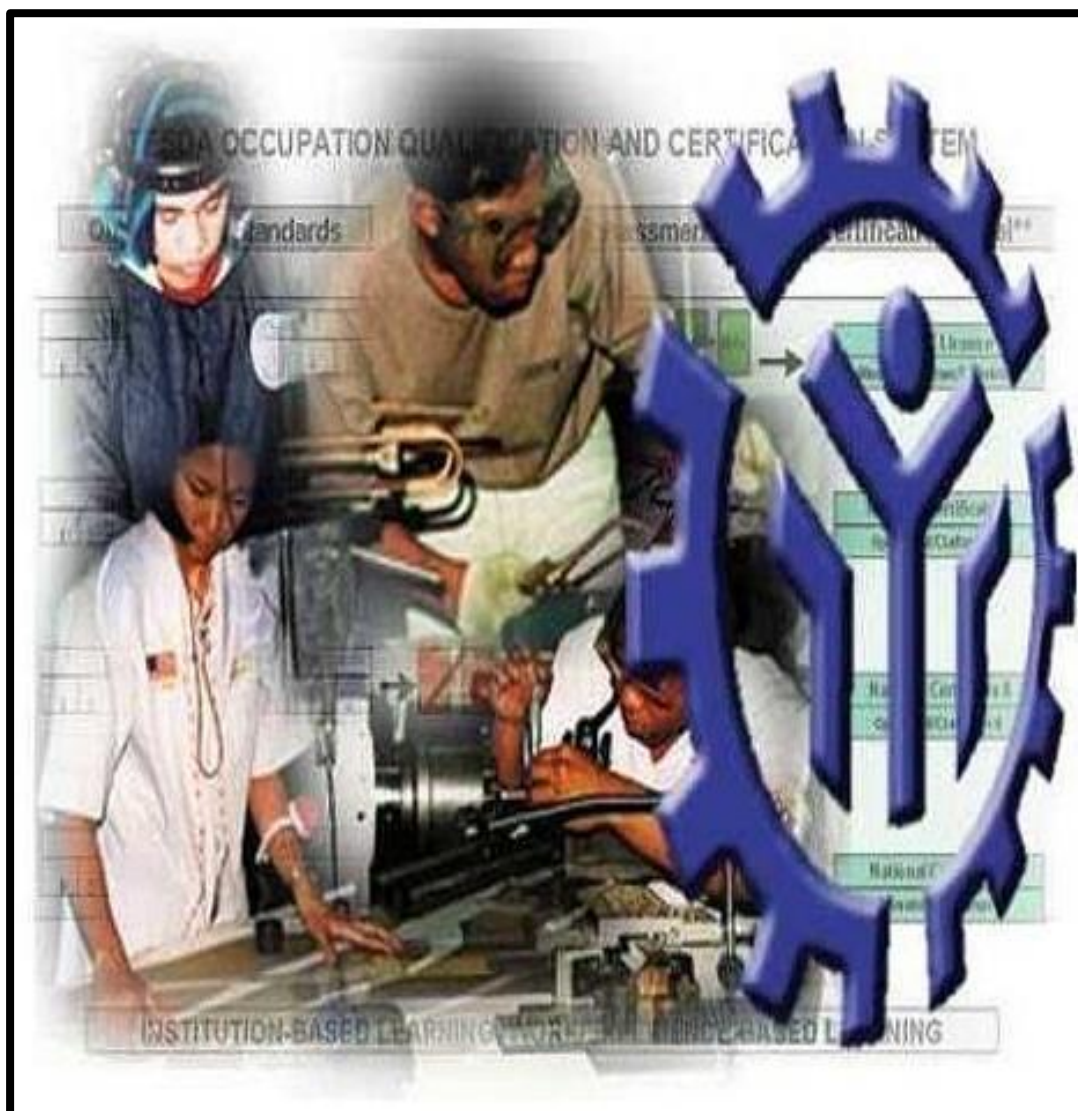


COMPETENCY STANDARDS

AESTHETIC SERVICES LEVEL III



SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

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COMPETENCY STANDARDS FOR AESTHETIC SERVICES LEVEL III

SECTION 1 DEFINITION

The **AESTHETIC SERVICES LEVEL III** qualification consists of competencies that a person must achieve to ~~enable him/her~~ to perform advanced facial treatment, chemical skin peeling, light therapy, and heat therapy.

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
HHC514201	Maintain an effective relationship with client/customers
HHC514202	Manage own performance
HHC514203	Apply quality standards
HHC514204	Maintain a safe, clean and efficient work environment

Unit Code	CORE COMPETENCIES
AB-1380300000- SOC-514301	Perform advance facial treatment
AB-1380300000- SOC-514302	Perform chemical skin peeling
AB-1380300000- SOC-514303	Perform light therapy
AB-1380300000- SOC-514304	Perform heat therapy

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

- Aesthetician
- Skin Care Beauty Specialist
- Skin Care Beauty Consultant

SECTION 2 COMPETENCY STANDARD

This section gives the details of the contents of the units of competency required in **AESTHETIC 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.

ELEMENT	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	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 (clarifying and

	<p>following enterprise procedures</p> <p>1.6 Verbal and written reporting is undertaken when required</p> <p>1.7 Communication and negotiation skills are applied and maintained in all relevant situations</p>		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>

<p>3. Identify and communicate issues arising in the workplace</p>	<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>
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RANGE OF VARIABLES

VARIABLE	RANGE
<p>1. Methods of communication</p>	<p>May include:</p> <p>1.1. Non-verbal gestures</p> <p>1.2. Verbal</p> <p>1.3. Face-to-face</p> <p>1.4. Two-way radio</p> <p>1.5. Speaking to groups</p> <p>1.6. Using telephone</p> <p>1.7. Written</p> <p>1.8. Internet</p>
<p>2. Workplace discussions</p>	<p>May include:</p> <p>2.1. Coordination meetings</p> <p>2.2. Toolbox discussion</p> <p>2.3. Peer-to-peer discussion</p>

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.

ELEMENT	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>4.1 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>

	<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 team</p> <p>4.7 All relevant documentation is completed in accordance with company procedures</p>		
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RANGE OF VARIABLES

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

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 scenario1.2 Assessed and monitored team and individual performance against set criteria1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed1.5 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 place2.2 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 Examination3.2 Oral Questioning3.3 Portfolio
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.</p>

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.

ELEMENT	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 information systems and data collation 1.8 Industry codes and 1.9 standards.	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>2. Analyze the causes of specific workplace challenges</p>	<p>2.1 Possible causes of specific problems 2.2 are identified based on experience and the use of problem-solving tools / analytical techniques. 2.3 Possible cause statements are developed based on findings. 2.4 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. 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. 2.3 Relevant equipment and operational processes. 2.4 Enterprise goals, targets and measures. 2.5 Enterprise quality 2.6 OSH and environmental requirement. 2.7 Enterprise information systems and data collation. 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. 2.2 Identifying extent and causes of specific challenges in the workplace. 2.3 Providing clearcut findings on the nature of each identified workplace challenges.</p>
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<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 clearcut 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. 4.2 Results of plan implementation and recommendations are prepared. 4.3 Recommendations are presented to appropriate personnel. 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 4.2 Relevant equipment and operational processes 4.3 Enterprise goals, targets and measures 4.4 Enterprise quality, 4.5 OSH and environmental requirement 4.6 Principles of decision making strategies and techniques 4.7 Enterprise information systems and data collation 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. 4.2 Identifying extent and causes of specific challenges in the workplace. 4.3 Providing clearcut findings on the nature of each identified workplace challenges. 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.

ELEMENT	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 nonChristians, nonCatholics, 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. 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. 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 2.2 Importance of inclusiveness in a diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence</p>	<p>2.1 Demonstrating crosscultural communication skills and active listening 2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills 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. 3.2 Discriminatory behaviors towards customers/stakeholders are minimized and addressed accordingly. 3.3 Change management policies are in place within the organization.</p>	<p>3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change 3.5 Advanced strategies for customer service excellence</p>	<p>3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and coworkers 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	<p>Competency assessment may occur in workplace or any appropriately simulated environment</p>

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 are 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 procedure</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> <ul 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> <ul 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> <ul 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>	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

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.

ELEMENT	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 are 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>
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3. Edit, format and check information	3.1 Basic editing techniques are used 3.2 Accuracy of documents are checked 3.3 Editing and formatting tools and techniques are used for more complex documents 3.4 Proof reading techniques is used to check that documents look professional	3.1 Basic file-handling techniques 3.2 Techniques in checking documents 3.3 Techniques in editing and formatting 3.4 Proofreading techniques	3.1 Using basic file-handling techniques is used for the software 3.2 Using different techniques in checking documents 3.3 Applying editing and formatting techniques 3.4 Applying proofreading techniques
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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
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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

ELEMENT	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 are 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	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 procedures	2.1. Communication skills 2.2. Collaborating skills 2.3. Critical thinking skills 2.4. Observation skills

	<p>approval from appropriate personnel</p> <p>2.4 OSH work instructions are received in accordance with workplace policies and procedures*</p>	<p>2.7. OSH trainings relevant to work</p>	
<p>3. Evaluate effectiveness of Occupational Safety and Health work instructions</p>	<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
<p>1. OSH Work Practices Issues</p>	<p>May include:</p> <p>1.1 Workers' experience/observance on presence of work hazards</p> <p>1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks)</p> <p>1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines</p>
<p>2. OSH Indicators</p>	<p>May include:</p> <p>2.1 Increased of incidents of accidents, injuries</p> <p>2.2 Increased occurrence of sickness or health complaints/symptoms</p> <p>2.3 Common complaints of workers' related to OSH</p> <p>2.4 High absenteeism for work-related reasons</p>

<p>3. OSH Work Instructions</p>	<p>May include:</p> <p>3.1 Preventive and control measures, and targets</p> <p>3.2 Eliminate the hazard (i.e., get rid of the dangerous machine)</p> <p>3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off)</p> <p>3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one)</p> <p>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)</p> <p>3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine)</p> <p>3.7 Use personal protective equipment</p> <p>3.8 Safety, Health and Work Environment Evaluation</p> <p>3.9 Periodic and/or special medical examinations of workers</p>
<p>4. OSH metrics</p>	<p>May include:</p> <p>4.1 Statistics on incidence of accident and injuries</p> <p>4.2 Morbidity (Type and Number of Sickness)</p> <p>4.3 Mortality (Cause and Number of Deaths)</p> <p>4.4 Accident Rate</p>

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1. Identify OSH work practices issues relevant to work requirements</p> <p>1.2. Identify gaps in work practices related to relevant OSH work standards</p> <p>1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures</p> <p>1.4. Receive OSH work instructions in accordance with workplace policies and procedures</p> <p>1.5. Compare Observed OSH practices with against approved OSH work instructions</p> <p>1.6. Assess findings regarding effectiveness based on OSH work standards</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <p>2.1 Facilities, materials, tools and equipment necessary for the activity</p>

3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Observation/Demonstration with oral questioning</p> <p>3.2 Third party report</p> <p>3.3 Written exam</p>
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 1.2 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 are 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
<p>1. Environmental Practices Issues</p>	<p>May include:</p> <p>1.1 Water Quality</p> <p>1.2 National and Local Government Issues</p> <p>1.3 Safety</p> <p>1.4 Endangered Species</p> <p>1.5 Noise</p> <p>1.6 Air Quality</p> <p>1.7 Historic</p> <p>1.8 Waste</p> <p>1.9 Cultural</p>

2. Environmental Indicators	<p>May include:</p> <ul style="list-style-type: none"> 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
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EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul 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
2. Resource Implications	<p>The following resources should be provided:</p> <ul 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
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Written/Oral Examination 3.2. Interview/Third Party Reports 3.3. Portfolio (citations/awards from GOs AND n
4. Context for Assessment	<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.

ELEMENT	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>
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3. Apply budgeting and financial management skills	<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>3.1 Basic financial management</p> <p>3.2 Basic financial accounting</p> <p>3.3 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>
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate : 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	The following resources should be provided: 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	Competency in this unit may be assessed through : 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	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.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	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>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 Establish relationship within appropriate professional boundaries</p> <p>4.2 Build trust and respect through use of effective communication techniques</p> <p>4.3 Identify and respond to client special needs</p> <p>4.4 Communicate in ways that take account of cultural considerations</p> <p>4.5 Exercise discretion and confidentiality</p>	<p>4.1 Types of client</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 Use a collaborative and person-centered approach when working with clients</p> <p>5.2 Use motivational interviewing as a basis for client interactions</p> <p>5.3 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions</p> <p>5.4 Support the client to identify and articulate key information that supports the provision of service</p> <p>5.5 Encourage clients to voice queries or concerns and address these appropriately</p> <p>5.6 Respond to difficult or challenging behavior using established techniques</p> <p>5.7 Maintain professional integrity and boundaries 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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6. Provide effective responses to client enquiries	6.1 Select the most appropriate mode of communication for the information being provided 6.2 Use language and terminology that the client will understand 6.3 Present information clearly and with sufficient detail to meet client needs Confirm with client that the information has been understood and address any unresolved issues	6.1 Common industry and company services, problems and solutions 6.2 Legal and ethical company and industry aspects 6.3 Client motivations and expectations 6.4 Effective communication techniques 6.5 Industry ethics and practices 6.6 Detailed product and service knowledge	6.1 Using communication skills 6.2 Using language skills 6.3 Using numeracy skills 6.4 Using technology skills 6.5 Relating to people from a range of society, cultural and ethnic backgrounds
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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	Assessment requires evidence that the candidate: 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	The following resources should be provided: 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	Competency in this unit may be assessed through: 3.1 Written Test/Examination 3.2 Demonstration with questioning 3.3 Observation
4. Context of Assessment	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.

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

	<p>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>2.2 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 according to employer policy and procedures</p>
<p>3. Build credibility with customers/clients</p>	<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	1.1 May be identified through: 1.1.1 Assignment Instructions 1.1.2 Verbal Instructions by Senior Staff/household members 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self-Assessment 1.2 May be: 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance Standards	May include: 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires that the candidate: 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	The following resources should be provided: 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	Competency in this unit may be assessed through: 3.1 Written Test 3.2 Demonstration 3.3 Observation

	3.4 Questioning
4. Context of Assessment	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.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess clients service needs	1.1 Work instruction is obtained and work is carried out in accordance with standard operating procedures 1.2 <i>Clients' needs</i> are checked against workplace standards and specifications 1.3 <i>Faults on clients</i> and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures 1.4 Clients profile and service extended to them are documented in accordance with workplace procedures	1.1 Communication skills 1.2 Client relation 1.3 Salon services 1.4 Documentation procedures 1.5 Handling of complaints	1.1 Obtaining work instruction and carry out outwork in accordance with standard operating procedures 1.2 Evaluating client needs based on workplace standards and specifications 1.3 Analyzing salon services against clients' needs 1.4 Explaining and consulting salon services with the client 1.5 Recording and/or report faults on clients and any identified causes to the supervisor concerned in accordance with workplace procedures 1.6 Documenting client's profile and service extended to them in accordance with workplace procedures

<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 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>2.1 Documentation</p> <p>2.2 Workplace quality standards</p> <p>2.3 Feedback</p> <p>2.4 Self-assessment procedures</p> <p>2.5 Job analysis</p>	<p>2.1 Identifying and using documentation relative to quality within the company</p> <p>2.2 Checking completed work 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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3. Engage in quality improvement	3.1 Process improvement procedures are participated in relation to workplace assignment 3.2 Work is carried out in accordance with process improvement procedures 3.3 Performance of operation or quality of product or service to ensure customer satisfaction is monitored	3.1 Service processes and procedures 3.2 Client service 3.3 Environmental regulations 3.4 New trends and technology awareness 3.5 Transparent management 3.6 Work values	3.1 Participating in process improvement procedures relative to workplace assignment 3.2 Carrying-out work in accordance with process improvement procedures 3.3 Monitoring performance of operation or quality of product of service to ensure client satisfaction
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RANGE OF VARIABLES

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

ELEMENT	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>3.3 Tools and equipment are checked for maintenance requirements</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</p>

	<p>3.4 Tools and equipment are referred for repair as required</p>		<p>repair as required</p> <p>3.4 Observing safety of tools and equipment in 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 tocks/supplies</p> <p>4.2 Handling stocksLifting and Carrying Techniques</p> <p>4.3 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>

			4.5 Storing stocks safely in accordance with manufacturer's specifications or company procedures
5. Provide a relaxed and caring environment	<p>5.1 Clients are made to feel comfortable according to salon policy</p> <p>5.2 Clients' needs are reported to</p> <p>5.3 Clients are consulted on specific desired service</p>	<p>5.1 Client Service</p> <p>5.2 Service Processes and Procedures</p> <p>5.3 Environmental Regulations</p>	<p>5.1 Making clients feel comfortable following salon policy</p> <p>5.2 Consulting clients on their needs or desired service</p> <p>5.3 Reporting client's needs to the salon supervisor</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Salon Policies and Procedures	<p>May include:</p> <p>1.1 Hazard Policies and Procedures</p> <p>1.2 Emergency, Fire and Accident Procedures</p> <p>1.3 Personal Safety Procedures</p> <p>1.4 Procedures for the use of Personal Protective Clothing and Equipment</p> <p>1.5 Hazard Identification</p> <p>1.6 Job Procedures</p>
2. Occupational Safety and Health (OHS) Requirements	<p>May include:</p> <p>2.1 Client</p> <p>2.2 Staff</p> <p>2.3 Equipment/Tools</p> <p>2.4 Premises</p> <p>2.5 Stock</p>

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 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	The following resources should be provided: 2.1 Client 2.2 Relevant Information 2.3 Appropriate Products
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Observation with questioning 3.2 Practical Demonstration with questioning
4. Context of Assessment	4.1 Assessment may be conducted in the workplace or in a simulated environment

CORE COMPETENCIES

UNIT OF COMPETENCY : PERFORM ADVANCE FACIAL TREATMENT

UNIT CODE : AB-1380300000-SOC-514301

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing perform light therapy for skin lightening, hair removal, anti-inflammatory, anti-bacterial and rejuvenation using photodynamic therapy and laser 755 lens

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area	1.1 Treatment areas are cleaned and disinfected according to clinic policy and regulations. 1.2 Rooms are made available for use in accordance to the clinic policy.	1.1 Code of ethics 1.2 Familiarization of clinic policies and procedures 1.3 Time management 1.4 PD 856 (Sanitation Code of the Philippines) 1.5 OSH policies and procedures 1.6 Environment safety rules and regulations 1.7 Methods of sanitation 1.8 Treatment area 1.9 7S principles 1.10 Preparation and set up of workplace 1.11 Ergonomic principles, privacy and ventilation 1.12 Clinic lay-out 1.13 Procedure in cleaning 1.14 Bed making	1.1 Following code of ethic 1.2 Following clinic's policies and procedures 1.3 Observing time management 1.4 Following Methods of Sanitation 1.5 Preparing and setting facial cleansing treatment areas 1.6 Complying PD 856 1.7 Complying with DOH, OSH Policies and guidelines 1.8 Practicing 7S principles 1.9 Applying ergonomic principles 1.10 Observing client's privacy 1.11 Providing proper ventilation 1.12 Applying knowledge on clinic lay out

			1.13 Performing cleaning 1.14 Performing bed making
2. Prepare tools, equipment, materials and facial products	<p>2.1 Machines are checked and calibrated according to manufacturer's operation manual.</p> <p>2.2 Tools and equipment are cleaned and sterilized according to manufacturer's operation manual.</p> <p>2.3 Supplies, materials and facial products are prepared and made available following treatment requirement.</p>	<p>2.1 Parts and functions of facial machines</p> <p>2.2 Procedures on checking and calibrating the machine</p> <p>2.3 Procedures in cleaning and sterilizing of tools and equipment</p> <p>2.4 Purpose of studying the manufacturer's operation manual for each equipment</p> <p>2.5 Kinds, uses and contra-indications of facial products</p> <p>2.6 Ways to recognize expiration dates of facial products</p> <p>2.7 Types, uses and procedures in preparation of supplies and materials</p> <p>2.8 Proper placement and storage of tools, equipment, supplies, materials and facial products</p> <p>2.9 Do's and Don'ts in preparing, using and storing of tools, equipment, supplies, materials and facial products</p>	<p>2.1 Identifying and describing parts and functions of facial machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials</p>

<p>3. Assess client</p>	<p>3.1 Client is consulted and offered appropriate facial treatment based on the initial assessment of the client's skin in accordance with clinic's policies and procedures.</p> <p>3.2 Personal information and consent are obtained from the client through accomplished clinical forms in accordance with clinic's policies and procedures.</p> <p>3.3 Provided information in the forms are checked and discussed with the client in accordance with clinic's policies and procedures.</p> <p>3.4 Advance facial procedures and risks of the treatment are explained to client in accordance with clinic's policies and procedures.</p> <p>3.5 Clients' vital signs are obtained, assessed and recorded in accordance with clinic's policies and procedures.</p>	<p>3.1 Demographic profile</p> <p>3.2 Fundamentals of vital signs</p> <p>3.2.1 Normal ranges</p> <p>3.2.2 Tools use in taking vital signs</p> <p>3.2.3 Procedures of taking vital signs</p> <p>3.3 Client-centered communication approach</p> <p>3.4 Familiarization of various clinical forms</p> <p>3.5 Error identification and reporting</p> <p>3.6 Procedures of advance facial treatment</p> <p>3.7 Risk management on advance facial treatment</p>	<p>3.1 Interviewing skills</p> <p>3.2 Recording skills</p> <p>3.3 Taking accurate vital signs</p> <p>3.4 Obtaining demographic profile</p> <p>3.5 Client-centered approach</p> <p>3.6 Operating computer</p> <p>3.7 Filling out appropriate clinical forms.</p> <p>3.8 Communication skills needed to interpret and apply defined work procedures</p> <p>3.9 Critical thinking</p> <p>3.10 Providing solution and decision making</p>
<p>4. Prepare client</p>	<p>4.1 Client is advised to remove all personal accessories following clinic's established procedures.</p> <p>4.2 Client is draped and covered following clinic's established procedures.</p> <p>4.3 Clients' target area is cleansed in accordance with clinic's established procedures.</p> <p>4.4 Client showing contraindications is advised to forego or defer the aesthetic treatment following clinic's policies and guidelines.</p>	<p>4.1 Code of Ethics</p> <p>4.2 Consumer's rights</p> <p>4.3 Steps of proper draping</p> <p>4.4 Identification of target areas for treatment</p> <p>4.5 Familiarization of contraindications to treatment procedure</p>	<p>4.1 Following code of ethics</p> <p>4.2 Draping client properly</p> <p>4.3 Identifying target areas for treatment</p> <p>4.4 Client-centered approach</p> <p>4.5 Consulting, evaluating preparing, and handling client</p> <p>4.6 Identifying contraindications to treatment procedure</p>
<p>5. Carry-out facial treatment</p>	<p>5.1 Hand washing, donning and gloving done according to WHO standards.</p>	<p>5.1 Proper hand washing</p> <p>5.2 Donning and gloving technique</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p>

	<p>5.2 Client is re-assured and comforted during the entire treatment according to clinic's policies and guidelines.</p> <p>5.3 Facial treatment is performed in accordance with established industry facial treatment procedures.</p> <p>5.4 Machine and equipment are used according to manufacturer's operation manual and clinic's policies and procedures.</p> <p>5.5 Tools, supplies, and materials are used in accordance with established industry facial treatment procedures.</p> <p>5.6 Facial cleansing products are used and applied in accordance with established industry facial treatment procedures.</p> <p>5.7 Aesthetic procedures are performed following standard aseptic techniques.</p> <p>5.8 Treatment duration is followed based on established medical recommendations.</p> <p>5.9 Treatment outcomes are checked according to the foreseeable results.</p> <p>5.10 When necessary, first aid treatment is provided to the client during emergency and unforeseen events in accordance with clinic's policies and guidelines.</p> <p>5.11 Unforeseen results and emergencies are responded and addressed in accordance with clinic's policies and procedures.</p>	<p>5.3 Client-centered communication approach</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, supplies, and materials for treatment</p> <p>5.7 Use of facial cleansers</p> <p>5.8 Established facial procedure</p> <p>5.9 Expected outcomes and foreseeable results</p> <p>5.10 Applicable treatment duration</p> <p>5.11 Basic first aid</p>	<p>5.3 Client-centered approach</p> <p>5.4 Applying aseptic technique</p> <p>5.5 Operating facial equipment</p> <p>5.6 Identifying and using tools, supplies, and materials</p> <p>5.7 Using appropriate facial cleansers</p> <p>5.8 Performing established facial procedure</p> <p>5.9 Identifying expected outcomes and foreseeable results</p> <p>5.10 Following the applicable treatment duration</p> <p>5.11 Applying basic first aid</p>
6. Perform cold therapy	6.1 Inflamed or bruised areas is recognized in accordance with medical standards.	6.1 Signs of Inflammation 6.2 Steps and procedures for Cryotherapy	6.1 Identifying signs of Inflammation 6.2 Applying Cryotherapy

	<p>6.2 Cold therapy is applied to target areas following recommended aesthetic procedures.</p> <p>6.3 Cryo therapy equipment and Cryo therapy facial products are used according to manufacturer's instructions and specifications.</p>	<p>6.3 Parts and uses of Cryo therapy Machine and its Accessories</p> <p>6.4 Kinds of Cryo therapy facial products</p> <p>6.5 Importance of following manufacturer's instructions and specifications in facial products</p>	<p>6.3 Using of Cryo tools and equipment</p>
<p>7. Perform after facial treatment care</p>	<p>7.1 Client is enlightened about treatment procedures done.</p> <p>7.2 Client is reassured on expected reactions from the aesthetic treatment.</p> <p>7.3 Client is advised with after care regimen in accordance with established industry standards.</p> <p>7.4 Client is offered take home maintenance products with homecare instructions following the manufacturer's specifications.</p> <p>7.5 Possible post treatment complications are discussed to the client in accordance with clinic's policies and procedures.</p> <p>7.6 Client is advised for follow-up consultation or treatment in accordance with clinic's policies and procedures.</p> <p>7.7 Client is given date for follow up consultation or treatment.</p> <p>7.8 Client's records are stored and filed according to clinic's policies and procedures.</p> <p>7.9 Client is referred to the designated aesthetic practitioner.</p>	<p>7.1 Aftercare regimen</p> <p>7.2 Homecare products and instructions</p> <p>7.3 Recommended schedule of after treatment follow-up consultation and treatment</p> <p>7.4 Post treatment complications</p> <p>7.5 Proper filing and storage of records</p> <p>7.6 Post treatment complications</p> <p>7.7 RA 10173 or Data Privacy Act</p>	<p>7.1 Informing proper use of aftercare regimens</p> <p>7.2 Giving instructions on use of homecare products</p> <p>7.3 Scheduling follow up consultation and treatment</p> <p>7.4 Identifying post treatment complications</p> <p>7.5 Filing and storing of records</p>

<p>8. Perform post-treatment activities</p>	<p>8.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures.</p> <p>8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic's policies and guidelines.</p> <p>8.3 Waste materials are segregated and disposed in accordance with the proper waste disposal management policies.</p> <p>8.4 Treatment area are cleaned and prepared for next procedure.</p>	<p>8.1 Cleaning and sanitation procedure</p> <p>8.2 Inventory management</p> <p>8.3 Waste disposal management</p> <p>8.4 7S practices</p>	<p>8.1 Cleaning and sanitizing equipment's</p> <p>8.2 Inventory management skills</p> <p>8.3 Implementing proper waste disposal</p> <p>8.4 Applying 7S</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Machines	May include: 1.1 10N1 Hydra facial 1.2 7N1 Hydra facial 1.3 Cryo therapy machine
2. Tools & Equipment	May include: 2.1 Facial Bed 2.2 Magnifying lamp 2.3 Facial steamer 2.4 Trolley 2.5 Sterilizer 2.6 Hot Towel Warmer 2.7 Handheld Mirror 2.8 Facial Brush 2.9 Basin, stainless 2.10 Stainless steel instrument tray 2.11 Waste bin
3. Supplies & materials	May include: 3.1 Distilled water 3.2 Eye pads 3.3 Head band/hair cap 3.4 Face Sponge 3.5 Tissue 3.5 Cotton balls 3.7 Operational or sterile Gauze 3.8 Gloves vinyl 3.9 Face Towel (as Bib) adult size white 3.10 Bed sheet 3.11 Disinfectant (isopropyl 70%)
4. Facial Products	May include: 4.1 Facial Cleanser 4.2 Facial mask 4.3 Facial cream 4.4 Make up remover 4.5 Serum 4.6 Sunblock/Sunscreen

5. Treatment requirement	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Must not have any active skin infections, broken skin, and inflamed skin 5.2 Must not be pregnant or lactating 5.3 Must have medical recommendation based on client's skin condition 5.4 Must have stable vital signs 5.5 Must be of legal age or if minor with guardian consent or medical recommendation
6. Client	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Men and Women 6.2 18 years old and above 6.3 Minors with parental consent or medical recommendations
7. Clinical forms	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Consultation forms 7.2 Skin Analysis forms 7.3 Treatment Chart forms 7.4 Medical history forms 7.5 Waiver / consent forms
8. Advance facial procedures	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Hydra facial treatment 8.2 Diamond peel facial
9. Target area	<p>May include:</p> <ul style="list-style-type: none"> 9.1 Face 9.2 Neck
10. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 10.1 With medical conditions 10.2 With abnormal vital signs 10.3 With inflammatory skin conditions 10.4 With sunburn peeling skin 10.5 With broken skin 10.6 Pregnant and lactating women 10.7 Immunocompromised Patients 10.8 Auto-immune diseases 10.9 Allergies to active ingredients of facial cleaning products
11. Treatment outcomes	<p>May include:</p> <ul style="list-style-type: none"> 11.1 Increased hydration 11.2 Improved skin texture 11.3 Brighter, more glowing and supple skin

	11.4 Improved skin circulation as evidence of redness
12. Foreseeable results	<p>May include:</p> <p>12.1 Skin should feel hydrated and supple.</p> <p>12.2 Improved skin texture</p> <p>12.3 Brighter, more glowing skin</p> <p>12.4 Abraded skin</p> <p>12.5 Increased hydration</p> <p>12.6 Improved skin texture</p> <p>12.7 Brighter, more glowing and supple skin</p> <p>12.8 Improved skin circulation as evidence of redness</p> <p>12.9 Inflamed skin</p> <p>12.10 Swollen skin</p> <p>12.11 Bruised skin</p> <p>12.12 Dryness of the skin</p> <p>12.13 Tender skin</p>
13. Emergency	<p>May include:</p> <p>13.1 Extreme change in vital signs</p> <p>13.2 Severe allergic reaction/anaphylactic reaction</p> <p>13.3 Burn</p>
14. Cryo therapy equipment	<p>May include:</p> <p>14.1 Cryo Machine</p> <p>14.2 Cold Hammer</p> <p>14.3 Cold packs</p>
15. Cryo therapy facial products	<p>May include:</p> <p>15.1 Cold Cream and Gel</p> <p>15.2 Facial Sheets and Mask</p>
16. Home maintenance products	<p>May include:</p> <p>16.1 Moisturizer</p> <p>16.2 Anti-Inflammatory cream or topical steroids limited to hydrocortisone</p> <p>16.3 Topical antibiotics as prescribed by medical doctor</p> <p>16.4 Dressings as needed at home</p> <p>16.5 Cleanser or soap</p> <p>16.6 Toner</p> <p>16.7 Serums</p> <p>16.8 Creams</p> <p>16.9 Sunblock or sunscreen</p>

17. Homecare instructions	<p>May include:</p> <ul style="list-style-type: none"> 17.1 Daily skin washing 17.2 Daily applications of Toner, Serum, Creams and Sunblock or Sunscreen 17.3 Avoid direct sunlight 17.4 Minimize hand and face contact 17.5 Avoid foreign skin contact
18. Post Treatment Complications	<p>May include:</p> <ul style="list-style-type: none"> 18.1 Delayed hypersensitivity reaction or delayed skin allergy Contact dermatitis 18.2 Allergic dermatitis 18.3 Pruritus or severe itching 18.4 Swollen skin 18.5 Broken skin
19. Follow-up consultation	<p>May include:</p> <ul style="list-style-type: none"> 19.1 Addressing Client's concerns 19.2 Assessment of the Treatment procedures 19.3 Notification of treatment 19.4 Scheduling of the next appointment
20. Sanitizing Procedures	<p>May include:</p> <ul style="list-style-type: none"> 20.1 Application of facial wash 20.2 Centrifugal facial scrubbing 20.3 Application of 70% isopropyl alcohol
21. Waste Materials	<p>May include:</p> <ul style="list-style-type: none"> 21.1 Used tissues, cotton, and gauze 21.2 Soiled linens, beddings, and towels 21.3 Used sponges 21.4 Waste water

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 Performed advanced facial treatment procedure based on medical recommendation 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
<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 : PERFORM CHEMICAL SKIN PEELING

UNIT CODE : AB-1380300000-SOC-514302

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing chemical skin peeling limited to glycolic and lactic acid agent, and application of cryo therapy after chemical skin peeling procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area	1.1 Treatment areas are cleaned and disinfected according to clinic policy and regulations. 1.2 Rooms are made available for use in accordance to the clinic policy.	1.1 Code of ethics 1.2 Familiarization of clinic policies and procedures 1.3 Time management 1.4 PD 856 (Sanitation Code of the Philippines) 1.5 OSH policies and procedures 1.6 Environment safety rules and regulations 1.7 Methods of sanitation 1.8 Treatment area 1.9 7S principles 1.10 Preparation and set up of workplace 1.11 Ergonomic principles, privacy and ventilation 1.12 Clinic lay-out 1.13 Procedure in cleaning 1.14 Bed making	1.1 Following code of ethic 1.2 Following clinic's policies and procedures 1.3 Observing time management 1.4 Following Methods of Sanitation 1.5 Preparing and setting facial cleansing treatment areas 1.6 Complying PD 856 1.7 Complying with DOH, OSH Policies and guidelines 1.8 Practicing 7S principles 1.9 Applying ergonomic principles 1.10 Observing client's privacy 1.11 Providing proper ventilation 1.12 Applying knowledge on clinic lay out 1.13 Performing cleaning 1.14 Performing bed making

<p>2. Prepare tools, equipment, materials and chemical agents</p>	<p>2.1 Machines are checked and calibrated based on manufacturers standard. 2.2 Tools and equipment are properly cleaned and sterilized according to manufacturer’s manual of operation. 2.3 Supplies, materials and chemical agents are prepared and made available based on treatment requirement.</p>	<p>2.1 Parts and functions of facial machines 2.2 Procedures on checking and calibrating the machine 2.3 Procedures in cleaning and sterilizing of tools 2.4 Purpose of studying the manufacturer’s operation manual for each equipment 2.5 Kinds, uses and contra-indications of chemical agents 2.6 Ways to recognize expiration dates of facial products 2.7 Types, uses and procedures in preparation of supplies and materials 2.8 Proper placement and storage of tools, equipment, supplies, materials and facial products 2.9 Do’s and Don’ts in preparing, using and storing of tools, equipment, supplies, materials and facial products</p>	<p>2.1 Identifying and describing parts and functions of facial machine 2.2 Checking the machines 2.3 Calibrating the machine 2.4 Cleaning and sterilizing of tools 2.5 Applying manufacturer’s operation manual instructions 2.6 Identifying supplies and materials 2.7 Preparing and utilizing supplies and materials. 2.8 Identifying of expiration dates of supplies and materials 2.9 Identifying placement and storage of supplies and materials</p>
<p>3. Assess client</p>	<p>3.1 Client is consulted and offered appropriate facial treatment based on the initial assessment of the client’s skin in accordance with clinic’s policies and procedures. 3.2 Personal information and consent are obtained from the client through accomplished clinical forms in accordance with clinic’s policies and procedures. 3.3 Provided information in the forms are checked and discussed with the client in accordance with clinic’s policies and procedures.</p>	<p>3.1 Demographic profile 3.2 Fundamentals of vital signs 3.2.1 Normal ranges 3.2.2 Tools use in taking vital signs 3.2.3 Procedures of taking vital signs 3.3 Client-centered communication approach 3.4 Familiarization of various clinical forms 3.5 Error identification and reporting 3.6 Procedures of chemical skin peeling</p>	<p>3.1 Interviewing skills 3.2 Recording skills 3.3 Taking accurate vital signs 3.4 Obtaining demographic profile 3.5 Client-centered approach 3.6 Operating computer 3.7 Filling out appropriate clinical forms 3.8 Communication skills needed to interpret and apply defined work procedures</p>

	<p>3.4 Chemical skin peeling procedures and risks of the treatment are explained to client in accordance with clinic's policies and procedures.</p> <p>3.5 Clients' vital signs are obtained, assessed and recorded in accordance with clinic's policies and procedures.</p>	<p>3.7 Risk management on chemical skin peeling treatment</p>	<p>3.9 Critical thinking</p> <p>3.10 Providing solution and decision making</p>
4. Prepare client	<p>4.1 Client is advised to remove all personal accessories following clinic's established procedures.</p> <p>4.2 Client is draped and covered following clinic's established procedures.</p> <p>4.3 Clients' target area is cleansed in accordance with clinic's established procedures.</p> <p>4.4 Client showing contraindications is advised to forego or defer the aesthetic treatment following clinic's policies and guidelines.</p>	<p>4.1 Code of Ethics</p> <p>4.2 Consumer's rights</p> <p>4.3 Steps of proper draping</p> <p>4.4 Identification of target areas for treatment</p> <p>4.5 Familiarization of contraindications to treatment procedure</p>	<p>4.1 Following code of ethics</p> <p>4.2 Draping client properly</p> <p>4.3 Identifying target areas for treatment</p> <p>4.4 Client-centered approach</p> <p>4.5 Consulting, evaluating preparing, and handling client</p> <p>4.6 Identifying contraindications to treatment procedure</p>
5. Carry-out skin peeling	<p>5.1 Hand washing, donning and gloving are done according to WHO standards.</p> <p>5.2 Client is reassured and comforted for the entire treatment procedure according to clinic policies and procedures.</p> <p>5.3 Chemical agents are used and applied according to medical recommendations.</p> <p>5.4 Tools, supplies, and materials are used according to treatment requirement.</p> <p>5.5 Equipment are used according to the current manufacturer's operation manual.</p> <p>5.6 Chemical skin peeling procedures is performed</p>	<p>5.1 Proper hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered communication approach</p> <p>5.4 Chemical peeling agents and proper usage</p> <p>5.5 Tools, supplies, and materials for treatment</p> <p>5.6 Established facial procedure</p> <p>5.7 Technical application of chemical peeling agents</p> <p>5.8 Expected outcomes and foreseeable results</p> <p>5.9 Applicable treatment duration</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered approach</p> <p>5.4 Using the appropriate chemical peeling agents</p> <p>5.5 Identifying and using tools, supplies, and materials</p> <p>5.6 Performing established facial procedure</p> <p>5.7 Applying chemical peeling agents</p> <p>5.8 Identifying expected outcomes and foreseeable results</p>

	<p>guided by medical recommendations.</p> <p>5.7 Aesthetic procedures are performed following standard aseptic techniques.</p> <p>5.8 Treatment duration is followed based on established medical recommendations.</p> <p>5.9 Treatment outcomes are checked according to the foreseeable results.</p> <p>5.10 When necessary, first aid treatment is provided to the client or referred to health personnel in accordance with clinic's policies and guidelines.</p> <p>5.11 Unforeseen results and emergencies are responded and addressed in accordance with clinic's policies and procedures.</p>	5.10 First aid treatment	<p>5.9 Following the applicable treatment duration</p> <p>5.10 Applying first aid</p>
6. Perform cold therapy	<p>6.1 Inflamed or bruised areas is recognized in accordance with medical standards.</p> <p>6.2 Cold therapy is applied to target areas following recommended aesthetic procedures.</p> <p>6.1 Cryo therapy equipment and facial products are used according to manufacturer's instructions and specifications.</p>	<p>6.1 Signs of Inflammation</p> <p>6.2 Steps and procedures for Cryotherapy</p> <p>6.3 Parts and uses of Cryo therapy Machine and its Accessories</p> <p>6.4 Kinds of Cryo therapy facial products</p> <p>6.5 Importance of following manufacturer's instructions and specifications in facial products</p>	<p>6.1 Identifying signs of Inflammation</p> <p>6.2 Applying Cryotherapy</p> <p>6.3 Using of Cryo tools and equipment</p>
7. Perform after facial treatment care	<p>7.1 Client is enlightened about the treatment procedures done.</p> <p>7.2 Client is reassured on expected reactions from the aesthetic treatment.</p> <p>7.3 Client is advised with after care regimen in</p>	<p>7.1 Aftercare regimen</p> <p>7.2 Homecare products and instructions</p> <p>7.3 Recommended schedule of after treatment follow-up consultation and treatment</p>	<p>7.1 Informing proper use of aftercare regimens</p> <p>7.2 Giving instructions on use of homecare products</p>

	<p>accordance with established industry standards.</p> <p>7.4 Client is offered to take home maintenance products with homecare instructions following the manufacturer's specifications.</p> <p>7.5 Possible post treatment complications are discussed to the client in accordance with clinic's policies and procedures.</p> <p>7.6 Client is advised for follow-up consultation or treatment in accordance with clinic's policies and procedures.</p> <p>7.7 Client is given date for follow up consultation or treatment.</p> <p>7.8 Client's records are stored and filed according to the clinic's policies and guidelines.</p> <p>7.9 Client is referred to the designated aesthetic practitioner.</p>	<p>7.4 Post treatment complications</p> <p>7.5 Proper filing and storage of records</p> <p>7.6 Post treatment complications</p> <p>RA 10173 or Data Privacy Act</p>	<p>7.3 Scheduling follow up consultation and treatment</p> <p>7.4 Identifying post treatment complications</p> <p>7.5 Filing and storing of records</p>
8. Perform post-treatment activities	<p>8.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures.</p> <p>8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic's policies and guidelines.</p> <p>8.3 Waste materials are segregated and disposed in accordance with the proper waste disposal management policies.</p> <p>8.4 Treatment area are cleaned and prepared for next procedure.</p>	<p>8.1 Cleaning and sanitation procedure</p> <p>8.2 Inventory management</p> <p>8.3 Waste disposal management</p> <p>8.4 7S practices</p>	<p>8.1 Cleaning and sanitizing equipment's</p> <p>8.2 Inventory management skills</p> <p>8.3 Implementing proper waste disposal</p> <p>8.4 Applying 7S</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tools and equipment	May include: 1.1 Petridish or beaker or small bowl 1.2 Mini fan
2. Supplies, and materials	May include: 2.1 Cotton applicator 2.2 Operational sponge or sterile gauze 2.3 Occlusive agent (Vaseline) 2.4 Water
3. Chemical Agents	May include: 3.1 Glycolic acid 10% 3.2 Lactic acid 10%
4. Treatment requirement	May include: 4.1 Must not have any active skin infections, broken skin, and inflamed skin 4.2 Must not be pregnant or lactating 4.3 Must have medical recommendation based on client's skin condition. 4.4 Must have stable vital signs 4.5 Must be of legal age or if minor with guardian consent or medical recommendation 4.6 Did not apply any rejuvenating products, vitamin A derivative products (retinol), hydroquinone, or any bleaching agents for one (1) month 4.7 No known allergies to active ingredients of peeling agents
5. Client	May include: 5.1 Men and Women 5.2 18 years old and above 5.3 Minors with parental consent or medical recommendations
6. Clinical forms	May include: 6.1 Consultation forms 6.2 Skin Analysis forms 6.3 Treatment Chart forms 6.4 Medical history forms 6.5 Waiver / consent forms
7. Chemical skin peeling procedures	May include: 7.1 Basic facial treatment 7.2 Chemical peel facial
8. Contraindications	May include: 8.1 With medical conditions 8.2 With abnormal vital signs 8.3 With inflammatory skin conditions 8.4 With sunburn peeling skin 8.5 With broken skin

	<p>8.6 Pregnant and lactating women</p> <p>8.7 Immunocompromised Patients</p> <p>8.8 Auto-immune diseases</p> <p>8.9 Allergies to active ingredients of facial cleaning products</p>
9. Treatment Outcomes	<p>May include:</p> <p>9.1 Desquamation or skin shedding or increase skin turnover</p> <p>9.2 Pinkish glowing skin</p> <p>9.3 Hypersensitive skin</p> <p>9.4 Improvement in skin texture</p> <p>9.5 Improvement in skin pigmentation</p> <p>9.6 Supple skin</p>
10. Foreseeable results	<p>May include:</p> <p>10.1 Desquamation or skin shedding or increase skin turnover</p> <p>10.2 Pinkish glowing skin</p> <p>10.3 Hypersensitive skin</p> <p>10.4 Improvement in skin texture</p> <p>10.5 Improvement in skin pigmentation</p> <p>10.6 Supple skin</p> <p>10.7 Post inflammatory hyperpigmentation</p> <p>10.8 Post inflammatory hypopigmentation</p> <p>10.9 Swollen skin</p> <p>10.10 Extreme dryness of skin</p> <p>10.11 Skin excoriation</p> <p>10.12 Flaking of skin</p> <p>10.13 Bleeding of skin</p>
11. Emergencies	<p>May include:</p> <p>11.1 Extreme change in vital signs</p> <p>11.2 Severe allergic reaction/anaphylactic reaction</p> <p>11.3 Burn</p>
12. Cryo therapy equipment and facial products	<p>May include:</p> <p>12.1 Cryo Machine</p> <p>12.2 Cold Hammer</p> <p>12.3 Cold packs</p> <p>12.4 Cold Cream and Gel</p> <p>12.5 Facial Sheets and Mask</p>
13. Home maintenance products	<p>May include:</p> <p>13.1. Moisturizer</p> <p>13.2. Anti-Inflammatory cream or topical steroids limited to hydrocortisone</p> <p>13.3. Topical antibiotics as prescribed by medical doctor</p> <p>13.4. Dressings as needed at home</p> <p>13.5. Cleanser or soap</p> <p>13.6. Toner</p>

	13.7. Serums 13.8. Creams 13.9. Sunblock or sunscreen
14. Homecare Instructions	May include: 14.1 Do not wash face for three (3) days 14.2 Do not apply moisturizer or any occlusive agents 14.3 Apply hydro cortisone as needed only 14.4 No direct sun exposure 14.5 Avoid touching face 14.6 Avoid manual exfoliation of facial skin 14.7 Minimize hand and face contact 14.8 Avoid foreign skin contact
15 Post Treatment Complications	May include: 15.1 Post inflammatory hyperpigmentation 15.2 Post-inflammatory hypopigmentation 15.3 Delayed hypersensitivity reaction or delayed skin allergy 15.4 Contact dermatitis 15.5 Allergic dermatitis 15.6 Pruritus or severe itching 15.7 Swollen skin 15.8 Broken skin
16 Follow up consultation	May include: 16.1 Initial follow up consultation after one (1) week 16.2 Second follow up after one (1) month 16.3 In cases of unforeseen events or complications may visit any time during business hours
17 Sanitizing Procedure	May include: 17.1 Application of facial wash 17.2 Centrifugal facial scrubbing 17.3 Application of 70% isopropyl alcohol
18 Waste Materials	May include: 18.1 Used tissues, cotton applicator, and gauze 18.2 Soiled linens, beddings, and towels 18.3 Used sponges

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment required evidence that the candidate: 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
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	<ul style="list-style-type: none"> 1.5 Performed chemical peeling procedure based on medical recommendation 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
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Live Model 2.2 Equipment, tools, supplies and materials relevant of the activity to be performed 2.3 Treatment products 2.4 Actual treatment area with complete facilities
3. Methods of Assessment	<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
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in treatment area or simulated treatment area 4.2 Assessment done during return demonstration.

UNIT OF COMPETENCY : PERFORM LIGHT THERAPY

UNIT CODE : AB-1380300000-SOC-514303

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing light therapy for skin lightening, hair removal, anti-inflammatory, anti-bacterial and rejuvenation using photodynamic therapy and laser 755 lens

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area	1.1 Treatment areas are cleaned and disinfected according to clinic's policies and regulations. 1.2 Rooms are made available for use in accordance to the clinic's policies and guidelines.	1.1 Code of ethics 1.2 Familiarization of clinic policies and procedures 1.3 Time management 1.4 PD 856 (Sanitation Code of the Philippines) 1.5 OSH policies and procedures 1.6 Environment safety rules and regulations 1.7 Methods of sanitation 1.8 Treatment area 1.9 7S principles 1.10 Preparation and set up of workplace 1.11 Ergonomic principles, privacy and ventilation 1.12 Clinic lay-out 1.13 Procedure in cleaning 1.14 Bed making	1.1 Following code of ethic 1.2 Following clinic's policies and procedures 1.3 Observing time management 1.4 Following Methods of Sanitation 1.5 Preparing and setting facial cleansing treatment areas 1.6 Complying PD 856 1.7 Complying with DOH, OSH Policies and guidelines 1.8 Practicing 7S principles 1.9 Applying ergonomic principles 1.10 Observing client's privacy 1.11 Providing proper ventilation 1.12 Applying knowledge on clinic lay out 1.13 Performing cleaning 1.14 Performing bed making

<p>2. Prepare tools, equipment, materials and consumables</p>	<p>2.1 Machines and equipment are checked and calibrated according to manufacturer's operation manual.</p> <p>2.2 Tools are properly cleaned and sterilized according to the manufacturer's manual of operation.</p> <p>2.3 Consumables are prepared and made available based on treatment requirement.</p>	<p>2.1 Parts and functions of facial machines</p> <p>2.2 Procedures on checking and calibrating the machine</p> <p>2.3 Procedures in cleaning and sterilizing of tools and equipment</p> <p>2.4 Purpose of studying the manufacturer's operation manual for each equipment</p> <p>2.5 Kinds, uses and contra-indications of facial products</p> <p>2.6 Ways to recognize expiration dates of facial products</p> <p>2.7 Types, uses and procedures in preparation of supplies and materials</p> <p>2.8 Proper placement and storage of tools, equipment, supplies, materials and facial products</p> <p>2.9 Do's and Don'ts in preparing, using and storing of tools, equipment, supplies, materials and facial products</p>	<p>2.1 Identifying and describing parts and functions of facial machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials</p>
<p>3. Assess client</p>	<p>3.1 Client is consulted and offered appropriate facial treatment based on the initial assessment of the client's skin in accordance with clinic's policies and procedures.</p> <p>3.2 Personal information and consent are obtained from the client through accomplished clinical forms in accordance with clinic's policies and procedures.</p> <p>3.3 Provided information in the forms are checked and discussed with the</p>	<p>3.1 Demographic profile</p> <p>3.2 Fundamentals of vital signs</p> <p>3.2.1 Normal ranges</p> <p>3.2.2 Tools use in taking vital signs</p> <p>3.2.3 Procedures of taking vital signs</p> <p>3.3 Client-centered communication approach</p> <p>3.4 Familiarization of various clinical forms</p> <p>3.5 Error identification and reporting</p>	<p>3.1 Interviewing skills</p> <p>3.2 Recording skills</p> <p>3.3 Taking accurate vital signs</p> <p>3.4 Obtaining demographic profile</p> <p>3.5 Client-centered approach</p> <p>3.6 Operating computer</p> <p>3.7 Filling out appropriate clinical forms</p> <p>3.8 Communication skills needed to interpret and</p>

	<p>client in accordance with clinic's policies and procedures.</p> <p>3.4 Light therapy procedures and risks of the treatment are explained to client in accordance with clinic's policies and procedures.</p> <p>3.5 Clients' vital signs are obtained, assessed and recorded in accordance with clinic's policies and procedures.</p>	<p>3.6 Procedures of light therapy</p> <p>3.7 Risk management on light therapy</p>	<p>apply defined work procedures</p> <p>3.9 Critical thinking</p> <p>3.10 Providing solution and decision making</p>
4. Prepare client	<p>4.1 Client is advised to remove all personal accessories following clinic's policies and procedures.</p> <p>4.2 Client is draped and covered following clinic's established procedures.</p> <p>4.3 Clients' target area is cleansed in accordance with clinic's established procedures.</p> <p>4.4 Client showing contraindications is advised to forego or defer the aesthetic treatment following clinic's policies and guidelines.</p>	<p>4.1 Code of Ethics</p> <p>4.2 Consumer's rights</p> <p>4.3 Steps of proper draping</p> <p>4.4 Identification of target areas for treatment</p> <p>4.5 Familiarization of contraindications to treatment procedure</p>	<p>4.1 Following code of ethics</p> <p>4.2 Draping client properly</p> <p>4.3 Identifying target areas for treatment</p> <p>4.4 Client-centered approach</p> <p>4.5 Consulting, evaluating preparing, and handling client</p> <p>4.6 Identifying contraindications to treatment procedure</p>
5. Carry-out light therapy	<p>5.1 Hand washing, donning and gloving done according to WHO standards.</p> <p>5.2 Client is re-assured and comforted during the entire treatment according to clinic's policies and guidelines.</p> <p>5.3 Light therapy is performed in accordance with established industry facial treatment procedures.</p> <p>5.4 Machine and equipment are used according to manufacturer's operation manual and clinic's policies and procedures.</p> <p>5.5 Tools, supplies, and materials are used in accordance with</p>	<p>5.1 Proper hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered communication approach</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, supplies, and materials for treatment</p> <p>5.7 Use of facial cleansers</p> <p>5.8 Established light therapy procedures</p> <p>5.9 Expected outcomes and foreseeable results</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered approach</p> <p>5.4 Applying aseptic technique</p> <p>5.5 Operating facial equipment</p> <p>5.6 Identifying and using tools, supplies, and materials</p> <p>5.7 Using appropriate facial cleansers</p> <p>5.8 Performing established light therapy procedures</p> <p>5.9 Identifying expected</p>

	<p>established light therapy procedures.</p> <p>5.6 Facial cleansing products are used and applied in accordance with established light therapy procedures.</p> <p>5.7 Aesthetic procedures are performed following standard aseptic techniques.</p> <p>5.8 Treatment duration is followed based on established medical recommendations.</p> <p>5.9 Treatment outcomes are checked according to the foreseeable results.</p> <p>5.10 When necessary, first aid treatment is provided to the client during emergency and unforeseen events in accordance with clinic's policies and guidelines.</p> <p>5.11 Unforeseen results and emergencies are responded and addressed in accordance with clinic's policies and procedures.</p>	<p>5.10 Applicable treatment duration</p> <p>5.11 Basic first aid</p>	<p>outcomes and foreseeable results</p> <p>5.10 Following the applicable treatment duration</p> <p>5.11 Applying basic first aid</p>
<p>6. Perform cold therapy</p>	<p>6.1 Inflamed or bruised areas is recognized in accordance with medical standards.</p> <p>6.2 Cold therapy is applied to target areas following recommended aesthetic procedures.</p> <p>6.3 Cryo therapy tools, equipment and facial products are used according to manufacturer's instructions and specifications.</p>	<p>6.1 Signs of Inflammation</p> <p>6.2 Steps and procedures for Cryotherapy</p> <p>6.3 Parts and uses of Cryo therapy Machine and its Accessories</p> <p>6.4 Kinds of Cryo therapy facial products</p> <p>6.5 Importance of following manufacturer's instructions and specifications in facial products</p>	<p>6.1 Identifying signs of Inflammation</p> <p>6.2 Applying Cryotherapy</p> <p>6.3 Using of Cryo tools and equipment</p>

<p>7. Perform after facial treatment care</p>	<p>7.1 Client is enlightened about treatment procedures done. 7.2 Client is reassured on expected reactions from the aesthetic treatment. 7.3 Client is advised with after care regimen in accordance with established industry standards. 7.4 Client is offered take home maintenance products with homecare instructions following the manufacturer's specifications. 7.5 Possible post treatment complications are discussed to the client in accordance with clinic's policies and procedures. 7.6 Client is advised for follow-up consultation or treatment in accordance with clinic's policies and procedures. 7.7 Client is given date for follow up consultation or treatment. 7.8 Client's records are stored and filed according to clinic's policies and procedures. 7.9 Client is referred to the designated aesthetic practitioner.</p>	<p>7.1 Aftercare regimen 7.2 Homecare products and instructions 7.3 Recommended schedule of after treatment follow-up consultation and treatment 7.4 Post treatment complications 7.5 Proper filing and storage of records 7.6 Post treatment complications 7.7 RA 10173 or Data Privacy Act</p>	<p>7.1 Informing proper use of aftercare regimens 7.2 Giving instructions on use of homecare products 7.3 Scheduling follow up consultation and treatment 7.4 Identifying post treatment complications 7.5 Filing and storing of records</p>
<p>8. Perform post-treatment activities</p>	<p>8.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures. 8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic's policies and guidelines. 8.3 Waste materials are segregated and disposed in accordance with the proper waste disposal management policies.</p>	<p>8.1 Cleaning and sanitation procedure 8.2 Inventory management 8.3 Waste disposal management 8.4 7S practices</p>	<p>8.1 Cleaning and sanitizing equipment's 8.2 Inventory management skills 8.3 Implementing proper waste disposal 8.4 Applying 7S</p>

	Treatment area are cleaned and prepared for next procedure.		
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Machines	May include: 1.1 Diode laser machine 1.2 Laser 755 lens 1.3 Cryo therapy machine
2. Tools and Equipment	May include: 2.1 Facial Bed 2.2 Magnifying lamp 2.3 Facial steamer 2.4 Trolley 2.5 Sterilizer 2.6 Hot Towel Warmer 2.7 Handheld Mirror 2.8 Facial Brush 2.9 Basin, stainless 2.10 Stainless steel instrument tray 2.11 Waste bin
3. Consumables	May include: 3.1 Distilled water 3.2 Tap water 3.2 Eye pads 3.3 Head band/hair cap 3.3 Face Sponge 3.4 Facial Cleanser 3.7 Make up remover 3.9 Sunblock/Sunscreen 3.10 Tissue 3.11 Cotton applicator 3.12 Operational or sterile Gauze 3.13 Gloves vinyl 3.14 Face Towel (as Bib) adult size white 3.15 Bed sheet 3.16 Disinfectant (isopropyl 70%) 3.17 Goggles
4. Treatment Requirement	May include: 4.1 Must not have any active skin infections, broken skin, and inflamed skin 4.2 Must not be pregnant or lactating 4.3 Must have medical recommendation based on client's skin condition 4.4 Must have stable vital signs

	<p>4.5 Must be of legal age or if minor with guardian consent or medical recommendation</p> <p>4.6 Did not apply any rejuvenating products, vitamin A derivative products (retinol), hydroquinone, or any bleaching agents for one (1) month</p>
5. Client	<p>May include:</p> <p>5.1 Men and Women</p> <p>5.2 18 years old and above</p> <p>5.3 Minors with parental consent or medical recommendations</p>
6. Clinical forms	<p>May include:</p> <p>6.1 Consultation forms</p> <p>6.2 Skin Analysis forms</p> <p>6.3 Treatment Chart forms</p> <p>6.4 Medical history forms</p> <p>6.5 Waiver / consent forms</p>
7. Clinic policies	<p>May include:</p> <p>7.1 All surfaces must be disinfected before and after each use.</p> <p>7.2 The treatment area must be free of clutter or any obstruction.</p> <p>7.3 All equipment must be properly cleaned and maintained.</p> <p>7.4 All waste must be disposed of in a proper waste container.</p> <p>7.5 The treatment area must be well ventilated and secured.</p> <p>7.6 All staff must wear gloves, masks, and goggles when operating 755nm laser.</p> <p>7.7 Clients must be properly draped during treatments.</p> <p>7.8 Obtain informed consent prior to treatment.</p> <p>7.9 Maintain clinic-patient confidentiality</p> <p>7.10 Reassure client during treatment procedure</p> <p>7.11 Require reservation fee prior to treatment</p>
8. Contraindications	<p>May include:</p> <p>8.1 Use of vitamin A derivative product (retinol), rejuvenating products, and bleaching products within one (1) month</p> <p>8.2 With medical conditions</p> <p>8.3 With abnormal vital sign</p> <p>8.4 With rashes</p> <p>8.5 With sensitive skin</p> <p>8.6 With open wounds</p> <p>8.7 Pregnant and lactating women</p> <p>8.8 Immunocompromised clients</p> <p>8.9 Auto-immune diseases</p> <p>8.10 With active allergies</p>

9. Treatment outcomes	May include: 9.1 Pinkish glowing skin 9.2 Hypersensitive skin 9.3 Improvement in skin pigmentation
10. Foreseeable results	May include: 10.1 Pinkish glowing skin 10.2 Hypersensitive skin 10.3 Improvement in skin pigmentation 10.4 Post inflammatory hypopigmentation 10.5 Swollen skin 10.6 Burn 10.7 Skin excoriation 10.8 Bleeding of skin
11. Unforeseen Results	May include: 11.1 Burn 11.2 Eye injury
12. Cryo Tools and Equipment	May include: 12.1 Cold Creams and Gel 12.2 Mini fan
13. Homecare instructions	May include: 13.1 Daily skin washing 13.2 Daily applications of Toner, Serum, Creams and Sunblock or Sunscreen 13.3 Avoid direct sunlight 13.4 Minimize hand and face contact 13.5 Avoid foreign skin contact

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment required evidence that the candidate:</p> <ol style="list-style-type: none"> 1. Prepared treatment area according to PD 856 and OSH 2. Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 3. Obtained and recorded client's personal data 4. Prepared client for the treatment based on clinic policies and regulations 5. Performed light therapy procedure based on medical recommendation 6. Checked treatment outcomes according to the foreseeable results 7. Followed applicable treatment duration 8. Applied first aid to the client as needed 9. Provided post care management 10. Performed after care services 11. Provided client support as necessary
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 1. Live Model 2. Machine, Equipment, tools, supplies and materials relevant of the activity to be performed 3. Treatment products 4. Actual treatment area with complete facilities
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ol style="list-style-type: none"> 1. Demonstration with oral questioning 2. Direct observation 3. Written test
<p>4. Context for Assessment</p>	<ol style="list-style-type: none"> 1. Competency may be assessed in treatment area or simulated treatment area 2. Assessment done during return demonstration

UNIT OF COMPETENCY : PERFORM HEAT THERAPY

UNIT CODE : AB-1380300000-SOC-514304

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude in performing heat therapy limited to moist heat, radio frequency, ultrasound therapy, and combination of radio frequency and ultrasound therapy machines

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare treatment area	1.1 Treatment areas are cleaned and disinfected according to clinic's policies and regulations. 1.2 Rooms are made available for use in accordance to the clinic's policies and guidelines.	1.1 Code of ethics 1.2 Familiarization of clinic policies and procedures 1.3 Time management 1.4 PD 856 (Sanitation Code of the Philippines) 1.5 OSH policies and procedures 1.6 Environment safety rules and regulations 1.7 Methods of sanitation 1.8 Treatment area 1.9 7S principles 1.10 Preparation and set up of workplace 1.11 Ergonomic principles, privacy and ventilation 1.12 Clinic lay-out 1.13 Procedure in cleaning 1.14 Bed making	1.1 Following code of ethic 1.2 Following clinic's policies and procedures 1.3 Observing time management 1.4 Following Methods of Sanitation 1.5 Preparing and setting facial cleansing treatment areas 1.6 Complying PD 856 1.7 Complying with DOH, OSH Policies and guidelines 1.8 Practicing 7S principles 1.9 Applying ergonomic principles 1.10 Observing client's privacy 1.11 Providing proper ventilation 1.12 Applying knowledge on clinic lay out 1.13 Performing cleaning 1.14 Performing bed making

<p>2. Prepare tools, equipment, materials and consumables</p>	<p>2.1 Machines and equipment are checked and calibrated according to manufacturer's operation manual.</p> <p>2.2 Tools are properly cleaned and sterilized according to the manufacturer's manual of operation.</p> <p>2.3 Consumables are prepared and made available based on treatment requirement.</p>	<p>2.1 Parts and functions of facial machines</p> <p>2.2 Procedures on checking and calibrating the machine</p> <p>2.3 Procedures in cleaning and sterilizing of tools and equipment</p> <p>2.4 Purpose of studying the manufacturer's operation manual for each equipment</p> <p>2.5 Kinds, uses and contra-indications of facial products</p> <p>2.6 Ways to recognize expiration dates of facial products</p> <p>2.7 Types, uses and procedures in preparation of supplies and materials</p> <p>2.8 Proper placement and storage of tools, equipment, supplies, materials and facial products</p> <p>2.9 Do's and Don'ts in preparing, using and storing of tools, equipment, supplies, materials and facial products</p>	<p>2.1 Identifying and describing parts and functions of facial machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials</p>
<p>3. Assess client</p>	<p>3.1 Client is consulted and offered appropriate facial treatment based on the initial assessment of the client's skin in accordance with clinic's policies and procedures.</p> <p>3.2 Personal information and consent are obtained from the client through accomplished clinical forms in accordance with clinic's policies and procedures.</p> <p>3.3 Provided information in the forms are checked and discussed with the</p>	<p>3.1 Demographic profile</p> <p>3.2 Fundamentals of vital signs</p> <p>3.2.1 Normal ranges</p> <p>3.2.2 Tools use in taking vital signs</p> <p>3.2.3 Procedures of taking vital signs</p> <p>3.3 Client-centered communication approach</p> <p>3.4 Familiarization of various clinical forms</p> <p>3.5 Error identification and reporting</p>	<p>3.1 Interviewing skills</p> <p>3.2 Recording skills</p> <p>3.3 Taking accurate vital signs</p> <p>3.4 Obtaining demographic profile</p> <p>3.5 Client-centered approach</p> <p>3.6 Operating computer</p> <p>3.7 Filling out appropriate clinical forms</p> <p>3.8 Communication skills needed to interpret and</p>

	<p>client in accordance with clinic's policies and procedures.</p> <p>3.4 Heat therapy procedures and risks of the treatment are explained to client in accordance with clinic's policies and procedures.</p> <p>3.5 Clients' vital signs are obtained, assessed and recorded in accordance with clinic's policies and procedures.</p>	<p>3.6 Procedures of heat therapy</p> <p>3.7 Risk management on heat therapy</p>	<p>apply defined work procedures</p> <p>3.9 Critical thinking</p> <p>3.10 Providing solution and decision making</p>
4. Prepare client	<p>4.1 Client is advised to remove all personal accessories following clinic's policies and procedures.</p> <p>4.2 Client is draped and covered following clinic's established procedures.</p> <p>4.3 Clients' target area is cleansed in accordance with clinic's established procedures.</p> <p>4.4 Client showing contraindications is advised to forego or defer the aesthetic treatment following clinic's policies and guidelines.</p>	<p>4.1 Code of Ethics</p> <p>4.2 Consumer's rights</p> <p>4.3 Steps of proper draping</p> <p>4.4 Identification of target areas for treatment</p> <p>4.5 Familiarization of contraindications to treatment procedure</p>	<p>4.1 Following code of ethics</p> <p>4.2 Draping client properly</p> <p>4.3 Identifying target areas for treatment</p> <p>4.4 Client-centered approach</p> <p>4.5 Consulting, evaluating preparing, and handling client</p> <p>4.6 Identifying contraindications to treatment procedure</p>
5. Carry-out heat therapy	<p>5.1 Hand washing, donning and gloving done according to WHO standards.</p> <p>5.2 Client is re-assured and comforted during the entire treatment according to clinic's policies and guidelines.</p> <p>5.3 Heat therapy is performed in accordance with established industry facial treatment procedures.</p> <p>5.4 Machine and equipment are used according to manufacturer's operation manual and clinic's policies and procedures.</p> <p>5.5 Tools, supplies, and materials are used in accordance with</p>	<p>5.1 Proper hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered communication approach</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, supplies, and materials for treatment</p> <p>5.7 Use of facial cleansers</p> <p>5.8 Established heat therapy procedures</p> <p>5.9 Expected outcomes and foreseeable results</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Client-centered approach</p> <p>5.4 Applying aseptic technique</p> <p>5.5 Operating facial equipment</p> <p>5.6 Identifying and using tools, supplies, and materials</p> <p>5.7 Using appropriate facial cleansers</p> <p>5.8 Performing established heat therapy procedures</p> <p>5.9 Identifying expected outcomes and</p>

	<p>established heat therapy procedures.</p> <p>5.6 Facial cleansing products are used and applied in accordance with established heat therapy procedures.</p> <p>5.7 Aesthetic procedures are performed following standard aseptic techniques.</p> <p>5.8 Treatment duration is followed based on established medical recommendations.</p> <p>5.9 Treatment outcomes are checked according to the foreseeable results.</p> <p>5.10 When necessary, first aid treatment is provided to the client during emergency and unforeseen events in accordance with clinic's policies and guidelines.</p> <p>5.11 Unforeseen results and emergencies are responded and addressed in accordance with clinic's policies and procedures.</p>	<p>5.10 Applicable treatment duration</p> <p>5.11 Basic first aid</p>	<p>foreseeable results</p> <p>5.10 Following the applicable treatment duration</p> <p>5.11 Applying basic first aid</p>
<p>6. Perform cold therapy</p>	<p>6.1 Inflamed or bruised areas is recognized in accordance with medical standards.</p> <p>6.2 Cold therapy is applied to target areas following recommended aesthetic procedures.</p> <p>6.3 Cryo therapy tools, equipment and facial products are used according to manufacturer's instructions and specifications.</p>	<p>6.1 Signs of Inflammation</p> <p>6.2 Steps and procedures for Cryotherapy</p> <p>6.3 Parts and uses of Cryo therapy Machine and its Accessories</p> <p>6.4 Kinds of Cryo therapy facial products</p> <p>6.5 Importance of following manufacturer's instructions and specifications in facial products</p>	<p>6.1 Identifying signs of Inflammation</p> <p>6.2 Applying Cryotherapy</p> <p>6.3 Using of Cryo tools and equipment</p>

<p>7. Perform after facial treatment care</p>	<p>7.1 Client is enlightened about treatment procedures done. 7.2 Client is reassured on expected reactions from the aesthetic treatment. 7.3 Client is advised with after care regimen in accordance with established industry standards. 7.4 Client is offered take home maintenance products with homecare instructions following the manufacturer's specifications. 7.5 Possible post treatment complications are discussed to the client in accordance with clinic's policies and procedures. 7.6 Client is advised for follow-up consultation or treatment in accordance with clinic's policies and procedures. 7.7 Client is given date for follow up consultation or treatment. 7.8 Client's records are stored and filed according to clinic's policies and procedures. 7.9 Client is referred to the designated aesthetic practitioner.</p>	<p>7.1 Aftercare regimen 7.2 Homecare products and instructions 7.3 Recommended schedule of after treatment follow-up consultation and treatment 7.4 Post treatment complications 7.5 Proper filing and storage of records 7.6 Post treatment complications 7.7 RA 10173 or Data Privacy Act</p>	<p>7.1 Informing proper use of aftercare regimens 7.2 Giving instructions on use of homecare products 7.3 Scheduling follow up consultation and treatment 7.4 Identifying post treatment complications 7.5 Filing and storing of records</p>
<p>8. Perform after care service</p>	<p>8.1 Equipment are cleaned and sanitized in accordance with cleaning and sanitizing procedures. 8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic's policies and guidelines. 8.3 Waste materials are segregated and disposed in accordance with the proper waste disposal management policies.</p>	<p>8.1 Cleaning and sanitation procedure 8.2 Inventory management 8.3 Waste disposal management 8.4 7S practices</p>	<p>8.1 Cleaning and sanitizing equipment's 8.2 Inventory management skills 8.3 Implementing proper waste disposal 8.4 Applying 7S</p>

	8.4 Treatment area are cleaned and prepared for next procedure.		
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Machines	May include: 1.1 Facial Steamer 1.2 Radiofrequency machine 1.3 Hifu (High intensity focused ultrasound) 1.4 Ultrasound heating machine 1.5 Combination of ultrasound and radiofrequency machine 1.6 Cryo therapy machine
2. Tools and Equipment	May include: 2.1 Facial Bed 2.2 Magnifying lamp 2.3 Trolley 2.4 Sterilizer 2.5 Hot Towel Warmer 2.6 Handheld Mirror 2.7 Facial Brush 2.8 Basin, stainless 2.9 Stainless steel instrument tray 2.10 Waste bin
3. Consumables	May include: 3.1 Distilled water 3.2 Tap water 3.2 Eye pads 3.3 Head band/hair cap 3.3 Face Sponge 3.4 Facial Cleanser 3.7 Make up remover 3.9 Sunblock/Sunscreen 3.10 Tissue 3.11 Cotton applicator 3.12 Operational or sterile Gauze 3.13 Gloves vinyl 3.14 Face Towel (as Bib) adult size white 3.15 Bed sheet 3.16 Disinfectant (isopropyl 70%) 3.17 Goggles

4. Treatment Requirement	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Must not have any active skin infections, broken skin, and inflamed skin 4.2 Must not be pregnant or lactating 4.3 Must have medical recommendation based on client's skin condition 4.4 Must have stable vital signs 4.5 Must be of legal age or if minor with guardian consent or medical recommendation 4.6 Did not apply any rejuvenating products, vitamin A derivative products (retinol), hydroquinone, or any bleaching agents for one (1) month
5. Client	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Male and female 5.2 18 years old and above
6. Clinical forms	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Consultation forms 6.2 Skin Analysis forms 6.3 Treatment Chart forms 6.4 Medical history forms 6.5 Waiver / consent forms
7. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 7.1 With metal implants 7.2 With medical conditions 7.3 With rashes 7.4 With open wounds 7.5 Pregnant 7.6 Immunocompromised Clients 7.7 Auto-immune diseases 7.8 Active skin allergies 7.9 Abnormal vital signs
8. Treatment outcomes	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Erythema 8.2 Slimming secondary to water loss 8.3 Skin lifting 8.4 Skin firming 8.5 Skin and Muscle toning/ tightening 8.6 Facial contouring
9. Foreseeable results	<p>May include:</p> <ul style="list-style-type: none"> 9.1 Skin redness or Erythema 9.2 Hypersensitive skin 9.4 Swollen skin 9.5 Burn 9.6 Skin excoriation 9.7 Bleeding of skin

10. Unforeseen results	May include: 10.1 Burn 10.2 Eye injury 10.3 Nerve injury
11. Clinic's policies	May include: 11.1. All surfaces must be disinfected before and after each use. 11.2. The treatment area must be free of clutter or any obstruction. 11.3. All equipment must be properly cleaned and maintained. 11.4. All waste must be disposed of in a proper waste container. 11.5. The treatment area must be well ventilated and secured. 11.6. All staff must wear gloves, masks when operating heat therapy machines 11.7. Clients must be properly draped during treatments. 11.8. Obtain informed consent prior to treatment. 11.9. Maintain clinic-patient confidentiality 11.10. Reassure client during treatment procedure 11.11. Require reservation fee prior to treatment

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment required evidence that the candidate:</p> <ol style="list-style-type: none"> 1. Prepared treatment area according to PD 856 and OSH 2. Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 3. Obtained and recorded client's personal data. Prepared client for the treatment based on clinic policies and regulations 4. Performed heat therapy procedure based on medical recommendation 5. Checked treatment outcomes according to the foreseeable results 6. Followed applicable treatment duration 7. Applied first aid to the client as needed 8. Provided post care management 9. Performed after care services 10. Provided client support as necessary
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 1. Live Model 2. Machine, Equipment, tools, supplies and materials relevant of the activity to be performed 3. Treatment products 4. Actual treatment area with complete facilities
<p>3. Methods of Assessment</p>	<ol style="list-style-type: none"> 1. Competency may be assessed through: 2. Demonstration with oral questioning 3. Direct observation 4. Written test
<p>4. Context for Assessment</p>	<ol style="list-style-type: none"> 1. Competency may be assessed in treatment area or simulated treatment area 2. Assessment done during 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. ANTIBIOTICS	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. BEAKER	Glass container used in laboratories.
11. CENTRIFUGAL FACIAL	Scrubbing is a type of facial treatment that uses a rotating brush to exfoliate the skin.
12. CONTACT DERMATITIS	A skin condition that occurs when the skin comes into contact with an allergen or irritant.
13. COUPLING AGENT	A chemical that is used to improve the adhesion between two different materials.
14. COLD THERAPY	The use of low temperatures to treat a medical condition. Cold therapy can be used to reduce pain, swelling, and inflammation. It can also be used to improve circulation and promote healing. Cold therapy can be applied in a variety of ways, including ice packs, cold baths, and cryotherapy.

15. CONSULTATION FORMS	Forms that are used to collect information from a patient before a consultation.
16. CRYO TOOLS	A device that uses cold therapy to treat medical conditions. Cryo tools machines can be used to treat a variety of conditions, including pain, inflammation, and skin conditions. The cryo tools machine emits cold air or liquid nitrogen to cool the affected area. The cold can help to reduce pain, swelling, and inflammation.
17. CONSULTING	The act of providing professional advice.
18. 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.
19. CONTRAINDICATIONS	A reason for which a particular treatment or procedure should not be used.
20. EXFOLIATION	The removal of dead skin cells from the surface of the skin.
21. DIODE LASER MACHINE	A type of laser that uses a diode to emit light. Diode lasers are used in a variety of applications, including hair removal and skin rejuvenation. Diode lasers are known for their precision and effectiveness.
22. DRESSINGS	Materials that are used to cover a wound or injury.
23. DESQUAMATION	The shedding of dead skin cells from the surface of the skin.
24. DEMOGRAPHIC	Relating to the characteristics of a population
25. DISINFECTED	Treated with a chemical to kill germs.
26. DRAPED	Covered with a cloth or sheet.
27. DRYNESS	The lack of moisture in the skin
28. DONNING	Putting on (clothing or equipment).
29. ERGONOMIC	Designed to be comfortable and efficient for the user.
30. IMMUNOCOMPROMISE	Having a weakened immune system.
31. INFLAMED	Swollen, red, and painful due to inflammation.
32. FLAKING OF SKIN	The shedding of small pieces of skin from the surface of the skin.
33. FACIAL MACHINE	A device that is used to cleanse, exfoliate, and moisturize the skin. Facial machines can be used to improve the appearance of the skin and to promote skin health.
34. GLYCOLIC ACID	A type of chemical peel that uses glycolic acid to exfoliate the skin. Glycolic acid is a type of alpha-hydroxy acid (AHA) that is derived from sugar cane. Glycolic acid peels can help to improve the appearance of the skin by reducing fine lines

	and wrinkles, improving skin texture, and reducing hyperpigmentation.
35. GLOVING	Putting on gloves.
36. 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.
37. HYDRA FACIAL	A type of facial treatment that uses a combination of cleansing, exfoliation, and hydration to improve the appearance of the skin. The treatment begins with a deep cleanse to remove dirt, oil, and makeup from the skin. This is followed by an exfoliation to remove dead skin cells. The next step is a hydration treatment to infuse the skin with moisture. The final step is a light therapy treatment to help improve the skin's appearance.
38. LIGHT THERAPY	Light therapy machines can be used to treat a variety of conditions, including acne, psoriasis, and eczema. The light therapy machine emits light at a specific wavelength that is absorbed by the skin. The light can help to improve blood flow, reduce inflammation, and promote healing.
39. LACTIC ACID	A type of chemical peel that uses lactic acid to exfoliate the skin. Lactic acid is a type of alpha-hydroxy acid (AHA) that is derived from milk. Lactic acid peels can help to improve the appearance of the skin by reducing fine lines and wrinkles, improving skin texture, and reducing hyperpigmentation.
40. MANUFACTURER'S MANUAL	A document that provides instructions on how to use and maintain a product.
41. MEDICAL HISTORY FORMS	Forms that are used to collect information about a patient's medical history.
42. 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.
43. OCCLUSIVE	Preventing the passage of air or liquid.
44. LASER 755 LENS	A type of laser that emits light at a wavelength of 755 nanometers. This wavelength is effective at targeting melanin, which is the pigment that gives skin its color. Laser 755nm is used for hair removal, skin rejuvenation, and other cosmetic procedure

45. POST INFLAMMATORY HYPERPIGMENTATION	A condition in which the skin becomes darker after an injury or inflammation. Post inflammatory hyperpigmentation is caused by the overproduction of melanin, which is the pigment that gives skin its color. Post inflammatory hyperpigmentation can be treated with a variety of methods, including laser therapy, chemical peels, and topical creams.
46. POST INFLAMMATORY HYPOPIGMENTATION	A condition in which the skin becomes lighter after an injury or inflammation. Post inflammatory hypopigmentation is caused by the underproduction of melanin, which is the pigment that gives skin its color. Post inflammatory hypopigmentation can be treated with a variety of methods, including laser therapy, chemical peels, and topical creams.
47. PRURITUS	A condition in which the skin is itchy.
48. RADIO FREQUENCY HEAT MACHINE	A type of electromagnetic machine that is used to heat tissue. Use radio frequency energy to treat medical conditions. Radio frequency energy is a type of electromagnetic radiation that is used to heat tissue. The radio frequency energy is produced by a generator and is delivered to the affected area through a handpiece. The heat can help to improve blood flow, reduce inflammation, and promote healing.
49. RETINOL	Retinol is a form of vitamin A that is commonly used in rejuvenating products due to its ability to improve the appearance of the skin. It works by increasing the production of collagen, which is a protein that helps to keep the skin firm and elastic. Retinol can also help to reduce the appearance of fine lines and wrinkles, improve skin texture, and fade dark spots.
50. REJUVENATING PRODUCTS	Products that are used to restore or improve the appearance of something.
51. SKIN EXCORIATION	The act of scratching the skin until it breaks.
52. SKIN SHEDDING	The process of shedding dead skin cells from the surface of the skin.
53. SKIN PEELING	The process of removing the outer layer of skin.
54. SERUMS	A type of skincare product that is used to improve the appearance of the skin.
55. SUNBLOCK	A product that is used to protect the skin from the sun's harmful UV rays.
56. SUPPLE SKIN	Skin that is soft and flexible.
57. STEROIDS	A type of medication that is used to reduce inflammation.

58. 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: * Redness * Swelling * Pain * Itching
59. STERILIZING	The process of destroying all microorganisms on a surface.
60. SANITATION	The process of cleaning a surface to remove dirt and bacteria.
61. TONER	A type of skincare product that is used to cleanse and balance the skin.
62. TENDER	Sore or sensitive to the touch.
63. TREATMENT CHART FORMS	Forms that are used to track a patient's progress during treatment.
64. ULTRASOUND THERAPY MACHINE	A device that uses ultrasound waves to treat medical conditions. Ultrasound waves are a type of sound wave that is too high-pitched for humans to hear. They are produced by a transducer that vibrates at a high frequency. The transducer is placed on the skin and the ultrasound waves travel through the skin to the affected area. The ultrasound waves can help to improve blood flow, reduce inflammation, and promote healing.
65. VITAL SIGNS	The signs that indicate a person's health, such as heart rate, blood pressure, and body temperature.
66. WAIVER FORMS	Forms that are used to obtain a patient's consent to receive

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THE TECHNICAL EXPERT PANEL (TEP)

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