's appointment book checked in accordance with salon procedures and techniques. 2.5 Appointment and service confirmed with client in accordance with salon procedures and techniques. 2.6 Client's next appointment confirmed and recorded.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Handle daily transactions	3.1 Payment methods identified in accordance with salon procedures and techniques. 3.2 Daily transactions received in accordance with salon procedures and techniques. 3.3 Daily transactions safely kept and recorded in accordance with salon policy.
		4. Handle salon product display.	4.1 Area for product display identified in accordance with salon requirements. 4.2 Products for display obtained in accordance with promotional requirements. 4.3 Products arranged and maintained in accordance with salon requirements.
3 Manual Facial Services S960-002-1:2020-C03	Manual Facial Services describe the competency of improving and maintaining client's skin conditions including the application of facial products, use of associated equipment and facial massage techniques adapted to suit client's skin type and conditions. The person who is competent in this CU should be able to carry out	1. Carry out manual facial client consultation.	1.1 Consultation card/form obtained in accordance with salon procedures and techniques. 1.2 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act. 1.3 Client's contraindications (health condition, allergies, medication) to manual facial identified in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	manual facial client consultation, carry out manual facial preparation, carry out manual facial cleansing, carry out client skin analysis, carry out manual facial deep cleansing, carry out manual facial massage, carry out manual facial mask, carry out protective care, carry out manual facial post advice and upkeep manual facial work area. The outcome of this CU is client's manual facial skin condition improved and enhanced in accordance with client skin type and problem.		1.4 Client's face skin type checked in accordance with salon requirements. 1.5 Client's skin condition identified in accordance with salon requirements. 1.6 Client's manual facial service requirements (type of manual facial and product, package plan) confirmed in accordance with salon procedures and techniques. 1.7 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.8 Client's informed consent and signature obtained.
		2. Carry out manual facial preparation.	2.1 Room/cubicle for manual facial prepared in accordance with salon requirements. 2.2 Safety precaution applied in accordance with salon safety requirements. 2.3 Equipment functionality tested and confirmed in safe working condition. 2.4 Tools and equipment cleaning method determined in accordance with salon requirements. 2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			2.6 Tools, equipment and materials arranged in accordance with client's manual facial requirements. 2.7 PPE used in accordance with salon requirements. 2.8 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements. 2.9 Client's positioned on the facial bed/couch. 2.10 Client's body covered in accordance with service requirements. 2.11 Client's hair draped in accordance with service requirements.
		3. Carry out manual facial cleansing.	3.1 Facial cleanser selected in accordance with client's skin requirements. 3.2 Client's eye and lip makeup removed in accordance with salon procedures and techniques. 3.3 Facial cleanser applied to client's face skin in accordance with salon procedures and techniques. 3.4 Client's face skin cleansed, free from residue and dirt in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.5 Facial cleanser removed from client's face skin in accordance with salon procedures and techniques.
		4. Carry out client skin analysis.	4.1 Manual facial skin analysis method determined in accordance with salon requirements. 4.2 Client's eye covered in accordance with salon requirements. 4.3 Client's face skin analysed in accordance with salon procedures and techniques. 4.4 Client's skin disorder and skin type determined and recorded in client's consultation card/form in accordance with salon requirements.
		5. Carry out manual facial deep cleansing.	5.1 Facial deep cleansing method determined in accordance with client's skin requirements. 5.2 Facial deep cleansing applied to client's face skin in accordance with salon procedures and techniques. 5.3 Client's face skin deep cleansed in accordance with salon procedures and techniques. 5.4 Client's face skin and client's response checked and interpreted in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			5.5 Remedy action applied to client's response in accordance with salon procedures and techniques.
		6. Carry out manual facial massage.	6.1 Facial massage medium selected in accordance with client's skin requirements. 6.2 Facial massage medium applied in accordance with salon procedures and techniques. 6.3 Client's face massaged in accordance with five classical facial massage movement, rhythm, pressure and flow. 6.4 Client's response to manual facial massage attended to in accordance with salon procedures and techniques. 6.5 Massage medium removed in accordance with salon requirements.
		7. Carry out manual facial mask.	7.1 Facial mask determined in accordance with client's skin requirements. 7.2 Facial mask ingredients selected and mixed using spatula and mask bowl to achieved smooth consistency in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			7.3 Facial mask applied evenly, thickness and neatly using brush or spatula in accordance with salon procedures and techniques. 7.4 Facial mask applied smoothly, neatly and evenly covering the face within the duration instructed by manufacturer. 7.5 Facial mask removed in accordance with salon procedures and techniques.
		8. Carry out manual facial protective care.	8.1 Facial toner determined in accordance with client's skin requirements. 8.2 Facial toner applied in accordance with salon procedures and techniques. 8.3 Facial moisturiser determined in accordance with salon procedures and techniques. 8.4 Facial moisturiser applied in accordance with salon procedures and techniques. 8.5 Sun protective product determined in accordance with salon procedures and techniques. 8.6 Sun protective product applied in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		9. Carry out post manual facial advice.	9.1 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 9.2 Manual facial after care advice provided in accordance with salon procedures and techniques. 9.3 Home care product advised and recommended to client in accordance with salon requirements. 9.4 Post manual facial consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 9.5 Next service appointment scheduled in accordance with salon procedures and techniques.
		10. Upkeep manual facial work area.	10.1. Tools and equipment cleaned and sterilised in accordance with salon requirements. 10.2. Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 10.3. Depleted product and materials replenished/replaced in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			10.4. Stock inventory updated and recorded in accordance with salon procedures and techniques. 10.5. Salon waste disposed in accordance with local authority requirements.
4 Day and Night Makeup Services S960-002-1:2020-C04	Day and Night Makeup Services describes the competency to enhance the look for day or night time using makeup tools to specific client at salon in accordance with client occasion. The person who is competent in this CU should be able to carry out day and night makeup client consultation, carry out day and night makeup service preparation, carry out eyebrow enhancement, carry out day and night makeup service, carry out day and night makeup post advice and upkeep day and night makeup work area. The outcomes of this CU is client overall appearance enhanced in accordance with day or night makeup requirements.	1. Carry out day and night makeup client consultation.	1.1 Consultation card/form obtained in accordance with salon procedures and techniques. 1.2 Client's personal profiles recorded in the client's consultation card/form in accordance with Data Protection Act. 1.3 Client's contraindication (allergies, medication) to makeup service identified in accordance with salon procedures and techniques. 1.4 Client's skin types, skin conditions face shapes, skin tones and face features checked in accordance with salon requirements. 1.5 Client's makeup service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.6 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.7 Client's informed consent and signature obtained.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		2. Carry out day and night makeup service preparation.	2.1 Makeup tools, equipment and materials selected accordance with client's makeup service requirements. 2.2 Safety precaution applied in accordance with salon safety requirements. 2.3 Equipment functionality tested and confirmed in safe working condition. 2.4 Tools and equipment cleaning method determined in accordance with salon requirements. 2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.6 Tools, equipment and materials arranged in accordance with client's makeup service requirements. 2.7 PPE used in accordance with salon requirements. 2.8 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements. 2.9 Client's positioned on the bed/couch. 2.10 Client's body covered in accordance with service requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			2.11 Client's hair draped in accordance with service requirements.
		3. Carry out eyebrow shaping.	3.1 Client's eyebrow area cleansed in accordance with salon procedures and techniques. 3.2 Client's eyebrow measured in accordance to salon procedures and techniques. 3.3 Eyebrow shaping tools cleaned and sterilised accordance to salon procedures and techniques. 3.4 Client's eyebrow shaped in accordance with eyebrow shaping procedures and techniques.
		4. Carry out day makeup service.	4.1 Client's face cleansed in accordance with salon procedures and techniques. 4.2 Client's face toned in accordance with salon procedures and techniques. 4.3 Client's face moisturised in accordance with salon procedures and techniques. 4.4 Foundation applied in accordance with client skin tone.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.5 Concealer applied in accordance with client skin tone. 4.6 Powder applied in accordance with day makeup procedures and techniques. 4.7 Eyebrow drew in accordance with day makeup procedures and techniques. 4.8 Eyeshadow applied in accordance with day makeup procedures and techniques. 4.9 Eyeliner applied in accordance with day makeup procedures and techniques. 4.10 Eyelashes curled in accordance with day makeup procedures and techniques. 4.11 Mascara applied in accordance with day makeup procedures and techniques. 4.12 Blusher applied in accordance with day makeup procedures and techniques. 4.13 Lip liner applied in accordance with day makeup procedures and techniques. 4.14 Lip colour applied in accordance with day makeup procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5. Carry out night makeup service.	5.1 Client's face cleansed accordance with procedures and techniques. 5.2 Client's face toned in accordance with salon procedures and techniques. 5.3 Client's face moisturised in accordance with salon procedures and techniques. 5.4 Foundation applied in accordance with client skin tone. 5.5 Concealer applied in accordance with client skin tone. 5.6 Client's face contoured in accordance with night makeup procedures and techniques. 5.7 Powder applied in accordance with night makeup procedures and techniques. 5.8 Eyebrow drew in accordance with night makeup procedures and techniques. 5.9 Eyeshadow applied in accordance with night makeup procedures and techniques. 5.10 Eyeliner applied in accordance with night makeup procedures and techniques. 5.11 Eyelashes curled in accordance with night makeup procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			5.12 Artificial eyelash applied in accordance with night makeup procedures and techniques. 5.13 Mascara applied in accordance with night makeup procedures and techniques. 5.14 Blusher applied in accordance with night makeup procedures and techniques. 5.15 Lip liner applied in accordance with night makeup procedures and techniques. 5.16 Lip colour applied in accordance with night makeup procedures and techniques.
		6. Carry out post day and night makeup advice.	1.1. Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 1.2. Makeup after care advice provided in accordance with salon procedures and techniques. 1.3. Home care product advised and recommended to client in accordance with salon requirements. 1.4. Post makeup consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			1.5. Next service appointment scheduled in accordance with salon procedures and techniques.
		7. Upkeep day and night makeup work area.	7.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 7.2 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 7.3 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 7.4 Stock inventory updated and recorded in accordance with salon procedures and techniques. 7.5 Salon waste disposed in accordance with local authority requirements.
5 Manicure Services S960-002-1:2020-C05	Manicure Services describes the competency to care and groom hand and finger nails which involved client requirements in the salon when doing work. The person who is competent in this CU should be able to carry out water and hot oil manicure client	1. Carry out water and hot oil manicure client consultation.	1.1 Consultation card/form obtained in accordance with salon procedures and techniques. 1.2 Client's personal profiles recorded in the client's card in accordance with Data Protection Act. 1.3 Client's contraindication (health condition, allergies, medication) to water and hot oil manicure identified

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	consultation, carry out water and hot oil manicure services preparation, carry out water manicure services, carry out hot oil manicure services, carry out post water and hot oil manicure service advice and upkeep water and hot oil manicure service work area. The outcome of this competency is hand and finger nail appearance improved and enhanced, groomed and in healthy condition accordance with clients' requirements.		in accordance with salon procedures and techniques. 1.4 Client's hand and finger nails and skin condition checked in accordance with salon requirements. 1.5 Client's manicure service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.6 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.7 Client's informed consent and signature obtained.
		2. Carry out water and hot oil manicure services preparation.	2.1 Manicure tools, equipment and materials selected in accordance with manicure services requirements. 2.2 Safety precaution applied in accordance with salon safety requirements. 2.3 Equipment functionality tested and confirmed in safe working condition. 2.4 Tools and equipment cleaning method determined in accordance with salon requirements. 2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			2.6 Tools, equipment and materials arranged in accordance with client's manicure service requirements. 2.7 PPE used in accordance with salon requirements. 2.8 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, hand sanitised and treatment area cleansed in accordance with service requirements. 2.9 Client's ushered to the manicure table. 2.10 Client's body covered in accordance with service requirements. 2.11 Client's hand draped in accordance with service requirements.
		3. Carry out water manicure services.	3.1 Client's stale nail polish removed in accordance with water manicure service procedures and techniques. 3.2 Client's finger nails shaped in accordance with water manicure service procedures and techniques. 3.3 Client's finger nails buffed to smoothen nail surface in accordance with water manicure service procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.4 Cuticle softener applied in accordance with water manicure service procedures and techniques. 3.5 Client's finger nails soaked in water. 3.6 Cuticle works performed in accordance with water manicure service procedures and techniques. 3.7 Client's hand and forearm massaged in accordance with salon procedures and techniques. 3.8 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 3.9 Base coat applied in accordance with water manicure service procedures and techniques. 3.10 Varnish applied in accordance with water manicure service procedures and techniques. 3.11 Top coat applied in accordance with water manicure service procedures and techniques.
		4. Carry out hot oil manicure services.	4.1 Client's stale nail polish removed in accordance with hot oil manicure service procedures and techniques. 4.2 Client's finger nails shaped in accordance with hot oil manicure service procedures and techniques. 4.3 Client's finger nails soaked with oil.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.4 Cuticle works performed in accordance with hot oil manicure service procedures and techniques. 4.5 Client's hand and forearm massaged in accordance with salon procedures and techniques. 4.6 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 4.7 Client's finger nails buffed to shine in accordance with hot oil manicure service procedures and techniques.
		5. Carry out post water and hot oil manicure service advice.	5.1 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 5.2 Manicure after care advice provided in accordance with salon procedures and techniques. 5.3 Home care advice and hand care product recommended to client in accordance with salon requirements. 5.4 Post manicure consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 5.5 Next service appointment scheduled in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		6. Upkeep water and hot oil manicure service work area.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 6.3 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 6.4 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.5 Salon waste disposed in accordance with local authority requirements.
6 Pedicure Services S960-002-1:2020-C06	Pedicure Services describes the competency to care and groom foot and toe nails which involved client requirements in the salon when doing work. The person who is competent in this CU should be able to carry out water and hot oil pedicure client consultation, carry out water and hot oil pedicure service	1. Carry out water and hot oil pedicure client consultation.	1.1 Consultation card/form obtained in accordance with salon procedures and techniques. 1.2 Client's personal profiles recorded in the client's card in accordance with Data Protection Act. 1.3 Client's contraindication (health condition, allergies, medication) to water and hot oil pedicure identified in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	preparation, carry out water pedicure services, carry out hot oil pedicure services, carry out post water and hot oil pedicure service advice and upkeep water and hot oil pedicure service work area. The outcome of this competency is foot and toe nail appearance improved, enhanced, groomed and healthy condition in accordance with clients' requirements.		1.4 Client's foot/toe nails and skin condition checked in accordance with salon requirements. 1.5 Client's pedicure service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.6 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.7 Client's informed consent and signature obtained.
		2. Carry out water and hot oil pedicure services preparation.	2.1 Pedicure tools, equipment and materials selected in accordance with manicure services requirements. 2.2 Safety precaution applied in accordance with salon safety requirements. 2.3 Equipment functionality tested and confirmed in safe working condition. 2.4 Tools and equipment cleaning method determined in accordance with salon requirements. 2.5 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.6 Tools, equipment and materials arranged in accordance with client's pedicure service requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			2.7 PPE used in accordance with salon requirements. 2.8 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements. 2.9 Client's positioned to the bed/couch. 2.10 Client's body covered in accordance with service requirements. 2.11 Client's feet draped in accordance with service requirements.
		3. Carry out water pedicure services.	3.1 Client's stale nail polish removed in accordance with water pedicure service procedures and techniques. 3.2 Client's toe nails shaped in accordance with water pedicure service procedures and techniques. 3.3 Client's toe nails buffed to smoothen nail surface in accordance with water pedicure service procedures and techniques. 3.4 Cuticle softener applied in accordance with water pedicure service procedures and techniques. 3.5 Client's toe nails soaked in water.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.6 Cuticle works performed in accordance with water pedicure service procedures and techniques. 3.7 Client's foot/lower leg massaged in accordance with salon procedures and techniques. 3.8 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 3.9 Base coat applied in accordance with water pedicure service procedures and techniques. 3.10 Varnish applied in accordance with water pedicure service procedures and techniques. 3.11 Top coat applied in accordance with water pedicure service procedures and techniques.
		4. Carry out hot oil pedicure services.	4.1 Client's stale nail polish removed in accordance with hot oil pedicure service procedures and techniques. 4.2 Client's toe nails shaped in accordance with hot oil pedicure service procedures and techniques. 4.3 Client's toe nails soaked with oil. 4.4 Cuticle works performed in accordance with hot oil pedicure service procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.5 Client's foot/lower leg massaged in accordance with salon procedures and techniques. 4.6 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 4.7 Client's toe nails buffed to shine in accordance with hot oil pedicure service procedures and techniques.
		5. Carry out post water and hot oil pedicure service advice.	5.1 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 5.2 Pedicure after care advice provided in accordance with salon procedures and techniques. 5.3 Home care advice and foot care product recommended to client in accordance with salon requirements. 5.4 Post pedicure consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 5.5 Next service appointment scheduled in accordance with salon procedures and techniques.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		6. Upkeep water and hot oil pedicure service work area.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 6.3 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 6.4 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.5 Salon waste disposed in accordance with local authority requirements.

CURRICULUM OF COMPETENCY UNIT

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:

BEAUTY SERVICES

LEVEL 1

15. Curriculum of Competency Unit

15.1. Professional Ethics, Salon Safety and Hygiene Practices

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Professional Ethics, Salon Safety and Hygiene Practices		
LEARNING OUTCOMES	The learning outcomes of this competency unit are the trainees enable to practise code of behaviour and expected standards for the professional beauty therapist, which includes preventing incident at workplace thus assuring client of safe salon environment in accordance with salon requirements. Upon completion of this competency unit, trainees should be able to: 1. Practise professional ethics. 2. Practise personal hygiene. 3. Practise salon hygiene. 4. Practise salon safety. 5. Practise salon housekeeping.		
TRAINING PREREQUISITE (SPECIFIC)	Not Available		
CU CODE	S960-002-1:2020-C01	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Practise professional ethics.	1.1 Code of ethics: • Personal grooming (neat, positive image)	1.1 Identify code of ethics. 1.2 Portray professional appearance. 1.3 Portray ethical and good behaviour.	<u>ATTITUDE</u> 1.1 Adhere to a code of ethical practice. 1.2 Polite, courteous and attentive to client.	1.1 Personal grooming, attitude, respect, integrity, client handling, public relations, and personal hygiene) determined and code of ethics explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Professional behaviour (attitude, respect, integrity). • client handling (welcome /greeting techniques). • public relations (build client's relationships). 1.2 Professional appearance: • hair (neat and tidy). • oral hygiene (no bad breath). • No jewellery • Uniforms (clean and ironed).	1.4 Portray good posture/deportment. 1.5 Practise public relations.	<u>SAFETY</u> 1.1 Aware on personal client and workplace safety requirement. 1.2 Practice ergonomic requirements. <u>ENVIRONMENT</u> 1.1 Organised and Systematic. 1.2 Premise should be well ventilated.	1.2 Professional appearance (neat and tidy hair, fresh breath,) portrayed and explained in accordance with salon requirements. 1.3 Good posture (sitting, walking standing) portrayed and explained in accordance with salon requirements. 1.4 Deportment (gracefulness, smiling, courteous, punctuality) portrayed and explained in accordance with salon requirements. 1.5 Communications skills (verbal and non-verbal) explained. 1.6 Public relations performed (verbal and non-verbal) based on communication skills in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Light makeup • shoes (flat heels, covered soles). 1.3 Proper ergonomic posture: • Sitting. • Walking. • Standing. 1.4 Deportment: • Graceful. • Smiling. • Courteous. 1.5 Communication techniques • Verbal (speaking manner and tone, clear and avoid jargon, questioning techniques) • non-verbal (eye contact,			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	body language, facial expression, listening skills).			
2. Practise personal hygiene.	2.1 Personal hygiene requirements: • attire (conditions of the uniform). • hair (neat and tidy). • nails (short and groomed). • No jewellery • makeup (light, neat and matt). • perfume (no strong odour). • shoes (flat heels and	2.1 Identify personal hygiene requirements. 2.2 Identify Personal Protective Equipment (PPE). 2.3 Carry out personal hygiene.	<u>ATTITUDE</u> 2.1 Adhere personal hygiene at all time 2.2 Presentable appearance with apparent personal hygiene and professionally attired. <u>SAFETY</u> 2.1 Aware on personal, client and workplace safety requirement. <u>ENVIRONMENT</u> 2.1 Organised and systematic. 2.2 Premise should be well ventilated.	2.1 Personal hygiene requirements explained and determined in accordance salon requirement. 2.2 Infection control explained. 2.3 Personal Protection Equipment (PPE) explained. 2.4 Personal Protection Equipment (PPE) selected and used in accordance with salon safety and hygiene requirements. 2.5 Attire neat and cleaned, hair neat and tidied up, nails groomed, perfume (body free from odour) applied, good breath applied and covered footwear cleaned and used in accordance with personal hygienic practices.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	covered soles, clean). • oral hygiene. 2.2 Infection control: • Waste disposal. • Personal Protection Equipment (PPE). 2.3 PPE: • apron. • disposable face mask. • disposable glove.			
3. Practise salon hygiene.	3.1 Methods of infection control: • Regular washing of hands • Regular cleaning of work surfaces	3.1 Carry out infection control practices 3.2 Carry out sanitation, disinfection and sterilisation methods. 3.3 Identify types of infections. 3.4 Disinfect multi-use (reusable) items	<u>ATTITUDE</u> 3.1 Meticulous in identifying cleaning and sanitizing activities requirement 3.2 Empathy with client condition. 3.3 Ensure clarity of client requirements.	3.1 Methods of infection control explained and demonstrated in accordance with salon procedures and techniques. 3.2 Sanitation, disinfection and sterilisation methods demonstrated in accordance with salon requirements. 3.3 Hygienic terms explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Sanitising of tools and equipment • Sterilising of tools and equipment • Use of Personal Protective Equipment 3.2 Effectiveness and limitations of different infection control techniques: • Sanitation • Disinfection • Sterilisation 3.3 Methods of sterilisation/sanitisation available and their uses relevant to the treatment: • Chemicals Autoclave	3.5 Dispose single-use items 3.6 Carry out disinfection methods. 3.7 Carry out sterilisation methods.	<u>SAFETY</u> 3.1 Adhere to hygiene and safety requirement. <u>ENVIRONMENT</u> 3.1 Organised and systematic. 3.2 Premise should be well ventilated.	3.4 Types of infections explained. 3.5 Multi-use (reusable) items identified, cleaned and disinfected in accordance with salon hygiene requirement. 3.6 Single-use (disposable) items identified and disposed after each client in accordance with salon hygiene requirement. 3.7 Salon waste identified and disposed in accordance with local waste management regulations.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Hot bead • UV cabinet 3.4 Types of infections: • Bacterial • Fungal • Viruses • Infestations 3.5 Define hygienic terms: • Septic • Antiseptic • Disinfectant • Sterile • Cross-infection • Sterilisation • Aseptic • Bactericide • Bacteriostat • Fungicide • Pathogenic • Non-pathogenic • Toxins • Hygiene			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.6 Type of salon materials: • Multi-use (reusable) • Single-use (disposable) 3.7 Types of salon waste: • Contaminated waste • Sharps • General waste 3.8 Salon waste disposal method: • Contaminated waste bin • Sharps bin • General waste bin			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Practise salon safety.	4.1 Salon safety checklist. 4.2 Salon safety procedure. 4.3 Types of salon work area for safety: • service/ therapy room • consultation room • reception area • changing room • restrooms • shower room • salon pantry 4.4 Salon environment: • Ambience setting. • Air-conditioning/ heating. • Lightings. • Ventilation. • Music.	4.1 Obtain salon safety checklist. 4.2 Identify salon safety maintenance. 4.3 Check salon work area safety. 4.4 Check salon environment. 4.5 Identify salon safety equipment. 4.6 Check salon safety equipment requirements. 4.7 Identify salon safety equipment handling procedures. 4.8 Identify emergency procedure. 4.9 Identify potential hazards and risks in the salon. 4.10 Report potential hazards and risks. 4.11 Store sterilized products properly. 4.12 Apply occupational and health procedures	<u>ATTITUDE</u> 4.1 Calm in handling situation. <u>SAFETY</u> 4.1 Adhere to hygiene and safety requirement. 4.2 Aware on personal, client and workplace safety requirements. <u>ENVIRONMENT</u> 4.1 Good ventilation and conducive.	4.1 Salon safety checklist and procedure explained. 4.2 Salon safety checklist obtained and interpreted. 4.3 Salon safety maintenance intervals listed out and determined in accordance with salon safety requirements. 4.1 Types of salon work area for safety listed out and interpreted. 4.2 Reception, work area and walkway confirmed and maintained in a safe, uncluttered and organised manner in accordance with salon procedures and techniques. 4.3 Salon environment (ambience setting, air-conditioning/ heating, lightings, ventilation, music) explained and interpreted in accordance with salon safety requirements. 4.4 Salon safety equipment (fire extinguisher and first aid box) with manuals described and identified.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.5 Salon safety equipment with manuals: • Fire extinguisher. • First aid kit. 4.6 Types of fire and causes of fire. 4.7 Salon safety equipment requirements: • Expiry date. • Replenishment/ replacement. • Usage. 4.8 Injuries: • Type of injuries for first aid. • Injuries handling. 4.9 Emergency procedure: • Authority directory:			4.5 Salon safety equipment requirements (expiry date, replenishment/replacement, usage) explained and confirmed in accordance with salon safety requirements. 4.6 Type of injuries for first aid procedure listed out and explained. 4.7 Fire extinguisher and first aid kit utilised in accordance with salon safety requirements. 4.8 Emergency procedure explained and determined in accordance with salon safety requirements. 4.9 Potential hazards and risks in the salon explained. 4.10 Fire and safety hazards, hazardous chemicals, dangerous goods and substances determined, handled and stored in accordance with salon procedures and techniques. 4.11 Potential hazards and risks recorded and reported in accordance with salon safety requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Evacuation procedure (Floor plan, Safe exit points, Assembly points). 4.10 Potential hazards and risks in the salon: • handling and storing chemicals (surgical spirit, detergents). • Manual handling (correct posture for lifting and carrying objects). • Spills. • Slippery wet floor. • Shelves.			4.12 Legislation, codes and national standards relevant to workplace explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Personal safety (handling of salon hazardous products, personal hand sanitizing gel). 4.11 Procedures of reporting potential hazards and risks (forms, verbal). 4.12 Legislation, codes and national standards relevant to the workplace • Local health regulations • Occupational Health and Safety (OSHA) and			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	hygiene requirements • First Aid regulations/ requirements. • Labour laws of the country 4.13 Occupational health and safety procedures deal with: • clients • staff • equipment/ tools • premises • stock			
5. Practise salon housekeeping.	5.1 Housekeeping procedures. 5.2 Housekeeping. checklist. 5.3 Salon housekeeping area: • service room.	5.1 Obtain salon housekeeping checklist. 5.2 Identify salon housekeeping area. 5.3 Determine methods of salon housekeeping. 5.4 Clean work area.	<u>ATTITUDE</u> 5.1 Accurate in maintaining equipment. <u>SAFETY</u> 5.1 Adhere to hygiene and safety requirement.	5.1 Procedures of housekeeping explained. 5.2 Salon housekeeping checklist obtained and interpreted. 5.3 Salon housekeeping area explained. 5.4 Service room, consultation room, reception area, changing room, restrooms and salon

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• consultation room. • reception area. • changing room. • restrooms and salon pantry. 5.4 Salon waste disposal procedures and techniques. • Methods of waste disposal • Methods of disposal for hazardous materials. • Importance of separate waste bin for hazardous items.	5.5 Arrange salon tools and equipment. 5.6 Dispose salon waste.	5.2 Aware on personal, client and workplace safety requirements. <u>ENVIRONMENT</u> 5.1 Organised and systematic. 5.2 Premise should be well ventilated. 5.3 Ensure proper disposal of waste to minimize negative environmental impacts	pantry determined for salon housekeeping. 5.5 Methods of salon housekeeping explained and determined in accordance with salon requirements. 5.6 Work area tidied up, cleaned and sanitised in accordance with salon requirements. 5.7 Salon tools and equipment neatly and orderly arranged and stored in accordance with salon requirements. 5.8 Salon waste disposal procedures and techniques explained. 5.9 Salon waste disposed in accordance with local authority requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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

15.2. Salon Reception Duties

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Salon Reception Duties		
LEARNING OUTCOMES	The learning outcomes of this competency unit are the trainees enable to make client satisfied through feedback and meet salon package promotion with client's requirements. Upon completion of this competency unit, trainees should be able to: 1. Prepare salon reception area. 2. Handle client appointment. 3. Handle daily transactions 4. Handle salon product display.		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-1:2020-C01 Professional Ethics, Salon Safety and Hygiene Practices.		
CU CODE	S960-002-1:2020-C02	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare salon reception area.	1.1. Reception area preparation: • Display area • Reception desk • retail display • information leaflets, magazines	1.1 Clean and tidy salon reception desk area. 1.2 Organise reception area. 1.3 Maintain appropriate levels of reception stationary	<u>ATTITUDE</u> 1.1 Meticulous in preparing reception area 1.2 Courteous attitude towards client	1.1 Reception area preparation explained, 1.2 1.3 Reception stationary at salon reception desk determined in accordance with salon requirements. 1.4 Reception area cleanliness explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.2. Cleanliness and hygienic • Fixtures and fittings • Floor 1.3. Environmental condition: • Adequate ventilation • Good lighting • Ambience • Volume and type of music (relaxing/ calming) • Pleasant aroma 1.4. Reception stationary (pen, calculator, appointment book, calendar, price list, pamphlet and catalogue)		<u>SAFETY</u> 1.1. Comply with health and hygiene regulations and requirements <u>ENVIRONMENT</u> 1.1. Good ventilation 1.2. Pleasing aroma 1.3. Relaxing ambience	1.5 Reception area cleaned, tidied up and maintained hygiene. 1.6 Appointment book, calendar, pamphlet and catalogue arranged at the reception area in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	correct filing and storing procedures for efficient storage			
2. Handle client appointment.	2.1 Communication and behaviour: • positive image (neat, well groomed, good posture) • verbal (pleasant tone and speech) • non-verbal (body language, facial expression, eye contact) • listening skills • friendly and polite • questioning techniques (open, closed) 2.2 Appointment: • Face to face • By telephone 2.3 Appointment details	2.1 Present an professional image 2.2 Identify client's appointment requirements. 2.3 Confirm appointment and service with client. 2.4 record client appointment details	<u>ATTITUDE</u> 2.1 Polite, courteous and attentive to client 2.2 Communicate effectively <u>SAFETY</u> 2.1 Comply with health and hygiene regulations 2.2 Practise good posture to avoid Repetitive Strain Injury (RSI) <u>ENVIRONMENT</u> 2.1 Good ventilation 2.2 Pleasing aroma 2.3 Relaxing ambience	2.1 Interpersonal skills of client handling explained. 2.2 Salon communication techniques explained. 2.3 Client's attended to in accordance with salon procedures and techniques. 2.4 Types of client explained and determined in accordance to clientele procedures. 2.5 Client's appointment requirements explained and determined in accordance with salon procedures and techniques. 2.6 Client's appointment book checked in accordance with salon procedures and techniques. 2.7 Appointment and service confirmed with client in accordance with salon procedures and techniques. 2.8 Client's served drink and entertained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• date • time • type of services • client's name and contact number • name of therapist for service 2.4 Factors to consider when agreeing appointments. • Date • Time • Duration of treatment • Availability of the therapist 2.5 Client enquires: • salon services available, • duration of service and cost • charges and method of payment			2.9 Procedure of appointment confirmation explained. 2.10 Client's next appointment confirmed and recorded.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• complimentary services, treatments and products • discounted services, treatments and products • special packages of services, treatments and products • seasonal offers of services, treatments and products • trial or sample products. 2.6 Appointment recording systems: • paper based • electronic			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Handle daily transactions.	3.1 Payment methods: • Cash. • Cheques. • Credit card. • Debit card. • Gift vouchers. 3.2 Security of payments: • locked cash drawers • electronic tills 3.3 Problems that may occur with payment: • Discrepancies • Damaged currency • counterfeit currency • invalid cheques and credit cards • declined credit cards 3.4 Daily transactions record:	3.1 Identify payment methods. 3.2 Reconcile payments with billing done at the end of the shift 3.3 Procedure when dealing with payment problem 3.4 Record daily transactions.	<u>ATTITUDE</u> 3.1 Honest and sincere in handling cash flow. 3.2 Polite, courteous and attentive to client <u>SAFETY</u> 3.1 Comply with health and hygiene regulations 3.2 Safe handling with payments <u>ENVIRONMENT</u> 3.1 Good ventilation 3.2 Pleasing aroma 3.3 Relaxing ambience	3.1 Payment methods explained and determined in accordance with salon policy 3.2 Security of payment explained. 3.3 Payment problem dealed in accordance with salon procedures. 3.4 Daily transactions recorded in accordance with salon policy.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Manual. • Electronic.			
4. Handle salon product display.	4.1 Location of product display: • Display rack • Display cabinet. • Showcase. 4.2 Effects of effective location and design of display • Attract attention • increase sales 4.3 Items display • Retail products • Trial set • Sample • brochure 4.4 Product display arrangement	4.1 Identify location for product display. 4.2 Obtain items for display. 4.3 Organise products for display.	<u>ATTITUDE</u> 4.1 Meticulous and thorough in displaying products. <u>SAFETY</u> 4.1 Comply with health and hygiene regulations 4.2 Practise good posture to avoid Repetitive Strain Injury (RSI) 4.3 Safe handling with payments <u>ENVIRONMENT</u> 4.1 Good ventilation 4.2 Pleasing aroma 4.3 Relaxing ambience 4.4 Neat and cleanliness	4.1 Location for product display explained and determined in accordance with salon requirements. 4.2 Products for display explained and obtained in accordance with salon requirements. 4.3 Product display arrangement explained. 4.4 Product display arranged and maintained in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• safe and secured • firsi in first out (FIFO)			

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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

15.3. Manual Facial Services

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Manual Facial Services		
LEARNING OUTCOMES	The learning outcomes of this competency unit are the trainees enable to improve and enhance client's facial skin condition in accordance with client skin type and problem. Upon completion of this competency unit, trainees should be able to: 1. Carry out manual facial client consultation. 2. Carry out manual facial preparation. 3. Carry out manual facial cleansing. 4. Carry out client skin analysis. 5. Carry out manual facial deep cleansing. 6. Carry out manual facial massage. 7. Carry out manual facial mask. 8. Carry out manual facial protective care. 9. Carry out post manual facial advice. 10. Upkeep manual facial work area.		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-1:2020-C01 Professional Ethics, Salon Safety and Hygiene Practices.		
CU CODE	S960-002-1:2020-C03	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out manual facial	1.1 Importance of client consultation:	1.1 Obtain consultation card/form.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking	1.1 Importance of client consultation explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
client consultation.	• treatment objectives. • contraindications. • treatment plan. • client affordability. 1.2 Client's personal profile: • Client's details (name, age, gender, occupation, contacts and address). • Medical history (health condition, allergies, medication, past surgery). • Client's lifestyle	1.2 Record client's personal profile. 1.3 Identify client's contraindication to manual facial. 1.4 Check client's skin type. 1.5 Identify client's skin condition. 1.6 Confirm client's manual facial service requirements. 1.7 Explain possible contra-actions to client. 1.8 Obtain client's informed consent and signature.	client personal details. 1.2 Maintain professional appearance, personal hygiene and behaviour. 1.3 Adhere to personal grooming during discussion with clients. 1.4 Attentive to client requirements. <u>SAFETY</u> 1.1 Ensure confidentiality of client's data keeping. 1.2 Adhere to safety requirements. <u>ENVIRONMENT</u> 1.1 Ensure consultation room clean and warm relaxing ambience. 1.2 Ensure good ventilation and suitable lighting.	1.2 Consultation card/form obtained in accordance with salon procedures and techniques. 1.3 Client's personal profiles explained and recorded in the client's consultation card/form in accordance with Data Protection Act. 1.4 Contraindications explained. 1.5 Client's contraindications (health condition, allergies, medication) to manual facial identified in accordance with salon procedures and techniques. 1.6 Client's skin types and skin conditions explained. 1.7 Client's skin type checked in accordance with salon requirements. 1.8 Client's skin condition identified in accordance with salon requirements. 1.9 Clients' manual facial service requirements (type of manual facial and product, package plan) explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	(diet, habits). 1.3 Contraindications: • health condition. • allergies. • skin disorder. • recent scar tissue. • cuts and abrasion. • skin infection. • eye infection. 1.4 Skin types: • normal. • oily. • dry. • combination. 1.5 Skin conditions: • sensitive. • dehydrated. • oedematous (puffy).		1.3 Ensure conducive surrounding	1.10 Client's manual facial service requirements (type of manual facial and product, package plan) confirmed in accordance with salon procedures and techniques. 1.11 Possible contra-actions described. 1.12 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.13 Consent form described. 1.14 Client's informed consent and signature obtained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• mature. • pigmentation. 1.6 Client's manual facial service requirements (Services package plan, products, charges/ fees, mode of payment, discounts/ promotions). 1.7 Contra-actions. 1.8 Consent form.			
2. Carry out manual facial preparation.	2.1 Work area preparation. 2.2 Safety precaution. 2.3 Manual facial tools and materials. 2.4 Manual facial equipment: (Facial bed/ couch, trolley, stool,	2.1 Prepare tools, equipment and materials for manual facial. 2.2 Check equipment functionality and safety. 2.3 Select tools and equipment cleaning method. 2.4 Clean tools and equipment.	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 2.2 Adhere to services preparation requirements and procedure. 2.3 Handle client politely.	2.1 Work area preparation explained. 2.2 Tools, equipment and materials for manual facial set in accordance with salon requirements. 2.3 Safety precaution described and applied in accordance with salon safety requirements. 2.4 Manual facial tools and materials explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	magnifying lamp, steamer). 2.5 Arrangement of product, tools, equipment and materials. 2.6 Client preparation.	2.5 Organise tools, equipment and materials. 2.6 Prepare client for manual facial.	2.4 Maintain professional appearance, personal hygiene and behaviour. 2.5 Attentive to client requirements. <u>SAFETY</u> 2.1 Adhere to safety requirements. <u>ENVIRONMENT</u> 2.1 Comply to salon waste disposal procedures.	2.5 Manual facial equipment explained. 2.6 Equipment functionality tested and confirmed in safe working condition. 2.7 Tools and equipment cleaning method determined in accordance with salon requirements. 2.8 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.9 Arrangement of product, tools, equipment and materials explained. 2.10 Tools, equipment and materials arranged in accordance with client's manual facial requirements. 2.11 Client preparation explained. 2.12 PPE used in accordance with salon requirements. 2.13 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				2.14 Client's positioned on the facial bed/couch. 2.15 Client's body covered in accordance with service requirements. 2.16 Client's hair draped in accordance with service requirements.
3. Carry out manual facial cleansing.	3.1 Manual facial cleansing purpose (surface impurities removal and makeup). 3.2 Manual facial cleansing procedure and technique. 3.3 Manual facial cleansing material (Disposable/ facial sponge or tissue). 3.4 Types of emulsion: • Oil-in-water. • Water-in-oil.	3.1 Select cleansing product. 3.2 Remove client's eye and lip makeup. 3.3 Apply manual facial cleansing product. 3.4 Cleanse client's skin. 3.5 Remove manual facial cleansing product from client's skin.	<u>ATTITUDE</u> 3.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 3.2 Maintain professional appearance, personal hygiene and behaviour. 3.3 Adhere to services requirements and procedure. <u>SAFETY</u> 3.1 Adhere to safety and hygiene precaution requirements.	3.1 Manual facial purpose cleansing described. 3.2 Manual facial cleansing procedure and technique described. 3.3 Manual facial cleansing material described. 3.4 Manual facial cleansing material described. 3.5 Types of emulsion and cleansing products described. 3.6 Facial cleanser selected in accordance with client's skin requirements. 3.7 Eye and lip makeup removal explained. 3.8 Client's eye and lip makeup removed in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.5 Type of cleansing products (milk, cream, gel, foam, bar, lotion and eye makeup remover). 3.6 Eye and lip makeup removal.		ENVIRONMENT 3.1 Soothing, quite, relaxing environment. 3.2 Comply to salon waste disposal procedures.	3.9 Facial cleanser applied to client's skin in accordance with salon procedures and techniques. 3.10 Client's skin cleansed, free from residue and dirt in accordance with salon procedures and technique. 3.11 Facial cleanser removed from client's skin in accordance with salon procedures and techniques.
4. Carry out client skin analysis.	4.1 Purpose of manual facial skin analysis: • skin type • suitable treatment and product. • Skin condition • Contraindication 4.2 Anatomy and Physiology of the Face, Neck and Shoulder	4.1 Select manual facial skin analysis method. 4.2 Cover client's eye. 4.3 Analyse client's skin. 4.4 Record skin analysis finding on the consultation card/form.	ATTITUDE 4.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 4.2 Maintain professional appearance, personal hygiene and behaviour. 4.3 Adhere to services requirements and procedure. SAFETY	4.1 Manual facial skin analysis purpose described. 4.2 Types of manual facial skin analysis equipment described. 4.3 Manual facial skin analysis method described and determined in accordance with salon requirements. 4.4 Face, Neck and Shoulder Anatomy and Physiology (A&P) explained. 4.5 Basic cosmetic science (pH, acidity and alkalinity) explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.3 Types of manual facial skin analysis equipment (facial skin scope, magnifying lamp, facial skin scanner, wood lamp). 4.4 Manual facial skin analysis method. 4.5 Basic cosmetic science (pH, acidity and alkalinity). 4.6 Skin abnormalities and disorder.		4.1 Adhere to safety and hygiene requirements. <u>ENVIRONMENT</u> Not Available	4.6 Client's eye covered in accordance with salon requirements. 4.7 Client's skin analysed in accordance with salon procedures and techniques. 4.8 Skin abnormalities and disorder explained. 4.9 Client's skin disorder and skin type determined and recorded in client's consultation card/form in accordance with salon requirements. 4.10 Skin analysis finding recorded and updated in the client's consultation form in accordance with Data Protection Act.
5. Carry out manual facial deep cleansing.	5.1 Deep cleansing purpose (desquamation). 5.2 Manual facial deep cleansing method	5.1 Select manual facial deep cleansing method. 5.2 Perform manual facial deep cleansing. 5.3 Check client's skin reaction.	<u>ATTITUDE</u> 5.1 Resourceful in locating service areas and obtaining tools, equipment and materials.	5.1 Manual facial deep cleansing purpose described. 5.2 Manual facial deep cleansing method described and determined in accordance with client's skin requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	(exfoliation, vaporizer, hot compress and mechanical facial brushing). 5.3 Facial deep cleansing procedure and technique. 5.4 Client skin reaction. 5.5 Client response. 5.6 Remedial action procedure.	5.4 Check client's response. 5.5 Apply remedial action.	5.2 Maintain professional appearance, personal hygiene and behaviour. 5.3 Adhere to services requirements and procedure. <u>SAFETY</u> 5.1 Adhere to safety and hygiene requirements. <u>ENVIRONMENT</u> 5.1 Comply to salon waste disposal procedures.	5.3 Facial deep cleansing procedure and technique described. 5.4 Facial deep cleansing applied to client's skin in accordance with salon procedures and techniques. 5.5 Client's skin deep cleansed in accordance with salon procedures and techniques. 5.6 Client skin reaction and client response explained. 5.7 Client's skin and client's response checked and interpreted in accordance with salon procedures and techniques. 5.8 Remedy action procedure described and applied to client's response in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6. Carry out manual facial massage.	6.1 Manual facial massage purpose (improve blood circulation, desquamation and relaxing). 6.2 Facial massage procedures and techniques. 6.3 Type of manual facial massage medium (oil, cream and gel). 6.4 Five (5) Classical Facial Massage Movements (Effleurage, Petrissage, Tapotement, Vibrations and Frictions.) 6.5 Anatomy and Physiology of the Face, Neck and Shoulder	6.1 Select manual facial massage medium. 6.2 Apply manual facial massage medium. 6.3 Massage client's face. 6.4 Attend to client's response. 6.5 Remove massage medium.	<u>ATTITUDE</u> 6.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 6.2 Maintain professional appearance, personal hygiene and behaviour. 6.3 Adhere to services requirements and procedure. <u>SAFETY</u> 6.1 Adhere to safety and hygiene requirements. <u>ENVIRONMENT</u> 6.1 Comply to salon waste disposal procedures.	6.1 Manual facial massage purpose described. 6.2 Facial massage procedures and techniques explained. 6.3 Type of manual facial massage medium described and determined in accordance with service requirement. 6.4 Manual facial massage medium applied to client's face in accordance with salon procedure and technique. 6.5 Five (5) Classical Massage Movements described. 6.6 Client's face massaged in accordance with five classical facial massage movement, rhythm, pressure and flow. 6.7 Knowledge of anatomy and physiology of Face, Neck and Shoulder explained. 6.8 Client's response to manual facial massage attended to in accordance with salon procedures and techniques. 6.9 Massage medium removed in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Carry out manual facial mask.	7.1 Manual facial mask purpose (soothing, calming and nourishing) 7.2 Types of manual facial mask: • setting • non-setting. 7.3 Manual facial mask preparation. 7.4 Manual facial mask application procedures and techniques.	7.1 Select manual facial mask. 7.2 Prepare manual facial mask. 7.3 Apply manual facial mask. 7.4 Remove manual facial mask.	<u>ATTITUDE</u> 7.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 7.2 Maintain professional appearance, personal hygiene and behaviour. 7.3 Adhere to services requirements and procedure. <u>SAFETY</u> 7.1 Adhere to safety and hygiene requirements. <u>ENVIRONMENT</u>	7.1 Manual facial mask purpose described. 7.2 Type of manual facial mask explained and determined in accordance with client's skin requirements. 7.3 Manual facial mask preparation explained. 7.4 Manual facial mask ingredients selected and mixed using spatula and mask bowl to achieved smooth consistency in accordance with salon procedures and techniques. 7.5 Manual facial mask application procedures and techniques explained. 7.6 Manual facial mask applied smoothly, neatly and evenly covering the face within the

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	7.5 Manual facial mask removal procedures.		7.1 Comply to salon waste disposal procedures.	duration instructed by manufacturer. 7.7 Manual facial mask removal procedures explained. 7.8 Manual facial mask removed in accordance with salon procedures and techniques.
8. Carry out manual facial protective care.	8.1 Protective care purpose: • balancing. • hydrating. • moisturising. • sun protection. 8.2 Protective care application procedures and techniques. 8.3 Types of protective care product (moisturiser/ sun protection). 8.4 Protective care product information:	8.1 Select manual facial toner. 8.2 Apply manual facial toner. 8.3 Select manual facial moisturiser. 8.4 Apply manual facial moisturiser. 8.5 Select manual facial sun protective product. 8.6 Apply manual facial sun protective product.	<u>ATTITUDE</u> 8.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 8.2 Maintain professional appearance, personal hygiene and behaviour. 8.3 Adhere to services requirements and procedure. <u>SAFETY</u> 8.1 Adhere to safety and hygiene requirements. <u>ENVIRONMENT</u>	8.1 Protective care purpose described. 8.2 Protective care application procedures and techniques explained. 8.3 Types of protective care product listed out. 8.4 Protective care product information described. 8.5 Manual facial toner determined and applied in accordance with salon procedures and techniques. 8.6 Manual facial moisturizer determined and applied in accordance with salon procedures and techniques. 8.7 Manual facial sun protective product determined and applied in accordance with

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• sun protection factor. • Product ingredient		8.1 Comply to salon waste disposal procedures.	salon procedures and techniques.
9. Carry out post manual facial advice.	9.1 Client feedback. 9.2 Manual facial after care advice and post-treatment restrictions (Dos and don'ts aftercare). 9.3 Home care advice and product recommendation. 9.4 Client consultation records: • client feedback.	9.1 Obtain client's feedback. 9.2 Provide manual facial after care advice. 9.3 Recommend home care product. 9.4 Record post manual facial consultation. 9.5 Schedule next service appointment.	<u>ATTITUDE</u> 9.1 Honest in recording client feedback. 9.2 Apply effective communication skill. 9.3 Show sincerity and integrity in providing home care advice. 9.4 Thorough in completing service and client consultation records. <u>SAFETY</u> Not Available <u>ENVIRONMENT</u> Not Available	9.1 Client feedback described. 9.2 Client's feedback interpreted and recorded accordance with salon procedures and techniques. 9.3 Manual facial after care advice described. 9.4 Manual facial after care advice delivered to client in accordance with salon procedures and techniques. 9.5 Home care advice and product recommendation described. 9.6 Home care product advised and recommended to client in accordance with salon requirements. 9.7 Client consultation records explained. 9.8 Client consultation card/form storing techniques explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• tools and product used. • updating contra-actions and remedial action. 9.5 Client consultation card/form storing techniques: • manual. • electronic. 9.6 Next service appointment details.			9.9 Post manual facial consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 9.10 Next service appointment details described. 9.11 Next service appointment scheduled in accordance with salon procedures and techniques.
10. Upkeep manual facial work area.	10.1 Product, tools, equipment, materials storage procedure. 10.2 Product and materials replenishment/ replacement procedure.	10.1 Clean tools and equipment. 10.2 Store tools, equipment, materials and products. 10.3 Carry out product and materials replenishment/ replacement procedure.	<u>ATTITUDE</u> 10.1 Meticulous and thorough in up keeping service area. 10.2 Resourceful in locating keeping areas/store. <u>SAFETY</u>	10.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 10.2 Product, tools, equipment, materials storage procedure explained. 10.3 Tools, equipment, materials and products stored at designated place in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		10.4 Update stock inventory. 10.5 Dispose salon waste.	10.1 Adhere to safety requirements. <u>ENVIRONMENT</u> 10.1 Comply to salon waste disposal procedures.	accordance with salon procedures and techniques. 10.4 Product and materials replenishment/ replacement procedure explained. 10.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 10.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 10.7 Salon waste disposed in accordance with regulatory requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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

15.4. Day and Night Makeup Services

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Day and Night Makeup Services		
LEARNING OUTCOMES	The learning outcomes of this competency unit are the trainees enable to enhance client's overall appearance in accordance with day or night makeup requirements. Upon completion of this competency unit, trainees should be able to: 1. Carry out day and night makeup client consultation. 2. Carry out day and night makeup service preparation. 3. Carry out eyebrow shaping. 4. Carry out day makeup service. 5. Carry out night makeup service. 6. Carry out post day and night makeup advice. 7. Upkeep day and night makeup work area.		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-1:2020-C01 Professional Ethics, Salon Safety and Hygiene Practices.		
CU CODE	S960-002-1:2020-C04	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out day and night makeup client	1.1 Importance of client consultation: • treatment objectives.	1.1 Obtain consultation card/form. 1.2 Record client's profiles.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking client personal details.	1.1 Importance of client consultation explained. 1.2 Consultation card/form obtained in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
consultation.	• contraindications. • treatment plan. • client affordability. 1.2 Day makeup purpose. 1.3 Night makeup purpose. 1.4 Factors that influence makeup: • themes. • lighting. • shading and highlight (contouring). 1.5 Client's personal profile: • Client's details (name, age, gender, occupation, contacts and address) • Medical history (health condition, allergies,	1.3 Identify client's contraindication to makeup service. 1.4 Check client's skin condition, face shape, skin tone and features. 1.5 Confirm client's makeup service requirements. 1.6 Explain possible contra-actions to client. 1.7 Obtain client's informed consent and signature.	1.2 Maintain professional appearance, personal hygiene and behaviour. 1.3 Adhere to personal grooming during discussion with clients. 1.4 Attentive to client requirements. 1.5 Thorough in identifying factors that influence day and night makeup. SAFETY 1.1 Ensure confidentiality of client's data keeping. 1.2 Adhere to safety requirements. ENVIRONMENT Not Available	1.3 Day makeup purpose explained. 1.4 Night makeup purpose explained. 1.5 Factors that influence makeup explained. 1.6 Client's personal profiles explained and recorded in the client's consultation card/form in accordance with Data Protection Act. 1.7 Contraindications explained. 1.8 Client's contraindications (health condition, allergies, medication) to manual facial identified in accordance with salon procedures and techniques. 1.9 Face skin types, skin conditions, face shapes, skin tones and face features described. 1.10 Client's skin types, skin conditions face shapes, skin tones and face features checked in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	medication, past surgery). • Client's lifestyle (diet, habits) 1.6 Contraindications: • allergies. • skin disorder. • recent scar tissue. • cuts and abrasion. • skin infection. • eye infection. 1.7 Skin types: • normal. • oily. • dry. • combination. 1.8 Skin conditions: • sensitive. • dehydrated. • oedematous (puffy). • mature. • pigmentation. 1.9 Face shapes (oval, round, square,			1.11 Client's makeup service requirements (product, package plan) explained. 1.12 Client's makeup service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.13 Possible contra-actions described. 1.14 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.15 Consent form described. 1.16 Client's informed consent and signature obtained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	heart, diamond, oblong, pear). 1.10 Skin tones (fair, light, medium, tan, dark). 1.11 Face features: • Type of forehead (protruding, broad, narrow). • Shape of eyebrows (oblique, natural, fine, angled, emphatic). • Shape of eyes (protruding eyes, deep set eyes, round, hooded/heavy lidded eyes, small eyes, wide set eyes, close set eyes, bulging eye, dark circle eyes, eye bag).			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• Shape of nose (large /protruding nose, short flat nose, short nose, sharp nose, big nose, thin nose). • Shape of lips (thin upper lip, thin lower lip, thin upper and lower lips, cupid bow pointed upper lip, dropping corners lips, uneven lips, straight upper lips, fine lines around the lips, sharp peaks, oval lips, large full lips). 1.12 Client's makeup service requirements (services package plan, products,			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	charges/fees, mode of payment, discounts/ promotions). 1.13 Possible contra-action. 1.14 Consent form.			
2. Carry out day and night makeup service preparation.	2.1 Makeup tools types and functions (brush, spatula, makeup palette, mirror). 2.2 Makeup product types and functions: • foundation. • eyeshadow. • eyeliner. • eyebrow product. • mascara. • blusher. • lipstick. • powder. • concealer. • contour product.	2.1 Select makeup tools, equipment and materials. 2.2 Check equipment functionality and safety. 2.3 Select tools and equipment cleaning method. 2.4 Clean tools and equipment. 2.5 Arrange tools, equipment and materials. 2.6 Prepare client for makeup service.	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 2.2 Adhere to services preparation requirements and procedure. 2.3 Adhere to personal grooming during service preparation. <u>SAFETY</u> 2.1 Adhere to safety requirements.	2.1 Makeup tools types and functions explained. 2.2 Makeup product types and functions explained. 2.3 Makeup equipment types and functions explained. 2.4 Makeup tools, equipment and materials selected accordance with client's makeup service requirements. 2.5 Safety precaution described and applied in accordance with salon safety requirements. 2.6 Equipment functionality tested and confirmed in safe working condition. 2.7 Tools and equipment cleaning method determined in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	2.3 Makeup equipment types and functions (magnifying lamp, stool, trolley). 2.4 Safety precaution. 2.5 Arrangement of product, tools, equipment and materials. 2.6 Client preparation.		<u>ENVIRONMENT</u> 2.1 Comply to salon waste disposal procedures.	2.8 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.9 Arrangement of product, tools, equipment and materials explained. 2.10 Tools, equipment and materials arranged in accordance with client's makeup service requirements. 2.11 Client preparation explained. 2.12 PPE used in accordance with salon requirements. 2.13 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements. 2.14 Client's positioned on the bed/couch. 2.15 Client's body covered in accordance with service requirements. 2.16 Client's hair draped in accordance with service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out eyebrow shaping.	3.1 Eyebrow shaping purpose. 3.2 Eyebrow shaping procedures and techniques. 3.3 Eyebrow shapes: • face shape. • trend. 3.4 Eyebrow measurement. 3.5 Eyebrow shaping service products and materials.	3.1 Cleanse eyebrow area. 3.2 Measure client's eyebrow. 3.3 Clean eyebrow shaping tools. 3.4 Shape client's eyebrow.	<u>ATTITUDE</u> 3.1 Adhere to service procedure, method and technique consistently. 3.2 Attentive to client response. 3.3 Adhere to personal grooming during service. 3.4 Calm and steady hand in eyebrow shaping. <u>SAFETY</u> 3.1 Adhere safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 3.1 Comply to salon waste disposal procedures.	3.1 Eyebrow shaping purpose explained. 3.2 Eyebrow shaping procedures and techniques explained. 3.3 Eyebrow shapes explained. 3.4 Client's eyebrow area cleansed in accordance with salon procedures and techniques. 3.5 Eyebrow measurement explained. 3.6 Client's eyebrow measured in accordance to salon procedures and techniques. 3.7 Eyebrow shaping service products and materials explained. 3.8 Eyebrow shaping tools cleaned and sterilised in accordance with salon procedures and techniques. 3.9 Client's eyebrow shaped in accordance with eyebrow shaping procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out day makeup service.	4.1 Day makeup procedures and techniques. 4.2 Safety and hygiene precaution for makeup (disposable mascara wand, eyeliner pencil and lip liner sharpen for each client, no direct lipstick application). 4.3 Colour wheel: • Type of colours (Primary, Secondary, Tertiary) • Colour combination (Matching, Contrast) • Colour group (Warm, Cool)	4.1 Cleanse client's face. 4.2 Tone client's face. 4.3 Moisturise client's face. 4.4 Apply foundation. 4.5 Apply concealer. 4.6 Apply powder. 4.7 Draw eyebrow. 4.8 Apply eyeshadow. 4.9 Apply eyeliner. 4.10 Curl eyelashes. 4.11 Apply mascara. 4.12 Apply blusher. 4.13 Apply lip liner. 4.14 Apply lip colour.	<u>ATTITUDE</u> 4.1 Adhere to service procedure, method and technique consistently. 4.2 Attentive to client response. 4.3 Adhere to personal grooming during service. 4.4 Creative and follow the trend with colour tone selection. 4.5 Responsive to the immediate reaction. <u>SAFETY</u> 4.1 Adhere safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 4.1 Comply to salon waste disposal procedures.	4.1 Day makeup procedures and techniques explained. 4.2 Safety and hygiene precaution for makeup explained and adhered. 4.3 Colour wheel explained. 4.4 Client's face cleansed in accordance with salon procedures and techniques. 4.5 Client's face toned in accordance with salon procedures and techniques. 4.6 Client's face moisturised in accordance with salon procedures and techniques. 4.7 Foundation applied in accordance with client skin tone. 4.8 Concealer applied in accordance with client skin tone. 4.9 Powder applied in accordance with day makeup procedures and techniques. 4.10 Eyebrow drew in accordance with day makeup procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				4.11 Eyeshadow applied in accordance with day makeup procedures and techniques. 4.12 Eyeliner applied in accordance with day makeup procedures and techniques. 4.13 Eyelashes curled in accordance with day makeup procedures and techniques. 4.14 Mascara applied in accordance with day makeup procedures and techniques. 4.15 Blusher applied in accordance with day makeup procedures and techniques. 4.16 Lip liner applied in accordance with day makeup procedures and techniques. 4.17 Lip colour applied in accordance with day makeup procedures and techniques.
5. Carry out night makeup service.	5.1 Night makeup procedures and techniques.	5.1 Cleanse client's face. 5.2 Tone client's face. 5.3 Moisturise client's face. 5.4 Apply foundation. 5.5 Apply concealer. 5.6 Contour client's face.	<u>ATTITUDE</u> 5.1 Adhere to service procedure, method and technique consistently 5.2 Attentive to client response.	5.1 Night makeup procedures and techniques explained. 5.2 Client's face cleansed accordance with procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		5.7 Apply powder. 5.8 Draw eyebrow. 5.9 Apply eyeshadow. 5.10 Apply eyeliner. 5.11 Curl eyelashes. 5.12 Apply artificial eyelash. 5.13 Apply mascara. 5.14 Apply blusher. 5.15 Apply lip liner. 5.16 Apply lip colour.	5.3 Adhere to personal grooming during makeup service. 5.4 Creative and follow the trend with colour tone selection. 5.5 Responsive to the immediate reaction. <u>SAFETY</u> 5.1 Adhere safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 5.1 Comply to salon waste disposal procedures.	5.3 Client's face toned in accordance with salon procedures and techniques. 5.4 Client's face moisturised in accordance with salon procedures and techniques. 5.5 Foundation applied in accordance with client skin tone. 5.6 Concealer applied in accordance with client skin tone. 5.7 Client's face contoured in accordance with night makeup procedures and techniques. 5.8 Powder applied in accordance with night makeup procedures and techniques. 5.9 Eyebrow drew in accordance with night makeup procedures and techniques. 5.10 Eyeshadow applied in accordance with night makeup procedures and techniques. 5.11 Eyeliner applied in accordance with night makeup procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				5.12 Eyelashes curled in accordance with night makeup procedures and techniques. 5.13 Artificial eyelash applied in accordance with night makeup procedures and techniques. 5.14 Mascara applied in accordance with night makeup procedures and techniques. 5.15 Blusher applied in accordance with night makeup procedures and techniques. 5.16 Lip liner applied in accordance with night makeup procedures and techniques. 5.17 Lip colour applied in accordance with night makeup procedures and techniques.
6. Carry out post day and night makeup advice.	6.1 Client feedback. 6.2 Makeup after care advice and post-treatment restrictions (Dos and don'ts aftercare). 6.3 Home care advice and product recommendation.	6.1 Obtain client's feedback. 6.2 Provide makeup after care advice. 6.3 Recommend home care product. 6.4 Record post makeup consultation. 6.5 Schedule next service appointment.	<u>ATTITUDE</u> 6.1 Honest in recording client feedback. 6.2 Apply effective communication skills. 6.3 Show sincerity and integrity in providing home care advice.	6.1 Client feedback described. 6.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 6.3 Makeup after care advice described. 6.4 Makeup after care advice delivered to client in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	6.4 Makeup remover products. 6.5 Makeup removal techniques. 6.6 Client consultation records: • client's feedback. • tools and product used. • updating contra-actions and remedial action. 6.7 Client consultation card/form storing techniques: • manual. • electronic. 6.8 Next service appointment details.		6.4 Thorough in completing service and client consultation records. <u>SAFETY</u> Not Available <u>ENVIRONMENT</u> Not Available	accordance with salon procedures and techniques. 6.5 Home care advice and product recommendation described. 6.6 Makeup remover products described. 6.7 Makeup removal techniques described. 6.8 Home care product advised and recommended to client in accordance with salon requirements. 6.9 Client consultation records explained. 6.10 Client consultation card/form storing techniques explained. 6.11 Post makeup consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 6.12 Next service appointment details described. 6.13 Next service appointment scheduled in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Upkeep day and night makeup work area.	7.1 Product, tools, equipment, materials storage procedure. 7.2 Product and materials replenishment/ replacement procedure.	7.1 Clean tools and equipment. 7.2 Store tools, equipment, materials and products. 7.3 Carry out product and materials replenishment/ replacement procedure. 7.4 Update stock inventory. 7.5 Dispose salon waste.	<u>ATTITUDE</u> 7.1 Meticulous and thorough in up keeping service area. 7.2 Resourceful in locating keeping areas/store. <u>SAFETY</u> 7.1 Adhere to safety requirements. <u>ENVIRONMENT</u> 7.1 Comply to salon waste disposal procedures.	7.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 7.2 Product, tools, equipment, materials storage procedure explained. 7.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 7.4 Product and materials replenishment/ replacement procedure explained. 7.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 7.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 7.7 Salon waste disposed in accordance with regulatory requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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

15.5. Manicure Services

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Manicure Services		
LEARNING OUTCOMES	The learning outcomes of this competency unit are the trainees enable to improve and maintain client's hand and finger nail appearance improved and enhanced, groomed and in healthy condition accordance with clients' requirements. Upon completion of this competency unit, trainees should be able to: 1. Carry out water and hot oil manicure client consultation. 2. Carry out water and hot oil manicure services preparation. 3. Carry out water manicure services. 4. Carry out hot oil manicure services 5. Carry out post water and hot oil manicure service advice. 6. Upkeep water and hot oil manicure service work area.		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-1:2020-C01 Professional Ethics, Salon Safety and Hygiene Practices.		
CU CODE	S960-002-1:2020-C05	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out water and hot oil manicure client	1.1 Importance of client consultation: • treatment objectives.	1.1 Obtain consultation card/form. 1.2 Record client's personal profile.	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking client consultation details.	1.1 Importance of client consultation explained. 1.2 Consultation card/form obtained in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
consultation.	• contraindications. • treatment plan. • client affordability. 1.2 Client's personal profile: • client's details (name, age, gender, occupation, contacts and address). • medical history (health condition, allergies, medication, past surgery). • client's lifestyle (diet, habits).	1.3 Identify client's contraindication to manicure service. 1.4 Check client's hand, finger nails and skin condition. 1.5 Confirm client's manicure requirements. 1.6 Explain possible contra-actions to client. 1.7 Obtain client informed consent and signature.	1.2 Maintain professional appearance, personal hygiene and behaviour. 1.3 Adhere to personal grooming during discussion with clients. 1.4 Attentive to client requirements. <u>SAFETY</u> 1.1 Ensure confidentiality of client's data keeping. 1.2 Adhere to safety requirements. <u>ENVIRONMENT</u> 1.4 Ensure consultation room clean and warm relaxing ambience. 1.5 Ensure good ventilation and suitable lighting. 1.6 Ensure conducive surrounding	1.3 Client's personal profiles explained and recorded in the client's consultation card/form in accordance with Data Protection Act. 1.4 Contraindications explained. 1.5 Client's contraindication (health condition, allergies, medication) to water and hot oil manicure identified in accordance with salon procedures and techniques. 1.6 Hand and finger nails condition explained. 1.7 Client's hand, finger nails and skin condition checked in accordance with salon requirements. 1.8 Client's manicure service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.9 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.10 Client's informed consent and signature obtained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.3 Contraindications: • health condition. • allergies. • skin disorder. 1.4 Hand and finger nail condition (bruised nail, hang nail, ingrown nails, damaged nail, (chipped) calluses, corns cuts or abrasions on the hands/arm, infectious/ contagious skin diseases, nail disorder and paronychia). 1.5 Client manicure service requirements (services package plan, products,			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	charges/fees, mode of payment, discounts/ promotions). 1.6 Contra-actions. 1.7 Consent form.			
2. Carry out water and hot oil manicure services preparation.	2.1 Manicure materials (consumable - cotton bud, tissue, non-consumable- towels, service attire). 2.2 Manicure tools (finger bowl, cuticle knife, cuticle pusher, cuticle clipper, emery board, buffers). 2.3 Manicure equipment (manicure table, stool, trolley, manicure/	2.1 Select products, tools and materials. 2.2 Check equipment functionality and safety. 2.7 Select tools and equipment cleaning method. 2.3 Clean tools and equipment. 2.4 Organise products, tools, equipment and material. 2.5 Prepare client for manicure service.	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 2.2 Adhere to services preparation requirements and procedure. 2.3 Adhere to personal grooming during service preparation. <u>SAFETY</u> 2.1 Adhere to safety requirements. <u>ENVIRONMENT</u>	2.1 Manicure materials explained. 2.2 Manicure tools explained. 2.3 Manicure equipment explained. 2.4 Manicure service products explained. 2.5 Manicure tools, equipment and materials selected in accordance with manicure services requirements. 2.6 Safety precaution described and applied in accordance with salon safety requirements. 2.7 Equipment functionality tested and confirmed in safe working condition. 2.8 Tools and equipment cleaning method determined in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	magnifying lamp). 2.4 Manicure service products (hand cream, oil or lotion, top coat, base coat, coloured nail enamels- a selection, buffer, cuticle remover, oil massage, cream). 2.5 Safety precaution. 2.6 Arrangement of product, tools, equipment and materials. 2.7 Client preparation.		2.1 Comply to salon waste disposal procedures.	2.9 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.10 Arrangement of product, tools, equipment and materials explained. 2.11 Tools, equipment and materials arranged in accordance with client's makeup service requirements. 2.12 Client preparation explained. 2.13 PPE used in accordance with salon requirements. 2.14 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, hand sanitised and treatment area cleansed in accordance with service requirements. 2.15 Client's ushered to the manicure table. 2.16 Client's body covered in accordance with service requirements. 2.17 Client's hand draped in accordance with service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out water manicure services.	3.1 Water manicure purpose (care/groom hand/finger nail). 3.2 Hand Anatomy and Physiology (A&P): • structure and function of nail. • nail growth. • the bone of the hand and forearm (carpal bones, metacarpal bones, phalanges, ulna, humerus, radius). 3.3 Water manicure service procedures and techniques. 3.4 Hand massage procedures:	3.1 Remove stale nail polish. 3.2 Shape finger nails. 3.3 Buff finger nails. 3.4 Apply cuticle softener. 3.5 Soak finger nails in water. 3.6 Perform cuticle works. 3.7 Perform hand and forearm massage. 3.8 Remove excess massage medium from nail plate. 3.9 Apply base coat. 3.10 Varnish finger nails. 3.11 Apply top coat.	<u>ATTITUDE</u> 3.1 Adhere to service procedure, method and technique consistently. 3.2 Attentive to client's response. 3.3 Adhere to personal grooming during service. <u>SAFETY</u> 3.1 Adhere to safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 3.1 Comply to salon waste disposal procedures.	3.1 Water manicure purpose explained. 3.2 Hand Anatomy and Physiology (A&P) explained. 3.3 Water manicure service procedures and techniques explained. 3.4 Client's stale nail polish removed in accordance with water manicure service procedures and techniques. 3.5 Client's finger nails shaped in accordance with water manicure service procedures and techniques. 3.6 Client's finger nails buffed to smoothen nail surface in accordance with water manicure service procedures and techniques. 3.7 Cuticle softener applied in accordance with water manicure service procedures and techniques. 3.8 Client's finger nails soaked in water. 3.9 Cuticle works performed in accordance with water

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• massage movements types (effleurage, petrissage, friction). • hand massage benefits. 3.5 Nail varnish procedures: • nail varnish types. • nail varnish ingredient. • nail varnish applications (polish styles application, tips for nail varnish).			manicure service procedures and techniques. 3.10 Hand massage procedures explained. 3.11 Client's hand and forearm massaged in accordance with salon procedures and techniques. 3.12 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 3.13 Nail varnish procedures explained. 3.14 Base coat applied in accordance with water manicure service procedures and techniques. 3.15 Varnish applied in accordance with water manicure service procedures and techniques. 3.16 Top coat applied in accordance with water manicure service procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Carry out hot oil manicure services.	4.1 Hot oil manicure purpose (care/groom hand/finger nail). 4.2 Hot oil manicure service procedures and techniques. 4.3 Types of manicure oils (jojoba, olive, almond oil). 4.4 Safety precaution for hot oil manicure services: • oil temperature. • client's tolerance.	4.1 Remove stale nail polish. 4.2 Shape finger nails. 4.3 Soak finger nails with oil. 4.4 Perform cuticle works. 4.5 Perform hand and forearm massage. 4.6 Remove excess massage medium from nail plate. 4.7 Buff finger nails.	<u>ATTITUDE</u> 4.1 Adhere to service procedure, method and technique consistently. 4.2 Attentive to client's response. 4.3 Adhere to personal grooming during service. <u>SAFETY</u> 4.1 Adhere safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 4.1 Comply to salon waste disposal procedures.	4.1 Hot oil manicure purpose explained. 4.2 Hot oil manicure service procedures and techniques explained. 4.3 Types of manicure oils explained. 4.4 Safety precaution for hot oil manicure services explained and applied in accordance with salon safety requirements. 4.5 Client's stale nail polish removed in accordance with hot oil manicure service procedures and techniques. 4.6 Client's finger nails shaped in accordance with hot oil manicure service procedures and techniques. 4.7 Client's finger nails soaked with oil. 4.8 Cuticle works performed in accordance with hot oil manicure service procedures and techniques. 4.9 Client's hand and forearm massaged in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				4.10 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 4.11 Client's finger nails buffed to shine in accordance with hot oil manicure service procedures and techniques.
5. Carry out post water and hot oil manicure service advice.	5.1 Client feedback. 5.2 Manicure after care advice and post-treatment restrictions (Dos and don'ts aftercare). 5.3 Home care advice. 5.4 Hand care product recommendation (hand cream/lotion). 5.5 Client consultation records: • client's feedback.	5.1 Obtain client feedback. 5.2 Provide manicure after care advice. 5.3 Recommend home care product. 5.4 Record post manicure consultation. 5.5 Schedule next service appointment.	<u>ATTITUDE</u> 5.1 Honest in recording client feedback. 5.2 Apply effective communication skills. 5.3 Show sincerity and integrity in providing home care advice. 5.4 Thorough in completing service and client consultation records. <u>SAFETY</u> Not Available <u>ENVIRONMENT</u> Not Available	5.1 Client feedback explained. 5.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 5.3 Manicure after care advice explained. 5.4 Manicure after care advice provided in accordance with salon procedures and techniques. 5.5 Home care advice explained. 5.6 Hand care product recommendation explained. 5.7 Home care advice and hand care product recommended to client in accordance with salon requirements. 5.8 Client consultation records explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• tools and product used. • updating contra-actions and remedial action. 5.6 Client consultation card/form storing techniques: • manual. • electronic. 5.7 Next service appointment details.			5.9 Client consultation card/form storing techniques explained. 5.10 Post manicure consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 5.11 Next service appointment details described. 5.12 Next service appointment scheduled in accordance with salon procedures and techniques.
6. Upkeep water and hot oil manicure service work area.	6.1 Product, tools, equipment, materials and storage procedure. 6.2 Product and materials replenishment/ replacement procedure.	6.1 Clean tools and equipment. 6.2 Store tools, equipment, materials and products. 6.3 Carry out product and materials replenishment/ replacement procedure.	<u>ATTITUDE</u> 6.1 Meticulous and thorough in up keeping service area. 6.2 Resourceful in locating keeping areas/store. <u>SAFETY</u> 6.1 Adhere to safety requirements.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Product, tools, equipment, materials storage procedure explained. 6.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		6.4 Update stock inventory. 6.5 Dispose salon waste.	<u>ENVIRONMENT</u> 6.1 Comply to salon waste disposal procedures.	6.4 Product and materials replenishment/ replacement procedure explained. 6.5 Depleted product and materials replenished/replaced in accordance with salon procedures and techniques. 6.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.7 Salon waste disposed in accordance with regulatory requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

References for Learning Material Development

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

15.6. Pedicure Services

SECTION	(S) Other Service Activities		
GROUP	(960) Other Personal Service Activities		
AREA	Beauty Therapy		
NOSS TITLE	Beauty Services		
COMPETENCY UNIT TITLE	Pedicure Services		
LEARNING OUTCOMES	The learning outcomes of this competency unit are to enable the trainees to improve, enhance, groom and make client's foot and toe nail appearance in healthy condition in accordance with clients' requirements. Upon completion of this competency unit, trainees should be able to: 1. Carry out water and hot oil pedicure client consultation. 2. Carry out water and hot oil pedicure services preparation. 3. Carry out water pedicure services. 4. Carry out hot oil pedicure services. 5. Carry out post water and hot oil pedicure service advice. 6. Upkeep water and hot oil pedicure service work area.		
TRAINING PREREQUISITE (SPECIFIC)	Must complete S960-002-1:2020-C01 Professional Ethics, Salon Safety and Hygiene Practices.		
CU CODE	S960-002-1:2020-C06	NOSS LEVEL	One (1)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Carry out water and hot oil pedicure client consultation.	1.1 Importance of client consultation: • treatment objectives.	1.1 Obtain consultation card/form. 1.2 Record client's personal profile	<u>ATTITUDE</u> 1.1 Meticulous and thorough in checking client consultation details.	1.1 Importance of client consultation explained. 1.2 Consultation card/form obtained in accordance with salon procedures and techniques.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• contraindications. • treatment plan. • client affordability. 1.2 Client's personal profile: • client's details (name, age, gender, occupation, contacts and address). • medical history. (health condition, allergies, medication, past surgery). • client's lifestyle (diet, habits).	1.3 Identify client's contraindication to pedicure service. 1.4 Check client's foot/toe nails and skin condition. 1.5 Confirm client's pedicure requirements. 1.6 Explain possible contra-actions to client. 1.7 Obtain client informed consent and signature.	1.2 Maintain professional appearance, personal hygiene and behaviour. 1.3 Adhere to personal grooming during discussion with clients. 1.4 Attentive to client requirements. SAFETY 1.1 Ensure confidentiality of client's data keeping. 1.2 Adhere to safety requirements. ENVIRONMENT Not Available	1.3 Client's personal profiles explained and recorded in the client's consultation card/form in accordance with Data Protection Act. 1.4 Contraindications explained. 1.5 Client's contraindication (health condition, allergies, medication) to water and hot oil pedicure identified in accordance with salon procedures and techniques. 1.6 Foot/toe nails and skin condition explained. 1.7 Client's foot/toe nails and skin condition checked in accordance with salon requirements. 1.8 Client's pedicure service requirements (product, package plan) confirmed in accordance with salon procedures and techniques. 1.9 Possible contra-actions explained to client in accordance with salon procedures and techniques. 1.10 Client's informed consent and signature obtained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.3 Contraindications: • health condition. • allergies. • skin disorder. 1.4 Foot/toe nails and skin condition (bruised nail, hang nail, ingrown nails, athlete's foot, damaged nail (chipped), calluses, corns, cuts or abrasions on the foot or leg, infectious/ contagious skin diseases, nail disorder (tineaunguium / paronychia)) 1.5 Client pedicure requirements (services			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	package plan, products, charges/fees, mode of payment, discounts/ promotions). 1.6 Contra-actions. 1.7 Consent form.			
2. Carry out water and hot oil pedicure services preparation.	2.1 Pedicure materials (consumable - cotton bud, tissue, non-consumable- towels, service attire) 2.2 Pedicure tools (bowl, cuticle knife, cuticle pusher, cuticle clipper, emery board, buffers,). 2.3 Pedicure equipment (bed/couch, stool, trolley,	2.1 Select product, tools and materials. 2.2 Check equipment functionality and safety. 2.3 Select tools and equipment cleaning method. 2.4 Clean tools and equipment. 2.5 Arrange products, tools, equipment and materials. 2.6 Prepare client for pedicure services.	<u>ATTITUDE</u> 2.1 Resourceful in locating service areas and obtaining tools, equipment and materials. 2.2 Adhere to services preparation requirements and procedure. 2.3 Adhere to personal grooming during service preparation. <u>SAFETY</u> 2.1 Adhere to safety requirements. <u>ENVIRONMENT</u>	2.1 Pedicure materials explained. 2.2 Pedicure tools explained. 2.3 Pedicure equipment explained. 2.4 Pedicure service products explained. 2.5 Pedicure tools, equipment and materials selected in accordance with manicure services requirements. 2.6 Safety precaution described and applied in accordance with salon safety requirements. 2.7 Equipment functionality tested and confirmed in safe working condition. 2.8 Tools and equipment cleaning method determined in accordance with salon requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	magnifying lamp) 2.4 Pedicure service products (massage cream, oil or lotion, top coat, base coat, coloured nail enamels a selection, buffer, cuticle remover). 2.5 Safety precaution. 2.6 Arrangement of product, tools, equipment and materials. 2.7 Client preparation.		2.1 Comply to salon waste disposal procedures.	2.9 Tools and equipment cleaned and sterilised in accordance with salon requirements. 2.10 Arrangement of product, tools, equipment and materials explained. 2.11 Tools, equipment and materials arranged in accordance with client's pedicure service requirements. 2.12 Client preparation explained. 2.13 PPE used in accordance with salon requirements. 2.14 Client's service attire changed, jewellery/accessories around treatment area removed and kept safely, feet sanitised and treatment area cleansed in accordance with service requirements. 2.15 Client's positioned to the bed/couch. 2.16 Client's body covered in accordance with service requirements. 2.1 Client's feet draped in accordance with service requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Carry out water pedicure services.	3.1 Pedicure purpose (care/groom foot/toe nail). 3.2 Foot Anatomy and Physiology (A&P): • the structure and function of the nail growth. • the muscular system (the muscle of the foot and lower leg). • the bones (foot and the lower leg). • the blood (the arteries of the foot and lower leg). 3.3 Water pedicure service procedures and techniques.	3.1 Remove stale nail polish. 3.2 Shape toe nails. 3.3 Buff toe nails. (smoothen nail surface) 3.4 Apply cuticle softener. 3.5 Soak toe nails in water. 3.6 Perform cuticle works. 3.7 Perform foot/lower leg massage. 3.8 Remove excess massage medium from nail plate. 3.9 Apply base coat. 3.10 Varnish toe nails. 3.11 Apply top coat.	<u>ATTITUDE</u> 3.1 Adhere to service procedure, method and technique consistently. 3.2 Attentive to client's response. 3.3 Adhere to personal grooming during service. <u>SAFETY</u> 3.1 Adhere to safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 3.1 Comply to salon waste disposal procedures.	3.1 Water pedicure purpose explained. 3.2 Foot Anatomy and Physiology (A&P) explained. 3.3 Water pedicure service procedures and techniques explained. 3.4 Client's stale nail polish removed in accordance with water pedicure service procedures and techniques. 3.5 Client's toe nails shaped in accordance with water pedicure service procedures and techniques. 3.6 Client's toe nails buffed to smoothen nail surface in accordance with water pedicure service procedures and techniques. 3.7 Cuticle softener applied in accordance with water pedicure service procedures and techniques. 3.8 Client's toe nails soaked in water. 3.9 Cuticle works performed in accordance with water

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.4 Foot massage procedure: • massage movements types (effleurage, petrissage, friction and tapotement). • foot massage benefits. 3.5 Nail varnish procedures: • nail varnish types. • nail varnish ingredient. • nail varnish applications (polish styles application, tips for nail varnish).			pedicure service procedures and techniques. 3.10 Foot massage procedures explained. 3.11 Client's foot/lower leg massaged in accordance with salon procedures and techniques. 3.12 Excess massage medium removed from nail plate in accordance with salon procedures and techniques. 3.13 Nail varnish procedures explained. 3.14 Base coat applied in accordance with water pedicure service procedures and techniques. 3.15 Varnish applied in accordance with water pedicure service procedures and techniques. 3.16 Top coat applied in accordance with water pedicure service procedures and techniques.
4. Carry out hot oil pedicure services.	4.1 Purpose of hot oil pedicure (care/groom foot/toe nail).	4.1 Remove stale nail polish. 4.2 Shape toe nails.	<u>ATTITUDE</u> 4.1 Adhere to service procedure, method	4.1 Hot oil pedicure purpose explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.2 Hot oil pedicure service procedures and techniques. 4.3 Types of pedicure oils (jojoba, olive, almond oil). 4.4 Safety precaution for hot oil manicure services: • oil temperature. • client's tolerance.	4.3 Soak finger nails with oil. 4.4 Perform cuticle works. 4.5 Perform foot/lower leg massage. 4.6 Remove excess massage medium from nail plate. 4.7 Buff toe nails.	and technique consistently. 4.2 Attentive to client's response. 4.3 Adhere to personal grooming during service. <u>SAFETY</u> 4.1 Adhere safety and hygiene precaution requirements. <u>ENVIRONMENT</u> 4.1 Comply to salon waste disposal procedures.	4.2 Hot oil pedicure service procedures and techniques explained. 4.3 Types of pedicure oils explained. 4.4 Safety precaution for hot oil pedicure services explained and applied in accordance with salon safety requirements. 4.5 Client's stale nail polish removed in accordance with hot oil pedicure service procedures and techniques. 4.6 Client's toe nails shaped in accordance with hot oil pedicure service procedures and techniques. 4.7 Client's toe nails soaked with oil. 4.8 Cuticle works performed in accordance with hot oil pedicure service procedures and techniques. 4.9 Client's foot/lower leg massaged in accordance with salon procedures and techniques. 4.10 Excess massage medium removed from nail plate in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				accordance with salon procedures and techniques. 4.11 Client's toe nails buffed to shine in accordance with hot oil pedicure service procedures and techniques.
5. Carry out post water and hot oil pedicure service advice.	5.1 Client feedback. 5.2 Pedicure after care advice. 5.3 Home care advice. 5.4 Foot care product (foot cream/lotion). 5.5 Client consultation records: • client's feedback. • tools and product used. • updating contra-actions and remedial action. 5.6 Client consultation	5.1 Obtain client feedback. 5.2 Provide pedicure after care advice. 5.3 Recommend home care product. 5.4 Record post pedicure consultation. 5.5 Schedule next service appointment.	<u>ATTITUDE</u> 5.1 Honest in recording client feedback. 5.2 Apply effective communication skills. 5.3 Show sincerity and integrity in providing home care advice. 5.4 Thorough in completing service and client consultation records. <u>SAFETY</u> Not Available <u>ENVIRONMENT</u> Not Available	5.1 Client feedback explained. 5.2 Client's feedback interpreted and recorded in accordance with salon procedures and techniques. 5.3 Pedicure after care advice explained. 5.4 Pedicure after care advice provided in accordance with salon procedures and techniques. 5.5 Home care advice explained. 5.6 Foot care product recommendation explained. 5.7 Home care advice and foot care product recommended to client in accordance with salon requirements. 5.8 Client consultation records explained. 5.9 Client consultation card/form storing techniques explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	card/form storing techniques: • manual. • electronic. 5.7 Next service appointment details.			5.10 Post pedicure consultation updated and recorded in the client's consultation card/form in accordance with salon procedures and techniques. 5.11 Next service appointment details described. 5.12 Next service appointment scheduled in accordance with salon procedures and techniques.
6. Upkeep water and hot oil pedicure service work area.	6.1 Product, tools, equipment, materials and storage procedure. 6.2 Product and materials replenishment/ replacement procedure.	6.1 Clean tools and equipment. 6.2 Store tools, equipment, materials and products. 6.3 Carry out product and materials replenishment/ replacement procedure. 6.4 Update stock inventory. 6.5 Dispose salon waste.	ATTITUDE 6.1 Meticulous and thorough in up keeping service area. 6.2 Resourceful in locating keeping areas/store. SAFETY 6.1 Adhere to safety requirements. ENVIRONMENT 6.1 Comply to salon waste disposal procedures.	6.1 Tools and equipment cleaned and sterilised in accordance with salon requirements. 6.2 Product, tools, equipment, materials storage procedure explained. 6.3 Tools, equipment, materials and products stored at designated place in accordance with salon procedures and techniques. 6.4 Product and materials replenishment/ replacement procedure explained. 6.5 Depleted product and materials replenished/replaced in

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				accordance with salon procedures and techniques. 6.6 Stock inventory updated and recorded in accordance with salon procedures and techniques. 6.7 Salon waste disposed in accordance with regulatory requirements.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

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

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

16. Delivery Mode

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

KNOWLEDGE	SKILL
• 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	• 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 SERVICES

LEVEL 1

CU	CU CODE	COMPETENCY UNIT TITLE
C01	S960-002-1:2020-C01	Professional Ethics, Salon Safety and Hygiene Practices
C02	S960-002-1:2020-C02	Salon Reception Duties
C03	S960-002-1:2020-C03	Manual Facial Services
C04	S960-002-1:2020-C04	Day and Night Makeup Services
C05	S960-002-1:2020-C05	Manicure Services
C06	S960-002-1:2020-C06	Pedicure Services

***** 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
A. Tools							
1	Emery Board					1:1	1:1
2	Orange Sticks					1:1	1:1
3	Cuticle knife					1:1	1:1
4	Cuticle nipper					1:1	1:1
5	Nail Scissors					1:1	1:1
6	Toe Nail Clipper					1:1	1:1
7	Nail Buffer					1:1	1:1
8	Nail Brush					1:1	1:1
9	Hoof Stick					1:1	1:1
10	Hard skin rasp/file/grater					1:1	1:1
11	Pumice Stone					1:1	1:1
12	Manicure Bowls					1:1	1:1

13	Towels (big, Small)			1:1	1:1	1:1	1:1
14	Spatulas				1:1	1:1	1:1
15	First aid kit	1:25	1:25	1:25	1:25	1:25	1:25
16	Personal Protective Equipment (PPE set Disposable glove, mask)	1:1	1:1	1:1	1:1	1:1	1:1
17	Cleaning tools	1:10					
18	Calculator		1:10				
19	Telephone		1:25				
20	Accident/incident record book	1:1					
21	Client Consultation card/form	1:1					
22	Record of work place safety, hygiene and maintenance/ forms/ checklist	1:1					
23	Workplace safety procedure manual	1:1					
24	Stationery	1:1	1:1	1:1	1:1	1:1	1:1
25	Sample of contact details		1:1				
26	Sample Cash book		1:1				
27	Headband			1:1	1:1		
28	Facial Gown			1:1	1:1	1:1	1:1
29	Brush masker			1:1			
30	Large Bowls			1:1	1:1	1:1	1:1
31	Small Bowls			1:1	1:1	1:1	1:1
32	Scissors			1:1	1:1	1:1	1:1
33	Hand mirror			1:1	1:1		
34	Timer			1:1		1:1	1:1
35	Mask Bowl			1:1			
36	Comedone Extractor			1:1			
37	Apron			1:1	1:1	1:1	1:1
38	Tweezer				1:1		
39	Laundry Container			1:1	1:1	1:1	1:1
40	Couch cover			1:1	1:1	1:1	1:1
41	Makeup set brush				1:1		

42	Small Spatulas			1:1	1:1	1:1	1:1
43	Pencil Sharpener				1:1		
44	Makeup Palette				1:1		
B. Equipment							
1	Couch			1:2	1:2	1:2	1:2
2	Trolley			1:2	1:2	1:2	1:2
3	Safety Equipment (fire extinguisher, water sprinkle)	1:25					
4	Computer	1:10	1:10				
5	Steriliser Cabinet			1:15	1:15	1:15	1:15
6	Reception Desk		1:25				
7	Comfortable chair		1:25				
8	Display Cabinet		1:25				
9	Waste Bin	1:25	1.25	1:25	1:25	1:25	1:25
10	Stool			1:25	1:25	1:25	1:25
11	Magnifying lamp			1:4	1:4	1:4	1:4
12	Skin Scanner			1:25	1:25		
13	Hot Cabinet (warm towel heater)	1:15		1:15	1:15	1:15	1:15
14	Vapour unit			1:4			
C. Materials							
1	Couch roll			1:1	1:1	1:1	1:1
2	Tissue			AR	AR	AR	AR
3	Nail enamel/Varnish remover					AR	AR
4	Cuticle cream/oil					AR	AR
5	Cuticle remover					AR	AR
6	Nail Hardeners					AR	AR
7	Rough skin remover/exfoliators					AR	AR
8	Buffing paste					AR	AR
9	Hand cream/massage cream					AR	AR
10	Hand lotion					AR	AR
11	Nail varnish					AR	AR

12	Base Coat					AR	AR
13	Top Coat					AR	AR
14	Cleaning agents (Disinfectant, Detergent)	AR	AR				
15	Beauty industry Guidelines	1:25	1:25				
16	Sample company policies and various procedures manual (safety, fire, emergency)	1:25	1:25				
17	Sample accident and emergency (A & E) Contact list (police, fire rescue department, hospital/clinic)	1:25					
18	Sterilizing Products	AR	AR	AR	AR	AR	AR
19	Magazine		1:25				
20	Decoration plans/fresh flower		1:10				
21	Cotton Bud			AR	AR	AR	AR
22	Skin cleanser product (milk, gel foam, cream)			AR	AR		
23	Eye makeup remover			AR	AR		
24	Toning lotion/ astringent			AR	AR		
25	Moisturiser			AR	AR		
26	Exfoliator product			AR			
27	Massage medium			AR			
28	Setting Mask (calamine, kaolin, magnesium carbonate, fuller earth, sulphur)			AR			
29	Rose water/orange flower water/witch hazel			AR			
30	Skin Protection cream (SPF)			AR	AR		
31	Gauze			AR			
32	Facial sponge			AR	AR		
33	Surgical Sprit	AR	AR	AR	AR	AR	AR
34	Hand sanitiser	AR	AR	AR	AR	AR	AR
35	Facial cotton			AR	AR	AR	AR

36	Lightweight moisturiser of primer				AR		
37	Sponge Foundation				AR		
38	Disposable applicator eye shadow				AR		
39	Concealer				AR		
40	Foundation				AR		
41	Face Powder				AR		
42	Blusher and bronzing products				AR		
43	Eyebrow pencil				AR		
44	Eyeliner kohl pencil				AR		
45	Eyeshadow				AR		
46	Mascara				AR		
47	Lip liner				AR		
48	Lipstick				AR		
49	Contouring cosmetics				AR		
50	Loose Powder/ Compact powder				AR		

18. Competency Weightage

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

BEAUTY SERVICES

LEVEL 1

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-1:2020-C01	Professional Ethics, Salon Safety and Hygiene Practices	10%	1. Practise professional ethics.	30 %
			2. Practise personal hygiene.	10 %
			3. Practise salon hygiene.	20 %
			4. Practise salon safety.	30 %
			5. Practise salon housekeeping.	10 %
S960-002-1:2020-C02	Salon Reception Duties	5%	1. Prepare salon reception area.	25 %
			2. Handle client appointment.	25 %
			3. Handle daily transactions.	30 %
			4. Handle salon product display.	20 %

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-1:2020-C03	Manual Facial Services	35%	1. Carry out manual facial client consultation.	5 %
			2. Carry out manual facial preparation.	5 %
			3. Carry out manual facial cleansing.	10 %
			4. Carry out client skin analysis.	20 %
			5. Carry out manual facial deep cleansing.	10 %
			6. Carry out manual facial massage.	25 %
			7. Carry out manual facial mask.	10 %
			8. Carry out manual facial protective care.	5 %
			9. Carry out post manual facial advice.	5 %
			10. Upkeep manual facial work area.	5 %

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-1:2020-C04	Day and Night Makeup Services	20%	1. Carry out day and night makeup client consultation.	5%
			2. Carry out day and night makeup service preparation.	5%
			3. Carry out eyebrow shaping.	20%
			4. Carry out day makeup service.	30%
			5. Carry out night makeup service.	30%
			6. Carry out post day and night makeup advice.	5%
			7. Upkeep day and night makeup work area.	5%
S960-002-1:2020-C05	Manicure Services	15 %	1. Carry out water and hot oil manicure client consultation.	10%
			2. Carry out water and hot oil manicure services preparation.	10%
			3. Carry out water manicure services.	30 %
			4. Carry out hot oil manicure services	30 %
			5. Carry out post water and hot oil manicure service advice.	10 %
			6. Upkeep water and hot oil manicure service work area.	10 %

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
S960-002-1:2020-C06	Pedicure Services	15 %	1. Carry out water and hot oil pedicure client consultation.	10%
			2. Carry out water and hot oil pedicure services preparation.	10%
			3. Carry out water pedicure services.	30 %
			4. Carry out hot oil pedicure services.	30 %
			5. Carry out post water and hot oil pedicure service advice.	10 %
			6. Upkeep water and hot oil pedicure service work area.	10 %
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		

Sample Calculation for Summary of Training Hours

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

BEAUTY SERVICES

LEVEL 1

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
S960-002-1:2020-C01	Professional Ethics, Salon Safety and Hygiene Practices	1. Practise professional ethics.	6	12	60	6
		2. Practise personal hygiene.	2	4		
		3. Practise salon hygiene.	4	8		
		4. Practise salon safety.	6	12		
		5. Practise salon housekeeping.	2	4		
S960-002-1:2020-C02	Salon Reception Duties	1. Prepare salon reception area.	3	5	30	3
		2. Handle client appointment.	3	5		
		3. Handle daily transactions.	3	6		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
		4. Handle salon product display.	1	4		
S960-002-1:2020-C03	Manual Facial Services	1. Carry out manual facial client consultation.	3	7	210	21
		2. Carry out manual facial preparation.	3	7		
		3. Carry out manual facial cleansing.	6	16		
		4. Carry out client skin analysis.	10	32		
		5. Carry out manual facial deep cleansing.	6	16		
		6. Carry out manual facial massage.	16	36		
		7. Carry out manual facial mask.	6	16		
		8. Carry out manual facial protective care.	3	7		
		9. Carry out post manual facial advice.	3	7		
		10. Upkeep manual facial work area.	3	7		
S960-002-1:2020-C04	Day and Night Makeup Services	1. Carry out day and night makeup client consultation.	2	4	120	12
		2. Carry out day and night makeup service preparation.	2	4		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
		3. Carry out eyebrow shaping.	10	14		
		4. Carry out day makeup service.	10	26		
		5. Carry out night makeup service.	8	28		
		6. Carry out post day and night makeup advice.	2	4		
		7. Upkeep day and night makeup work area.	2	4		
S960-002-1:2020-C05	Manicure Services	1. Carry out water and hot oil manicure client consultation.	3	6	90	9
		2. Carry out water and hot oil manicure services preparation.	3	6		
		3. Carry out water manicure services.	8	19		
		4. Carry out hot oil manicure services	8	19		
		5. Carry out post water and hot oil manicure service advice.	2	7		
		6. Upkeep water and hot oil manicure service work area.	2	7		
S960-002-1:2020-C06	Pedicure Services	1. Carry out water and hot oil pedicure client consultation.	3	6	90	9
		2. Carry out water and hot oil pedicure services preparation.	3	6		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
		3. Carry out water pedicure services.	8	19		
		4. Carry out hot oil pedicure services.	8	19		
		5. Carry out post water and hot oil pedicure service advice.	2	7		
		6. Upkeep water and hot oil pedicure service work area.	2	7		
TOTAL HOURS (CORE COMPETENCY)			177	423	600	60
TOTAL HOURS OF COMPETENCY UNIT					600	
TOTAL HOURS OF CORE ABILITIES					40	
TOTAL HOURS TRAINING DURATION					640	

The sample calculations performed are based on table in section 18 for delivery of level 1 training program at 600 hours excluding delivery of core abilities.