Self Assessment Guide

<table>
<thead>
<tr>
<th>Qualification:</th>
<th>HILOT (WELLNESS MASSAGE) NC II</th>
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<tbody>
<tr>
<td>Project:</td>
<td>PROVIDE HILOT WELLNESS PRODUCTS AND SERVICES TO CLIENTS</td>
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| Unit/s of Competency Covered: | • Plan the Hilot Wellness Program of Clients  
• Provide Pre-Service to Clients  
• Apply Hilot Wellness Massage Techniques  
• Provide Post-Advice and Post-Services To Clients |

Instruction:
- Read each of the questions in the left-hand column of the chart.
- Place a check n the appropriate box opposite each question to indicate your answer.

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<tr>
<th>Can I?</th>
<th>YES</th>
<th>NO</th>
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| • Plan the hilot wellness program of clients*  
  - Assess/interview client and explain hilot in simple terms*  
  - Obtain relevant information from client to determine hilot wellness services and products to be applied*  
  - Identify and discuss contra-indications with client and refers to appropriate professional when required *  
  - Identify special needs of client*  
  - Determine the hilot wellness program*  
  - Confirm hilot wellness program* | |
| • Provide pre-service to clients*  
  - Schedule clients in accordance with the length of time required for service/s, availability of staff and rooms and workplace policies*  
  - Receive clients in accordance with workplace policies and procedures*  
  - Identify clients’ special customer service needs/requirements*  
  - Deliver hilot wellness service to clients*  
  - Respond to clients complaints* | |
| • Apply hilot wellness massage techniques*  
  - Prepare sequentially work area and environment in accordance with hilot wellness massage techniques and client needs, relevant laws and workplace policies and procedures*  
  - Prepare client for hilot wellness massage techniques*  
  - Prepare self assessment for hilot wellness session*  
  - Perform hilot wellness massage techniques in accordance with client needs, relevant laws and workplace policies and procedures* | |
- Provide post-advice and post-services to clients*
  - Identify products and services and their benefits and comparative advantage*
  - Explain, maintain and convey products and services to clients and other staff members*
  - Apply comparisons on competitors’ products and services*
  - Recommend specialized products and services*
  - Monitor client according to workplace policies and procedures*
  - Perform aftercare services in accordance with client’s wellness program, workplace policies and procedures *
  - Administer service

I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.

| Candidate’s Name: | Date: |