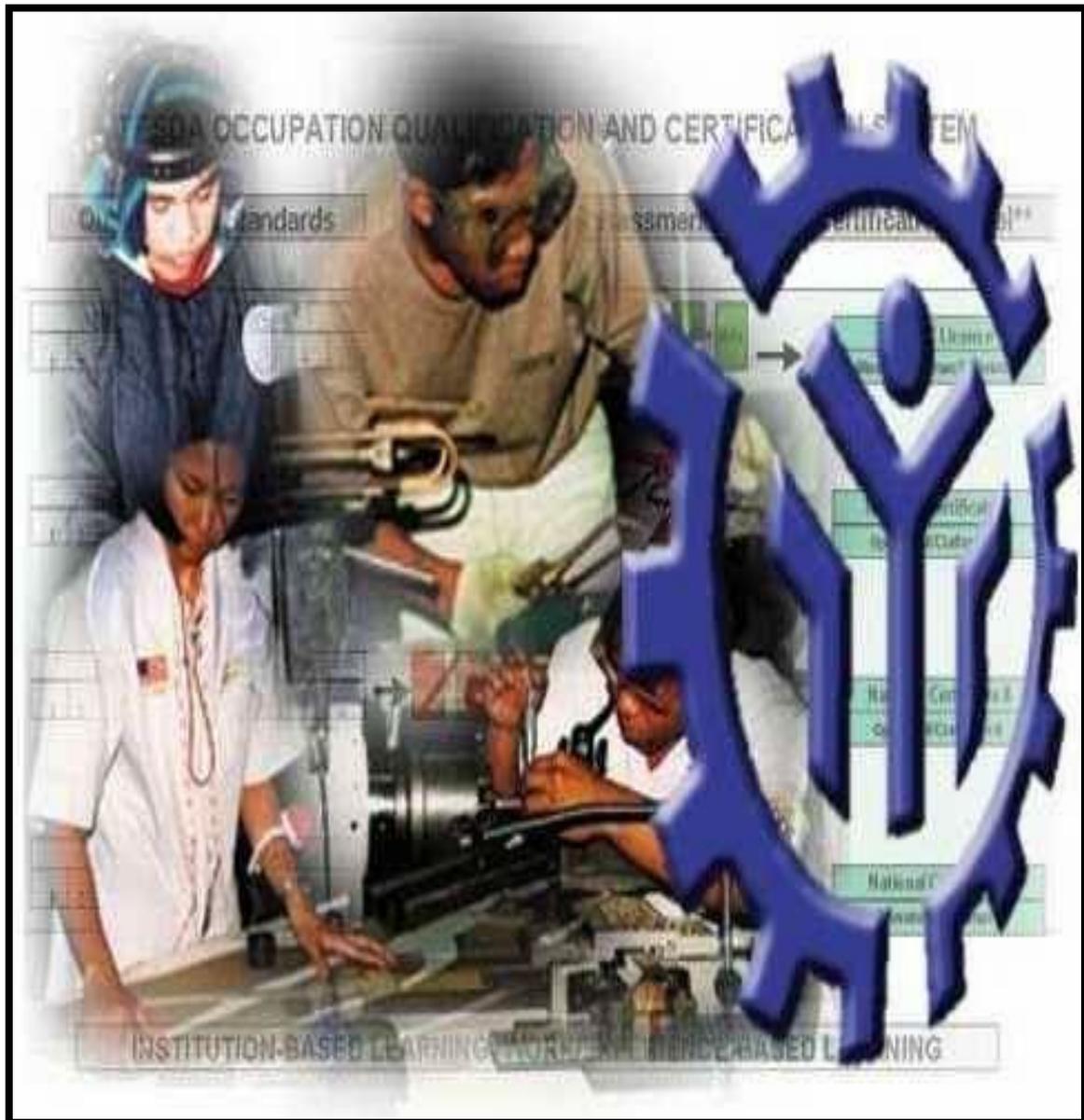


TRAINING REGULATIONS

BEAUTY CARE NC III



**HEALTH, SOCIAL, AND OTHER COMMUNITY
DEVELOPMENT SERVICES SECTOR**

Technical Education and Skills Development Authority

East Service Road, South Superhighway, Taguig, Metro Manila

*Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)*

Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each TR has four sections:

Section 1 Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.

Section 2 Competency Standards - gives the specifications of competencies required for effective work performance.

Section 3 Training Standards - contains information and requirements in designing training program for certain Qualification. It includes curriculum design, training delivery; trainee entry requirements; list of tools, equipment and materials; training facilities, trainer's qualification and institutional assessment.

Section 4 National Assessment and Certification Arrangement - describes the policies governing assessment and certification procedure

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TRAINING REGULATIONS FOR BEAUTY CARE NC III

SECTION 1 BEAUTY CARE NC III QUALIFICATION

The **BEAUTY CARE NC III** Qualification consists of competencies that a person must achieve to perform temporary hair removal activity, perform body bleach and perform creative nail design.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
500311109	Lead workplace communication
500311110	Lead small teams
500311111	Develop and practice negotiation skills
500311112	Solve problems related to work activities
500311113	Use mathematical concepts and techniques
500311114	Use relevant technologies

UNIT CODE	COMMON COMPETENCIES
HCS515201	Maintain an effective relationship with clients/customers
HCS515202	Manage own performance
HCS515204	Apply quality standards
HCS515205	Maintain a safe, clean and efficient work environment

UNIT CODE	CORE COMPETENCIES
HCS515308	Perform temporary hair removal activity
HCS515309	Perform body bleach
HCS515310	Perform creative nail design

A person who has achieved this Qualification is competent to be:

Senior Beautician

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **BEAUTY CARE NC III**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 500311109

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to lead in the dissemination and discussion of ideas, information and issues in the workplace.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Communicate information about workplace processes	1.1 Appropriate communication method is selected. 1.2 Multiple operations involving several topics areas are communicated accordingly. 1.3 Questions are used to gain extra information. 1.4 Correct sources of information are identified. 1.5 Information is selected and organized correctly. 1.6 Verbal and written reporting is undertaken when required. 1.7 Communication skills are maintained in all situations.
2. Lead workplace discussions	2.1. Response to workplace issues is sought. 2.2. Response to workplace issues is provided immediately. 2.3. Constructive contributions are made to workplace discussions on such issues as production, quality and safety. 2.4. Goals/objectives and action plan undertaken in the workplace are communicated.
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise. 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication. 3.3 Dialogue is initiated with appropriate personnel. 3.4 Communication problems and issues are raised as they arise.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	1.1 Non-verbal gestures 1.2 Verbal 1.3 Face to face 1.4 Two-way radio 1.5 Speaking to groups 1.6 Using telephone 1.7 Written 1.8 Internet

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Dealt with a range of communication/information at one time. 1.2 Made constructive contributions in workplace issues. 1.3 Sought workplace issues effectively. 1.4 Responded to workplace issues promptly. 1.5 Presented information clearly and effectively written form. 1.6 Used appropriate sources of information. 1.7 Asked appropriate questions. 1.8 Provided accurate information.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Organize information 3.2 Understand and convey intended meaning 3.3 Participate in variety of workplace discussions 3.4 Comply with organization requirements for the use of written and electronic communication methods
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Variety of Information 4.2 Communication tools 4.3 Simulated workplace
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Direct Observation with questioning 5.2 Interview
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or in simulated workplace environment 6.2 Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : LEAD SMALL TEAMS

UNIT CODE : 500311110

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes to lead small teams including setting and maintaining team and individual performance standards.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Provide team leadership	1.1 Work requirements are identified and presented to team members. 1.2 Reasons for instructions and requirements are communicated to team members. 1.3 Team members' queries and concerns are recognized, discussed and dealt with.
2. Assign responsibilities	2.1 Duties, and responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assigned task and according to company policy. 2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible.
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs and according to assignment requirements. 3.2 Performance expectations are based on individual team members duties and area of responsibility. 3.3 Performance expectations are discussed and disseminated to individual team members.
4. Supervise team performance	4.1 Monitoring of performance takes place against defined performance criteria and/or assignment instructions and corrective action taken if required. 4.2 Team members are provided with feedback , positive support and advice on strategies to overcome any deficiencies. 4.3 Performance issues which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy. 4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction. 4.5 Team operations are monitored to ensure that employer/client needs and requirements are met. 4.6 Follow-up communication is provided on all issues affecting the team. 4.7 All relevant documentation is completed in accordance with company procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	1.1 Client Profile 1.2 Assignment instructions
2. Team member's concerns	2.1 Roster/shift details
3. Monitor performance	3.1 Formal process 3.2 Informal process
4. Feedback	4.1 Formal process 4.2 Informal process
5. Performance issues	5.1 Work output 5.2 Work quality 5.3 Team participation 5.4 Compliance with workplace protocols 5.5 Safety 5.6 Customer service

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario. 1.2 Assessed and monitored team and individual performance against set criteria. 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf. 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed. 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Company policies and procedures 2.2 Relevant legal requirements 2.3 How performance expectations are set 2.4 Methods of Monitoring Performance 2.5 Client expectations 2.6 Team member's duties and responsibilities
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Communication skills required for leading teams 3.2 Informal performance counseling skills 3.3 Team building skills 3.4 Negotiating skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or task
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Direct observations of work activities of the individual member in relation to the work activities of the group 5.2 Observation of simulation and/or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency assessment may occur in workplace or any appropriately simulated environment. 6.2 Assessment shall be observed while task are being undertaken whether individually or in-group.

UNIT OF COMPETENCY : DEVELOP AND PRACTICE NEGOTIATION SKILLS

UNIT CODE : 500311111

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes required to collect information in order to negotiate to a desired outcome and participate in the negotiation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Plan negotiations	1.1 Information on <i>preparing for negotiation</i> is identified and included in the plan. 1.2 Information on creating <i>non verbal environments</i> for positive negotiating is identified and included in the plan. 1.3 Information on <i>active listening</i> is identified and included in the plan. 1.4 Information on different <i>questioning techniques</i> is identified and included in the plan. 1.5 Information is checked to ensure it is correct and up-to- date.
2. Participate in negotiations	2.1 Criteria for successful outcome are agreed upon by all parties. 2.2 Desired outcome of all parties are considered. 2.3 Appropriate language is used throughout the negotiation. 2.4 A variety of questioning techniques are used. 2.5 The issues and processes are documented and agreed upon by all parties. 2.6 Possible solutions are discussed and their viability assessed. 2.7 Areas for agreement are confirmed and recorded. 2.8 Follow-up action is agreed upon by all parties.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Preparing for negotiation	1.1 Background information on other parties to the negotiation 1.2 Good understanding of topic to be negotiated 1.3 Clear understanding of desired outcome/s 1.4 Personal attributes 1.4.1 self awareness 1.4.2 self esteem 1.4.3 objectivity 1.4.4 empathy 1.4.5 respect for others 1.5 Interpersonal skills 1.5.1 listening/reflecting 1.5.2 non verbal communication 1.5.3 assertiveness 1.5.4 behavior labeling 1.5.5 testing understanding 1.5.6 seeking information 1.5.7 self disclosing 1.6 Analytic skills 1.6.1 observing differences between content and process 1.6.2 identifying bargaining information 1.6.3 applying strategies to manage process 1.6.4 applying steps in negotiating process 1.6.5 strategies to manage conflict 1.6.6 steps in negotiating process 1.6.7 options within organization and externally for resolving conflict
2. Non verbal environments	2.1 Friendly reception 2.2 Warm and welcoming room 2.3 Refreshments offered 2.4 Lead in conversation before negotiation begins
3. Active listening	3.1 Attentive 3.2 Don't interrupt 3.3 Good posture 3.4 Maintain eye contact 3.5 Reflective listening
4. Questioning techniques	4.1 Direct 4.2 Indirect 4.3 Open-ended

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome.</p> <p>1.2 Participated in negotiation with at least one person to achieve an agreed outcome.</p>
<p>2. Underpinning knowledge and attitudes</p>	<p>2.1 Codes of practice and guidelines for the organization</p> <p>2.2 Organizations policy and procedures for negotiations</p> <p>2.3 Decision making and conflict resolution strategies procedures</p> <p>2.4 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation</p> <p>2.5 Flexibility</p> <p>2.6 Empathy</p>
<p>3. Underpinning skills</p>	<p>3.1 Interpersonal skills to develop rapport with other parties</p> <p>3.2 Communication skills (verbal and listening)</p> <p>3.3 Observation skills</p> <p>3.4 Negotiation skills</p>
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <p>4.1 Room with facilities necessary for the negotiation process</p> <p>4.2 Human resources (negotiators)</p>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <p>5.1 Observation/demonstration and questioning</p> <p>5.2 Portfolio assessment</p> <p>5.3 Oral and written questioning</p> <p>5.4 Third party report</p>
<p>6. Context of assessment</p>	<p>6.1 Competency to be assessed in real work environment or in a simulated workplace setting.</p>

UNIT OF COMPETENCY : SOLVE PROBLEMS RELATED TO WORK ACTIVITIES

UNIT CODE : 500311112

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause of problems.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify the problem	1.1 Variances are identified from normal operating parameters; and product quality. 1.2 Extent, cause and nature are of the problem are defined through observation, investigation and analytical techniques . 1.3 Problems are clearly stated and specified.
2. Determine fundamental causes of the problem	2.1 Possible causes are identified based on experience and the use of problem solving tools / analytical techniques. 2.2 Possible cause statements are developed based on findings. 2.3 Fundamental causes are identified per results of investigation conducted.
3. Determine corrective action	3.1 All possible options are considered for resolution of the problem. 3.2 Strengths and weaknesses of possible options are considered. 3.3 Corrective actions are determined to resolve the problem and possible future causes. 3.4 Action plans are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures.
4. Provide recommendation/s to manager	4.1 Report on recommendations is prepared. 4.2 Recommendations are presented to appropriate personnel. 4.3 Recommendations are followed-up, if required.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Analytical techniques	1.1 Brainstorming 1.2 Intuitions/Logic 1.3 Cause and effect diagrams 1.4 Pareto analysis 1.5 SWOT analysis 1.6 Gant chart, Pert CPM and graphs 1.7 Scattergrams
2. Problem	2.1 Non – routine process and quality problems 2.2 Equipment selection, availability and failure 2.3 Teamwork and work allocation problem 2.4 Safety and emergency situations and incidents
3. Action plans	3.1 Priority requirements 3.2 Measurable objectives 3.3 Resource requirements 3.4 Timelines 3.5 Co-ordination and feedback requirements 3.6 Safety requirements 3.7 Risk assessment 3.8 Environmental requirements

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified the problem. 1.2 Determined the fundamental causes of the problem. 1.3 Determined the correct / preventive action. 1.4 Provided recommendation to manager. <p>These aspects may be best assessed using a range of scenarios / case studies / what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations 2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations <ul style="list-style-type: none"> 2.2.1 Relevant equipment and operational processes 2.2.2 Enterprise goals, targets and measures 2.2.3 Enterprise quality, OHS and environmental requirement 2.2.4 Principles of decision making strategies and techniques 2.2.5 Enterprise information systems and data collation 2.2.6 Industry codes and standards
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Using range of formal problem solving techniques 3.2 Identifying and clarifying the nature of the problem 3.3 Devising the best solution 3.4 Evaluating the solution 3.5 Implementation of a developed plan to rectify the problem
<p>4. Resource implications</p>	<p>4.1 Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.</p>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Case studies on solving problems in the workplace 5.2 Observation <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
<p>6. Context of assessment</p>	<p>6.1 In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : USE MATHEMATICAL CONCEPTS AND TECHNIQUES

UNIT CODE : 500311113

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in the application of mathematical concepts and techniques.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify mathematical tools and techniques to solve problem	1.1 Problem areas are identified based on given condition. 1.2 <i>Mathematical techniques</i> are selected based on the given problem.
2. Apply mathematical procedure/solution	2.1 Mathematical techniques are applied based on the problem identified. 2.2 Mathematical computations are performed to the level of accuracy required for the problem. 2.3 Results of mathematical computation is determined and verified based on job requirements.
3. Analyze results	3.1 Result of application is reviewed based on expected and required specifications and outcome. 3.2 <i>Appropriate action</i> is applied in case of error.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Mathematical techniques	May include but are not limited to: 1.1 Four fundamental operations Measurements 1.2 Use/Conversion of units of measurements 1.3 Use of standard formulas
2. Appropriate action	2.1 Review in the use of mathematical techniques (e.g. recalculation, re-modeling) 2.2 Report error to immediate superior for proper action

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Identified, applied and reviewed the use of mathematical concepts and techniques to workplace problems.
2. Underpinning knowledge and attitudes	2.1 Fundamental operation (addition, subtraction, division, multiplication) 2.2 Measurement system 2.3 Precision and accuracy 2.4 Basic measuring tools/devices
3. Underpinning skills	3.1 Applying mathematical computations 3.2 Using calculator 3.3 Using different measuring tools
4. Resource implications	The following resources MUST be provided: 4.1 Calculator 4.2 Basic measuring tools 4.3 Case Problems
5. Method of assessment	Competency may be assessed through: 5.1 Authenticated portfolio 5.2 Written Test 5.3 Interview/Oral Questioning 5.4 Demonstration with questioning
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting.

UNIT OF COMPETENCY : USE RELEVANT TECHNOLOGIES

UNIT CODE : 500311114

UNIT DESCRIPTOR : This unit of competency covers the knowledge, skills, and attitude required in selecting, sourcing and applying appropriate and affordable technologies in the workplace.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Study/select appropriate technology	1.1 Usage of different technologies is determined based on job requirements. 1.2. Appropriate technology is selected as per work specification.
2. Apply relevant technology	2.1 Relevant technology is effectively used in carrying out function. 2.2 Applicable software and hardware are used as per task requirement. 2.3 Management concepts are observed and practiced as per established industry practices.
3. Maintain/enhance relevant technology	3.1 Maintenance of technology is applied in accordance with the industry standard operating procedure, manufacturer's operating guidelines and occupational health and safety procedure to ensure its operative ability. 3.2 Updating of technology is maintained through continuing education or training in accordance with job requirement. 3.3 Technology failure/ defect is immediately reported to the concern/responsible person or section for appropriate action .

RANGE OF VARIABLES

VARIABLE	RANGE
1. Technology	May include but are not limited to: 1.1 Office technology 1.2 Industrial technology 1.3 System technology 1.4 Information technology 1.5 Training technology
2. Management concepts	May include but not limited to: 2.1 Real Time Management 2.2 KAIZEN or continuous improvement 2.3 5 S 2.4 Total Quality Management 2.5 Other management/productivity tools
3. Industry standard operating procedure	3.1 Written guidelines relative to the usage of office technology/equipment 3.2 Verbal advise/instruction from the co-worker
4. Manufacturer's operating guidelines/instructions	4.1 Written instruction/manuals of specific technology/equipment 4.2 General instruction manual 4.3 Verbal advise from manufacturer relative to the operation of equipment
5. Occupational health and safety procedure	5.1 Relevant statutes on OHS 5.2 Company guidelines in using technology/equipment
6. Appropriate action	6.1 Implementing preventive maintenance schedule 6.2 Coordinating with manufacturer's technician

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Studied and selected appropriate technology consistent with work requirements. 1.2 Applied relevant technology. 1.3 Maintained and enhanced operative ability of relevant technology.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Awareness on technology and its function 2.2 Repair and maintenance procedure 2.3 Operating instructions 2.4 Applicable software 2.5 Communication techniques 2.6 Health and safety procedure 2.7 Company policy in relation to relevant technology 2.8 Different management concepts 2.9 Technology adaptability
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Relevant technology application/implementation 3.2 Basic communication skills 3.3 Software applications skills 3.4 Basic troubleshooting skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Relevant technology 4.2 Interview and demonstration questionnaires 4.3 Assessment packages
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Interview 5.2 Actual demonstration 5.3 Authenticated portfolio (related certificates of training/seminar)
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in actual workplace or simulated environment.

COMMON COMPETENCIES

UNIT OF COMPETENCY : MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENTS/CUSTOMERS

UNIT CODE : HCS516201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in building and maintaining an effective relationship with clients, customers and the public.

ELEMENT	PERFORMANCE CRITERIA
	<i>Italicized terms</i> are elaborated in the Range of Variables
1. Maintain a professional image	1.1 Uniform and personal grooming maintained to assignment requirements. 1.2 Personal presence maintained according to employer standards . 1.3 Visible work area kept tidy and uncluttered. 1.4 Equipment stored according to assignment requirements.
2. Meet client/customer requirements	2.1 Client requirements identified and understood by referral to the assignment instructions . 2.2 Client requirements met according to the assignment instructions. 2.3 Changes to client's needs and requirements monitored and appropriate action taken . 2.4 All communication with the client or customer is clear and complies with assignment requirements.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanour 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders
3. Client Requirements	May include: 3.1 Assignment Instructions 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May be conveyed in: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May be detected by: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Customers	May include: 7.1 All members of the public

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client/customer interactions. 1.4 Monitored and acted on changing client or customer needs. 1.5 Met client/customer requirements. 1.6 Built credibility with customers/clients.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Uniform and personal grooming requirements of the employer and the client 2.2 Occupational Health and safety requirement for the assignment 2.3 Assignment Instructions
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Attention to detail when completing client/employer documentation 3.2 Interpersonal and communication skills required in client contact assignments 3.3 Customer service skills required to meet client/customer needs 3.4 Punctuality 3.5 Customer Service 3.6 Telephone Technique 3.7 Problem Solving and Negotiation 3.8 Maintaining Records
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to a relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions (if relevant) 4.9 Assessment Instruments, including personal planner and assessment record book
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test/Examination 5.2 Demonstration with questioning 5.3 Observation with questioning

<p>6. Context of assessment</p>	<p>6.1 Company</p> <p>6.2 On-Site</p> <p>6.3 Assessment activities are carried out through TESDA accredited assessment centers/venues by using closely simulated workplace environment.</p> <p>6.4 Continuous assessment in an institutional setting that stimulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up this unit.</p> <p>6.5 Continuous assessment in the workplace, taking into account the range of variables affecting performance.</p> <p>6.6 Self-assessment on the same terms as those described above.</p> <p>6.7 Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance criteria.</p>
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UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE

UNIT CODE : HCS516202

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Plan for completion of own workload	1.1 Tasks accurately identified. 1.2 Priority allocated to each task. 1.3 Time lines allocated to each task or series of tasks. 1.4 Tasks deadlines known and complied with whenever possible. 1.5 Work schedules are known and completed within agreed time frames. 1.6 Work plans developed according to assignment requirements and employer policy. 1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.
2. Maintain quality of own performance	2.1 Personal performance continually monitored against agreed performance standards . 2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards. 2.3 Guidance from management applied to achieve or maintain agreed standards. 2.4 Standard of work clarified and agreed according to employer policy and procedures.
3. Build credibility with customers/clients	3.4 Client expectations for reliability, punctuality and appearance adhered to. 3.5 Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy. 3.6 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May identified through: 1.1.1 Assignment instructions 1.1.2 Verbal Instructions by senior officer 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self Assessment 1.2 May be: 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance Standards	May include: 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Planned for completion of own workload. 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements. 1.3 Demonstrated capacity to complete task within specified time frame. 1.4 Maintained quality of own performance.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Site and assignment requirements 2.2 Employer policy on performance management 2.3 Indicators of appropriate performance for each area of responsibility 2.4 Steps for improving or maintaining performance
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Capacity to plan and prioritize security work loads and requirements 3.2 Time and task management
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to a relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions (if relevant) 4.9 Assessment Instruments, including personal planner and assessment record book
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test/Examination 5.2 Demonstration with questioning 5.3 Observation with questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Company 6.2 On-Site 6.3 Assessment activities are carried out through TESDA accredited assessment centers/venues by using closely simulated workplace environment. 6.4 Continuous assessment in an institutional setting that stimulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up this unit. 6.5 Continuous assessment in the workplace, taking into account the range of variables affecting performance. 6.6 Self-assessment on the same terms as those described above 6.7 Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance criteria.

UNIT OF COMPETENCY : APPLY QUALITY STANDARDS

UNIT CODE : HCS515204

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, salon/organizational procedures and other client requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assess clients service needs	1.1 Work instruction is obtained and work is carried out in accordance with standard operating procedures. 1.2 Client's needs are checked against workplace standards and specifications. 1.3 Faults on clients and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures. 1.4 Clients profile and service extended to them are documented in accordance with workplace procedures.
2. Assess own work	2.1 Documentation relative to quality within the company is identified and used. 2.2 Completed work is checked against workplace standards relevant to the task undertaken. 2.3 Errors are identified and improved on. 2.4 Information on the quality and other indicators of individual performance is recorded in accordance with workplace procedures. 2.5 In cases of deviations from specific quality standards , causes are documented and reported in accordance with the workplace' standard operating procedures.
3. Engage in quality improvement	3.1 Process improvement procedures are participated in relative to workplace assignment. 3.2 Work is carried out in accordance with process improvement procedures. 3.3 Performance of operation or quality of product of service to ensure other client satisfaction is monitored.

RANGE OF VARIABLES

VARIABLE	RANGE
1. External Clients	May include but not limited to: 1.1 Teenagers 1.2 Adult Men 1.3 Working Adult 1.4 Child
2. Faults	May include but not limited to: 2.1 Client not satisfied 2.2 Desired result is not within the desired result of client 2.3 Procedures done but do not conform with any Salon policies and procedures 2.4 Damaged caused to client
3. Documentation	3.1 Organization Work Procedures 3.2 Manufacturer's Instruction Manual 3.3 Client Requirements 3.4 Forms
4. Errors	May be related to the following: 4.1 Deviation from the requirements of the client 4.2 Deviation from the requirements of the salon/organization
5. Quality Standards	May be related but not limited to the following: 5.1 Supplies and Materials 5.2 Facilities 5.3 Salon Product 5.4 Service Processes and Procedures 5.5 Client Service 5.6 Environmental Regulations
6. Client	6.1 Co-worker 6.2 Supplier/Vendor 6.3 Client 6.4 Organization receiving the product or service

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Carried out work in accordance with the company's standard operating procedures. 1.2 Performed task according to specifications. 1.3 Reported errors or deviations not in accordance with standard operating procedures. 1.4 Carried out work in accordance with the process improvement.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Relevant Production Processes, Materials and Products 2.2 Characteristics of Materials, Software and Hardware Used in Production Processes 2.3 Quality Checking Procedures 2.4 Client Relations 2.5 Work Place Procedures 2.6 Safety and Environmental Aspects of Service Processes 2.7 Error Identification and Reporting 2.8 Quality Improvement Processes
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Reading skills required to interpret work instructions, product manufacturer's requirements 3.2 Communication skills needed to interpret and apply defined work procedures 3.3 Carry out work in accordance with OHS policies and procedures 3.4 Critical thinking 3.5 Solution providing and decision making 3.6 Interpersonal skills or dealing with varied type of clients
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Materials 4.2 Product 4.3 Equipment
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation with questioning 5.2 Third Party Report 5.3 Practical Demonstration with questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Assessment may be conducted in the workplace or in a simulated environment.

UNIT OF COMPETENCY : MAINTAIN A SAFE, CLEAN AND EFFICIENT WORK ENVIRONMENT

UNIT CODE : HCS515205

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to maintain client relations. The unit incorporates the work safety guidelines. It encompasses competencies necessary to maintain a safe workplace for staff, clients and others. It also involves the application of health regulations, including personal hygiene practiced by staff members, provision of a caring client environment and the efficient operation of the salon.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Comply with health regulations	1.1 Salon policies and procedures for personal hygiene applied. 1.2 Procedures and practices implemented in a variety of salon situations in accordance with state and local government health regulations.
2. Assess own work	2.1 Reception, work areas and walkways maintained in a safe, uncluttered and organized manner according to salon policy. 2.2 All routines carried out safely, effectively with minimum inconvenience to clients and staff. 2.3 Waste is stored and disposed of according to OHSC requirements . 2.4 Spills, food, waste, hair or potential hazards promptly removed from floors according to salon policy . 2.5 Spills, food, waste, hair or other potential hazards promptly removed from floors according to salon policy. 2.6 Linen is stored, cleaned and disinfected in line with OHS requirements and salon procedures. 2.7 Refreshments are provided to all clients.
3. Check and maintain tools and equipment	3.1 Tools and equipment are stored safely and in position to comply with salon requirements and local health regulations. 3.2 Tools and equipment are prepared for specific services as required. 3.3 Tools and equipment are checked for maintenance requirements. 3.4 Tools and equipment are referred for repair as required.
4. Check and maintain stocks	4.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures. 4.2 Stock levels are accurately recorded according to salon procedures. 4.3 Under or over supplied stock items are notified immediately to the salon supervisor. 4.4 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier. 4.5 Safe lifting and carrying techniques maintained in line with salon occupational health and safety policy and government legislation.
5. Provide a relaxed and caring environment	5.1 Clients are made to feel comfortable according to salon policy. 5.2 Clients needs are reported to. 5.3 Clients are consulted on specific desired service.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Relevant Salon Policies and Procedures	May include but not limited to: 1.1 Hazard Policies and Procedures 1.2 Emergency, Fire and Accident Procedures 1.3 Personal Safety Procedures 1.4 Procedures for the use of Personal protective Clothing and Equipment 1.5 Hazard Identification 1.6 Job Procedures
2. Occupational Health and Safety Procedures	May include but not limited to: 2.1 Client 2.2 Staff 2.3 Equipment/Tools 2.4 Premises 2.5 Stock
3. Unsafe Situations	May include but not limited to: 3.1 Damaged Packaging Material or Containers 3.2 Broken or Damaged Equipment 3.3 Inflammable Materials and Fire Hazards 3.4 Lifting Practices 3.5 Spillages 3.6 Waste including hair especially on floors 3.7 Trolleys
4. Linkage	May be related to the following: 4.1 Institutional 4.2 Organizational Linkage 4.3 Social Services 4.4 International Market

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Generated information on different client requirements and needs. 1.2 Selected and used strategies to accurately analyzed the client requirements. 1.3 Assessed current product and services as against client demand. 1.4 Identified avenues to establish relevant linkage. 1.5 Selected promotional activities relevant to enhance competitiveness of salon. 1.6 Assisted clients on specific desired services. 1.7 Checked and prepared tools for the specific salon activities.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Media Options 2.2 Data Gathering 2.3 Salon Policies 2.4 International Market 2.5 Skills Competition Rules and Procedures 2.6 New Trends in Products and Services 2.7 Ethical Limitations
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 3.2 Technology Skills 3.3 Interpersonal Skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Client 4.3 Relevant Information 4.4 Appropriate Products
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation with questioning 5.2 Practical Demonstration with questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Assessment may be conducted in the workplace or in a simulated environment.

CORE COMPETENCIES

UNIT OF COMPETENCY : PERFORM TEMPORARY HAIR REMOVAL ACTIVITY

UNIT CODE : HCS515308

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing temporary hair removal activity. This involves preparing the client, and shaving and tweezing on desired and agreed part perform cold and hot waxing.

ELEMENT	PERFORMANCE CRITERIA
	<i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare clients	1.1 Client is consulted on the specific area to be treated and desired hair removing method . 1.2 Client is advised to remove personal accessories to achieve optimum service result. 1.3 Necessary tools, supplies, materials and hair removing product are prepared according to OHSC requirements. 1.4 Client is provided with protective clothing and positioned in a comfortable manner. 1.5 Skin condition where hair is to be removed is checked thoroughly.
2. Perform shaving and tweezing	2.1 Plucking or tweezing and shaving tools are sterilized and used according to OHSC requirements. 2.2 Hair is shaved following direction of the hair strands and growth. 2.3 Antiseptic is applied on the area to be shaved according to OHSC requirements.
3. Perform cold waxing	3.1 Skin test is performed on hairless section and if found favorable, area is applied with depilatories using standard application method according to OHSC requirements. 3.2 Prescribed timeline is followed according to thickness of hair to be removed. 3.3 The area is washed off with lukewarm water dried up and applied with cold cream. 3.4 A strip of cotton cloth or cellophane is used to firmly press down the wax to adhere correctly.
4. Perform hot waxing	4.1 Client is positioned in a correct manner to avoid any error or accident (like burns). 4.2 Wax is put to boiling point to melt completely according to OHSC requirements. 4.3 Temperature and consistency is tested by applying a little portion of wax depilatories on the clients desired area to be wax. 4.4 Wax is spread evenly over the surface using application method with spatula and allowed to harden. 4.5 Wax is quickly pulled off against the direction of the hair growth and tested area is gently massaged afterwards. 4.6 Skin surface is washed with mild soap and water, dried up and applied with talcum powder. 4.7 Residue on the treated area is removed and applied with emollient cream or antiseptic lotion.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Skin Area To Be Shaved	1.1 Eyebrow 1.2 Lower lips 1.3 Armpit 1.4 Nape area 1.5 Cheeks 1.6 Upper lips 1.7 Chin 1.8 Stubbles 1.9 Upper legs 1.10 Navel 1.11 Chest 1.12 Moustache
2. Application Method	2.1 Direct 2.2 Indirect 2.3 Use of Appropriate Tools
3. Tools	3.1 Blade 3.2 Razors 3.3 Stainless Bowl 3.4 Spatula 3.5 Flat Wood (Tongue Depressor) 3.6 Mixing Stick 3.7 Shaver
4. Supplies and Materials	4.1 Wax 4.2 Emollient cream 4.3 Antiseptic 4.4 Cotton 4.5 Tissue Paper
5. Types of Wax	5.1 Natural preparation 5.2 Commercial
6. Skin Hair Removing Method	6.1 Shaving 6.2 Waxing 6.2.1 Hot Waxing 6.2.2 Cold Waxing 6.3 Tweezing or Plucking 6.4 Threading
7. Skin Condition	7.1 Normal 7.2 With Cuts or Abrasions 7.3 With Rashes 7.4 Dry
8. Protective Clothing	8.1 Gauze Mask 8.2 Bath Towel 8.3 Face Towel 8.4 Head Band 8.5 Smock Gown 8.6 Apron
9. Personal Accessories	9.1 Wrist Watch 9.2 Anklet 9.3 Bangles 9.4 Rings

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Checked and analyzed the condition of the skin surface where hair is to be removed. 1.2 Prepared and used tools, equipment, supplies and materials according to OHSC requirements. 1.3 Shaved hair according to the direction of the growth of hair. 1.4 Applied emollient cream on the area surrounding the treated area. 1.5 Conducted skin test to determine tolerance level of the sensitivity of the client. 1.6 Observed appropriate timeline to achieve optimum result of the treatment. 1.7 Consulted client on a regular basis during the entire process to ensue safety and comfort. 1.8 Applied wax and leave on until it hardens following manufacturer's instruction. 1.9 Taut skin with one hand while the other hand firmly holds on the wax strip. 1.10 Pulled off wax with fast movement following the opposite direction of the hair growth.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Code of Ethics 2.2 Application Method 2.3 Types of Emollient Cream 2.4 Types of Antiseptic Lotion 2.5 D.O.H. Rules and Regulations 2.6 OHSC Rules and Regulations 2.7 Types of Wax 2.8 Salon Rules and Regulations 2.9 Clients Medical Restrictions
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Negotiating Skills 3.2 Applying correct technique 3.3 Conducting proper skin test 3.4 Regulating wax heat 3.5 Communication skills 3.6 Applying appropriate skin product 3.7 Using appropriate tools, supplies and materials
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Live Model 4.2 Tools and Equipment 4.3 Appropriate Supplies and Materials 4.4 Simulated or actual Workplace
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Direct Observation with Questioning 5.2 Demonstration with Questioning 5.3 Written test
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or accredited assessment center.

UNIT OF COMPETENCY : PERFORM BODY BLEACH

UNIT CODE : HCS515309

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing body leach. This includes preparing the client, preparing the mixture, actual application of bleach on the body, perform checking and retouch on the treated area.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare client	1.1 Client skin condition and types are checked and analyzed through skin test following DOH rules and regulations. 1.2 All possible skin areas for bleaching are discussed with the client. 1.3 All potential precautions or skin reactions are thoroughly explained to the client. 1.4 Client is advised to remove personal accessories to achieve optimum service result. 1.5 Client is positioned comfortably according to desired body parts to be bleached. 1.6 Protective clothing and materials are provided to the client.
2. Prepare mixture of bleaching product	2.1 Quantity and proper mixture are defined according to body size and skin parts following bleaching product specification. 2.2 Quantity is determined according to body size and skin parts. 2.3 Protective clothing material is worn during the preparation of the mixture. 2.4 Correct mixing technique and process is applied to achieve required product effectiveness.
3. Apply bleaching product	3.1 Mixed product is applied using bare hand on the part of the body starting from the upper portion to the lower body part. 3.2 Necessary tools, supplies and materials are used in the application of bleaching product following OHSC requirements. 3.3 Bleached body parts are rinsed and applied with moisturizing product. 3.4 Bleaching area is covered with floor mat during the entire application process.
4. Perform checking and apply retouch	4.1 Results are assessed against clients desired outcome through physical touch and visual check. 4.2 Client is advised on appropriate body skin maintenance program. 4.3 Tools and materials used are stored at room temperature 4.4 Wastage is properly disposed according to OHSC requirements. 4.5 Bleaching activity is recorded for future reference.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Skin Types	1.1 Fair 1.2 White 1.3 Black 1.4 Porcelain 1.5 Brown or Mulatto
2. Skin Conditions	2.1 Normal 2.2 Dry 2.3 Oily 2.4 With Skin Abrasions 2.5 With Rashes
3. Skin Areas for Bleaching Application	3.1 Underarm 3.2 Arms/Legs 3.3 Face 3.4 Groin 3.5 Entire Body 3.6 Any identified dark spot
4. Bleaching is applied on the client in different position	4.1 Standing 4.2 Sitting 4.3 Lying 4.4 Prone
5. Tools	5.1 Bed 5.2 Bed Sheet 5.3 Stool 5.4 Measuring Spoon 5.5 Measuring Cup 5.6 Plastic / Porcelain Basin 5.7 Stirring Spoon 5.8 Mixing Bowl 5.9 Face Towel 5.10 Tint Brush or Soft Brush
6. Personal Accessories	6.1 Jewelries 6.2 Hair Band 6.3 Hairclips 6.4 Caps 6.5 Hair Pins 6.6 Any pierced items
7. Protective Clothing	7.1 Towel Bath 7.2 Bathrobe 7.3 Headband 7.4 Smock Gown 7.5 Gauze Mask 7.6 Face Towel 7.7 Slippers 7.8 Apron
8. Timeline	8.1 45 Mins. 8.2 60 Mins. Or 1 hour
9. Skin Maintenance Program	9.1 Frequent salon visit 9.2 Daily application of moisturizing cream/lotion 9.3 No exposure to direct sunlight 9.4 Use of sun block cream/lotion

10. Supplies/Materials	10.1 Lotion 10.2 Soap 10.3 Moisturizing Cream/Lotion 10.4 Shampoo 10.5 Conditioner 10.6 Whitening Lotion 10.7 Whitening Soap
11. Bleaching Products	11.1 Bleaching Powder (Henna) 11.2 Soap Chips 11.3 Hydrogen Peroxide (20 vol.) 11.4 Hydrogen Peroxide (10 vol.) 11.5 Ammonia 11.6 Egg White 11.7 Fresh Milk or Evaporated Milk 11.8 Calamansi Extract
12. Body Size	12.1 Small 12.2 Medium 12.3 Large 12.4 Extra Large 12.5 Litter Large

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Checked and analyzed skin type and condition. 1.2 Discussed different options involved in applying body bleaching. 1.3 Advised client on various chemical reactions and precautionary measures to be adopted during the entire process. 1.4 Positioned client comfortably during the entire process. 1.5 Observed time line for the bleaching activity. 1.6 Mixed product according to salon policies and bleaching product instructions. 1.7 Provided clients with protective clothing according to salon policies. 1.8 Applied bleaching product observing proper direction and appropriate technique. 1.9 Used necessary tools and equipment, Supplies and Materials. 1.10 Provided appropriate advices on skin maintenance program. 1.11 Disposed bleaching residues and sanitize workstation.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Skin Types and Condition 2.2 Bleaching Mixture/Procedure 2.3 Time Management 2.4 Code of Ethics 2.5 Protective Clothing Materials 2.6 Salon Procedures and Policies 2.7 Ratio and Proportion 2.8 Mensuration and Calculations 2.9 Mixing Technique
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Applying bleaching products 3.2 Using supplies and materials 3.3 Applying bleaching technique 3.4 Adopting mixture 3.5 Applying clients' relation 3.6 Mixing bleaching product 3.7 Using appropriate tools 3.8 Applying the correct mensuration and calculation
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Live Model 4.2 Supplies/Materials 4.3 Body Skin Bleaching Products 4.4 Actual Work Station
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Demonstration with questioning 5.2 Direct observation with questioning 5.3 Written test
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or accredited assessment center.

UNIT OF COMPETENCY : PERFORM CREATIVE NAIL DESIGN

UNIT CODE : HCS515310

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in executing creative design on finger and toenails. This involves performing temporary hair removal activity, this involves preparing the client, cleaning of nails, apply desired and agreed creative design.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare clients	1.1 Client is consulted on the type of nail service activity desired. 1.2 Client is consulted on possible health restrictions. 1.3 Treatment area, tools, equipment, supplies and materials are prepared for identified nail service activity according to OHSC requirements. 1.4 Client is advised on maintenance requirements, the advantages and disadvantages of the nail treatment. 1.5 Nail and skin condition are identified by physical and visual check and specific client requirements to be noted and adopt necessary safety precautions. 1.6 Contra-indications including infections and nail disorders are identified and referred to appropriate person for treatment according to D.O.H. rules and regulations. 1.7 Client is positioned safety and comfortably and provided with protective clothing material.
2. Perform cleaning and cutting of nails	2.1 Cuticles are pushed gently without damage to nail boarder following safety procedures. 2.2 Nails are disinfected, cleaned and dried completely. 2.3 Nails are cut and trimmed according to client requirements. 2.4 Tips are blended and shaped to achieve smooth and even finish according to salon standard. 2.5 Appropriate sterilized tools are used to perform the cleaning activity according to OHSC rules and regulations. 2.6 Fingernails are lightly massaged following prescribed movements . 2.7 First aid is applied / administered in case of accidental cuts and wounds.
3. Apply different creative designs	3.1 Nail products are applied according to manufacturer's recommendation. 3.2 Client is consulted from time to time to ensure safety and comfort during the entire process. 3.3 If necessary, artificial nail area correctly applied using appropriate tools and equipment. 3.4 Results are checked to be correct well-balanced, smooth, neat and free from excess product on cuticle and nail walls. 3.5 Client is advised on after treatment care service.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Creative Nail Service Activity	1.1 Artificial Nail Sculpture 1.2 Fancy Nail Design 1.3 Airbrush Nail Design 1.4 Plain Manicure
2. Types of Clients	2.1 Ladies 2.2 Men
3. Nail Skin/Condition	3.1 Normal 3.2 Abnormal 3.3 Hang Nail
4. Nail Ornaments	4.1 Sculptured Nail 4.2 Stick on Nail Design 4.3 Fancy Color Nail Polish 4.4 Plain Polish
5. Massage Movement	5.1 Pressing 5.2 Spreading 5.3 Circular Movement 5.4 Stretching 5.5 Pulling
6. Tools and Equipment	6.1 Manicure Table 6.2 Stool 6.3 Pusher 6.4 Ottoman 6.5 Manicure Tray

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Consulted client on desired creative nail service activity. 1.2 Selected necessary tools, equipment, supplies and materials based on specific nail service activity following OHSC requirements. 1.3 Checked and assessed nail, skin condition and adopt necessary safety procedures according to clients' specific requirements and DOH rules and regulations. 1.4 Positioned client comfortably and safety and provide appropriate protective clothing materials. 1.5 Cleaned and disinfected nails making sure that cuticles are pushed gently without damaging nail borders. 1.6 Cut and trimmed nails. 1.7 Nail ornaments are applied following manufacturers instructions. 1.8 Checked results and applied necessary retouches according to the clients desired outcome. 1.9 Applied appropriate treatment on accidental cuts.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Different Nail Designs 2.2 Type of Nail Polish 2.3 Code of Ethics 2.4 Types of Skin and Nail Condition 2.5 DOH Rules and Regulations 2.6 OHSC Requirements 2.7 Massage Movements 2.8 Nail and Skin Condition Analysis 2.9 Salon Policies / Procedures 2.10 Different Nail Cutting Tools 2.11 Different Nail Designing Tools

3. Underpinning skills	3.1 Applying different nail design 3.2 Negotiation skills 3.3 Communication skills 3.4 Handling tools and equipment 3.5 Applying nail polish 3.6 Cleaning technique 3.7 Shaping nail technique 3.8 Cutting / Trimming of nails 3.9 Performing hand massage 3.10 Observing proper posture 3.11 Applying correct massage technique 3.12 Analyzing skin and nail condition
4. Resource implications	The following resources MUST be provided: 4.1 Live Model 4.2 Complete Supplies and Materials 4.3 Appropriate Tools and Equipment 4.4 Actual or Simulated Workplace 4.5 Nail Ornaments 4.6 Protective Clothing
5. Method of assessment	Competency may be assessed through: 5.1 Direct Observation with Questioning 5.2 Demonstration with Questioning 5.3 Written Test
6. Context of assessment	6.1 Competency may be assessed in the workplace or accredited assessment center.

SECTION 3 TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **BEAUTY CARE NC III**.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; trainer's qualification and institutional assessment.

3.1 CURRICULUM DESIGN

Course Title: **HAIRDRESSING**

NC Level: **NC III**

Suggested Nominal Training Duration: **398 Hours**

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of beauticians in accordance with industry standards. It covers basic, common and core competencies in NC III.

BASIC COMPETENCIES (20 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Lead workplace communication	1.1 Communicate information about workplace processes. 1.2 Lead workplace discussions. 1.3 Identify and communicate issues arising in the workplace	<ul style="list-style-type: none"> • Group discussion • Role Play • Brainstorming 	<ul style="list-style-type: none"> • Observation • Interviews
2. Lead small teams	2.1 Provide team leadership. 2.2 Assign responsibilities among members 2.3 Set performance expectation for team members 2.4 Supervise team performance	<ul style="list-style-type: none"> • Lecture • Demonstration • Self-paced (modular) 	<ul style="list-style-type: none"> • Demonstration • Case studies
3. Develop and practice negotiation skills	3.1 Identify relevant information in planning negotiations 3.2 Participate in negotiations 3.3 Document areas for agreement	<ul style="list-style-type: none"> • Direct observation • Simulation/role playing • Case studies 	<ul style="list-style-type: none"> • Written test • Practical/performance test
4. Solve workplace problem related to work activities	4.1 Explain the analytical techniques 4.2 Identify the problem. 4.3 Determine the possible cause/s of the problem.	<ul style="list-style-type: none"> • Direct observation • Simulation/role playing • Case studies 	<ul style="list-style-type: none"> • Written test • Practical/performance test

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
5. Use mathematical concepts and techniques	5.1 Explain the analytical techniques 5.2 Identify mathematical tools and techniques to solve problem 5.3 Apply mathematical procedures/ solution 5.4 Analyze results	<ul style="list-style-type: none"> • Direct observation • Simulation/ role playing • Case studies 	<ul style="list-style-type: none"> • Written test • Practical/ performance test
6. Use relevant technologies	6.1 Identify appropriate technology 6.2 Apply relevant technology 6.3 Maintain/ enhance relevant technology	<ul style="list-style-type: none"> • Direct observation • Simulation/ role playing • Case studies 	<ul style="list-style-type: none"> • Written test • Practical/ performance test

**COMMON COMPETENCIES
(18 Hours)**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Maintain an effective relationship with clients/customers	1.1 Maintain a professional image 1.2 Meet client/customer requirements 1.3 Build credibility with customers/clients	<ul style="list-style-type: none"> • Group Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning
2. Manage own performance	2.1 Identify tasks accurately 2.2 Allocate priority to each task 2.3 Allocate time lines to each task 2.4 Meet and comply deadlines 2.5 Know and comply with work schedules 2.6 Develop work plans 2.7 Monitor personal performance 2.8 Get advice and guidance from management 2.9 Apply guidance from management 2.10 Clarify standard of work	<ul style="list-style-type: none"> • Group Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning
3. Apply quality standards	3.1 Assess clients service needs 3.2 Assess own work 3.3 Engage in quality improvement	<ul style="list-style-type: none"> • Group Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning
4. Maintain a safe, clean and efficient work environment	4.1 Comply with health regulations 4.2 Prepare and maintain work area 4.3 Check and maintain tools and equipment 4.4 Check and maintain stocks 4.5 Provide a relaxed and caring environment	<ul style="list-style-type: none"> • Group Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning

CORE COMPETENCIES (360 Hrs. (2 months))

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Perform temporary hair removal activity	1.1 Prepare client 1.2 Perform shaving and tweezing 1.3 Perform cold waxing 1.4 Perform hot waxing	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation
2. Perform body bleach	2.1 Prepare client 2.2 Prepare mixture of bleaching product 2.3 Apply bleaching product 2.4 Perform checking and apply retouch	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation
3. Perform creative nail design	3.1 Prepare client 3.2 Perform cleaning and cutting of nails 3.3 Apply different creative designing	• Lecture/ Demonstration • OJT	• Written Examination • Demonstration • Observation

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.
- Project-based instruction is an authentic instructional model strategy in which students plan, implement and evaluate projects that have real world applications.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into these qualifications should possess the following requirements:

- Must be able to communicate effectively both orally and in written form
- Must be physically, emotionally, psychologically and mentally fit
- Must be able to perform basic mathematical computation

3.4 TOOLS, EQUIPMENT AND MATERIALS

BEAUTY CARE – NC III

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for Beauty Care NC III are as follows:

QTY	TOOLS	QTY	EQUIPMENT	QTY	MATERIALS
	BRUSH	1 unit	Infrared	1 btl.	Shampoo, gal
3 pcs.	Hair brush	1 unit	Steamer	1 btl.	Conditioner, 1 gal
3 pcs.	barber brush	1 unit	Iron Plate	1 doz	Bath Towel
3 pcs.	Skeleton brush	1 unit	Hair Dryer	1 doz	Face Towel
3 pcs.	Roller brush	1 unit	Blower	1 doz	Hand Towel
3 pcs.	Paddle brush	1 unit	Hand blower	1 roll	Paper towel
3 pcs.	Applicator brush	2 units	Timer	2 sets	Neck band, ½ doz
3 pcs.	Tinting brush	1 unit	Crimpers	3 pcs.	Head band
		1 unit	Curling Iron	3 pcs.	Flannel headband
	MIRROR	3 units	Electric Curlers (optional)	3 btl.	Gauze mask

QTY	TOOLS	QTY	EQUIPMENT	QTY	MATERIALS
5 pcs.	Hand mirror	1 unit	Foot spa machine	1 btl.	Mousse
10 pcs.	Front mirror	1 unit	Facial machine (5 in 1)	1 btl.	Gel, 500 ml.
		1 unit	Hand Spa Machine	1 btl.	Spray net, 500 ml.
	COMB	1 unit	Heating cap	1 btl.	Hair polish
3 pcs.	Wide toothed comb	1 unit	Facial Steamer	1 roll	Aluminum foil
3 pcs.	Bath comb	1 unit	Hot cabinet	1 box	Tissue paper
3 pcs.	Tail comb	1 unit	Magnifying glass (2 in 1)	1 doz	Tissue roll
3 pcs.	Large tooth comb	1 unit	Sterilizer	1 btl.	Talcum powder, 500 grams
3 pcs.	All purpose comb			1 btl.	Cotton, 500 grams
3 pcs.	Haircutting comb			1 roll	Cling Wrap
3 pcs.	Teasing comb			1 box	End paper
3 pcs.	Fork comb			3 sets.	Ear pads
				1 box	Rubber band
	GLOVES			1 btl.	Perm lotion w/ neutralizer, 500 ml.
3 pcs.	Rubber gloves			1 set	Developer, 6% 20 volumes; 9% 30 volumes; 12% 40 volumes, 500 ml. each
1 box	Disposable gloves, box			1 btl.	Hair wax, 500 ml.
	CAP			3 pcs.	Neck strip (cloth)
3 pcs.	Shower cap				
3 pcs.	Perming cap			1 set	Color product form Cream, Liquid & Powder
3 pcs.	Frosting Cap w/ Hook			3 pcs.	Plastic applicator
	CLIPS			3 btls.	Press spray plastic dispenser bottle
12 pcs.	Hair clips, 1 doz. Single prong clip (optional)			1 pc.	Wig
	Double prong clip (optional)			1 pc.	Hairpiece
	PIN				
1	Hairpin, box				
60 pcs.	Roller pin, pcs., 5 doz				
60 pcs.	Pin curl clips, 5 doz.				
1 box	Invisible pins				
6 pcs.	Clamps				
6 pcs.	Duck bill clamp				

QTY	TOOLS	QTY	EQUIPMENT	QTY	MATERIALS
ROLLERS					
5 doz	Cylinder shaped rollers (long and short) doz.				
5 doz	Medium size rollers, doz.				
5 doz	Large size rollers, doz.				
5 doz	Jumbo rollers, doz.				
5 doz	Small size hair rollers wire, doz.				
1 pc.	Measuring glass				
6 pcs.	Invisible hairnet				
3	Smock gown			Training Materials:	
3	Apron			CATALOG	
5	Cape			1	Men's Cut Catalog
3	Plastic cape			1	Ladies Cut Catalog
3	Mixing bowls			1	Kid's Cut Catalog
3	Plastic scoop				Magazines
2	Drip pan				Textbooks
SCISSORS					
1 pc.	Thinning scissor				
1 pc.	Cutting scissor				

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Student/Trainee Working Space	1 x 1 m.	1 sq. m.	25 sq. m
Lecture/Demo Room	8 x 5 m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area	6 x 4 m.	24 sq. m.	24 sq. m.
Total :			104 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR BEAUTY CARE NC III

BEAUTY CARE – NC III TRAINER QUALIFICATION (TQ III)

- Must have completed Trainer's Training Methodology Course (TTMC) or its equivalent
- Must be able to communicate effectively both orally and in written form
- Must be physically, emotionally, psychologically and mentally fit
- Must have at least three (3) years experience in the industry
- Must possess good moral character

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1 To attain the National Qualification of BEAUTY CARE NC III, the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.2 Individuals aspiring to be awarded the qualification of BEAUTY CARE NC III, must acquire Certificates of Competency in all of the following individual core units of the Qualification. Candidates may apply for assessment in any accredited assessment center.
 - 4.2.1 Perform temporary hair removal activity
 - 4.2.2 Perform body bleach
 - 4.2.3 Perform creative nail design
- 4.3 Accumulation and submission of all COCs acquired for the relevant units of competency comprising a qualification, an individual shall be issued the corresponding National Certificate.
- 4.4 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.5 The following are qualified to apply for assessment and certification:
 - 4.5.1 Graduates of formal, non-formal and informal including enterprise-based training programs
 - 4.5.2 Experienced workers (wage employed or self employed)
- 4.6 The guidelines on assessment and certification are discussed in detail in the “Procedures Manual on Assessment and Certification” and “Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)”.

**COMPETENCY MAP
BEAUTY CARE NC III**

**BASIC
COMPETENCIES**

Lead workplace communication

Lead small teams

Develop and practice negotiation skills

Solve problems related to work activities

Use mathematical concepts and techniques

Use relevant technologies

**COMMON
COMPETENCIES**

Maintain an effective relationship with clients/customers

Manage own performance

Apply quality standards

Maintain a safe, clean and efficient environment

**CORE
COMPETENCIES**

Perform temporary hair removal activity

Perform body bleach

Perform creative nail design

List of Published Training Regulations

- Animal Production NC II
- Aquaculture NC II
- Automotive Body Painting/Finishing NC II
- Automotive Body Repair NC II
- Automotive Engine Rebuilding NC II
- Automotive Servicing NC II
- Bartending NC II
- Beauty Care NC II
- Beauty Care NC III**
- Building Wiring Installation NC II
- Carpentry NC II
- Commercial Cooking NC II
- Computer Hardware Servicing NC II
- Deck Seafaring NC II
- Dressmaking NC II
- Driving NC II
- Engine Seafaring NC II
- Food and Beverage Services NC II
- Footwear Making NC II
- Heavy Equipment Operation NC II
- Horticulture NC II
- Household Services NC II
- Housekeeping NC II
- Machining NC II
- Masonry NC II
- Motorcycle and Small Engine Servicing NC II
- Personal Care Service (Caregiving) NC II
- Plumbing NC II
- Pyrotechnics NC II
- RAC Servicing NC I
- RAC Servicing NC II
- Security Services NC II
- Tailoring NC II
- Tour Guiding Services NC II
- Transport RAC Servicing NC II
- Travel Services NC II
- Welding NC II

These materials are available in both printed and electronic copies.

For more information please contact:

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