

COMPETENCY STANDARDS

DERMOPIGMENTATION SERVICES LEVEL III



SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
TESDA Complex East Service Road, South Luzon Expressway (SLEX),
Fort Bonifacio, Taguig City

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SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR DERMOPIGMENTATION SERVICES LEVEL III

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COMPETENCY STANDARDS FOR DERMOPIGMENTATION SERVICES LEVEL III

SECTION 1 DEFINITION OF QUALIFICATION

The **DERMOPIGMENTATION SERVICES LEVEL III** qualification consists of competencies that a person must achieve to administer scalp micro-pigmentation, administer nipple or areola pigmentation, and administer camouflage pigmentation.

The units of competency comprising this qualification include the following:

Unit Code	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)

Unit Code	COMMON COMPETENCIES
SOC514201	Maintain an effective relationship with client/customers
SOC514202	Manage own performance
SOC514203	Apply quality standards
SOC514204	Maintain a safe, clean and efficient work environment

Unit Code	CORE COMPETENCIES
AB-SOC1380300514305	Administer scalp micro-pigmentation
AB-SOC1380300514306	Administer nipple or areola pigmentation
AB-SOC1380300514307	Administer camouflage pigmentation

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

- Dermopigmentation Artist

SECTION 2 COMPETENCY STANDARD

This section gives the details of the contents of the units of competency required in **DERMOPIGMENTATION SERVICES LEVEL III**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 400311319

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant communication method is selected based on workplace procedures. 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements. 1.3 Questioning is applied to gain extra information. 1.4 Relevant sources of information are identified in accordance with workplace/client requirements. 1.5 Information is selected and organized following enterprise procedures. 1.6 Verbal and written reporting is undertaken when required. 1.7 Communication and	1.1 Organization requirements for written and electronic communication methods 1.2 Effective verbal communication methods 1.3 Business writing 1.4 Workplace etiquette	1.1 Organizing information 1.2 Conveying intended meaning 1.3 Participating in a variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills 1.7 Effective questioning techniques

	negotiation skills are applied and maintained in all relevant situations.		(clarifying and probing)
2. Lead workplace discussions	<p>2.1 Response to workplace issues are sought following enterprise procedures.</p> <p>2.2 Response to workplace issues are provided immediately.</p> <p>2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety.</p> <p>2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly.</p>	<p>2.1 Organization requirements for written and electronic communication methods</p> <p>2.2 Effective verbal communication methods</p> <p>2.3 Workplace etiquette</p>	<p>2.1 Organizing information</p> <p>2.2 Conveying intended meaning</p> <p>2.3 Participating in variety of workplace discussions</p> <p>2.4 Complying with organization requirements for the use of written and electronic communication methods</p> <p>2.5 Effective clarifying and probing skills</p>
3. Identify and communicate issues arising in the workplace	<p>3.1 Issues and problems are identified as they arise.</p> <p>3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication.</p> <p>3.3 Dialogue is initiated with appropriate personnel.</p> <p>3.4 Communication problems and issues are raised as they arise.</p> <p>3.5 Identify barriers in communication to be addressed appropriately.</p>	<p>3.1 Organization requirements for written and electronic communication methods</p> <p>3.2 Effective verbal communication methods</p> <p>3.3 Workplace etiquette</p> <p>3.4 Communication problems and issues</p> <p>3.5 Barriers in communication</p>	<p>3.1 Organizing information</p> <p>3.2 Conveying intended meaning</p> <p>3.3 Participating in a variety of workplace discussions</p> <p>3.4 Complying with organization requirements for the use of written and electronic communication methods</p> <p>3.5 Effective clarifying and probing skills</p> <p>3.6 Identifying issues</p> <p>3.7 Negotiation and communication skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	May include: 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
2. Workplace discussions	May include: 2.1. Coordination meetings 2.2. Toolbox discussion 2.3. Peer-to-peer discussion

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with a range of communication/information at one time 1.2 Demonstrated leadership skills in workplace communication 1.3 Made constructive contributions in workplace issues 1.4 Sought workplace issues effectively 1.5 Responded to workplace issues promptly 1.6 Presented information clearly and effectively written form 1.7 Used appropriate sources of information 1.8 Asked appropriate questions 1.9 Provided accurate information
2. Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	Competency in this unit may be assessed through: Case problem 3.1. Third-party report 3.2. Portfolio 3.3. Interview 3.4. Demonstration/Role-playing
4. Context for Assessment	4.1. Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : LEAD SMALL TEAMS

UNIT CODE : 400311320

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1 Work requirements are identified and presented to team members based on company policies and procedures. 1.2 Reasons for instructions and requirements are communicated to team members based on company policies and procedures. 1.3 Team members' and leaders' concerns are recognized, discussed and dealt with based on company practices.	1.1 Facilitation of Team work 1.2 Company policies and procedures relating to work performance 1.3 Performance standards and expectations 1.4 Monitoring individual's and team's performance vis a vis client's and group's expectations	1.1 Communication skills required for leading Teams 1.2 Group facilitation skills 1.3 Negotiating skills 1.4 Setting performance expectation
2. Assign responsibilities	2.1 Responsibilities are allocated having regard to the skills, knowledge and aptitude required to undertake the assigned task based on company policies. 2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible.	2.1 Work plan and procedures 2.2 Work requirements and targets 2.3 Individual and group expectations 2.4 Ways to improve group leadership and membership	2.1 Communication skills 2.2 Management skills 2.3 Negotiating skills 2.4 Evaluation skills 2.5 Identifying team member's strengths and rooms for improvement

<p>3. Set performance expectations for team members</p>	<p>3.1 Performance expectations are established based on client needs.</p> <p>3.2 Performance expectations are based on individual team member's knowledge, skills and aptitude.</p> <p>3.3 Performance expectations are discussed and disseminated to individual team members.</p>	<p>3.1 One's roles and responsibilities in the team</p> <p>3.2 Feedback giving and receiving</p> <p>3.3 Performance expectation</p>	<p>3.1 Communication skills</p> <p>3.2 Accurate empathy</p> <p>3.3 Congruence</p> <p>3.4 Unconditional positive regard</p> <p>3.5 Handling of Feedback</p>
<p>4. Supervise team performance</p>	<p>4.1 Performance is monitored based on defined performance criteria and/or assignment instruction.</p> <p>4.2 Team members are provided with feedback, positive support and advice on strategies to overcome any deficiencies based on company practices.</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy.</p> <p>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.</p> <p>4.5 Team operations are monitored to ensure that employer/client needs and requirements are met.</p> <p>4.6 Follow-up communication is provided on all issues affecting the variables</p>	<p>4.1 Performance Coaching</p> <p>4.2 Performance management</p> <p>4.3 Performance Issues</p>	<p>4.1 Communication skills required for leading teams</p> <p>4.2 Coaching skills</p>

	team. 4.7 All relevant documentation is completed in accordance with company procedures.		
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	May include: 1.1. Client Profile 1.2. Assignment instructions
2. Team member's concerns	May include: 2.1 Roster/shift details
3. Monitor performance	May include: 3.1 Formal process 3.2 Informal process
4. Feedback	May include: 4.1 Formal process 4.2 Informal process
5. Performance issues	May include: 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. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or task
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.

UNIT OF COMPETENCY : APPLY CRITICAL THINKING AND PROBLEM-SOLVING TECHNIQUES IN THE WORKPLACE

UNIT CODE : 400311321

UNIT DESCRIPTOR : This unit 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/s of specific problems in the workplace.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1 Variances are examined from normal operating parameters ; and product quality. 1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and analytical techniques . 1.3 Problems are clearly stated and specified.	1.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations. 1.2 Competence to include the ability to apply and explain, enough for the 1.3 Identification of fundamental causes of specific workplace challenges. 1.4 Relevant equipment and operational processes. 1.5 Enterprise goals, targets and measures. 1.6 Enterprise quality OHS and environmental requirement. 1.7 Enterprise	1.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 1.2 Identifying extent and causes of specific challenges in the workplace.

		<p>information systems and data collation</p> <p>1.8 Industry codes and standards.</p>	
<p>2. Analyze the causes of specific workplace challenges</p>	<p>2.1 Possible causes of specific problems are identified based on experience and the use of problem-solving tools / analytical techniques.</p> <p>2.2 Possible cause statements are developed based on findings.</p> <p>2.3 Fundamental causes are identified per results of investigation conducted.</p>	<p>2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations.</p> <p>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.</p> <p>2.3 Relevant equipment and operational processes.</p> <p>2.4 Enterprise goals, targets and measures.</p> <p>2.5 Enterprise quality</p> <p>2.6 OSH and environmental requirement.</p> <p>2.7 Enterprise information systems and data collation.</p> <p>2.8 Industry codes and standards.</p>	<p>2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>2.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>2.3 Providing clear cut findings on the nature of each identified workplace challenges.</p>

<p>3. Formulate resolutions to specific workplace challenges</p>	<p>3.1 All possible options are considered for resolution of the problem.</p> <p>3.2 Strengths and weaknesses of possible options are considered.</p> <p>3.3 Corrective actions are determined to resolve the problem and possible future causes.</p> <p>3.4 Action plans are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures.</p>	<p>3.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations</p> <p>3.2 Relevant equipment and operational processes</p> <p>3.3 Enterprise goals, targets and measures</p> <p>3.4 Enterprise quality OSH and environmental requirement</p> <p>3.5 Principles of decision making strategies and techniques</p> <p>3.6 Enterprise information systems and data collation</p> <p>3.7 Industry codes and standards</p>	<p>3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>3.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>3.3 Providing clear cut findings on the nature of each identified workplace challenges.</p> <p>3.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.</p>
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<p>4. Implement action plans and communicate results</p>	<p>4.1 Action plans are implemented and evaluated.</p> <p>4.2 Results of plan implementation and recommendations are prepared.</p> <p>4.3 Recommendations are presented to appropriate personnel.</p> <p>4.4 Recommendations are followed-up, if required.</p>	<p>4.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations</p> <p>4.2 Relevant equipment and operational processes</p> <p>4.3 Enterprise goals, targets and measures</p> <p>4.4 Enterprise quality,</p> <p>4.5 OSH and environmental requirement</p> <p>4.6 Principles of decision making strategies and techniques</p> <p>4.7 Enterprise information systems and data collation</p> <p>4.8 Industry codes and standards</p>	<p>4.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>4.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>4.3 Providing clear cut findings on the nature of each identified workplace challenges.</p> <p>4.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.</p>
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RANGE OF VARIABLES

VARIABLES	RANGE
1. Parameters	May include: 1.1 Processes 1.2 Procedures 1.3 Systems
2. Analytical techniques	May include: 2.1. Brainstorming 2.2. Intuitions/Logic 2.3. Cause and effect diagrams 2.4. Pareto analysis 2.5. SWOT analysis 2.6. Gant chart, Pert CPM and graphs 2.7. Scattergrams
3. Problem	May include: 3.1. Routine, non – routine and complex workplace and quality problems 3.2. Equipment selection, availability and failure 3.3. Teamwork and work allocation problem 3.4. Safety and emergency situations and incidents 3.5. Risk assessment and management
4. Action plans	May include: 4.1. Priority requirements 4.2. Measurable objectives 4.3. Resource requirements 4.4. Timelines 4.5. Co-ordination and feedback requirements 4.6. Safety requirements 4.7. Risk assessment 4.8. Environmental requirements

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Examined specific workplace challenges. 1.2. Analyzed the causes of specific workplace challenges. 1.3. Formulated resolutions to specific workplace challenges. 1.4. Implemented action plans and communicated results on specific workplace challenges.
<p>2. Resource Implications</p>	<p>2.1. 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>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Observation 3.2. Case Formulation 3.3. Life Narrative Inquiry 3.4. Standardized test <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>These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
<p>4. Context for Assessment</p>	<p>In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT

UNIT CODE : 400311322

UNIT DESCRIPTOR : This unit covers the outcomes required to work effectively in a workplace characterized by diversity in terms of religions, beliefs, races, ethnicities and other differences.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop an individual's cultural awareness and sensitivity	1.1 Individual differences with clients, customers and fellow workers are recognized and respected in accordance with enterprise policies and core values. 1.2 Differences are responded to in a sensitive and considerate manner 1.3 Diversity is accommodated using appropriate verbal and nonverbal communication.	1.1 Understanding cultural diversity in the workplace 1.2 Norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other non-Christians, non-Catholics, tribes/ethnic groups, foreigners) 1.3 Different methods of verbal and nonverbal communication in a multicultural setting	1.1 Applying cross-cultural communication skills (i.e. different business customs, beliefs, communication strategies) 1.2 Showing affective skills – establishing rapport and empathy, understanding, etc. 1.3 Demonstrating openness and flexibility in communication 1.4 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices

<p>2. Work effectively in an environment that acknowledges and values cultural diversity</p>	<p>2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives.</p> <p>2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes.</p> <p>2.3 Relations with customers and clients are maintained to show that diversity is valued by the business.</p>	<p>2.1 Value of diversity in the economy and society in terms of Workforce development</p> <p>2.2 Importance of inclusiveness in a diverse environment</p> <p>2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives</p> <p>2.4 Strategies for customer service excellence</p>	<p>2.1 Demonstrating cross-cultural communication skills and active listening</p> <p>2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices</p> <p>2.3 Demonstrating collaboration skills</p> <p>2.4 Exhibiting customer service excellence</p>
<p>3. Identify common issues in a multicultural and diverse environment</p>	<p>3.1 Diversity-related conflicts within the workplace are effectively addressed and resolved.</p> <p>3.2 Discriminatory behaviors towards customers/ stakeholders are minimized and addressed accordingly.</p> <p>3.3 Change management policies are in place within the organization.</p>	<p>3.1 Value, and leverage of cultural diversity</p> <p>3.2 Inclusivity and conflict resolution</p> <p>3.3 Workplace harassment</p> <p>3.4 Change management and ways to overcome resistance to change</p> <p>3.5 Advanced strategies for customer service excellence</p>	<p>3.1 Addressing diversity-related conflicts in the workplace</p> <p>3.2 Eliminating discriminatory behavior towards customers and coworkers</p> <p>3.3 Utilizing change management policies in the workplace</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	<p>This refers to diversity in both the workplace and the community and may include divergence in:</p> <ul style="list-style-type: none"> 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity-related conflicts	<p>May include conflicts that result from:</p> <ul style="list-style-type: none"> 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : PROPOSE METHODS OF APPLYING LEARNING AND INNOVATION IN THE ORGANIZATION

UNIT CODE : 400311323

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to assess general obstacles in the application of learning and innovation in the organization and to propose practical methods of such in addressing organizational challenges.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess work procedures, processes and systems in terms of innovative practices	1.1 Reasons for innovation are incorporated to work procedures. 1.2 Models of innovation is researched. 1.3 Gaps or barriers to innovation in one's work area are analyzed. 1.4 Staff who can support and foster innovation in the work procedure are identified.	1.1 Seven habits of highly effective people. 1.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 1.3 Five minds of the future concepts (Gardner, 2007). 1.4 Adaptation concepts in neuroscience (Merzenich, 2013). 1.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	1.1 Demonstrating collaboration and networking skills. 1.2 Applying basic research and evaluation skills 1.3 Generating insights on how to improve organizational procedures, processes and systems through innovation.

<p>2. Generate practical action plans for improving work procedures, processes</p>	<p>2.1 Ideas for innovative work procedure to foster innovation using individual and group techniques are conceptualized.</p> <p>2.2 Range of ideas with other team members and colleagues are evaluated and discussed.</p> <p>2.3 Work procedures and processes subject to change are selected based on workplace requirements (feasible and innovative).</p> <p>2.4 Practical action plans are proposed to facilitate simple changes in the work procedures, processes and systems.</p> <p>2.5 Critical inquiry is applied and used to facilitate discourse on adjustments in the simple work procedures, processes and systems.</p>	<p>2.1 Seven habits of highly effective people.</p> <p>2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004)</p> <p>2.3 Five minds of the future concepts (Gardner, 2007).</p> <p>2.4 Adaptation concepts in neuroscience (Merzenich, 2013).</p> <p>2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).</p>	<p>2.1 Assessing readiness for change on simple work procedures, processes and systems.</p> <p>2.2 Generating insights on how to improve organizational procedures, processes and systems through innovation.</p> <p>2.3 Facilitating action plans on how to apply innovative procedures in the organization.</p>
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<p>3. Evaluate the effectiveness of the proposed action plans</p>	<p>3.1 Work structure is analyzed to identify the impact of the new work procedures.</p> <p>3.2 Co-workers/key personnel is consulted to know who will be involved with or affected by the work procedures.</p> <p>3.3 Work instruction operational plan of the new work procedure is developed and evaluated.</p> <p>3.4 Feedback and suggestion are recorded.</p> <p>3.5 Operational plan is updated.</p> <p>3.6 Results and impact on the developed work instructions are reviewed.</p> <p>3.7 Results of the new work procedure are evaluated.</p> <p>3.8 Adjustments are recommended based on results gathered.</p>	<p>3.1 Five minds of the future concepts (Gardner, 2007).</p> <p>3.2 Adaptation concepts in neuroscience (Merzenich, 2013).</p> <p>3.3 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).</p>	<p>3.1 Generating insights on how to improve organizational procedures, processes and systems through innovation.</p> <p>3.2 Facilitating action plans on how to apply innovative procedures in the organization.</p> <p>3.3 Communicating results of the evaluation of the proposed and implemented changes in the workplace procedures and systems.</p> <p>3.4 Developing action plans for continuous improvement on the basic systems, processes and procedures in the organization.</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Reasons	May include: 1.1 Strengths and weaknesses of the current systems, processes and procedures. 1.2 Opportunities and threats of the current systems, processes and procedures.
2. Models of innovation	May include: 2.1 Seven habits of highly effective people. 2.2 Five minds of the future concepts (Gardner, 2007). 2.3 Neuroplasticity and adaptation strategies.
3. Gaps or barriers	May include: 3.1 Machine 3.2 Manpower 3.3 Methods 3.4 Money
4. Critical Inquiry	May include: 4.1 Preparation. 4.2 Discussion. 4.3 Clarification of goals. 4.4 Negotiate towards a Win-Win outcome. 4.5 Agreement. 4.6 Implementation of a course of action. 4.7 Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 4.8 Listening. 4.9 Reducing misunderstandings is a key part of effective negotiation. 4.10 Rapport Building. 4.11 Problem Solving. 4.12 Decision Making. 4.13 Assertiveness. 4.14 Dealing with Difficult Situations.

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4 Assessed work procedures, processes and systems in terms of innovative practices. 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Psychological and behavioral Interviews. 3.2 Performance Evaluation. 3.3 Life Narrative Inquiry. 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis. 3.6 Organizational analysis. 3.7 Standardized assessment of character strengths and virtues applied.
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY : USE INFORMATION SYSTEMATICALLY

UNIT CODE : 400311324

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to use technical information systems, apply information technology (IT) systems and edit, format & check information.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information	1.1 Information are collated and organized into a suitable form for reference and use. 1.2 Stored information is classified so that it can be quickly identified and retrieved when needed. 1.3 Guidance are advised and offered to people who need to find and use information.	1.1 Application in collating information 1.2 Procedures for inputting, maintaining and archiving information 1.3 Guidance to people who need to find and use information 1.4 Organize information 1.5 Classify stored information for identification and retrieval 1.6 Operate the technical information system by using agreed procedures	1.1 Collating information 1.2 Operating appropriate and valid procedures for inputting, maintaining and archiving information 1.3 Advising and offering guidance to people who need to find and use information 1.4 Organizing information into a suitable form for reference and use 1.5 Classifying stored information for identification and retrieval 1.6 Operating the technical information system by using agreed procedures

<p>2. Apply information technology (IT)</p>	<p>2.1 Technical information system is operated using agreed procedures.</p> <p>2.2 Appropriate and valid procedures are operated for inputting, maintaining and archiving information.</p> <p>2.3 Software required are utilized to execute the project activities.</p> <p>2.4 Information and data obtained are handled, edited, formatted and checked from a range of internal and external sources.</p> <p>2.5 Information are extracted, entered, and processed to produce the outputs required by customers.</p> <p>2.6 Own skills and understanding are shared to help others.</p> <p>2.7 Specified security measures are implemented to protect the confidentiality and integrity of project data held in IT systems.</p>	<p>2.1 Attributes and limitations of available software tools</p> <p>2.2 Procedures and work instructions for the use of IT</p> <p>2.3 Operational requirements for IT systems</p> <p>2.4 Sources and flow paths of data</p> <p>2.5 Security systems and measures that can be used</p> <p>2.6 Extract data and format reports</p> <p>2.7 Methods of entering and processing information</p> <p>2.8 WWW enabled applications</p>	<p>2.1 Identifying attributes and limitations of available software tools</p> <p>2.2 Using procedures and work instructions for the use of IT</p> <p>2.3 Describing operational requirements for IT systems</p> <p>2.4 Identifying sources and flow paths of data</p> <p>2.5 Determining security systems and measures that can be used</p> <p>2.6 Extracting data and format reports</p> <p>2.7 Describing methods of entering and processing information</p> <p>2.8 Using WWW applications</p>
<p>3. Edit, format and check information</p>	<p>3.1 Basic editing techniques are used.</p> <p>3.2 Accuracy of documents are checked.</p> <p>3.3 Editing and formatting tools and techniques are used for more complex documents.</p> <p>3.4 Proof reading techniques is used to check that documents look professional.</p>	<p>3.1 Basic file-handling techniques</p> <p>3.2 Techniques in checking documents</p> <p>3.3 Techniques in editing and formatting</p> <p>3.4 Proofreading techniques</p>	<p>3.1 Using basic file-handling techniques is used for the software</p> <p>3.2 Using different techniques in checking documents</p> <p>3.3 Applying editing and formatting techniques</p> <p>3.4 Applying proofreading techniques</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1. Property 1.2. Organizational 1.3. Technical reference
2. Technical information	May include: 2.1. paper based 2.2. electronic
3. Software	May include: 3.1. spreadsheets 3.2. databases 3.3. word processing 3.4. presentation
4. Sources	May include: 4.1. other IT systems 4.2. manually created 4.3. within own organization 4.4. outside own organization 4.5. geographically remote
5. Customers	May include: 5.1 colleagues 5.2 company and project management 5.3 clients
6. Security measures	May include: 6.1. access rights to input; 6.2. passwords; 6.3. access rights to outputs; 6.4. data consistency and back-up; 6.5. recovery plans

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Used technical information systems and information technology 1.2. Applied information technology (IT) systems 1.3. Edited, formatted and checked information
2. Resource Implications	The following resources should be provided: 2.1. Computers 2.2. Software and IT system
3. Methods of Assessment	Competency in this unit should be assessed through: 3.1. Direct Observation 3.2. Oral interview and written test
4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES

UNIT CODE : 400311325

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to interpret Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	1.1 OSH work practices issues are identified relevant to work requirements. 1.2 OSH work standards and procedures are determined based on applicability to nature of work. 1.3 Gaps in work practices are identified related to relevant OSH work standards.	1.1 OSH work practices issues 1.2 OSH work standards 1.3 General OSH principles and legislations 1.4 Company/ workplace policies/ guidelines 1.5 Standards and safety requirements of work process and procedures	1.1 Communication skills 1.2 Interpersonal skills 1.3 Critical thinking skills 1.4 Observation skills
2. Set OSH work targets	2.1 Relevant work information is gathered necessary to determine OSH work targets. 2.2 OSH Indicators based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures. 2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel. 2.4 OSH work instructions	2.1 OSH work targets 2.2 OSH Indicators 2.3 OSH work instructions 2.4 Safety and health requirements of tasks 2.5 Workplace guidelines on providing feedback on OSH and security concerns 2.6 OSH regulations Hazard control	2.1 Communication skills 2.2 Collaborating skills 2.3 Critical thinking skills 2.4 Observation skills

	are received in accordance with workplace policies and procedures.	procedures 2.7 OSH trainings relevant to work	
3. Evaluate effectiveness of Occupational Safety and Health work instructions	<p>3.1 OSH Practices are observed based on workplace standards.</p> <p>3.2 Observed OSH practices are measured against approved OSH metrics.</p> <p>3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards.</p>	<p>3.1 OSH Practices</p> <p>3.2 OSH metrics</p> <p>3.3 OSH Evaluation Techniques</p> <p>3.4 OSH work standards</p>	<p>3.1 Critical thinking skills</p> <p>3.2 Evaluating skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include: <ul style="list-style-type: none"> 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines
2. OSH Indicators	May include: <ul style="list-style-type: none"> 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers' related to OSH 2.4 High absenteeism for work-related reasons
3. OSH Work Instructions	May include: <ul style="list-style-type: none"> 3.1 Preventive and control measures, and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine) 3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	May include: <ul style="list-style-type: none"> 4.1 Statistics on incidence of accident and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
2. Resource Implications	The following resources should be provided: 2.1 Facilities, materials, tools and equipment necessary for the activity
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
4. Context for Assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **EVALUATE ENVIRONMENTAL WORK PRACTICES**

UNIT CODE : **400311326**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude to interpret environmental Issues, establish targets to evaluate environmental practices and evaluate effectiveness of environmental practices.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 Environmental work practices issues are identified relevant to work requirements. 1.2 Environmental Standards and Procedures nature of work are determined based on Applicability to nature of work. 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified.	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and Non-Hazardous Materials 1.5 Environmental required license, registration or certification	1.1 Analyzing Environmental Issues and Concerns 1.2 Critical thinking 1.3 Problem Solving 1.4 Observation Skills
2. Establish targets to evaluate environmental practices	2.1 Relevant information is gathered necessary to determine environmental work targets. 2.2 Environmental Indicators based on gathered information are set to measure environmental work targets. 2.3 Indicators are verified with appropriate personnel.	2.1 Environmental indicators 2.2 Relevant environment personnel or expert 2.3 Relevant environmental trainings and seminars	2.1 Investigative Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

<p>3. Evaluate effectiveness of environmental practices</p>	<p>3.1 Work environmental practices are recorded based on workplace standards.</p> <p>3.2 Recorded work environmental practices are compared against planned indicators.</p> <p>3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on environment work standards and procedures.</p> <p>3.4 Results of environmental assessment are conveyed to appropriate personnel.</p>	<p>3.1 Environmental Practices</p> <p>3.2 Environmental Standards and Procedures</p>	<p>3.1 Documentation and Record Keeping Skills</p> <p>3.2 Critical thinking</p> <p>3.3 Problem Solving</p> <p>3.4 Observation Skills</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Practices Issues	May include: 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	May include: 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Identified environmental issues relevant to work requirements. 1.2. Identified gaps in work practices related to Environmental Standards and Procedures. 1.3. Gathered relevant information necessary to determine environmental works targets. 1.4. Set environmental indicators based on gathered information to measure environmental work targets. 1.5. Recorded work environmental practices are recorded based on workplace standards. 1.6. Conveyed results of environmental assessment to appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1. Workplace/Assessment location 2.2. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3. Case studies/scenarios relating to environmental protection
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Written/Oral Examination 3.2. Interview/Third Party Reports 3.3. Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad) 3.4. Simulations and role-play
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed in actual workplace or at the designated TESDA center.</p>

UNIT OF COMPETENCY : FACILITATE ENTREPRENEURIAL SKILLS FOR MICRO- SMALL-MEDIUM ENTERPRISES (MSMEs)

UNIT CODE : 400311327

UNIT DESCRIPTOR : This unit covers the outcomes required to build, operate and grow a micro/small-scale enterprise.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small medium enterprise (MSMEs) skills in the organization	1.1 Appropriate business strategies are determined and set for the enterprise based on current and emerging business environment. 1.2 Business operations are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff/workers. 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise

<p>2. Establish and maintain client-base/ market</p>	<p>2.1 Good customer relations are maintained</p> <p>2.2 New customers and markets are identified, explored and reached out to.</p> <p>2.3 Promotions/Incentives are offered to loyal customers.</p> <p>2.4 Additional products and services are evaluated and tried where feasible.</p> <p>2.5 Promotional/ advertising initiatives are carried out where necessary and feasible.</p>	<p>2.1 Public relations concepts</p> <p>2.2 Basic product promotion strategies</p> <p>2.3 Basic market and feasibility studies</p> <p>2.4 Basic business ethics</p>	<p>2.1 Building customer relations</p> <p>2.2 Individual marketing skills</p> <p>2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)</p>
<p>3. Apply budgeting and financial management skills</p>	<p>3.1 Enterprise is built up and sustained through judicious control of cash flows.</p> <p>3.2 Profitability of enterprise is ensured through appropriate internal controls.</p> <p>3.3 Unnecessary or lower-priority expenses and purchases are avoided.</p>	<p>3.1 Cash flow management</p> <p>3.2 Basic financial management</p> <p>3.3 Basic financial accounting</p> <p>3.4 Business internal controls</p>	<p>3.1 Setting business priorities and strategies</p> <p>3.2 Interpreting basic financial statements</p> <p>3.3 Preparing business plans</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Business strategies	May include: 1.1. Developing/Maintaining niche market 1.2. Use of organic/healthy ingredients 1.3. Environment-friendly and sustainable practices 1.4. Offering both affordable and high-quality products and services 1.5. Promotion and marketing strategies (e. g., online marketing)
2. Business operations	May include: 2.1 Purchasing 2.2 Accounting/Administrative work 2.3 Production/Operations/Sales
3. Internal controls	May include: 3.1 Accounting systems 3.2 Financial statements/reports 3.3 Cash management
4. Promotional/Advertising initiatives	May include: 4.1 Use of tarpaulins, brochures, and/or flyers 4.2 Sales, discounts and easy payment terms 4.3 Use of social media/Internet 4.4 "Service with a smile" 4.5 Extra attention to regular customers

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Demonstrated basic entrepreneurial skills 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small- scale business
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written examination 3.2 Demonstration/observation with oral questioning 3.3 Portfolio assessment with interview 3.4 Case problems
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY : **MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMERS**

UNIT CODE : **SOC514201**

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain a professional image	1.1 Uniform and personal grooming maintained. 1.2 <i>Personal presence</i> maintained according to <i>employer standards.</i> 1.3 Visible work area kept tidy and uncluttered. 1.4 Equipment stored according to assignment requirements.	1.1 Stance 1.2 Posture 1.3 Grooming 1.4 Standing Orders 1.5 Company Policy and Procedures 1.6 Role of a massage practitioner in the Philippine healthcare services	1.1 Maintaining uniform and personal grooming in accordance with established policies and procedures 1.2 Maintaining stance, posture, body language, and other personal presence in accordance to required standards 1.3 Keeping visible work area tidy and uncluttered 1.4 Storing equipment according to assignment requirements

<p>2. Meet client requirements</p>	<p>2.1 Client requirements identified and understood by referral to the assignment instructions.</p> <p>2.2 Client requirements met according to the assignment instructions.</p> <p>2.3 Changes to client's needs and requirements monitored and appropriate action taken.</p> <p>2.4 All communication with the client or customer is clear and complies with assignment requirements.</p>	<p>2.1 Assignment instructions</p> <p>2.2 Post orders</p> <p>2.3 Reviewing assignment instructions</p> <p>2.4 Discussion techniques with client/customer</p> <p>2.5 Implementing required changes</p> <p>2.6 Referral to appropriate employer/personnel</p> <p>2.7 Clarification of client needs and instructions</p>	<p>2.1 Identifying assignment instructions and post orders according to standard procedures</p> <p>2.2 Accomplishing scope to modify instructions/orders in the light of changed situations</p> <p>2.3 Meeting client requirements according to the assignment instructions</p> <p>2.4 Monitoring and appropriating action is taken in changes to client's needs and requirements</p> <p>2.5 Clearing and complying with assignment requirements of all communications with the client or customer</p>
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<p>3. Build credibility with clients</p>	<p>3.1 Client expectations for reliability, punctuality and appearance adhered to.</p> <p>3.2 Possible causes of client dissatisfaction identified, dealt with and recorded according to employer policy.</p> <p>3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.</p>	<p>3.1 Interpersonal skills</p> <p>3.2 Customer service skills</p> <p>3.3 Telephone etiquette</p> <p>3.4 Maintaining records</p>	<p>3.1 Adhering to client expectations for reliability, punctuality and appearance</p> <p>3.2 Identifying, attending and recording possible causes of client/customer dissatisfaction according to employer policy</p> <p>3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures</p>
<p>4. Establish professional relationship with the client</p>	<p>4.1 Relationship within appropriate professional boundaries is established.</p> <p>4.2 Trust and respect is established through use of effective communication techniques.</p> <p>4.3 Client's special needs are identified and responded.</p> <p>4.4 Communicate in ways that take account of cultural considerations.</p> <p>4.5 Discretion and confidentiality are exercised.</p>	<p>4.1 Type of clients</p> <p>4.2 Main components of client relationship</p> <p>4.3 Relative intelligence</p> <p>4.4 Effect on customer satisfaction</p> <p>4.5 Benefits of customer relationship management</p> <p>4.6 Improving client relationship management</p>	<p>4.1 Demonstrating the ability to establish professional relationship with client</p> <p>4.2 Demonstrating the ability of genuine concern for the welfare of the clients</p> <p>4.3 Demonstrating the ability required in handling clients</p> <p>4.4 Demonstrating the ability required in rendering client service skills</p>

<p>5. Manage client interactions</p>	<p>5.1 Collaborative and person-centered approach are used when working with clients.</p> <p>5.2 Motivational interview is used as a basis for client interactions.</p> <p>5.3 Client information is gathered respectfully and sensitively, using purposeful, systematic and diplomatic questions.</p> <p>5.4 Support to client is provided when identifying and articulating key information that supports the provision of service.</p> <p>5.5 Client is encouraged to voice queries or concerns and address these appropriately.</p> <p>5.6 Difficult or challenging behavior is responded using established techniques.</p> <p>5.7 Professional integrity and boundaries are maintained at all times.</p> <p>5.8 Work within scope of role and identify and respond to situations where interactions suggest the need for client referral.</p>	<p>5.1 Manage client interactions</p> <p>5.2 Causes of client/customer dissatisfaction</p> <p>5.3 Assignment instructions</p> <p>5.4 Reporting procedures</p>	<p>5.1 Demonstrating ability to do attention to detail when completing client/employer documentation</p> <p>5.2 Demonstrating the ability to do interpersonal and communication skills required in client contact assignments</p> <p>5.3 Demonstrating ability to do customer service skills required to meet client/customer needs</p>
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<p>6. Provide effective responses to client enquiries</p>	<p>6.1 Most appropriate mode of communication is selected for the information being provided.</p> <p>6.2 Language and terminology that the client will understand are used.</p> <p>6.3 Information are presented clearly and with sufficient detail to meet client needs.</p> <p>6.4 Clarity of information is confirmed with client and any unresolved issues are addressed.</p>	<p>6.1 Common industry and company services, problems and solutions</p> <p>6.2 Legal and ethical company and industry aspects</p> <p>6.3 Client motivations and expectations</p> <p>6.4 Effective communication techniques</p> <p>6.5 Industry ethics and practices</p> <p>6.6 Detailed product and service knowledge</p>	<p>6.1 Using communication skills</p> <p>6.2 Using language skills</p> <p>6.3 Using numeracy skills</p> <p>6.4 Using technology skills</p> <p>6.5 Relating to people from a range of society, cultural and ethnic backgrounds</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders 2.2 Efficiency 2.3 Client turn-around time
3. Client Requirements	May include: 3.1 Assignment instructions (e.g. right products) 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May include: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May include: 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. Client	May include: 7.1 All members of the public

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client interactions. 1.4 Monitored and acted on varying client or customer needs. 1.5 Met client requirements. 1.6 Built credibility with customers/clients.
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Assessment centers/venues 2.2 Accredited assessors 2.3 Evaluation reports 2.4 Access to a relevant venue, equipment and materials 2.5 Assignment instructions 2.6 Logbooks 2.7 Operational manuals and makers'/customers' instructions (if relevant) 2.8 Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test/Examination 3.2 Demonstration with questioning 3.3 Observation
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE

UNIT CODE : SOC514202

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

ELEMENTS	<p>PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables</p>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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<p>1. Plan for completion of own workload</p>	<p>1.1 Tasks accurately identified.</p> <p>1.2 Priority allocated to each task.</p> <p>1.3 Time lines allocated to each task or series of tasks.</p> <p>1.4 Tasks deadlines known and complied with whenever possible.</p> <p>1.5 Work schedules are known and completed with agreed time frames.</p> <p>1.6 Work plans developed according to assignment requirements and employer policy.</p> <p>1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.</p>	<p>1.1 Assignment instructions</p> <p>1.2 Verbal instructions</p> <p>1.3 Policy documents</p> <p>1.4 Duty statements</p> <p>1.5 Self-assessment</p> <p>1.6 Daily tasks</p> <p>1.7 Weekly tasks</p> <p>1.8 Regularly or irregularly occurring tasks</p> <p>1.9 Allocating priority and timelines</p>	<p>1.1 Identifying tasks accurately according to instructions</p> <p>1.2 Developing work plans according to assignment requirements and employer policy</p> <p>1.3 Allocating priority and timelines to each task</p> <p>1.4 Determining tasks deadlines and comply with whenever possible</p> <p>1.5 Determining and completing work schedules according to agreed time frames</p>
<p>2. Maintain quality of performance</p>	<p>2.1 Personal performance continually monitored against agreed performance standards.</p> <p>2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards.</p> <p>2.3 Guidance from management applied to achieve or maintain agreed standards.</p> <p>2.4 Standard of work clarified and agreed according to employer policy and procedures.</p>	<p>2.1 Monitoring personal performance</p> <p>2.2 Determining performance standards</p> <p>2.3 Interpreting work standards</p> <p>2.4 Quality of work</p>	<p>2.1 Monitoring personal performance continually against agreed performance standards</p> <p>2.2 Seeking advice and guidance when necessary to achieve or maintain agreed standards</p> <p>2.3 Applying guidance from management to achieve or maintain agreed standards</p> <p>2.4 Clarifying and agreeing on standard of work</p>

			according to employer policy and procedures
3. Build credibility with customers/clients	<p>3.1 Client expectations for reliability, punctuality and appearance adhered to.</p> <p>3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy.</p> <p>3.3 Client fully informed of all relevant security matters in a timely manner.</p>	<p>3.1 Interpersonal skills</p> <p>3.2 Customer service skills</p> <p>3.3 Telephone etiquette</p> <p>3.4 Maintaining records</p>	<p>3.1 Adhering to client expectations for reliability, punctuality and appearance</p> <p>3.2 Identifying, attending with and recording possible causes of client/customer dissatisfaction according to employer policy</p> <p>3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	<p>1.1 May be identified through:</p> <p>1.1.1 Assignment Instructions</p> <p>1.1.2 Verbal Instructions by Senior Staff/household members</p> <p>1.1.3 Policy Documents</p> <p>1.1.4 Duty Statements</p> <p>1.1.5 Self-Assessment</p> <p>1.2 May be:</p> <p>1.2.1 Daily tasks</p> <p>1.2.2 Weekly tasks</p>

	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

1. Critical Aspects of Competency	<p>Assessment requires 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
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Assessment Centers/Venues 2.2 Accredited Assessors 2.3 Modes of Assessment 2.4 Evaluation Reports 2.5 Access to relevant venue, equipment and materials 2.6 Assignment Instructions 2.7 Logbooks 2.8 Operational manuals and makers'/customers' instructions 2.9 Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test 3.2 Demonstration 3.3 Observation 3.4 Questioning
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in actual workplace or in a simulated work setting

UNIT OF COMPETENCY : APPLY QUALITY STANDARDS

UNIT CODE : SOC514203

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 requirement.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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<p>1. Assess clients service needs</p>	<p>1.1 Work instruction is obtained and work is carried out in accordance with standard operating procedures.</p> <p>1.2 Clients' needs are checked against workplace standards and specifications.</p> <p>1.3 Faults on clients and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures.</p> <p>1.4 Clients profile and service extended to them are documented in accordance with workplace procedures.</p>	<p>1.1 Communication skills</p> <p>1.2 Client relation</p> <p>1.3 Salon services</p> <p>1.4 Documentation procedures</p> <p>1.5 Handling of complaints</p>	<p>1.1 Obtaining work instruction and carry out outwork in accordance with standard operating procedures</p> <p>1.2 Evaluating client needs based on workplace standards and specifications</p> <p>1.3 Analyzing salon services against clients' needs</p> <p>1.4 Explaining and consulting salon services with the client</p> <p>1.5 Recording and/or report faults on clients and any identified causes to the supervisor concerned in accordance with workplace procedures</p> <p>1.6 Documenting client's profile and service extended to them in accordance with workplace procedures</p>
<p>2. Assess own work</p>	<p>2.1 Documentation relative to quality within the company is identified and used.</p> <p>2.2 Completed work is checked against workplace standards relevant to the task</p>	<p>2.1 Documentation</p> <p>2.2 Workplace quality standards</p> <p>2.3 Feedback</p> <p>2.4 Self-assessment procedures</p>	<p>2.1 Identifying and using documentation relative to quality within the company</p> <p>2.2 Checking completed work</p>

	<p>undertaken.</p> <p>2.3 Errors are identified and isolated.</p> <p>2.4 Information on the quality and other indicators of production performance is recorded in accordance with workplace procedures.</p> <p>2.5 Deviations from specified quality standards, causes are documented and reported in accordance with the workplace standards operating procedures.</p>	<p>2.5 Job analysis</p>	<p>against workplace standards relevant to the tasks undertaken</p> <p>2.3 Identifying and improving errors</p> <p>2.4 Recording information on the quality and other indicators of individual performance in accordance with workplace procedures</p> <p>2.5 Documenting and reporting cases of deviations from specific quality standards, causes in accordance with the workplace standards operating procedures</p> <p>2.6 Collecting and analyzing feedback based on required quality standards</p>
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<p>3. Engage in quality improvement</p>	<p>3.1 Process improvement procedures are participated in relation to workplace assignment.</p> <p>3.2 Work is carried out in accordance with process improvement procedures.</p> <p>3.3 Performance of operation or quality of product or service to ensure customer satisfaction is monitored.</p>	<p>3.1 Service processes and procedures</p> <p>3.2 Client service</p> <p>3.3 Environmental regulations</p> <p>3.4 New trends and technology awareness</p> <p>3.5 Transparent management</p> <p>3.6 Work values</p>	<p>3.1 Participating in process improvement procedures relative to workplace assignment</p> <p>3.2 Carrying-out work in accordance with process improvement procedures</p> <p>3.3 Monitoring performance of operation or quality of product of service to ensure client satisfaction</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
<p>1. Client Needs</p>	<p>May include:</p> <p>1.1 Information</p> <p>1.2 Options</p> <p>1.3 Transparency</p> <p>1.4 Fairness</p> <p>1.5 Empathy</p> <p>1.6 Accessibility</p>
<p>2. Faults on Clients</p>	<p>May include:</p> <p>2.1. Unsatisfied client</p> <p>2.2. Result did not meet client expectation</p> <p>2.3. Procedures did not conform with Salon policies and procedures</p> <p>2.4. Damage caused to client</p>
<p>3. Documentation</p>	<p>May include:</p> <p>3.1 Organization work procedures</p> <p>3.2 Manufacturer's instruction manual</p> <p>3.3 Customer requirements</p> <p>3.4 Forms</p>

4. Errors	May include: 4.1 Deviation from the requirements of the client 4.2 Deviation from the requirements of the salon/organization
5. Quality Standards	May include: 5.1 Materials 5.2 Component parts 5.3 Final product
6. Customer	May include: 6.1 Co-worker 6.2 Suppliers 6.3 Client 6.4 Organization receiving the product or service

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires that the candidate: 1.1 Carried out work in accordance with the company's standard operating procedures 1.2 Performed task according to specifications 1.3 Reported defects detected in accordance with standard operating procedures 1.4 Carried out work in accordance with the process improvement procedures
2. Resource Implications	The following resources should be provided: 2.1 Materials 2.2 Product 2.3 Equipment
3. Methods of Assessment	Competency in this unit may be assessed through: Observation 3.1 Questioning 3.2 Practical demonstration
4. Context of Assessment	4.1 Assessment may be conducted in the workplace or in a simulated work environment.

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

UNIT CODE : SOC514204

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.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Comply with health regulations	1.1 <i>Salon policies and procedures</i> for personal hygiene applied. 1.2 Procedures and practices implemented in a variety of salon situations in accordance with government health regulations.	1.1 Government Health Regulations 1.2 Salon standards 1.3 Laundry 1.4 Regular hand washing 1.5 Appropriate and clean clothing 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene	1.1 Following workplace hygiene procedures in accordance with salon standards and legal requirements 1.2 Handling and storing all items according to salon requirements

<p>2. Assess own work</p>	<p>2.1 Reception, work areas and walkways maintained in a safe, uncluttered and organized manner according to salon policy.</p> <p>2.2 All routines carried out safely, effectively with minimum inconvenience to clients and staff.</p> <p>2.3 Waste is stored and disposed of according to OSH requirements.</p> <p>2.4 Spills, food, waste, hair or other potential hazards promptly removed from floors according to salon policy.</p> <p>2.5 Linen is stored, cleaned and disinfected in line with OSH requirements and salon procedures.</p> <p>2.6 Refreshments are provided to all clients.</p>	<p>2.1 Types and uses of cleaning materials/solvent</p> <p>2.2 OSHC workplace regulations</p> <p>2.3 Salon policy</p>	<p>2.1 Keeping clean, uncluttering and organizing reception area according to salon policy</p> <p>2.2 Maintaining and keeping work areas and walkways safe state and free from spills, food waste, hair or other potential hazards in line with OSHC regulations</p> <p>2.3 Storing and disposing waste according to OSHC requirements</p>
<p>3. Check and maintain tools and equipment</p>	<p>3.1 Tools and equipment are stored safely and in position to comply with salon requirements and local health regulations.</p> <p>3.2 Tools and equipment are prepared for specific services as required.</p> <p>3.1 Tools and equipment are checked for maintenance requirements.</p> <p>3.3 Tools and equipment are referred for repair as required.</p>	<p>3.1 Local Health Regulations</p> <p>3.2 Different salon services</p> <p>3.3 Types of tools and equipment</p> <p>3.4 Storage of tools and equipment</p> <p>3.5 Uses of personal protective equipment (PPE)</p>	<p>3.1 Identifying tools and equipment are identified according to classification/specification and job requirements.</p> <p>3.2 Preparing tools and equipment for specific services as required</p> <p>3.3 Checking tools and equipment for maintenance and referred for repair as required</p> <p>3.4 Observing safety of tools and equipment in</p>

			<p>accordance with manufacturer's instructions</p> <p>3.5 Safely storing tools and equipment in accordance with salon requirements and local health regulations</p>
<p>4. Check and maintain stocks</p>	<p>4.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures. Stock levels are accurately recorded according to salon procedures.</p> <p>4.2 Under or over supplied stock items are notified immediately to the salon supervisor.</p> <p>4.3 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier.</p> <p>4.4 Safe lifting and carrying techniques maintained in line with salon occupational health and safety policy and government legislation.</p>	<p>4.1 Inventory of stocks/supplies</p> <p>4.2 Handling stocks</p> <p>4.3 Lifting and Carrying Techniques</p> <p>4.4 Safe keeping/storage</p>	<p>4.1 Following stock rotation procedures according to salon procedures</p> <p>4.2 Recording stock levels and notify salon supervisor regarding under or over supplied stocks items</p> <p>4.3 Referring incorrect deliveries to the supervisor for return to supplier</p> <p>4.4 Following safe lifting and carrying techniques in line with occupational health and safety policy and government legislation</p> <p>4.5 Storing stocks safely in accordance with manufacturer's specifications or company</p>

			procedures
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.	5.1 Client Service 5.2 Service Processes and Procedures 5.3 Environmental Regulations	5.1 Making clients feel comfortable following salon policy 5.2 Consulting clients on their needs or desired service 5.3 Reporting client's needs to the salon supervisor

RANGE OF VARIABLES

VARIABLE	RANGE
1. Salon Policies and Procedures	<p>May include:</p> <ul style="list-style-type: none"> 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 Safety and Health (OHS) Requirements	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Client 2.2 Staff 2.3 Equipment/Tools 2.4 Premises 2.5 Stock

EVIDENCE GUIDE

1. Critical Aspects of Competency	<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.
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Client 2.2 Relevant Information 2.3 Appropriate Products
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation with questioning 3.2 Practical Demonstration with questioning
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Assessment may be conducted in the workplace or in a simulated environment

CORE COMPETENCIES

UNIT OF COMPETENCY : ADMINISTER SCALP MICRO-PIGMENTATION

UNIT CODE : AB-SOC1380300514305

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude required to perform pre-treatment activities including the preparation of area, tools, equipment, supplies, materials and client. Carry-out scalp micro-pigmentation activities starting in designing the scalp hairline, application of numbing products and actual pigmentation, and facilitate post-treatment care and aftercare activities.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area, tools, equipment, supplies and materials	1.1 Area is cleaned and sanitized in accordance with OSHA standards. 1.2 Tools , supplies, materials and equipment are draped based on OSHA standards. 1.3 Supplies and materials are prepared based on procedure protocol. 1.4 Equipment is prepared and checked based on the manufacturer's manual.	Science 1.1 OSHA policies and procedures 1.2 Procedures in cleaning 1.3 Procedures in checking the machine 1.4 Familiarization of policies and procedures 1.5 Preparation of set-up workplace 1.6 Clinic layout 1.7 Familiarization of storage of supplies and materials 1.8 Expiration date of supplies and materials Technology 1.9 Identification of tools, equipment,	1.1 Following clinic's policies and procedure 1.2 Observing time management 1.3 Complying with PD. 856 (Sanitation Code of the Philippines) 1.4 Practicing good housekeeping principles 1.5 Applying ergonomic principles 1.6 Providing proper ventilation and lighting 1.7 Performing cleaning and bed draping 1.8 Identifying and describing parts and functions of

		supplies and materials 1.10 Ergonomic principles, privacy and ventilation 1.11 Parts and functions of the machine 1.12 Bed draping Mathematics 1.13 Time management Environment 1.14 PD. 856 (Sanitation Code of the Philippines) 1.15 Good housekeeping principles	the machine 1.9 Checking the machine 1.10 Identifying the supplies and materials 1.11 Preparing and utilizing supplies and materials 1.12 Identifying expiration dates of the supplies and materials 1.13 Identifying placement and storage of supplies and materials 1.14 Applying knowledge on clinic lay out
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<p>2. Prepare client</p>	<p>2.1 Client with contraindications is advised to forego or defer the treatment following clinic's policies and guidelines.</p> <p>2.2 Client is informed of the procedure to be performed.</p> <p>2.3 Consent form is signed by the client.</p> <p>2.4 Client is advised to remove all personal accessories following clinic's established procedures.</p> <p>2.5 Client is draped and covered following clinic's established procedures.</p> <p>2.6 Clients' target area is cleansed in accordance with clinic's established procedures.</p>	<p>Science</p> <p>2.1 Demographic profile</p> <p>2.2 Procedures in taking vital signs</p> <p>2.3 Normal and Abnormal Range of vital signs</p> <p>2.4 Familiarization of various clinical forms</p> <p>2.5 Risk management on specific procedure</p> <p>2.6 Procedural process on dermopigmentation protocol</p> <p>2.7 Knowledge and familiarization of contraindications to the procedure</p> <p>2.8 Proper draping of client</p> <p>2.9 Identification of target areas for procedure</p> <p>2.10 Consumer rights</p> <p>2.11 RA 10173 or the Data privacy act</p> <p>Communication</p> <p>2.12 Client centered communication approach</p>	<p>2.1 Obtaining demographic profile</p> <p>2.2 Interviewing skills</p> <p>2.3 Communication skills needed to interpret and apply defined work procedure</p> <p>2.4 Recording skills</p> <p>2.5 Taking accurate vital signs</p> <p>2.6 Client-centered approach</p> <p>2.7 Filling out appropriate clinical forms</p> <p>2.8 Critical thinking</p> <p>2.9 Providing solutions and decision making</p> <p>2.10 Draping client properly</p> <p>2.11 Identifying target area for procedure</p> <p>2.12 Identifying contraindications to the procedure</p> <p>2.13 Consulting, evaluating, preparing and handling client</p> <p>2.14 Observing client's privacy</p> <p>2.15 Complying to the RA 10173 or the Data privacy act</p>
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<p>3. Design scalp hairline</p>	<p>3.1 Hand washing, donning and gloving is done according to OSHA standards.</p> <p>3.2 Head structure is analyzed according to forehead shape and bone structure.</p> <p>3.3 Client's photo is taken for documentation purposes based on clinic's policy.</p> <p>3.4 Scalp hairline is measured using appropriate mapping tools.</p> <p>3.5 Proposed scalp hairline pattern is designed based on client's approval.</p>	<p>Science</p> <p>3.1 Proper hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Familiarization of various clinical forms</p> <p>3.4 Familiarization of mapping tools</p> <p>3.5 Identification and description of mapping tools</p> <p>3.6 Procedure in measuring scalp hairline</p> <p>3.7 Factors in analyzing head structure</p> <p>3.8 Parts of head / anatomy of the head</p> <p>3.9 Different scalp hairline patterns</p> <p>3.10 Data privacy act</p> <p>Technology</p> <p>3.11 Use of mapping tools for scalp hairline</p>	<p>3.1 Hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Identifying the head structure</p> <p>3.4 Identifying and describing mapping tools</p> <p>3.5 Complying to the Data privacy act</p> <p>3.6 Identifying the parts of head / anatomy of the head</p> <p>3.7 Measuring scalp hairline</p> <p>3.8 Identifying different scalp hairline patterns</p>
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<p>4. Apply numbing product in target area</p>	<p>4.1 Target area is cleansed in accordance with clinic's policy.</p> <p>4.2 Client is reassured and comforted for the entire procedure according to dermpigmentation practice.</p> <p>4.3 Topical numbing product is applied based on dermpigmentation practice.</p> <p>4.4 Numbness is tested according to pain tolerance.</p> <p>4.5 Client showing contraindications is advised to forego or defer the numbing procedure based on the dermpigmentation practice.</p>	<p>Science</p> <p>4.1 Identification of the composition of the topical numbing product</p> <p>4.2 Different types of numbing products</p> <p>4.3 Procedures in cleaning the target area</p> <p>4.4 Procedures in testing numbness</p> <p>4.5 Contraindications to the procedure</p> <p>4.6 Signs and symptoms of allergies</p> <p>4.7 Techniques in applying numbing products</p> <p>Communication</p> <p>4.8 Client-centered communication approach</p>	<p>4.1 Identifying of the composition of the topical numbing products</p> <p>4.2 Identifying of different types of numbing products</p> <p>4.3 Cleaning of target area</p> <p>4.4 Applying client-centered communication approach</p> <p>4.5 Identifying major signs and symptoms</p> <p>4.6 Testing numbness</p> <p>4.7 Identifying contraindications</p> <p>4.8 Applying numbing products</p>
<p>5. Carry-out scalp micro-pigmentation activities</p>	<p>5.1 Appropriate tools, equipment, supplies and materials are used according to clinic's policies of procedures.</p> <p>5.2 Scalp micro-pigmentation is performed based on dermpigmentation practices.</p> <p>5.3 Appropriate treatment duration is followed based on established clinic's policy.</p> <p>5.4 Outcome is checked based on agreed scalp hairline symmetry and design.</p> <p>5.5 When necessary, first aid treatment is provided to</p>	<p>Science</p> <p>5.1 Familiarization and identification of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Techniques in applying scalp micro-pigmentation</p> <p>5.3 Five signs of inflammation</p> <p>5.4 Expected outcomes and foreseeable results</p>	<p>5.1 Identifying of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Applying techniques in scalp micro-pigmentation</p> <p>5.3 Applying code of ethics</p> <p>5.4 Time management</p> <p>5.5 Identifying signs of inflammation</p> <p>5.6 Applying emergency</p>

	<p>the client or referred to health professionals during emergency and unforeseen events based on clinic's policy.</p> <p>5.6 Client's photo is taken for documentation purposes based on clinic's policy.</p>	<p>5.5 Color theory</p> <p>5.6 Different skin types</p> <p>5.7 Applicable treatment duration</p> <p>5.8 First aid treatment</p> <p>5.9 Emergency response checklist</p> <p>5.10 Various skin diseases</p> <p>5.11 Familiarization of blood borne pathogen</p> <p>5.12 Code of Ethics</p> <p>5.13 Data privacy act</p> <p>Technology</p> <p>5.14 Use of pigmentation tools and equipment</p> <p>Communication</p> <p>5.15 Client-centered communication approach</p>	<p>response</p> <p>5.7 Applying first aid treatment</p> <p>5.8 Applying color theory</p> <p>5.9 Identifying expected outcomes and foreseeable results</p> <p>5.10 Identifying skin types</p> <p>5.11 Identifying various skin diseases</p> <p>5.12 Complying to the Data privacy act</p> <p>5.13 Control infection by applying blood borne pathogen safety protocols</p> <p>5.14 Applying client-centered communication approach</p>
6. Perform post-treatment care	<p>6.1 Client is advised to follow aftercare regimen in accordance with dermopigmentation practice.</p> <p>6.2 Client is offered take home kit with homecare instructions following the manufacturer's specifications.</p> <p>6.3 Client is advised for follow-up consultation or treatment in accordance with dermopigmentation practice.</p> <p>6.4 Possible treatment complications are discussed to the client in accordance with</p>	<p>Science</p> <p>6.1 Aftercare regimen for scalp pigmentation</p> <p>6.2 Homecare products and instructions</p> <p>6.3 Post treatment complications</p> <p>6.4 RA 10173 or Data Privacy Act</p> <p>Communication</p> <p>6.1 Schedule for follow up consultation</p> <p>6.2 Schedule of touch up when necessary</p> <p>6.3 Proper filing and</p>	<p>6.1 Providing proper instructions for aftercare regimen</p> <p>6.2 Providing instructions on how to use a homecare kit</p> <p>6.3 Identifying post treatment complications</p> <p>6.4 Scheduling touch up</p> <p>6.5 Scheduling follow up consultation</p> <p>6.6 Filing and storing records</p> <p>6.7 Complying to</p>

	<p>dermopigmentation practice.</p> <p>6.5 Client's records are stored and filed according to the clinic's policy.</p>	<p>storage of records</p> <p>6.4 Client-centered communication approach</p>	<p>the Data Privacy Act</p> <p>6.8 Applying client-centered communication approach</p>
<p>7. Perform aftercare activities</p>	<p>7.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures.</p> <p>7.2 Waste materials are properly segregated and disposed in accordance with the waste disposal management policy.</p> <p>7.3 Treatment area is cleaned and prepared for next procedure.</p> <p>7.4 Supplies, products and materials are checked, recorded, replenished and stored in accordance with clinic's policy.</p>	<p>Science</p> <p>7.1 Cleaning and sanitation procedure</p> <p>Mathematics</p> <p>7.2 Inventory management</p> <p>Environment</p> <p>7.3 Waste disposal management</p> <p>7.4 Good housekeeping principles</p>	<p>7.1 Cleaning and sanitizing equipment</p> <p>7.2 Inventory management skills</p> <p>7.3 Implementing proper waste disposal</p> <p>7.4 Applying Good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tools	May include: 1.1 Ruler 1.2 Caliper 1.3 Surgical Marker/Pen 1.4 Grip tape 1.5 Machine sleeve or cover 1.6 Magnifying glasses 1.7 Cosmetic pencil 1.8 Hair clipper 1.9 Hair razor 1.10 Scissors 1.11 Comb
2. Supplies and materials	May include: 2.1 Cosmetic Pigments 2.1.1 Liquid based 2.1.2 Cream based 2.2 Cotton 2.3 Wipes 2.4 Alcohol swabs 2.5 Disposable pigment rings 2.6 Gloves 2.7 Numbing Products 2.8 Mask 2.9 Disposable Head Cap 2.10 Gauze 2.11 Cartridge Needles 2.12 Microfiber applicator 2.13 Cotton buds 2.14 Alcohol 2.15 Cleansing foam 2.16 Clingwrap 2.17 Bed cover 2.18 Disposable Lab gowns 2.19 First-aid kit
3. Equipment	May include: 3.1 Wireless PMU machine/ battery operated 3.2 PMU machine w/ power supply 3.3 Scalp tattoo chair or reclining chair / facial bed 3.4 Trolley 3.5 Stool

	<ul style="list-style-type: none"> 3.6 Facial lamp 3.7 Ring light 3.8 Emergency light 3.9 Extension wire
4. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 4.1 With medical conditions 4.2 With abnormal vital signs 4.3 With inflammatory skin conditions 4.4 With sunburn peeling skin 4.5 With broken skin 4.6 Pregnant and lactating women 4.7 Immunocompromised Patients 4.8 Auto-immune diseases 4.9 Allergies to active ingredients of pigments
5. Mapping Tools	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Ruler 5.2 Caliper 5.3 Mapping Strings 5.4 Surgical Marker/Pen 5.5 Cosmetic Pencil
6. Dermopigmentation practices	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Ensure client's comfort 6.2 Hygiene and Sanitation 6.3 Workplace ergonomics 6.4 Proper client position and draping 6.5 Perform safety procedures
7. Topical numbing product	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Liquid 7.2 Cream 7.3 Gel 7.4 Patch
8. Clinic's policy	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Practice aseptic technique 8.2 Disinfection of treatment area 8.3 Proper grooming 8.4 Personal hygiene 8.5 Donning of appropriate PPE 8.6 Client-centered approach 8.7 pre-sterilized disposable needles 8.8 Proper disposal of supplies and materials 8.9 Proper draping for non-disposables

	<ul style="list-style-type: none"> 8.10 Follow recommended procedure duration 8.11 Observing client's confidentiality 8.12 Client's consent for taking photo/video 8.13 Emergency response checklist 8.14 Supplies and materials are stored in room temperature, proper ventilation and away from direct sunlight 8.15 Regular checking of product expirations 8.16 Periodic checking and maintenance of equipment 8.17 Regular checking of product, supplies and materials inventory
<p>9. Unforeseen events</p>	<p>May include but not limited to:</p> <ul style="list-style-type: none"> 9.1 Scalp injury 9.2 Allergies to active ingredients of pigment products 9.3 Excessive Bleeding 9.4 Irritation 9.5 Infection 9.6 Uneven pigment color 9.7 Pigment migration 9.8 Color mismatch 9.9 Scarring 9.10 Hyperventilation 9.11 Hypoglycemia 9.12 Seizures 9.13 Loss of consciousness 9.14 Excessive pain
<p>10. Aftercare regimen</p>	<p>May include:</p> <ul style="list-style-type: none"> 10.1 Wet and Dry healing 10.2 Application of Skincare products 10.3 Direct Sun exposure 10.4 Excessive Sweating 10.5 Extreme activities 10.6 Scratch and rubbing 10.7 Avoidance of salt water and chlorine 10.8 Avoidance of sauna and steam bath

EVIDENCE GUIDE

<p>1. Critical aspect of competencies</p>	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared treatment area according to PD 856 and OSH 1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3 Obtained and recorded client’s personal data 1.4 Prepared client for the treatment based on clinic policies and regulations 1.5 Administered scalp micro-pigmentation 1.6 Checked treatment outcomes according to the foreseeable results 1.7 Followed applicable treatment duration 1.8 Applied first aid to the client as needed 1.9 Provided post care management 1.10 Performed after care services 1.11 Provided client support as necessary
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Live Model 2.2 Machines, equipment, tools, supplies and materials relevant to the activity to be performed 2.3 Treatment products 2.4 Actual treatment area with complete facilities
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration with oral questioning 3.2 Direct observation 3.3 Written test 3.4 Portfolio
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in treatment area or simulated treatment area 4.2 Assessment done during students return demonstration

UNIT OF COMPETENCY : ADMINISTER NIPPLE OR AREOLA PIGMENTATION

UNIT CODE : AB-SOC1380300514306

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude required to perform pre-treatment activities including the preparation of area, tools, equipment, supplies, materials and client. Carry-out nipple or areola pigmentation activities starting in designing the eyeliner, application of numbing products and actual pigmentation, and facilitate post-treatment care and aftercare activities.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area, tools, equipment, supplies and materials	1.1 Area is cleaned and sanitized in accordance with OSHA standards. 1.2 Tools , supplies, materials and equipment are draped based on OSHA standards. 1.3 Supplies and materials are prepared based on procedure protocol. 1.4 Equipment is prepared and checked based on the manufacturer’s manual.	Science 1.1 OSHA policies and procedures 1.2 Procedures in cleaning 1.3 Procedures in checking the machine 1.4 Familiarization of policies and procedures 1.5 Preparation of set- up workplace 1.6 Clinic layout 1.7 Familiarization of storage of supplies and materials 1.8 Expiration date of supplies and materials 1.9 Identification of tools, equipment, supplies and materials 1.10 Ergonomic principles, privacy and	1.1 Following clinic’s policies and procedure 1.2 Observing time management 1.3 Complying with PD. 856 (Sanitation Code of the Philippines) 1.4 Practicing good housekeeping principles 1.5 Applying ergonomic principles 1.6 Providing proper ventilation and lighting 1.7 Performing cleaning and bed draping 1.8 Identifying and describing parts and functions of the machine 1.9 Checking the machine 1.10 Identifying the

		<p>ventilation</p> <p>1.11 Parts and functions of the machine</p> <p>1.12 Bed draping</p> <p>Mathematics</p> <p>1.13 Time management</p> <p>Environment</p> <p>1.14 PD. 856 (Sanitation Code of the Philippines)</p> <p>1.15 Good housekeeping principles</p>	<p>supplies and materials</p> <p>1.11 Preparing and utilizing supplies and materials</p> <p>1.12 Identifying expiration dates of the supplies and materials</p> <p>1.13 Identifying placement and storage of supplies and materials</p> <p>1.14 Applying knowledge on clinic lay out</p>
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<p>2. Prepare client</p>	<p>2.1 Client with contraindications is advised to forego or defer the treatment following clinic's policies and guidelines.</p> <p>2.2 Client is informed of the procedure to be performed.</p> <p>2.3 Consent form is signed by the client.</p> <p>2.4 Client is advised to remove all personal accessories following clinic's established procedures.</p> <p>2.5 Client is draped and covered following clinic's established procedures.</p> <p>2.6 Clients' target area is cleansed in accordance with clinic's established procedures.</p>	<p>Science</p> <p>2.1 Demographic profile</p> <p>2.2 Procedures in taking vital signs</p> <p>2.3 Normal and Abnormal Range of vital signs</p> <p>2.4 Familiarization of various clinical forms</p> <p>2.5 Risk management on specific procedure</p> <p>2.6 Procedural process on dermopigmentation protocol</p> <p>2.7 Knowledge and familiarization of contraindications to the procedure</p> <p>2.13 Proper draping of client</p> <p>2.14 Identification of target areas for procedure</p> <p>2.15 Consumer rights</p> <p>2.16 RA 10173 or the Data privacy act</p> <p>Communication</p> <p>2.17 Client centered communication approach</p>	<p>2.1 Obtaining demographic profile</p> <p>2.2 Interviewing skills</p> <p>2.3 Communication skills needed to interpret and apply defined work procedure</p> <p>2.4 Recording skills</p> <p>2.5 Taking accurate vital signs</p> <p>2.6 Applying client-centered communication approach</p> <p>2.7 Filling out appropriate clinical forms</p> <p>2.8 Critical thinking</p> <p>2.9 Providing solutions and decision making</p> <p>2.10 Draping client properly</p> <p>2.11 Identifying target area for procedure</p> <p>2.12 Identifying contraindications to the procedure</p> <p>2.13 Consulting, evaluating, preparing and handling client</p> <p>2.14 Observing client's privacy</p> <p>2.15 Complying to the RA 10173 or the Data privacy act</p>
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<p>3. Design nipple or areola</p>	<p>3.1 Hand washing, donning and gloving is done according to OSHA standards.</p> <p>3.2 Breast structure is analyzed according to the circumference and breast shape.</p> <p>3.3 Client's photo is taken for documentation purposes based on clinic's policy.</p> <p>3.4 Nipple or areola is measured using appropriate measuring tools.</p> <p>3.5 Proposed nipple or areola pattern is designed based on client's approval.</p>	<p>Science</p> <p>3.1 Proper hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Familiarization of various clinical forms</p> <p>3.4 Familiarization of measuring tools</p> <p>3.5 Identification and description of measuring tools</p> <p>3.6 Parts of nipple or areola</p> <p>3.7 Different nipple or areola patterns</p> <p>3.8 Procedure in measuring nipple or areola</p> <p>3.9 Factors in analyzing circumference and breast shape</p> <p>3.10 Data privacy act</p> <p>Technology</p> <p>3.11 Use of measuring tools for nipple or areola</p>	<p>3.1 Hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Identifying circumference and breast shade</p> <p>3.4 Identifying and describing measuring tools</p> <p>3.5 Complying to the Data privacy act</p> <p>3.6 Identifying parts of nipple or areola</p> <p>3.7 Measuring nipple or areola</p> <p>3.8 Identifying different nipple or areola patterns</p>
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<p>4. Apply numbing product in the target area</p>	<p>4.1 Target area is cleansed in accordance with clinic's policy.</p> <p>4.2 Client is reassured and comforted for the entire procedure according to dermopigmentation practice.</p> <p>4.3 Topical numbing product is applied based on dermopigmentation practice.</p> <p>4.4 Numbness is tested according to pain tolerance.</p> <p>4.5 Client showing contraindications is advised to forego or defer the numbing procedure based on the dermopigmentation practice.</p>	<p>Science</p> <p>4.1 Identification of the composition of the topical numbing product</p> <p>4.2 Different types of numbing products</p> <p>4.3 Procedures in cleaning the target area</p> <p>4.4 Procedures in testing numbness</p> <p>4.5 Contraindications to the procedure</p> <p>4.6 Signs and symptoms of allergies</p> <p>4.7 Techniques in applying numbing products</p> <p>Communication</p> <p>4.8 Client-centered communication approach</p>	<p>4.1 Identifying composition of the topical numbing products</p> <p>4.2 Identifying different types of numbing products</p> <p>4.3 Performing cleaning</p> <p>4.4 Applying client-centered communication approach</p> <p>4.5 Identifying major signs and symptoms</p> <p>4.6 Testing numbness</p> <p>4.7 Identifying contraindications</p> <p>4.8 Applying numbing products</p>
<p>5. Carry-out nipple or areola pigmentation activities</p>	<p>5.1 Appropriate tools, equipment, supplies and materials are used according to clinic's policies of procedures.</p> <p>5.2 Nipple or areola pigmentation is performed based on dermopigmentation practices.</p> <p>5.3 Appropriate treatment duration is followed based on established clinic's policy.</p> <p>5.4 Outcome is checked based on agreed nipple or areola symmetry, color and design.</p>	<p>Science</p> <p>5.1 Familiarization and identification of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Techniques in applying nipple or areola pigmentation</p> <p>5.3 Five signs of inflammation</p> <p>5.4 Expected outcomes and foreseeable</p>	<p>5.1 Identifying of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Applying techniques in nipple or areola pigmentation</p> <p>5.3 Applying code of ethics</p> <p>5.4 Time management</p> <p>5.5 Identifying signs of inflammation</p>

	<p>5.5 When necessary, first aid treatment is provided to the client or referred to health professionals during emergency and unforeseen events based on clinic's policy.</p> <p>5.6 Client's photo is taken for documentation purposes based on clinic's policy.</p>	<p>results</p> <p>5.5 Color theory</p> <p>5.6 Different skin types</p> <p>5.7 Applicable treatment duration</p> <p>5.8 First aid treatment</p> <p>5.9 Emergency response checklist</p> <p>5.10 Various skin diseases</p> <p>5.11 Familiarization of blood borne pathogen</p> <p>5.12 Application of saline solution for correction</p> <p>5.13 Code of Ethics</p> <p>5.14 Data privacy act</p> <p>Technology</p> <p>5.15 Use of pigmentation tools and equipment</p> <p>Communication</p> <p>5.16 Client-centered communication approach</p>	<p>5.6 Applying emergency response</p> <p>5.7 Applying first aid treatment</p> <p>5.8 Applying Color theory</p> <p>5.9 Identifying expected outcomes and foreseeable results</p> <p>5.10 Identifying skin types</p> <p>5.11 Identifying various skin diseases</p> <p>5.12 Complying to the Data privacy act</p> <p>5.13 Control infection by applying blood borne pathogen safety protocols</p> <p>5.14 Applying the saline solution for correction</p> <p>5.15 Applying client-centered communication approach</p>
6. Perform post-treatment care	<p>6.1 Client is advised to follow aftercare regimen in accordance with dermopigmentation practice.</p> <p>6.2 Client is offered take home kit with homecare instructions following the manufacturer's specifications.</p> <p>6.3 Client is advised for follow-up consultation</p>	<p>Science</p> <p>6.1 Aftercare regimen for nipple or areola pigmentation</p> <p>6.2 Homecare products and instructions</p> <p>6.3 Post treatment complications</p> <p>6.4 RA 10173 or Data Privacy Act</p>	<p>6.1 Providing proper instructions for aftercare regimen</p> <p>6.2 Providing instructions on how to use a homecare kit</p> <p>6.3 Identifying post treatment complications</p> <p>6.4 Scheduling</p>

	<p>or treatment in accordance with dermopigmentation practice.</p> <p>6.4 Possible treatment complications are discussed to the client in accordance with dermopigmentation practice.</p> <p>6.5 Client's records are stored and filed according to the clinic's policy.</p>	<p>Communication</p> <p>6.6 Schedule for follow up consultation</p> <p>6.7 Schedule of touch up when necessary</p> <p>6.8 Proper filing and storage of records</p> <p>6.9 Client-centered communication approach</p>	<p>touch up</p> <p>6.5 Scheduling follow up consultation</p> <p>6.6 Filing and storing records</p> <p>6.7 Complying to the Data Privacy Act</p> <p>6.8 Applying client-centered communication approach</p>
7. Perform aftercare activities	<p>7.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures.</p> <p>7.2 Waste materials are properly segregated and disposed in accordance with the waste disposal management policy.</p> <p>7.3 Treatment area is cleaned and prepared for next procedure.</p> <p>7.4 Supplies, products and materials are checked, recorded, replenished and stored in accordance with clinic's policy.</p>	<p>Science</p> <p>7.1 Cleaning and sanitation procedure</p> <p>Mathematics</p> <p>7.2 Inventory management</p> <p>Environment</p> <p>7.3 Waste disposal management</p> <p>7.4 Good housekeeping principles</p>	<p>7.1 Cleaning and sanitizing equipment</p> <p>7.2 Inventory management skills</p> <p>7.3 Implementing proper waste disposal</p> <p>7.4 Applying Good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tools	May include: <ul style="list-style-type: none"> 1.1 Caliper 1.2 Surgical Marker/Pen 1.3 Grip tape 1.4 Machine sleeve or cover 1.5 Magnifying glasses 1.6 Cosmetic pencil
2. Supplies and materials	May include: <ul style="list-style-type: none"> 2.1 Cosmetic Pigments <ul style="list-style-type: none"> 2.1.1 Liquid based 2.1.2 Cream based 2.2 Cotton 2.3 Wipes 2.4 Alcohol swabs 2.5 Disposable pigment rings 2.6 Gloves 2.7 Numbing Products 2.8 Pillow 2.9 Mask 2.10 Disposable Head Cap 2.11 Gauze 2.12 Pigment needles 2.13 Microfiber applicator 2.14 Cotton buds 2.15 Micro brush 2.16 Alcohol 2.17 Cleansing foam 2.18 Clingwrap 2.19 Bed cover 2.20 Disposable Lab gowns 2.21 First-aid kit 2.22 Pigment mixer
3. Equipment	May include: <ul style="list-style-type: none"> 3.1 Wireless PMU machine/ battery operated 3.2 PMU machine w/ power supply 3.3 Facial stool 3.4 Facial lamp 3.5 Facial trolley

	<ul style="list-style-type: none"> 3.6 Ring light 3.7 Facial bed 3.8 Emergency light 3.9 Extension wire
4. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 4.1 With medical conditions 4.2 With abnormal vital signs 4.3 With inflammatory skin conditions 4.4 With sunburn peeling skin 4.5 With broken skin 4.6 Pregnant and lactating women 4.7 Immunocompromised Patients 4.8 Auto-immune diseases 4.9 Allergies to active ingredients of pigments
5. Measuring Tools	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Caliper 5.2 Surgical Marker/Pen 5.3 Cosmetic Pencil
6. Dermopigmentation practices	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Ensure client's comfort 6.2 Hygiene and Sanitation 6.3 Workplace ergonomics 6.4 Proper client position and draping 6.5 Perform safety procedures
7. Topical numbing product	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Liquid 7.2 Cream 7.3 Gel 7.4 Patch
8. Clinic's policy	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Practice aseptic technique 8.2 Disinfection of treatment area 8.3 Proper grooming 8.4 Personal hygiene 8.5 Donning of appropriate PPE 8.6 Client-centered approach 8.7 pre-sterilized disposable needles 8.8 Proper disposal of supplies and materials 8.9 Proper draping for non-disposables 8.10 Follow recommended procedure duration 8.11 Observing client's confidentiality 8.12 Client's consent for taking photo/video 8.13 Emergency response checklist 8.14 Supplies and materials are stored in room temperature, proper ventilation and away from direct sunlight

	8.15 Regular checking of product expirations 8.16 Periodic checking and maintenance of equipment 8.17 Regular checking of product, supplies and materials inventory
9. Unforeseen events	May include but not limited to: 9.1 Allergies to active ingredients of pigment product 9.2 Excessive Bleeding 9.3 Irritation 9.4 Infection 9.5 Uneven pigment color 9.6 Pigment migration 9.7 Color mismatch 9.8 Scarring 9.9 Breast injury 9.10 Hyperventilation 9.11 Hyperventilation 9.12 Hypoglycemia 9.13 Seizures 9.14 Loss of consciousness 9.15 Excessive pain
10. Aftercare regimen	May include: 10.1 Wet and Dry healing 10.2 Application of Skincare products 10.3 Direct Sun exposure 10.4 Excessive Sweating 10.5 Extreme activities 10.6 Scratch and rubbing 10.7 Avoidance of salt water and chlorine 10.8 Avoidance of sauna and steam bath

EVIDENCE GUIDE

<p>1. Critical aspect of competencies</p>	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared treatment area according to PD 856 and OSH 1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3 Obtained and recorded client's personal data 1.4 Prepared client for the treatment based on clinic policies and regulations 1.5 Administer nipple or areola pigmentation 1.6 Checked treatment outcomes according to the foreseeable results 1.7 Followed applicable treatment duration 1.8 Applied first aid to the client as needed 1.9 Provided post care management 1.10 Performed after care services 1.11 Provided client support as necessary
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Live Model 2.2 Machines, equipment, tools, supplies and materials relevant of the activity to be performed 2.3 Treatment products 2.4 Actual treatment area with complete facilities
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration with oral questioning 3.2 Direct observation 3.3 Written test 3.4 Portfolio
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in treatment area or simulated treatment area 4.2 Assessment done during students return demonstration

UNIT OF COMPETENCY : ADMINISTER CAMOUFLAGE PIGMENTATION

UNIT CODE : AB-SOC1380300514307

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude required to perform pre-treatment activities including the preparation of area, tools, equipment, supplies, materials and client. Carry-out camouflage pigmentation activities starting in designing the lip, application of numbing products and actual pigmentation, and facilitate post-treatment care and aftercare activities.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area, tools, equipment, supplies and materials	1.1 Area is cleaned and sanitized in accordance with OSHA standards. 1.2 Tools , supplies, materials and equipment are draped based on OSHA standards. 1.3 Supplies and materials are prepared based on procedure protocol. 1.4 Equipment is prepared and checked based on the manufacturer’s manual.	Science 1.1 OSHA policies and procedures 1.2 Procedures in cleaning 1.3 Procedures in checking the machine 1.4 Familiarization of policies and procedures 1.5 Preparation of set- up workplace 1.6 Clinic layout 1.7 Familiarization of storage of supplies and materials 1.8 Expiration date of supplies and materials 1.9 Identification of tools, equipment, supplies and materials 1.10 Ergonomic principles, privacy and	1.1 Following clinic’s policies and procedure 1.2 Observing time management 1.3 Complying with PD. 856 (Sanitation Code of the Philippines) 1.4 Practicing good housekeeping principles 1.5 Applying ergonomic principles 1.6 Providing proper ventilation and lighting 1.7 Performing cleaning and bed draping 1.8 Identifying and describing parts and functions of the machine 1.9 Checking the machine 1.10 Identifying the

		<p>ventilation</p> <p>1.11 Parts and functions of the machine</p> <p>1.12 Bed draping</p> <p>Mathematics</p> <p>1.13 Time management</p> <p>Environment</p> <p>1.14 PD. 856 (Sanitation Code of the Philippines)</p> <p>1.15 Good housekeeping principles</p>	<p>supplies and materials</p> <p>1.11 Preparing and utilizing supplies and materials</p> <p>1.12 Identifying expiration dates of the supplies and materials</p> <p>1.13 Identifying placement and storage of supplies and materials</p> <p>1.14 Applying knowledge on clinic lay out</p>
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<p>2. Prepare client</p>	<p>2.1 Client with contraindications is advised to forego or defer the treatment following clinic's policies and guidelines.</p> <p>2.2 Client is informed of the procedure to be performed.</p> <p>2.3 Consent form is signed by the client.</p> <p>2.4 Client is advised to remove all personal accessories following clinic's established procedures.</p> <p>2.5 Client is draped and covered following clinic's established procedures.</p> <p>2.6 Clients' target area is cleansed in accordance with clinic's established procedures.</p>	<p>Science</p> <p>2.1 Demographic profile</p> <p>2.2 Procedures in taking vital signs</p> <p>2.3 Normal and Abnormal Range of vital signs</p> <p>2.4 Familiarization of various clinical forms</p> <p>2.5 Risk management on specific procedure</p> <p>2.6 Procedural process on dermopigmentation protocol</p> <p>2.7 Knowledge and familiarization of contraindications to the procedure</p> <p>2.18 Proper draping of client</p> <p>2.19 Identification of target areas for procedure</p> <p>2.20 Knowledge on consumer rights</p> <p>2.21 Knowledge on RA 10173 or the Data privacy act</p> <p>Communication</p> <p>2.22 Client centered communication approach</p>	<p>2.1 Obtaining demographic profile</p> <p>2.2 Interviewing skills</p> <p>2.3 Communication skills needed to interpret and apply defined work procedure</p> <p>2.4 Recording skills</p> <p>2.5 Taking accurate vital signs</p> <p>2.6 Applying client-centered communication approach</p> <p>2.7 Filling out appropriate clinical forms</p> <p>2.8 Critical thinking</p> <p>2.9 Providing solutions and decision making</p> <p>2.10 Draping client properly</p> <p>2.11 Identifying target area for procedure</p> <p>2.12 Identifying contraindications to the procedure</p> <p>2.13 Consulting, evaluating, preparing and handling client</p> <p>2.14 Observing client's privacy</p> <p>2.15 Complying to the RA 10173 or the Data privacy act</p>
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<p>3. Design camouflage patterns</p>	<p>3.1 Hand washing, donning and gloving is done according to OSHA standards.</p> <p>3.2 Face and body structure is analyzed according to size and shape of the skin being camouflaged.</p> <p>3.3 Client's photo is taken for documentation purposes based on clinic's policy.</p> <p>3.4 Camouflage is layed out using appropriate measuring tools.</p> <p>3.5 Proposed camouflage pattern is designed based client's approval.</p>	<p>Science</p> <p>3.1 Proper hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Familiarization of various clinical forms</p> <p>3.4 Familiarization identification of measuring tools</p> <p>3.5 Identification and description of measuring tools</p> <p>3.6 Parts of face and body being camouflaged</p> <p>3.7 Different camouflage patterns</p> <p>3.8 Procedure in laying out camouflage patterns</p> <p>3.9 Factors in analyzing the size and shape of the face and body being camouflaged</p> <p>3.10 Data privacy act</p> <p>Technology</p> <p>3.11 Use of measuring tools for camouflage</p>	<p>3.1 Hand washing</p> <p>3.2 Donning and gloving technique</p> <p>3.3 Identifying size and shape of the face and body being camouflaged</p> <p>3.4 Identifying and describing measuring tools</p> <p>3.5 Complying to the Data privacy act</p> <p>3.6 Identifying- parts of the area of the face and body to be camouflaged</p> <p>3.7 Measuring target area being camouflaged</p> <p>3.8 Identifying different camouflage patterns</p>
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<p>4. Apply numbing product in the target area</p>	<p>4.1 Target area is cleansed in accordance with clinic's policy.</p> <p>4.2 Client is reassured and comforted for the entire procedure according to dermopigmentation practice.</p> <p>4.3 Topical numbing product is applied based on dermopigmentation practice.</p> <p>4.4 Numbness is tested according to pain tolerance.</p> <p>4.5 Client showing contraindications is advised to forego or defer the numbing procedure based on the dermopigmentation practice.</p>	<p>Science</p> <p>4.1 Identification of the composition of the topical numbing product</p> <p>4.2 Different types of numbing products</p> <p>4.3 Procedures in cleaning the target area</p> <p>4.4 Procedures in testing numbness</p> <p>4.5 Contraindications to the procedure</p> <p>4.6 Signs and symptoms of allergies</p> <p>4.7 Techniques in applying numbing products</p> <p>Communication</p> <p>4.8 Client-centered communication approach</p>	<p>4.1 Identifying of the composition of the topical numbing products</p> <p>4.2 Identifying of different types of numbing products</p> <p>4.3 Performing cleaning</p> <p>4.4 Applying client-centered communication approach</p> <p>4.5 Identifying major signs and symptoms</p> <p>4.6 Testing numbness</p> <p>4.7 Identifying contraindications</p> <p>4.8 Applying numbing products</p>
<p>5. Carry-out camouflage pigmentation activities</p>	<p>5.1 Appropriate tools, equipment, supplies and materials are used according to clinic's policies of procedures.</p> <p>5.2 Camouflage pigmentation is performed based on dermopigmentation practices.</p> <p>5.3 Appropriate treatment duration is followed based on established clinic's policy.</p> <p>5.4 Outcome is checked based on agreed camouflage layout design.</p>	<p>Science</p> <p>5.1 Familiarization and identification of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Techniques in applying camouflage pigmentation</p> <p>5.3 Five signs of inflammation</p> <p>5.4 Expected outcomes and foreseeable</p>	<p>5.1 Identifying of different appropriate tools, equipment, supplies and materials</p> <p>5.2 Applying techniques in camouflage pigmentation</p> <p>5.3 Applying code of ethics</p> <p>5.4 Time management</p> <p>5.5 Identifying signs of inflammation</p>

	<p>5.5 When necessary, first aid treatment is provided to the client or referred to health professionals during emergency and unforeseen events based on clinic's policy.</p> <p>5.6 Client's photo is taken for documentation purposes based on clinic's policy.</p>	<p>results</p> <p>5.5 Color theory</p> <p>5.6 Different skin types</p> <p>5.7 Applicable treatment duration</p> <p>5.8 First aid treatment</p> <p>5.9 Emergency response checklist</p> <p>5.10 Various skin diseases</p> <p>5.11 Familiarization of blood borne pathogen</p> <p>5.12 Code of Ethics</p> <p>5.13 Data privacy act</p> <p>Technology</p> <p>5.14 Use of pigmentation tools and equipment</p> <p>Communication</p> <p>5.15 Client-centered communication approach</p>	<p>5.6 Applying emergency response</p> <p>5.7 Applying first aid treatment</p> <p>5.8 Applying color theory</p> <p>5.9 Identifying expected outcomes and foreseeable results</p> <p>5.10 Identifying skin types</p> <p>5.11 Identifying various skin diseases</p> <p>5.12 Complying to the Data privacy act</p> <p>5.13 Control infection by applying blood borne pathogen safety protocols</p> <p>5.14 Applying client-centered communication approach</p>
6. Perform post-treatment care	<p>6.1 Client is advised to follow aftercare regimen in accordance with dermopigmentation practice.</p> <p>6.2 Client is offered take home kit with homecare instructions following the manufacturer's specifications.</p> <p>6.3 Client is advised for follow-up consultation or treatment in accordance with dermopigmentation</p>	<p>Science</p> <p>6.1 Aftercare regimen for camouflage pigmentation</p> <p>6.2 Homecare products and instructions</p> <p>6.3 Post treatment complications</p> <p>6.4 RA 10173 or Data Privacy Act</p> <p>Communication</p> <p>6.10 Schedule for follow up</p>	<p>6.1 Providing proper instructions for aftercare regimen</p> <p>6.2 Providing instructions on how to use a homecare kit</p> <p>6.3 Identifying post treatment complications</p> <p>6.4 Scheduling touch up</p> <p>6.5 Scheduling follow up</p>

	<p>practice.</p> <p>6.4 Possible treatment complications are discussed to the client in accordance with dermopigmentation practice.</p> <p>6.5 Client's records are stored and filed according to the clinic's policy.</p>	<p>consultation</p> <p>6.11 Schedule of touch up when necessary</p> <p>6.12 Proper filing and storage of records</p> <p>6.13 Client-centered communication approach</p>	<p>consultation</p> <p>6.6 Filing and storing records</p> <p>6.7 Complying to the Data Privacy Act</p> <p>6.8 Applying client-centered communication approach</p>
7. Perform aftercare activities	<p>7.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures.</p> <p>7.2 Waste materials are properly segregated and disposed in accordance with the waste disposal management policy.</p> <p>7.3 Treatment area is cleaned and prepared for next procedure.</p> <p>7.4 Supplies, products and materials are checked, recorded, replenished and stored in accordance with clinic's policy.</p>	<p>Science</p> <p>7.1 Cleaning and sanitation procedure</p> <p>Mathematics</p> <p>7.2 Inventory management</p> <p>Environment</p> <p>7.3 Waste disposal management</p> <p>7.4 Good housekeeping principles</p>	<p>7.1 Cleaning and sanitizing equipment</p> <p>7.2 Inventory management skills</p> <p>7.3 Implementing proper waste disposal</p> <p>7.4 Applying Good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tools	May include: <ul style="list-style-type: none"> 1.1 Caliper 1.2 Mapping Strings 1.3 Surgical Marker/Pen 1.4 Grip tape 1.5 Machine sleeve or cover 1.6 Magnifying glasses 1.7 Cosmetic pencil
2. Supplies and materials	May include: <ul style="list-style-type: none"> 2.1 Cosmetic Pigment <ul style="list-style-type: none"> 2.1.1 Liquid based 2.1.2 Cream based 2.2 Cotton 2.3 Wipes 2.4 Alcohol swabs 2.5 Disposable pigment rings 2.6 Gloves 2.7 Numbing Products 2.8 Mask 2.9 Disposable Head Cap 2.10 Gauze 2.11 Pigment needles 2.12 Microfiber applicator 2.13 Cotton buds 2.14 Micro brush 2.15 Alcohol 2.16 Cleansing foam 2.17 Clingwrap 2.18 Bed cover 2.19 Disposable Lab gowns 2.20 First-aid kit
3. Equipment	May include: <ul style="list-style-type: none"> 3.1 Wireless PMU machine/ battery operated 3.2 PMU machine w/ power supply 3.3 Facial bed 3.4 Facial trolley 3.5 Facial lamp 3.6 Ring light 3.7 Facial stool

	<ul style="list-style-type: none"> 3.8 Emergency light 3.9 Extension wire
4. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 4.1 With medical conditions 4.2 With abnormal vital signs 4.3 With inflammatory skin conditions 4.4 With sunburn peeling skin 4.5 With broken skin 4.6 Pregnant and lactating women 4.7 Immunocompromised Patients 4.8 Auto-immune diseases 4.9 Allergies to active ingredients to pigment products
5. Mapping Tools	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Ruler 5.2 Caliper 5.3 Mapping Strings 5.4 Surgical Marker/Pen 5.5 Cosmetic Pencil
6. Dermopigmentation practices	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Ensure client's comfort 6.2 Hygiene and Sanitation 6.3 Workplace ergonomics 6.4 Proper client position and draping 6.5 Perform safety procedures
7. Topical numbing product	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Liquid 7.2 Cream 7.3 Gel 7.4 Patch
8. Clinic's policy	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Practice aseptic technique 8.2 Disinfection of treatment area 8.3 Proper grooming 8.4 Personal hygiene 8.5 Donning of appropriate PPE 8.6 Client-centered approach 8.7 pre-sterilized disposable needles 8.8 Proper disposal of supplies and materials 8.9 Proper draping for non-disposables 8.10 Follow recommended procedure duration 8.11 Observing client's confidentiality 8.12 Client's consent for taking photo/video

	<p>8.13 Emergency response checklist</p> <p>8.14 Supplies and materials are stored in room temperature, proper ventilation and away from direct sunlight</p> <p>8.15 Regular checking of product expirations</p> <p>8.16 Periodic checking and maintenance of equipment</p> <p>8.17 Regular checking of product, supplies and materials inventory</p>
9. Unforeseen events	<p>May include but not limited to:</p> <p>9.1 Allergies to active ingredients of pigment product</p> <p>9.2 Excessive Bleeding</p> <p>9.3 Irritation</p> <p>9.4 Infection</p> <p>9.5 Uneven pigment color</p> <p>9.6 Pigment migration</p> <p>9.7 Color mismatch</p> <p>9.8 Scarring</p> <p>9.9 Hyperventilation</p> <p>9.10 Hypoglycemia</p> <p>9.11 Seizures</p> <p>9.12 Loss of consciousness</p> <p>9.13 Excessive pain</p>
10. Aftercare regimen	<p>May include:</p> <p>10.1 Wet and Dry healing</p> <p>10.2 Application of Skincare products</p> <p>10.3 Direct Sun exposure</p> <p>10.4 Excessive Sweating</p> <p>10.5 Extreme activities</p> <p>10.6 Scratch and rubbing</p>

EVIDENCE GUIDE

<p>1. Critical aspect of competencies</p>	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared treatment area according to PD 856 and OSH 1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3 Obtained and recorded client's personal data 1.4 Prepared client for the treatment based on clinic policies and regulations 1.5 Administer camouflage pigmentation 1.6 Checked treatment outcomes according to the foreseeable results 1.7 Followed applicable treatment duration 1.8 Applied first aid to the client as needed 1.9 Provided post care management 1.10 Performed after care services 1.11 Provided client support as necessary
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Live Model 2.2 Machines, equipment, tools, supplies and materials relevant of the activity to be performed 2.3 Treatment products 2.4 Actual treatment area with complete facilities
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration with oral questioning 3.2 Direct observation 3.3 Written test 3.4 Portfolio
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in treatment area or simulated treatment area 4.2 Assessment done during students return demonstration

GLOSSARY OF TERMS

1. AESTHETIC	Concerned with beauty or artistic value. Aesthetics is the study of the principles of beauty and art. It is a branch of philosophy that deals with the nature of beauty and the appreciation of art. Aesthetics can be applied to a wide range of subjects, including art, music, literature, and film.
2. ABRADED SKIN	An abrasion is a partial thickness wound caused by damage to the skin and can be superficial involving only the epidermis to deep, involving the deep dermis. Abraded skin is skin that has been scraped or rubbed off.
3. ASEPTIC	Free from germs or infection. Aseptic technique is a set of procedures that are used to prevent the spread of infection. These procedures include washing hands, wearing gloves, and sterilizing equipment. Aseptic technique is used in hospitals, clinics, and other healthcare settings.
4. ALLERGIES	Allergies are a reaction to a substance that the body perceives as harmful.
5. ANTIBIOTIC	Antibiotics are a type of medication that is used to treat bacterial infections. They work by either killing the bacteria or preventing them from growing.
6. ALLERGIC DERMATITIS	Also known as contact dermatitis, is a skin condition that occurs when the skin comes into contact with an allergen. Allergens are substances that can trigger an allergic reaction.
7. ANTI-INFLAMMATORY	Cream is a cream that reduces inflammation
8. AUTO-IMMUNE DISEASES	Diseases in which the body's immune system attacks its own tissues.
9. BLEACHING AGENTS	Chemicals that lighten the color of something.
10. CONSULTATION FORMS	Forms that are used to collect information from a patient before a consultation.
11. CONSULTING	The act of providing professional advice.
12. CALIBRATED	Adjusted to a specific standard. Calibration is the process of adjusting a measuring instrument to ensure that it is accurate. Calibration is important for ensuring that measurements are accurate and reliable.
13. CONTRAINDICATIONS	A reason for which a particular treatment or procedure should not be used.
14. EXFOLIATION	The removal of dead skin cells from the surface of the skin.

15. DERMOPIGMENTATION	Dermopigmentation is a cosmetic procedure that involves depositing colored pigments into the upper layers of the skin to enhance facial features. It is a form of tattooing that can be used to create permanent make up effects.
16. DEMOGRAPHIC	Relating to the characteristics of a population
17. DISINFECTED	Treated with a chemical to kill germs.
18. DRAPED	Covered with a cloth or sheet.
19. DRAPING	The process of covering with a cloth or sheet
20. DRYNESS	The lack of moisture in the skin
21. DONNING	Putting on (clothing or equipment).
22. ERGONOMIC	Designed to be comfortable and efficient for the user.
23. IMMUNOCOMPROMISE	Having a weakened immune system.
24. INFLAMED	Swollen, red, and painful due to inflammation.
25. GLOVING	Putting on gloves.
26. HYPERSENSITIVITY	An exaggerated response of the immune system to a substance that is not normally harmful. Hypersensitivity can be caused by a variety of factors, including genetics, environmental exposure, and previous infections. Hypersensitivity can manifest in a variety of ways, including allergies, asthma, and eczema.
27. MANUFACTURER'S MANUAL	A document that provides instructions on how to use and maintain a product.
28. CLIENT HISTORY & INTAKE FORMS	Forms that are used to collect information about a patient's medical history.
29. OSH	Occupational Safety and Health. Occupational Safety and Health. OSH is concerned with the safety and health of workers in the workplace. OSH regulations set standards for safe working conditions and practices.
30. REJUVENATING PRODUCTS	Products that are used to restore or improve the appearance of something.
31. SCUBBING	Thoroughly clean ones hands and arms especially before performing surgery.
32. SERUMS	A type of skincare product that is used to improve the appearance of the skin.
33. SUNBURN	A condition in which the skin is burned by the sun's UV rays. Caused by overexposure to ultraviolet (UV) rays from the sun or tanning beds. Symptoms of sunburn can include: <ul style="list-style-type: none"> • Redness • Swelling

	<ul style="list-style-type: none"> • Pain • Itching
34. STERILIZING	The process of destroying all microorganisms on a surface.
35. SANITATION	The process of cleaning a surface to remove dirt and bacteria.
36. VITAL SIGNS	The signs that indicate a person's health, such as heart rate, blood pressure, and body temperature.
37. WAIVER FORMS	Forms that are used to obtain a patient's consent to receive

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THE TECHNICAL EXPERT PANEL (TEP)

ALBERTO M. FUDERANAN, III
PMU PH International Academy
Jenkinsen Tower Condominium 80
Timog Ave. Quezon City

EDWIN L. LABALAN
Kilay King Academy
3rd floor building A, Lucky Chinatown
Mall, Binondo Manila

WENIE G. ARGONZA
Argonza Aesthetics &
Dermopigmentation Academy
U-102 Makati Terraces Condo Davila
Street Tejeros Makati City

KRISTINE LESLIE R. LUCAS
Permanent Makeup Academy PH
15 Rebueno Street Philamlife Village, Las
Piñas City

DR. ELLEN P. SANTOS
Dermeskin Aesthetics Center
#40 Bliss, Barangay Pagal San Carlos
City Pangasinan

DR. RICO T. SEBASTIAN
Biofiller Aesthetics Philippines, Inc.
Unit 203, Jaral Building, MacArthur
Highway cor. Juan Luna St., Tarlac City,
Tarlac

**DR. ROWENA MARIE R. BAGAY-
MATIAS**
MyDermaDoctor, IADA
38 SCT Ybardolaza St Sacred Heart,
Quezon city

THE NCR ABDD TVET FOCALS

NELSON T. EFREN
TESDA-PasMak
TESDA Building 15, TESDA Complex
East Service Road, South Luzon
Expressway, Fort Bonifacio Taguig City

EDEN F. TUGADE
TESDA-National Capital Region
Building 15, TESDA Complex
East Service Road, South Luzon
Expressway, Fort Bonifacio, Taguig City

KRISTEL MARINE C. LABRADOR
TESDA-PasMak
TESDA Building 15, TESDA Complex
East Service Road, South Luzon
Expressway, Fort Bonifacio Taguig City

The MANAGEMENT and STAFF of the TESDA Qualifications and Standards Office