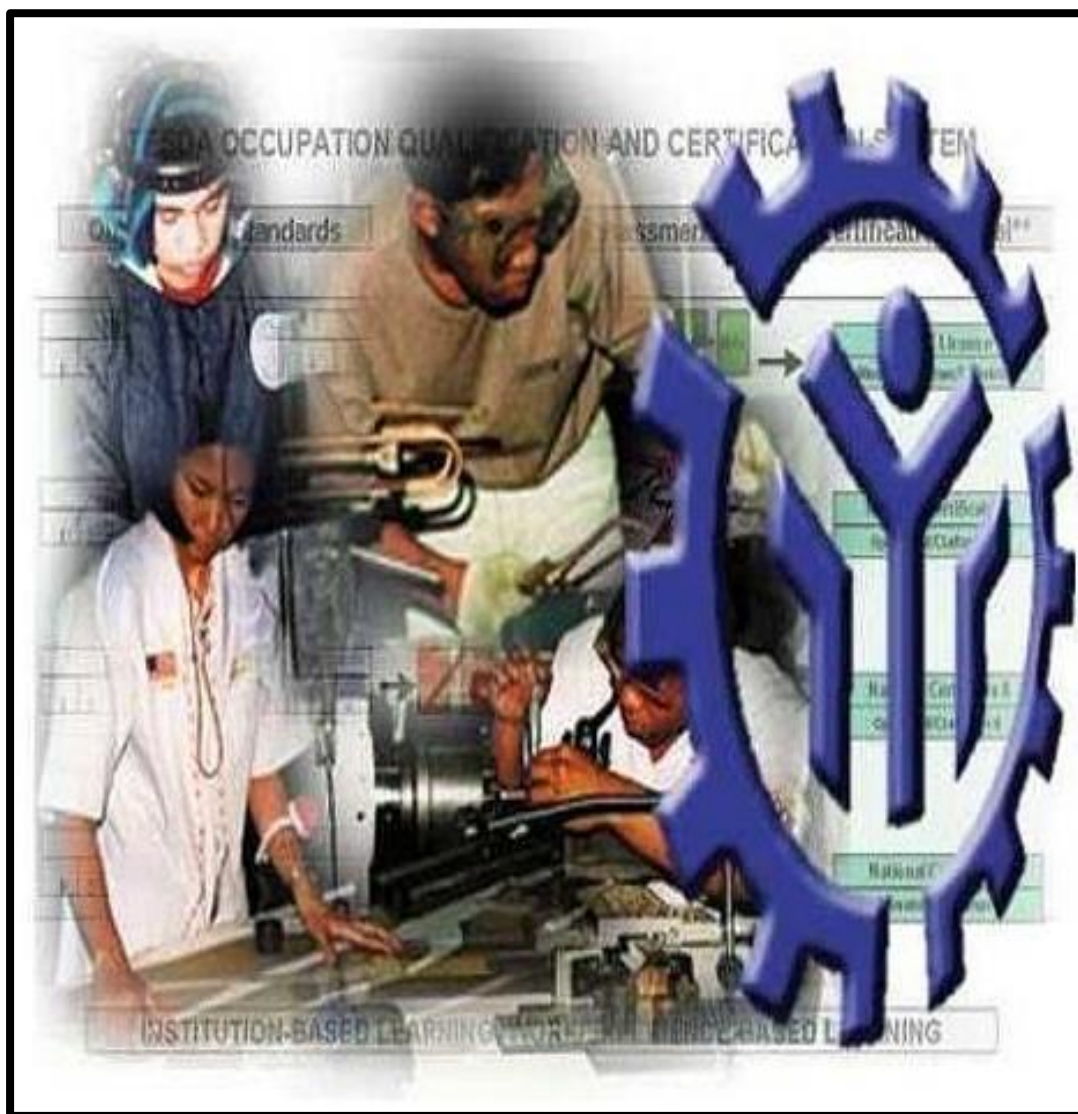


COMPETENCY STANDARDS

EYELASH AND EYEBROW SERVICES LEVEL III



SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
TESDA Complex East Service Road, South Luzon Expressway (SLEX),
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COMPETENCY STANDARDS FOR EYELASH AND EYEBROW SERVICES LEVEL III

SECTION 1 DEFINITION

The **EYELASH AND EYEBROW SERVICES LEVEL III** qualification consists of competencies that a person must achieve to perform eyelash extensions and removal, perform lash lift and tint and perform eyebrow lamination and tint.

The units of competency comprising this qualification include the following:

Unit Code	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)
Unit Code	COMMON COMPETENCIES
SOC514201	Maintain an effective relationship with client/customers
SOC514202	Manage own performance
SOC514203	Apply quality standards
SOC514204	Maintain a safe, clean and efficient work environment
Unit Code	CORE COMPETENCIES
AB-SOC1381100514308	Perform eyelash extensions and removal
AB- SOC1381100514309	Perform eyelash lift and tint
AB- SOC1381100514310	Perform eyebrow lamination and tint

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

- Eyelash and Eyebrow Technician

SECTION 2 COMPETENCY STANDARD

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

BASIC COMPETENCIES

UNIT OF COMPETENCY	:	LEAD WORKPLACE COMMUNICATION
UNIT CODE	:	400311319
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to lead in the effective dissemination and discussion of ideas, information, and issues in the workplace. This includes preparation of written communication materials.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant communication method is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/client requirements 1.5 Information is selected and organized following enterprise procedures 1.6 Verbal and written reporting is	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 probing)

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	undertaken when required 1.7 Communication and negotiation skills are applied and maintained in all relevant situations		
2. Lead workplace discussions	2.1 Response to workplace issues are sought following enterprise procedures 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods 2.3 Workplace etiquette	2.1 Organizing information 2.2 Conveying intended meaning 2.3 Participating in variety of workplace discussions 2.4 Complying with organization requirements for the use of written and electronic communication methods 2.5 Effective clarifying and probing skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues 3.7 Negotiation and communication skills

RANGE OF VARIABLES

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

EVIDENCE GUIDE

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

UNIT OF COMPETENCY	:	LEAD SMALL TEAMS
UNIT CODE	:	400311320
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes to lead small teams including setting, maintaining and monitoring team and individual performance standards.

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	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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	preference, domestic and personal considerations, whenever possible		
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs 3.2 Performance expectations are based on individual team member's knowledge, skills and aptitude 3.3 Performance expectations are discussed and disseminated to individual team members	3.1 One's roles and responsibilities in the team 3.2 Feedback giving and receiving 3.3 Performance expectation	3.1 Communication skills 3.2 Accurate empathy 3.3 Congruence 3.4 Unconditional positive regard 3.5 Handling of Feedback
4. Supervise team performance	4.1 Performance is monitored based on defined performance criteria and/or assignment instruction 4.2 Team members are provided with feedback , positive support and advice on strategies to overcome any deficiencies based on company practices 4.3 Performance issues which	4.1 Performance Coaching 4.2 Performance management 4.3 Performance Issues	4.1 Communication skills required for leading teams 4.2 Coaching skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction</p> <p>4.5 Team operations are monitored to ensure that employer/client needs and requirements are met</p> <p>4.6 Follow-up communication is provided on all issues affecting the variables team</p> <p>4.7 All relevant documentation is completed in accordance with company procedures</p>		

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2 Assessed and monitored team and individual performance against set criteria 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or task
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio

4. Context for Assessment	4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.
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UNIT OF COMPETENCY	:	APPLY CRITICAL THINKING AND PROBLEM-SOLVING TECHNIQUES IN THE WORKPLACE
UNIT CODE	:	400311321
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause/s of specific problems in the workplace.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1 Variances are examined from normal operating <i>parameters</i> ; and product quality. 1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and <i>analytical techniques</i> . 1.3 <i>Problems</i> 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	1.1 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.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.8 Industry codes and standards.	
2. Analyze the causes of specific workplace challenges	<p>2.1 Possible causes of specific problems are identified based on experience and the use of problem-solving tools / analytical techniques.</p> <p>2.2 Possible cause statements are developed based on findings.</p> <p>2.3 Fundamental causes are identified per results of investigation conducted.</p>	<p>2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations.</p> <p>2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations.</p> <p>2.3 Relevant equipment and operational processes.</p> <p>2.4 Enterprise goals, targets and measures.</p> <p>2.5 Enterprise quality</p> <p>2.6 OSH and environmental requirement.</p> <p>2.7 Enterprise information systems and data collation.</p> <p>2.8 Industry codes and standards.</p>	<p>2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>2.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>2.3 Providing clearcut findings on the nature of each identified workplace challenges.</p>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Formulate resolutions to specific workplace challenges	<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>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Implement action plans and communicate results	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.	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	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.

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in : 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	May include conflicts that result from: 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	Assessment requires evidence that the candidate: 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	The following resources should be provided: 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	Competency in this unit may be assessed through: 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	Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY	:	PROPOSE METHODS OF APPLYING LEARNING AND INNOVATION IN THE ORGANIZATION
UNIT CODE	:	400311323
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to assess general obstacles in the application of learning and innovation in the organization and to propose practical methods of such in addressing organizational challenges.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess work procedures, processes and systems in terms of innovative practices	1.1. Reasons for innovation are incorporated to work procedures. 1.2. Models of innovation 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.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Generate practical action plans for improving work procedures, processes	<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>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Evaluate the effectiveness of the proposed action plans	<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>

RANGE OF VARIABLES

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

EVIDENCE GUIDE

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

UNIT OF COMPETENCY	USE INFORMATION SYSTEMATICALLY
UNIT CODE	400311324
UNIT DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to use technical information systems, apply information technology (IT) systems and edit, format & check information.

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Apply information technology (IT)	2.1. Technical information system is operated using agreed procedures 2.2. Appropriate and valid procedures are operated for inputting, maintaining and archiving information 2.3. Software required are utilized to execute the project activities	2.1. Attributes and limitations of available software tools 2.2. Procedures and work instructions for the use of IT 2.3. Operational requirements for IT systems 2.4. Sources and flow paths of data 2.5. Security systems and measures that can be used 2.6. Extract data and format reports	2.1. Identifying attributes and limitations of available software tools 2.2. Using procedures and work instructions for the use of IT 2.3. Describing operational requirements for IT systems 2.4. Identifying sources and flow paths of data 2.5. Determining security systems and measures that can be used 2.6. Extracting data and format reports

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<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>2.7. Methods of entering and processing information</p> <p>2.8. WWW enabled applications</p>	<p>2.7. Describing methods of entering and processing information</p> <p>2.8. Using WWW applications</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1. Property 1.2. Organizational 1.3. Technical reference
2. Technical information	May include: 2.1. paper based 2.2. electronic
3. Software	May include: 3.1. spreadsheets 3.2. databases 3.3. word processing 3.4. presentation
4. Sources	May include: 4.1. other IT systems 4.2. manually created 4.3. within own organization 4.4. outside own organization 4.5. geographically remote

5. Customers	May include: 5.1. colleagues 5.2. company and project management 5.3. clients
6. Security measures	May include: 6.1. access rights to input; 6.2. passwords; 6.3. access rights to outputs; 6.4. data consistency and back-up; 6.5. recovery plans

EVIDENCE GUIDE

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

UNIT OF COMPETENCY	:	EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES
UNIT CODE	:	400311325
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to interpret Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.4 approval from appropriate personnel OSH work instructions are received in accordance with workplace policies and procedures*	2.7. OSH trainings relevant to work	
3. Evaluate effectiveness of Occupational Safety and Health work instructions	3.1 OSH Practices are observed based on workplace standards 3.2 Observed OSH practices are measured against approved OSH metrics 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards	3.1. OSH Practices 3.2. OSH metrics 3.3. OSH Evaluation Techniques 3.4. OSH work standards	3.1. Critical thinking skills 3.2. Evaluating skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include: 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines
2. OSH Indicators	May include: 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers' related to OSH 2.4 High absenteeism for work-related reasons

3. OSH Work Instructions	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Preventive and control measures, and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine) 3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Statistics on incidence of accident and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Facilities, materials, tools and equipment necessary for the activity

3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
4. Context for Assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY		EVALUATE ENVIRONMENTAL WORK PRACTICES
UNIT CODE		400311326
UNIT DESCRIPTOR		This unit covers the knowledge, skills and attitude to interpret environmental Issues, establish targets to evaluate environmental practices and evaluate effectiveness of environmental practices

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 <i>Environmental work practices</i> 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 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and Non-Hazardous Materials 1.5 Environmental required license, registration or certification	1.1. Analyzing Environmental Issues and Concerns 1.2. Critical thinking 1.3. Problem Solving 1.4. Observation Skills

<p>2. Establish targets to evaluate environmental practices</p>	<p>2.1. Relevant information are gathered necessary to determine environmental work targets</p> <p>2.2. Environmental Indicators based on gathered information are set to measure environmental work targets</p> <p>2.3. Indicators are verified with appropriate personnel</p>	<p>2.1. Environmental indicators</p> <p>2.2. Relevant Environment Personnel or expert</p> <p>2.3. Relevant Environmental Trainings and Seminars</p>	<p>2.1. Investigative Skills</p> <p>2.2. Critical thinking</p> <p>2.3. Problem Solving</p> <p>2.4. Observation Skills</p>
<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>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Practices Issues	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	<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

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

	<p>3.2. Interview/Third Party Reports</p> <p>3.3. Portfolio (citations/awards from GOs AND n</p>
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA center.

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Establish and maintain client-base/ market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions /Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 Promotional/ advertising initiatives are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Apply budgeting and financial management skills	3.1 Enterprise is built up and sustained through judicious control of cash flows. 3.2 Profitability of enterprise is ensured through appropriate <i>internal controls</i> . 3.3 Unnecessary or lower-priority expenses and purchases are avoided.	3.1 Cash flow management 3.2 Basic financial management 3.3 Basic financial accounting 3.4 Business internal controls	3.1 Setting business priorities and strategies 3.2 Interpreting basic financial statements 3.3 Preparing business plans

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of competency	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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Meet client requirements	3.1 Client requirements identified and understood by referral to the assignment instructions 3.2 Client requirements met according to the assignment instructions 3.3 Changes to client's needs and requirements monitored and appropriate action taken 3.4 All communication with the client or customer is clear and complies with assignment requirements	2.1 Assignment instructions 2.2 Post orders 2.3 Reviewing assignment instructions 2.4 Discussion techniques with client/customer 2.5 Implementing required changes 2.6 Referral to appropriate employer/personnel 2.7 Clarification of client needs and instructions	2.1 Identifying assignment instructions and post orders according to standard procedures 2.2 Accomplishing scope to modify instructions/orders in the light of changed situations 2.3 Meeting client requirements according to the assignment instructions 2.4 Monitoring and appropriating action is taken in changes to client's needs and requirements 2.5 Clearing and complying with assignment requirements of all communications with the client or customer

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Build credibility with clients	3.1 Client expectations for reliability, punctuality and appearance adhered to 3.2 Possible causes of client dissatisfaction identified, dealt with and recorded according to employer policy 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures	3.1 Interpersonal skills 3.2 Customer service skills 3.3 Telephone etiquette 3.4 Maintaining records	3.1 Adhering to client expectations for reliability, punctuality and appearance 3.2 Identifying, attending and recording possible causes of client/customer dissatisfaction according to employer policy 3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures
4. Establish professional relationship with the client	4.1 Establish relationship within appropriate professional boundaries 4.2 Build trust and respect through use of effective communication techniques 4.3 Identify and respond to client special needs 4.4 Communicate in ways that take account of cultural considerations 4.5 Exercise discretion and confidentiality	4.1 Types of client 4.2 Main components of client relationship 4.3 Relative intelligence 4.4 Effect on customer satisfaction 4.5 Benefits of customer relationship management 4.6 Improving client relationship management	4.1 Demonstrating the ability to establish professional relationship with client 4.2 Demonstrating the ability of genuine concern for the welfare of the clients 4.3 Demonstrating the ability required in handling clients 4.4 Demonstrating the ability required in

			rendering client service skills
5. Manage client interactions	<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>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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

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 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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client 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.
<p>2.Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Assessment centers/venues 2.2 Accredited assessors 2.3 Evaluation reports 2.4 Access to a relevant venue, equipment and materials 2.5 Assignment instructions 2.6 Logbooks 2.7 Operational manuals and makers'/customers' instructions (if relevant) 2.8 Assessment Instruments, including personal planner and assessment record book
<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 Test/Examination 3.2 Demonstration with questioning 3.3 Observation
<p>4. Context of Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center

UNIT OF COMPETENCY	:	MANAGE OWN PERFORMANCE
UNIT CODE	:	SOC514202
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

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 or maintain agreed standards 2.3 Guidance from management	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 2.2 Seeking advice and guidance when necessary to achieve or

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May be identified through: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance Standards	May include: <ul style="list-style-type: none"> 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires that the candidate: <ul style="list-style-type: none"> 1.1 Planned for completion of own workload 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements 1.3 Demonstrated capacity to complete task within specified time frame 1.4 Maintained quality of own performance
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Assessment Centers/Venues 2.2 Accredited Assessors 2.3 Modes of Assessment 2.4 Evaluation Reports 2.5 Access to relevant venue, equipment and materials 2.6 Assignment Instructions 2.7 Logbooks 2.8 Operational manuals and makers'/customers' instructions 2.9 Assessment Instruments, including personal planner and assessment record book
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			accordance with workplace procedures
2. Assess own work	2.1 Documentation relative to quality within the company is identified and used 2.2 Completed work is checked against workplace standards relevant to the task undertaken 2.3 Errors are identified and isolated 2.4 Information on the quality and other indicators of production performance is recorded in accordance with workplace procedures 2.5 Deviations from specified quality standards , causes are documented and reported in accordance with the workplace standards operating procedures	2.1 Documentation 2.2 Workplace quality standards 2.3 Feedback 2.4 Self-assessment procedures 2.5 Job analysis	2.1 Identifying and using documentation relative to quality within the company 2.2 Checking completed work against workplace standards relevant to the tasks undertaken 2.3 Identifying and improving errors 2.4 Recording information on the quality and other indicators of individual performance in accordance with workplace procedures 2.5 Documenting and reporting cases of deviations from specific quality standards, causes in accordance with the workplace standards operating procedures 2.6 Collecting and analyzing feedback based on required quality standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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

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

EVIDENCE GUIDE

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

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
2. Assess own work	2.1 Reception, work areas and walkways maintained in a safe, uncluttered and organized manner according to salon policy	2.1. Types and uses of cleaning materials/solvent 2.2. OSHC workplace regulations 2.3. Salon policy	2.1 Keeping clean, uncluttering and organizing reception area according to salon policy 2.2 Maintaining and keeping work areas

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 All routines carried out safely, effectively with minimum inconvenience to clients and staff 2.3 Waste is stored and disposed of according to OSH requirements 2.4 Spills, food, waste, hair or other potential hazards promptly removed from floors according to salon policy 2.5 Linen is stored, cleaned and disinfected in line with OSH requirements and salon procedures 2.6 Refreshments are provided to all clients		and walkways safe state and free from spills, food waste, hair or other potential hazards in line with OSHC regulations. 2.3 Storing and disposing waste according to OSHC requirements
3. Check and maintain tools and equipment	3.1 Tools and equipment are stored safely and in position to comply with salon requirements and local health regulations 3.2 Tools and equipment are prepared for specific services as required 3.3 Tools and equipment are checked for maintenance requirements 3.4 Tools and equipment are referred for repair as required	3.1 Local Health Regulations 3.2 Different salon services 3.3 Types of tools and equipment 3.4 Storage of tools and equipment 3.5 Uses of personal protective equipment (PPE)	3.1 Identifying tools and equipment are identified according to classification/specification and job requirements. 3.2 Preparing tools and equipment for specific services as required 3.3 Checking tools and equipment for maintenance and referred for repair as required 3.4 Observing safety of tools and

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			equipment in accordance with manufacturer's instructions 3.5 Safely storing tools and equipment in accordance with salon requirements and local health regulations
4. Check and maintain stocks	<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 stocks Lifting 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>

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Salon Policies and Procedures	May include: 1.1 Hazard Policies and Procedures 1.2 Emergency, Fire and Accident Procedures 1.3 Personal Safety Procedures 1.4 Procedures for the use of Personal Protective Clothing and Equipment 1.5 Hazard Identification 1.6 Job Procedures

2. Occupational Safety and Health (OHS) Requirements	May include: 2.1 Client 2.2 Staff 2.3 Equipment/Tools 2.4 Premises 2.5 Stock
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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 EYELASH EXTENSIONS AND REMOVAL
UNIT CODE	:	AB- SOC1381100514308
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitude required to prepare treatment area, prepare tools, equipment, supplies and materials, assess client, prepare client, perform eyelash extensions, perform eyelash extension removal, provide post-care management, and perform after care activities.

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 <i>clinic policy</i> and regulations 1.2. Rooms are made available for use in accordance with the clinic privacy policy. 1.3. Treatment areas are prepared and set-up according to the ergonomic principles 1.4. Treatment areas are well-ventilated according to clinic lay-out	Science 1.1. Familiarization of clinic policies and procedures 1.2. OSH policies and procedures 1.3. Ergonomic Principles, Privacy and Ventilation 1.4. Clinic lay-out 1.5. Preparation and set up of workplace Mathematics 1.6. Time management Environment Concerns 1.7. Environment Safety Rules and Regulations 1.8. PD 856 (Sanitation Code of the Philippines) 1.9. Good housekeeping principles Technology 1.10. Methods of Sanitation 1.11. Procedure in cleaning 1.12. 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 procedure areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping principles 1.9. Applying Ergonomic principles 1.10. Observing client's privacy 1.11. Providing proper ventilation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		Communication 1.13. Procedure Area 1.14. Code of ethics 1.15. RA 10173 or Data Privacy Act 1.16. Anti-sexual harassment laws/policies	1.12. Applying knowledge on clinic lay out 1.13. Performing cleaning 1.14. Performing bed making
2. Prepare Tools, equipment and Materials	2.1 Tools and equipment are properly cleaned and sterilized according to manufacturer's manual of operation 2.2 Supplies and materials are prepared and made available based on Procedure Requirement 2.3 Supplies and materials are used before the expiration dates 2.4 Supplies and materials are used based on Eyelash Designs	Technology 2.1. Procedures in cleaning and sterilizing of tools & equipment 2.2. Identification of Supplies and materials. 2.3. Preparation and utilization of supplies and materials 2.4. Procedure requirement 2.5. Eyelash extension designs Mathematics 2.6. Expiration dates of supplies and materials Communication 2.7. Familiarization of placement and storage of supplies and materials 2.8. RA 10173 or Data Privacy Act 2.9. Anti-sexual harassment laws/policies	2.1 Cleaning and sterilizing of tools & equipment 2.2 Identifying supplies and materials 2.3 Preparing and utilizing supplies and materials. 2.4 Identifying of expiration dates of supplies and materials 2.5 Identifying placement and storage of supplies and materials. 2.6 Identifying procedure requirement 2.7 Identifying eyelash extension designs
3. Assess Client	3.1. Client's profile were properly obtained & verified based on clinical forms 3.2. Clients' vital signs properly assessed	Communication 3.1. Demographic profile 3.2. Client-centered communication approach	3.1. Interviewing skills 3.2. Recording skills 3.3. Taking accurate vital signs

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.3. using appropriate tools based on medical standard Clinical forms are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.4. Design, procedure and risk are properly explained and agreed based on established eyelash extension procedure</p> <p>3.5. Client with contraindications are advised to forego or defer procedure plan.</p>	<p>3.3. Familiarization of various clinical forms</p> <p>3.4. Familiarization of contraindications to procedure</p> <p>3.5. RA 10173 or Data Privacy Act</p> <p>3.6. Anti-sexual harassment laws/policies</p> <p>Technology</p> <p>3.7. Technical knowledge on vital signs taking</p> <p>3.8. Error identification and reporting</p> <p>3.9. Risk management on eyelash extension</p> <p>3.10. Procedural process on established eyelash procedure</p> <p>3.11. Possible risks in established Eyelash Extension Procedure</p> <p>3.12. Eyelash extension designs</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 consultation 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>3.11. Identifying contraindications to procedure.</p> <p>3.12. Describing eyelash extension designs</p>
4. Prepare client for eyelash extensions and removal	<p>4.1. Client is consulted on specific procedure requirements</p> <p>4.2. Client is advised to remove all personal accessories</p>	<p>Communication</p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. RA 10173 or Data Privacy Act</p> <p>4.4. Anti-sexual harassment laws/policies</p>	<p>4.1. Following code of ethics</p> <p>4.2. Client-centered approach</p> <p>4.3. Consulting, evaluating preparing, and handling client</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	4.3. Client is properly draped and covered based on clinic policy 4.4. Client's eyes are cleansed based on clinic policy	Technology 4.5. Proper draping 4.6. Eye Cleansing	4.4. Draping Client properly 4.5. Performing eye cleansing
5. Perform Eyelash Extensions	5.1. Hand washing, donning and proper gloving done according to Clinic Policy 5.2. Client is re-assured and comforted during the entire procedure according to Clinic Policy 5.3. Procedure is performed based on clinic policy 5.4. Equipment's are used according to Manufacturer's Manual of Instructions and Clinic policies and procedures 5.5. Tools, Supplies, materials are used according to procedure requirement 5.6. Appropriate eyelash cleansing products are used and applied guided by clinic policy 5.7. Eyelash extension is performed in accordance with	Communication 5.1. Proper hand washing 5.1. Client-centered approach 5.2. RA 10173 or Data Privacy Act 5.3. Anti-sexual harassment laws/policies Technology 5.4. Donning and gloving technique 5.5. Standard aseptic technique 5.6. Tools, Supplies, and materials for procedure 5.7. Use of Eye Cleansers 5.8. Established eyelash extension procedure 5.9. Expected Outcomes and Foreseeable Results Mathematics 5.10. Applicable Procedure Duration Science	5.1. Hand washing 5.2. Donning and gloving technique 5.3. Client-centered approach 5.4. Applying aseptic technique 5.5. Identifying and using Tools, Supplies, and materials 5.6. Using Appropriate Eye Cleansers 5.7. Performing established Facial Procedure 5.8. Performing eyelash extension 5.9. Identifying Expected Outcomes and Foreseeable Results 5.10. Following the Applicable Procedure Duration 5.11. Applying First Aid

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>5.8. established eyelash extension procedure and client design preference Procedure Outcomes are checked according to the foreseeable results</p> <p>5.9. Procedure duration is followed guided by clinic policy</p> <p>5.10. When necessary, first aid procedure is provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.11. Emergency and unforeseen events are responded and addressed in accordance with clinic's policies and procedures.</p>	5.11. First Aid Procedure	
6. Perform Eyelash Extension Removal	<p>6.1 Hand washing, donning and proper gloving done according to Clinic Policy</p> <p>6.2 Client is re-assured and comforted during the entire procedure according to Clinic Policy</p> <p>6.3 Procedure on Eyelash Extension Removal is</p>	<p>Communication</p> <p>6.1 Proper hand washing</p> <p>6.2 Patient-centered approach</p> <p>6.3 RA 10173 or Data Privacy Act</p> <p>6.4 Anti-sexual harassment laws/policies</p> <p>Technology</p> <p>6.5 Donning and gloving technique</p>	<p>6.1 Hand washing</p> <p>6.2 Donning and gloving technique</p> <p>6.3 Patient-centered approach</p> <p>6.4 Applying aseptic technique</p> <p>6.5 Identifying and using Tools, Supplies, and materials</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>performed based on clinic policy</p> <p>6.4 Equipment are used according to Manufacturer’s Manual of Instructions and Clinic policies and procedures</p> <p>6.5 Tools, Supplies, materials are used according to procedure requirement</p> <p>6.6 Appropriate eyelash cleansing products are used and applied guided clinic policy</p> <p>6.7 Eyelash extension removal is performed in accordance with established eyelash extension removal procedure</p> <p>6.8 Procedure Outcomes are checked according to the foreseeable results</p> <p>6.9 Procedure duration is followed guided by clinic policy</p> <p>6.10 When necessary, first aid procedures is provided to the client during emergency and unforeseen events based on clinic policy</p> <p>6.11 Emergency and unforeseen events are responded and addressed in accordance with clinic’s policies and procedures.</p>	<p>6.6 Standard aseptic technique</p> <p>6.7 Tools, Supplies, and materials for procedure</p> <p>6.8 Use of Eye Cleansers</p> <p>6.9 Established eyelash extension removal procedure</p> <p>6.10 Expected Outcomes and Foreseeable Results</p> <p>Mathematics</p> <p>6.11 Applicable Procedure Duration</p> <p>Science</p> <p>6.12 First Aid Procedure</p>	<p>6.6 Using Appropriate Eye Cleansers</p> <p>6.7 Performing established Facial Procedure</p> <p>6.8 Performing eyelash extension removal</p> <p>6.9 Identifying Expected Outcomes and Foreseeable Results</p> <p>6.10 Following the Applicable Procedure Duration</p> <p>6.11 Applying First Aid</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
7. Provide Post-care Management	7.1 Client was elaborated about procedures done 7.2 Client is offered home maintenance products 7.3 Client is Given homecare instructions based on clinic policies and procedures 7.4 Client is advised for follow up consultation. 7.5 Clients Records are Properly and Securely Stored and Filed According to the Clinic Policy 7.6 Possible Post Procedure Complications are Discussed to the Client 7.7 Client is referred to the designated Medical Professionals when emergency and unforeseen events occur.	Communication 7.1 Knowledge on Procedure 7.2 Post Care Regimen 7.3 Homecare Instructions 7.4 Follow Up for Consultation and Procedures 7.5 Proper Filing and Storage of Records 7.6 Post Procedure Complications 7.7 Knowledge on When to Refer to the Designated Medical Professionals 7.8 RA 10173 or Data Privacy Act 7.9 Anti-sexual harassment laws/policies	7.1 Informing Procedure 7.2 Giving homecare Instructions 7.3 Scheduling Follow Up Consultation and Procedures 7.4 Filing and Storing of Records 7.5 Identifying Post Procedure Complications 7.6 Referring to the Designated Medical Professionals
8. Perform After Care Activities	8.1 Equipment are Cleaned and Sanitized in Accordance with Cleaning and Sanitizing Procedure 8.2 Supplies, Products, and Materials Are Checked,	Environment Concerns 8.1 Cleaning and Sanitation Procedure 8.2 Waste Disposal Management 8.3 Knowledge good housekeeping principles	8.1 Cleaning and Sanitizing Equipment's 8.2 Inventory Management Skills 8.3 Implementing Proper Waste Disposal

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>8.3 Recorded, Replenished and Stored in Accordance with clinic policy</p> <p><i>Waste Materials</i> are properly Segregated and Disposed in Accordance with the Waste Disposal Management policy</p> <p>8.4 Procedure Area are Cleaned and Prepared for Next Procedure</p>	<p>Mathematics</p> <p>8.4 Inventory Management</p> <p>Communication</p> <p>8.5 RA 10173 or Data Privacy Act</p> <p>8.6 Anti-sexual harassment laws/policies</p>	<p>8.4 Applying good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p>May include:</p> <p>1.1 Procedure areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators.</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p> <p>1.5 Clients is eyes cleansed</p> <p>1.6 Proper handwashing, donning and gloving</p> <p>1.7 Client is re-assured and comforted during the entire procedure</p> <p>1.8 Procedure duration is followed</p> <p>1.9 First aid procedures are provided to the client during emergency and unforeseen events when necessary</p> <p>1.10 Eyelash Technician is able to respond and refer to medical professional during emergency and unforeseen events.</p> <p>1.11 Clients Records are Properly and Securely Stored and Filed.</p> <p>1.12 Supplies, Products, and Materials are Checked, Recorded , Replenished and Stored.</p>

2. Tools and Equipment	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Facial / Lash Bed 2.2 Ring Light / Magnifying Lamp 2.3 Trolley 2.4 Curved Tweezer 2.5 Straight Tweezer 2.6 Handheld Fan / Air blower 2.7 Stainless steel instrument tray / eyelash extension tray 2.8 Eyelash extension pillow 2.9 Waste bin
3. Supplies and materials	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Eyelash Extension Types (Silk, Mink, Synthetic) 3.2 Colored lash 3.3 Bed sheet 3.4 Gloves vinyl 3.5 Head band / hair cap 3.6 Facemask 3.7 Disinfectant (isopropyl 70%) 3.8 Tissue 3.9 Micropore / Lash tape 3.10 Client consultation forms 3.11 Eye and make up remover 3.12 Head band / hair cap 3.13 Cotton buds 3.14 Squeeze bottle 3.15 Jade stone / adhesive ring holder 3.16 Eyelash comb 3.17 Lash shampoo 3.18 Eyelash primer 3.19 Eyelash extension glue 3.20 Eyelash removal 3.21 Lint free gel pads / eye patches 3.22 Aftercare instructions
4. Procedure requirement	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Must have a full set of natural eyelashes 4.2 Must not have allergies to adhesives or sensitivities 4.3 Must not have eye infections 4.4 Must not have recent surgery 4.5 Must not be a regular contact lenses wearer 4.6 Must be of legal age or if minor with guardian consent
5. Eyelash Designs	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Classic extension 5.2 Volume extension 5.3 Hybrid extension 5.4 Cat-eye extension 5.5 Russian/Mega Volume extension 5.6 Fox-eye extension 5.7 Doll-eye extension

	<p>5.8 Wispy extension</p> <p>5.9 Various specifications of eyelash extension</p> <ul style="list-style-type: none"> • Thickness • Length • Curl type • Color
6. Client	<p>May include:</p> <p>6.1 Men</p> <p>6.2 Women</p> <p>6.3 18 years old and above</p> <p>Minors with parental/guardian's consent</p>
7. Clinical forms	<p>May include:</p> <p>6.1 Waiver/ Consent forms</p> <p>6.2 Consultation forms</p>
8. Established eyelash extension procedure	<p>May include:</p> <p>8.1 Eyelash extension</p> <p>8.2 Consultation</p> <p>8.3 Procedure and risks</p> <p>8.4 Frequency</p> <p>8.5 Supplies and materials validity</p>
9. Contraindications	<p>May include:</p> <p>9.1 With allergies to lash extension adhesives or materials</p> <p>9.2 With allergies to lash extension removal or materials</p> <p>9.3 With eye infection or conditions such as conjunctivitis, blepharitis and stye</p> <p>9.4 With recent eye surgery</p> <p>9.5 With sensitive irritated eyes</p> <p>9.6 With skin condition around the eyes such as eczema or psoriasis</p> <p>9.7 Regular wearing of contact lenses</p> <p>9.8 Recent use of prescription with eye drops such as those containing steroids</p>
10. Procedure Outcomes	<p>May include:</p> <p>10.1 Enhanced overall eyelash appearance of the eyes</p> <p>10.2 Customized look</p> <p>10.3 Increased confidence</p> <p>10.4 Long lasting results</p> <p>10.5 Discomfort or slight stinging</p> <p>10.6 Redness and irritation</p> <p>10.7 Swelling</p> <p>10.8 Allergic reactions</p> <p>10.9 Damage to natural lashes</p>
11. Foreseeable results	<p>May include:</p> <p>11.1 Enhanced appearance of the eyes</p> <p>11.2 Customized lash style</p> <p>11.3 Reduce need for make up</p>

	<ul style="list-style-type: none"> 11.4 Possible allergic reactions 11.5 Eye irritation 11.6 Swelling 11.7 Lash damage 11.8 Infection risk 11.9 Retention issue 11.10 Temporary loss of natural lashes 11.11 Uneven results
12. Emergency	<p>May include:</p> <ul style="list-style-type: none"> 12.1 Extreme allergic reactions 12.2 Severe eye irritation 12.3 Irritation or infection to glue
13. Established eyelash extension removal procedure	<p>May include:</p> <ul style="list-style-type: none"> 13.1 Eyelash extension removal 13.2 Consultation 13.3 Procedure and risks 13.4 Frequency 13.5 Supplies and materials validity
14. Home maintenance products	<p>May include:</p> <ul style="list-style-type: none"> 14.1 Eye or Mild facial cleanser 14.2 Lash brush or comb 14.3 Oil free make up remover 14.4 Lash serum or conditioner
15. Homecare instructions	<p>May include:</p> <ul style="list-style-type: none"> 15.1 Keep lashes dry for 24- 48 hours 15.2 Use gentle, oil free cleanser 15.3 Avoid touching or rubbing the lashes to prevent damage to the natural lashes 15.4 Do not use oil based products around the eyes to avoid lashes to fall out prematurely 15.5 Do not perm or tint eyelashes 15.6 Do not expose the eyelashes to extreme heat, such as saunas, steam rooms or direct sunlight 15.7 Avoid sleeping on your face to prevent crushing 15.8 Avoid using waterproof make up or oil based make up products 15.9 Do not use eyelash curlers or mechanical device curler 15.10 Be gentle in removing make up 15.11 Avoid rubbing or pulling lashes 15.12 Schedule regular fills and touch ups every 3-4 weeks to maintain longevity of the lashes 15.13 Use a mild, oil-free cleanser to gently cleanse the eye area without rubbing or pulling on the lashes. 15.14 Apply a gentle, oil-free moisturizer to the eye area to keep the skin hydrated and prevent dryness and irritation.

	<p>15.15 Avoid rubbing your eyes vigorously, especially when washing your face or removing makeup.</p> <p>15.16 Avoid eye make up</p> <p>15.17 Use eyelash serum or conditioner to promote natural lash growth and strengthen the lashes.</p> <p>15.18 Avoid using heated eyelash curlers or other styling tools on your natural lashes, to prevent cause of damage and breakage.</p> <p>15.19 Use a clean, soft eyelash brush or spoolie to gently comb through your natural lashes and help them maintain their shape and condition</p> <p>15.20 Be gentle when touching or rubbing your eyes to prevent pulling out or damaging your natural lashes.</p>
16. Follow up consultation	<p>May include:</p> <p>16.1 In the presence of any complications may come back anytime during business hours</p> <p>16.2 Schedule any necessary follow up appointments or touch up sessions based on the client's individual needs</p>
17. Post Procedure Complications	<p>May include:</p> <p>17.1 Infection</p> <p>17.2 Eye irritation</p> <p>17.3 Inflammation</p> <p>17.4 Redness</p> <p>17.5 Swelling</p> <p>17.6 Painful</p> <p>17.7 Irritation</p> <p>17.8 Allergic Reaction</p> <p>17.9 Unsatisfactory results</p> <p>17.10 Retention issues</p> <p>17.11 Uneven results</p>
18. Waste Materials	<p>May include:</p> <p>18.1 Used tissues, cotton, and gauze</p> <p>18.2 Soiled linens, beddings, and towels</p> <p>18.3 Waste water</p> <p>18.4 Eyelash Extensions</p>

EVIDENCE GUIDE

1. Critical aspect of competencies	<p>Assessment required evidence that the candidate:</p> <p>1.1 Prepared treatment area according to PD 856 and OSH</p> <p>1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used.</p> <p>1.3 Obtained and recorded client's personal data</p> <p>1.4 Prepared client for the procedure based on clinic policies and regulations</p>
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	<ul style="list-style-type: none"> 1.5 Performed Eyelash extension procedure based on clinic policy 1.6 Checked procedure outcomes based on expected results 1.7 Followed applicable procedure duration 1.8 Applied first aid to the client as needed 1.9 Provided home care maintenance instructions 1.10 Performed post-care activities.
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 1.1 Live Model 1.2 Machines, equipment, tools, supplies and materials relevant of the activity to be performed 1.3 Procedure products 1.4 Actual procedure area with complete facilities
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 1.1 Demonstration with oral questioning 1.2 Written test
4. Context for Assessment	<ul style="list-style-type: none"> 1.1 Competency may be assessed in procedure area or simulated procedure area 1.2 Assessment done during learners return demonstration

UNIT OF COMPETENCY	:	PERFORM EYELASH LIFT AND TINT
UNIT CODE	:	AB-SOC1381100514309
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitude required to prepare treatment area, prepare tools, equipment, supplies and materials, assess client, prepare client, perform eyelash lift and tint, provide post-care management, and perform after care activities.

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 <i>clinic policy</i> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	Science 1.1. Familiarization of clinic policies and procedures 1.2. OSH policies and procedures 1.3. Ergonomic Principles, Privacy and Ventilation 1.4. Clinic lay-out 1.5. Preparation and set up of workplace Mathematics 1.6. Time management Environment Concerns 1.7. Environment Safety Rules and Regulations 1.8. PD 856 (Sanitation Code of the Philippines) 1.9. Good housekeeping principles Technology 1.10. Methods of Sanitation	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 procedure areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping 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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.11. Procedure in cleaning 1.12. Bed Making Communication 1.13. Procedure Area 1.14. Code of ethics 1.15. RA 10173 or Data Privacy Act 1.16. Anti-sexual harassment laws/policies	1.14. Performing bed making
2. Prepare Tools, equipment and Materials	2.1 Tools and equipment are properly cleaned and sterilized according to manufacturer's manual of operation 2.2 Supplies and materials are prepared and made available based on Procedure Requirement 2.3 Supplies and materials are used before the expiration dates	Technology 2.1. Procedures in cleaning and sterilizing of tools & equipment 2.2. Identification of Supplies and materials. 2.3. Preparation and utilization of supplies and materials 2.4. Procedure requirement 2.5. Eyelash extension designs Mathematics 2.6. Expiration dates of supplies and materials Communication 2.7. Familiarization of placement and storage of supplies and materials 2.8. RA 10173 or Data Privacy Act	2.1 Cleaning and sterilizing of tools & equipment 2.2 Identifying supplies and materials 2.3 Preparing and utilizing supplies and materials. 2.4 Identifying of expiration dates of supplies and materials 2.5 Identifying placement and storage of supplies and materials. 2.6 Identifying procedure requirement

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.9. Anti-sexual harassment laws/policies	
3. Assess Client	<p>3.1. Clients' profile were properly obtained & verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clinical forms are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.4. Procedure and risk are properly discussed and explained to client based on established eyelash lift and tint procedure</p> <p>3.5. Client with contraindications are advised to forego or defer procedure plan.</p>	<p>Communication</p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. Familiarization of contraindications to procedure</p> <p>3.5. RA 10173 or Data Privacy Act</p> <p>3.6. Anti-sexual harassment laws/policies</p> <p>Technology</p> <p>3.1. Technical knowledge on vital signs taking</p> <p>3.2. Error identification and reporting</p> <p>3.3. Risk management on eyelash extension</p> <p>3.4. Procedural process on established eyelash procedure</p> <p>3.5. Possible risks in established Eyelash Extension Procedure</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 consultation 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>3.11. Identifying contraindications to procedure.</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.6. Eyelash extension designs	
4. Prepare client for eyelash lift and tint	4.1. Client is consulted on specific procedure requirements 4.2. Client is advised to remove all personal accessories based on clinic policy 4.3. Client is properly draped and covered based on clinic policy 4.4. Client's eyes are cleansed based on clinic policy	Communication 4.1. Code of Ethics 4.2. Consumer's rights 4.3. RA 10173 or Data Privacy Act 4.4. Anti-sexual harassment laws/policies Technology 4.1. Proper draping 4.2. Eye Cleansing	4.1. Following code of ethics 4.2. Client-centered approach 4.3. Consulting, evaluating preparing, and handling client 4.4. Draping Client properly 4.5. Performing eye cleansing
5. Perform Eyelash Lift and Tint	5.1. Hand washing, donning and proper gloving done according to Clinic Policy 5.2. Client is re-assured and comforted during the entire procedure according to Clinic Policy 5.3. Procedure is performed based on clinic policy 5.4. Equipment are used according to Manufacturer's Manual of Instructions and Clinic policies and procedures 5.5. Tools, Supplies, materials are used according	Communication 5.1. Proper hand washing 5.2. Client-centered approach 5.3. RA 10173 or Data Privacy Act 5.4. Anti-sexual harassment laws/policies Technology 5.1. Donning and gloving technique 5.2. Standard aseptic technique 5.3. Tools, Supplies, and materials for procedure 5.4. Use of Eye Cleansers	5.1. Hand washing 5.2. Donning and gloving technique 5.3. Patient-centered approach 5.4. Applying aseptic technique 5.5. Identifying and using Tools, Supplies, and materials 5.6. Using Appropriate Eye Cleansers 5.7. Performing established Facial Procedure 5.8. Performing eyelash lift and tint 5.9. Identifying Expected

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>5.6. to procedure requirement Appropriate eyelash cleansing products are used and applied guided clinic policy</p> <p>5.7. Eyelash lift and tint is performed in accordance with established eyelash lift and tint procedure</p> <p>5.8. Procedure Outcomes are checked according to the foreseeable results</p> <p>5.9. Procedure duration is followed guided by clinic policy</p> <p>5.10. When necessary, first aid procedures is provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.11. Emergency and unforeseen events are responded and addressed in accordance with clinic's policies and procedures.</p>	<p>5.5. Established eyelash lift and tint procedure</p> <p>5.6. Expected Outcomes and Foreseeable Results</p> <p>Mathematics</p> <p>5.7. Applicable Procedure Duration</p> <p>Science</p> <p>5.8. First Aid Procedure</p>	<p>Outcomes and Foreseeable Results</p> <p>5.10. Following the Applicable Procedure Duration Applying First Aid</p>
6. Provide Post-care Management	6.1 Client was elaborated about the procedures done	Communication 6.1 Proper hand washing	6.1 Informing Procedure

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>6.2 Client is offered home maintenance products</p> <p>6.3 Client is given Homecare Instructions based on.</p> <p>6.4 Client is advised for follow up consultation.</p> <p>6.5 Clients Records are Properly and Securely Stored and Filed According to the Clinic Policy</p> <p>6.6 Possible Post Procedure Complications are Discussed to the Client</p> <p>6.7 Client is referred to the designated Medical Professionals when emergency and unforeseen events occur.</p>	<p>6.2 Patient-centered approach</p> <p>6.3 RA 10173 or Data Privacy Act</p> <p>6.4 Anti-sexual harassment laws/policies</p> <p>Technology</p> <p>6.5 Donning and gloving technique</p> <p>6.6 Standard aseptic technique</p> <p>6.7 Tools, Supplies, and materials for procedure</p> <p>6.8 Use of Eye Cleansers</p> <p>6.9 Established eyelash extension removal procedure</p> <p>6.10 Expected Outcomes and Foreseeable Results</p> <p>Mathematics</p> <p>6.11 Applicable Procedure Duration</p> <p>Science</p> <p>6.12 First Aid Procedure</p>	<p>6.2 Giving homecare Instructions</p> <p>6.3 Scheduling Follow Up Consultation and Procedure</p> <p>6.4 Filing and Storing of Records</p> <p>6.5 Identifying Post Procedure Complications</p> <p>6.6 Referring to the Designated Medical Professionals</p>
7. Perform After Care Activities	7.1 Equipment are Cleaned and Sanitized in Accordance with Cleaning and sanitizing procedure	<p>Communication</p> <p>7.1 Cleaning and Sanitation Procedure</p> <p>7.2 RA 10173 or Data Privacy Act</p>	<p>7.1. Cleaning and Sanitizing equipment</p> <p>7.2. Inventory Management Skills</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>7.2 Supplies, Products, and Materials are Checked, Recorded, Replenished and Stored in Accordance with clinic policy</p> <p>7.3 Waste Materials are properly Segregated and Disposed in Accordance with the Waste Disposal Management policy</p> <p>7.4 Procedure Area are Cleaned and Prepared for Next Procedure</p>	<p>7.3 Anti-sexual harassment laws/policies</p> <p>Mathematics</p> <p>7.4 Inventory Management</p> <p>Environment Concerns</p> <p>7.5 Knowledge on Waste Disposal Management</p> <p>7.6 Knowledge good housekeeping principles</p>	<p>7.3. Implementing Proper Waste Disposal</p> <p>7.4. Applying good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p>May include:</p> <p>1.1 Procedure areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p> <p>1.5 Clients is eyes cleansed</p> <p>1.6 Proper handwashing, donning and gloving</p> <p>1.7 Client is re-assured and comforted during the entire procedure</p> <p>1.8 Procedure duration is followed</p> <p>1.9 First aid procedures are provided to the client during emergency and unforeseen events when necessary</p>

	<p>1.10 Eyelash Technician is able to respond and refer to medical professional during emergency and unforeseen events.</p> <p>1.11 Clients Records are Properly and Securely Stored and Filed.</p> <p>1.12 Supplies, Products, and Materials are Checked, Recorded , Replenished and Stored.</p>
2. Tools and Equipment	<p>May include:</p> <p>2.1 Facial / Lash Bed</p> <p>2.2 Ring Light / Magnifying Lamp</p> <p>2.3 Trolley</p> <p>2.4 Timer</p> <p>2.5 Towel</p> <p>2.6 Air blower / handheld fan</p> <p>2.7 Straight Tweezer</p> <p>2.8 Eyelash extension pillow</p> <p>2.9 Waste bin</p>
3. Supplies and materials	<p>May include:</p> <p>3.1 Bed sheet</p> <p>3.2 Gloves vinyl</p> <p>3.3 Head band / hair cap</p> <p>3.4 Facemask</p> <p>3.5 Disinfectant (isopropyl 70%)</p> <p>3.6 Tissue / Paper towels</p> <p>3.7 Client consultation / consent forms</p> <p>3.8 Protective eyewear</p> <p>3.9 Eye and make up remover</p> <p>3.10 Clingwrap</p> <p>3.11 Silicon pad</p> <p>3.12 Head band / hair cap</p> <p>3.13 Cotton Swab</p> <p>3.14 Eyelash Perm Lotion</p> <p>3.15 Eyelash Tint</p> <p>3.16 Silicon Rod</p> <p>3.17 Eyelash Adhesive</p> <p>3.18 Eyelash comb/ brush</p> <p>3.19 Y-Brush</p> <p>3.20 Eyelash cleanser</p> <p>3.21 Waxing / Paper Strips</p> <p>3.22 Lint free gel pads / eye patches</p> <p>3.23 Aftercare instructions</p>
4. Procedure requirement	<p>May include:</p> <p>4.1 Must not have any eye infections, or injuries</p> <p>4.2 Must not have recent surgery</p> <p>4.3 Must not have allergies or sensitivities</p> <p>4.4 Must have stable vital signs</p>

	4.5 Must be of legal age or if minor with guardian consent or medical recommendation
5. Client	May include: 5.1 Men 5.2 Women 5.3 18 years old and above
6. Clinical forms	May include: 6.1 Waiver/ Consent forms 6.2 Consultation forms
7. Established eyelash lift and tint procedure	May include: 7.1 Eyelash Lifting and Tint Procedure 7.2 Consultation 7.3 Patch Test 7.4 Procedure and risks 7.5 Procedure frequency 7.6 Supplies and materials validity
8. Contraindications	May include: 8.1 With allergies to lash lift and tint materials 8.2 With recent eye surgery / procedure 8.3 With sensitive skin 8.4 With skin condition around the eyes such as eczema or psoriasis
9. Procedure Outcomes	May include: 9.1 Enhanced eyelash appearance 9.2 Improve shape and symmetry 9.3 Darker and more defined lash 9.4 Filling in sparse areas 9.5 Time saving 9.6 Boost confidence 9.7 Natural look
10. Foreseeable results	May include: 10.1 Reduced the need for eyelash grooming 10.2 Defined lash 10.3 Enhanced groom appearance 10.4 Time saving 10.5 Skin irritation 10.6 Infection risk
11. Emergency	May include: 11.1 Extreme allergic reactions 11.2 Severe lash irritation 11.3 Infection to lash lift and tint
12. Home maintenance products	May include: 12.1 Eye or Mild facial cleanser 12.2 Lash brush or comb 12.3 Lash serum or conditioner

13. Homecare instructions	<p>May include:</p> <ul style="list-style-type: none"> 13.1 Avoid getting the treated eyelash wet for at least 24 hours after the procedure to allow the product to fully set 13.2 Use a gentle cleanser or micellar water to clean the eyebrows 13.3 Avoiding harsh products that may strip the tint or affect the lamination. 13.4 Avoid rubbing or scratching the treated eyebrows, to prevent prematurely or disrupt the lamination. 13.5 Brush the eyelash daily with a clean spoolie brush to keep them groomed and aligned in the desired shape. 13.6 Use brow serum or conditioner to nourish and strengthen the eyebrow hairs, promoting healthy growth. 13.7 Do not expose the eyelash to extreme heat, such as saunas, steam rooms or direct sunlight 13.8 Avoid sleeping on your face to prevent crushing or misshaping the lifted eyebrow 13.9 Schedule regular touch up appointments according to the recommended maintenance schedule.
14. Follow up consultation	<p>May include:</p> <ul style="list-style-type: none"> 14.1 In the presence of any complications comeback anytime during business hours 14.2 Schedule any necessary follow up appointments or touch up sessions based on the client's individual needs
15. Post Procedure Complications	<p>May include:</p> <ul style="list-style-type: none"> 15.1 Eye irritation 15.2 Redness 15.3 Allergic Reaction 15.4 Overprocessing 15.5 Uneven Results 15.6 Allergic Reaction 15.7 Unsatisfactory results 15.8 Retention issues
16. Waste Materials	<p>May include:</p> <ul style="list-style-type: none"> 16.1 Used tissues, cotton, and gauze 16.2 Soiled linens, beddings, and towels 16.3 Waste water 16.4 Eyelash Extensions

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 procedure 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 procedure based on clinic policies and regulations 1.5 Performed Eyelash lifting and tinte procedure based on clinic policy 1.6 Checked procedure outcomes based on expected results 1.7 Followed applicable procedure duration 1.8 Applied first aid to the client as needed 1.9 Provided home care maintenance instructions 1.1 Performed post-care activities.
<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 Procedure products 2.1 Actual procedure 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 Written test
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in procedure area or simulated procedure area 4.2 Assessment done during learners return demonstration

UNIT OF COMPETENCY	:	PERFORM EYEBROW LAMINATION AND TINT
UNIT CODE	:	AB-SOC1381100514310
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitude required to prepare treatment area, prepare tools, equipment, supplies and materials, assess client, prepare client, perform eyebrow lamination and tint, provide post-care management, and perform after care activities.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare Treatment Area	1.1 Procedure areas are cleaned and disinfected according to <i>clinic policy</i> and regulations 1.2 Rooms are made available for use in accordance to the clinic privacy policy 1.3 Procedure area is prepared and set-up according to the ergonomic principles 1.4 Procedure area is well-ventilated according to clinic lay-out	Science 1.1. Familiarization of clinic policies and procedures 1.2. OSH policies and procedures 1.3. Ergonomic Principles, Privacy and Ventilation 1.4. Clinic lay-out 1.5. Preparation and set up of workplace Mathematics 1.6. Time management Environment Concerns 1.7. Environment Safety Rules and Regulations 1.8. PD 856 (Sanitation Code of the Philippines) 1.9. Good housekeeping principles Technology 1.10. Methods of Sanitation 1.11. Procedure in cleaning 1.12. 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 procedure areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping 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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		Communication 1.13. Procedure Area 1.14. Code of ethics 1.15. RA 10173 or Data Privacy Act 1.16. Anti-sexual harassment laws/policies	1.14. Performing bed making
2. Prepare Tools, equipment and Materials	2.1 Tools and equipment are properly cleaned and sterilized according to manufacturer's manual of operation 2.2 Supplies and materials are prepared and made available based on Procedure Requirement 2.3 Supplies and materials are used before the expiration dates	Technology 2.1. Procedures in cleaning and sterilizing of tools & equipment 2.2. Identification of Supplies and materials. 2.3. Preparation and utilization of supplies and materials 2.4. Procedure requirement 2.5. Eyelash extension designs Mathematics 2.6. Expiration dates of supplies and materials Communication 2.7. Familiarization of placement and storage of supplies and materials 2.8. RA 10173 or Data Privacy Act 2.9. Anti-sexual harassment laws/policies	2.1 Cleaning and sterilizing of tools & equipment 2.2 Identifying supplies and materials 2.3 Preparing and utilizing supplies and materials. 2.4 Identifying of expiration dates of supplies and materials 2.5 Identifying placement and storage of supplies and materials. 2.6 Identifying procedure requirement
3. Assess Client	3.1. Client's profile were properly obtained & verified based on clinical forms	Communication 3.1. Demographic profile 3.2. Client-centered communication approach	3.1. Interviewing skills 3.2. Recording skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clinical forms are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.4. Procedure and risk are properly discussed and explained to client based on established eyebrow lamination and tint procedure</p> <p>3.5. Client with contraindications is advised to forego or defer procedure plan.</p>	<p>3.3. Familiarization of various clinical forms</p> <p>3.4. Familiarization of contraindications to procedure</p> <p>Technology</p> <p>3.5. Technical knowledge on vital signs taking</p> <p>3.6. Error identification and reporting</p> <p>3.7. Risk management on eyelash extension</p> <p>3.8. Procedural process on established eyelash procedure</p> <p>3.9. Possible risks in established Eyelash Extension Procedure</p> <p>3.10. Eyelash extension designs</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 consultation 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>3.11. Identifying contraindications to procedure.</p>
4. Prepare client for eyebrow lamination and tint	<p>4.1. Client is consulted on specific procedure requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p> <p>4.3. Client is properly draped and covered based on clinic policy</p>	<p>Communication</p> <p>4.7. Code of Ethics</p> <p>4.8. Consumer's rights</p> <p>7.10 RA 10173 or Data Privacy Act</p> <p>4.9. Anti-sexual harassment laws/policies</p> <p>Technology</p> <p>4.10. Proper draping</p> <p>4.11. Eye Cleansing</p>	<p>4.1. Following code of ethics</p> <p>4.2. Client-centered approach</p> <p>4.3. Consulting, evaluating preparing, and handling client</p> <p>4.4. Draping Client properly</p> <p>4.5. Performing eyebrow cleansing</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	4.4. Clients eyebrow is cleansed based on clinic policy		
5. Perform Eyebrow Lamination and Tint	5.1. Hand washing, donning and proper gloving done according to Clinic Policy 5.2. Client is reassured and comforted during the entire procedure according to Clinic Policy 5.3. Procedure is performed based on clinic policy 5.4. Equipment are used according to Manufacturer's Manual of Instructions and Clinic policies and procedures 5.5. Tools, Supplies, materials are used according to procedure requirement 5.6. Appropriate eyebrow cleansing products are used and applied guided clinic policy 5.7. Eyebrow lamination and tint is performed in accordance with established Eyebrow lamination and tint procedure	Communication 5.1. Proper hand washing 5.2. Patient-centered approach Technology 5.3. Donning and gloving technique 5.4. Standard aseptic technique 5.5. Tools, Supplies, and materials for procedure 5.6. Use of Eyebrow Cleansers 5.7. Established Eyebrow lamination and tint procedure 5.8. Expected Outcomes and Foreseeable Results Mathematics 5.9. Applicable Procedure Duration Science 5.10. First Aid Procedure	5.1. Hand washing 5.2. Donning and gloving technique 5.3. Patient-centered approach 5.4. Applying aseptic technique 5.5. Identifying and using Tools, Supplies, and materials 5.6. Using Appropriate Eyebrow Cleansers 5.7. Performing established eyebrow cleansing Procedure 5.8. Performing eyebrow lamination and tint 5.9. Identifying Expected Outcomes and Foreseeable Results 5.10. Following the Applicable Procedure Duration 5.11. Applying First Aid

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>5.8. Procedure Outcomes are checked according to the foreseeable results</p> <p>5.9. Procedure duration is followed guided by clinic policy</p> <p>5.10. When necessary, first aid procedures is provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.11. Emergency and unforeseen events are responded and addressed in accordance with clinic’s policies and procedures.</p>		
6. Provide Post-Care Management	<p>6.1 Client was elaborated about the procedures done</p> <p>6.2 Client is offered home maintenance products</p> <p>6.3 Client is Given Homecare Instructions.</p> <p>6.4 Client is Advised for Follow Up Consultation or Procedure.</p> <p>6.5 Clients Records are Properly and Securely Stored and Filed</p>	<p>Communication</p> <p>6.1 Knowledge on Procedure</p> <p>6.2 Post Care Regimen</p> <p>6.3 Homecare Instructions</p> <p>6.4 Follow Up for Consultation and Procedures</p> <p>6.5 Proper Filing and Storage of Records</p> <p>6.6 Post Procedure Complications</p> <p>6.7 Knowledge on When to Refer to the</p>	<p>6.1 Informing Procedure</p> <p>6.2 Giving homecare Instructions</p> <p>6.3 Scheduling Follow Up Consultation and Procedure</p> <p>6.4 Filing and Storing of Records</p> <p>6.5 Identifying Post Procedure Complications</p> <p>6.6 Referring to the Designated Medical Professionals</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>According to the Clinic Policy</p> <p>6.6 Possible <i>Post Procedure Complications</i> are Discussed to the Client</p> <p>6.7 Client is referred to the designated Medical Professionals when emergency and unforeseen events occur.</p>	<p>Designated Medical Professionals</p>	
<p>7. Perform After Care Activities</p>	<p>7.1 Equipment are Cleaned and Sanitized in Accordance with Cleaning and Sanitizing Procedure</p> <p>7.2 Supplies, Products, and Materials are Checked, Recorded, Replenished and Stored in Accordance with clinic policy</p> <p>7.3 <i>Waste Materials</i> are properly Segregated and Disposed in Accordance with the Waste Disposal Management policy</p> <p>7.1. Procedure Area Are Cleaned and Prepared for Next Procedure</p> <p>7.2.</p>	<p>Communication</p> <p>7.1 Cleaning and Sanitation Procedure</p> <p>Mathematics</p> <p>7.2 Inventory Management</p> <p>Environment Concerns</p> <p>7.3 Knowledge on Waste Disposal Management</p> <p>7.1 Knowledge good housekeeping principles</p>	<p>7.1. Cleaning and Sanitizing Equipment's</p> <p>7.2. Inventory Management Skills</p> <p>7.3. Implementing Proper Waste Disposal</p> <p>7.4. Applying good housekeeping principles</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Procedure areas are cleaned and disinfected 1.2 Rooms are properly enclosed with sanitized curtains and or separators 1.3 Client is advised to remove all personal accessories 1.4 Client is properly draped and covered 1.5 Clients is eyes cleansed 1.6 Proper handwashing, donning and gloving 1.7 Client is re-assured and comforted during the entire procedure 1.8 Procedure duration is followed 1.9 First aid procedures is provided to the client during emergency and unforeseen events when necessary 1.10 Eyelash Technician is able to respond and refer to medical professional during emergency and unforeseen events. 1.11 Clients Records are Properly and Securely Stored and Filed. 1.12 Supplies, Products, and Materials are Checked, Recorded , Replenished and Stored.
2. Tools and Equipment	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Facial / Lash Bed 2.2 Ring Light / Magnifying Lamp 2.3 UV Sterilizer 2.4 Trolley 2.5 Towels 2.6 Timer 2.7 Eyelash scissors 2.8 Wax Heater 2.9 Waste bin
3. Supplies and materials	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Bed sheet 3.2 Gloves vinyl 3.3 Head band / hair cap 3.4 Facemask 3.5 Disinfectant (isopropyl 70%) 3.6 Tissue / Paper towels 3.7 Eyebrow scissors

	<ul style="list-style-type: none"> 3.8 Eyebrow pencil 3.9 Eyebrow comb 3.10 Wax spatula 3.11 Wax strips 3.12 Eyebrow lamination kit 3.13 Precut brow lamination film 3.14 Cotton pads 3.15 Spoolie / mascara brush 3.16 Eye and make up remover 3.17 Head band / hair cap 3.18 Cotton Swab 3.19 Cling wrap 3.20 Aftercare instructions
4. Procedure requirement	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Must not have any skin sensitivity 4.2 Must not have allergies 4.3 Must not have active eczema, psoriasis or dermatitis 4.4 Must not have recent procedure undergone chemical peel 4.5 Must not have recent surgery 4.6 Must have stable vital signs 4.7 Must be of legal age or if minor with guardian consent or medical recommendation
5. Client	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Men 5.2 Women 5.3 18 years old and above
6. Clinical forms	<ul style="list-style-type: none"> 6.1 Consultation 6.2 Consent / Waiver forms
7. Established eyebrow lamination and tint procedure	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Eyebrow lamination and tint 7.2 Consultation 7.3 Procedure and risks 7.4 Frequency 7.5 Supplies and materials validity
8. Contraindications	<p>May include:</p> <ul style="list-style-type: none"> 8.1 With allergies or sensitivity with lamination and tint materials 8.2 With active conditions such as eczema, psoriasis or dermatitis 8.3 With recent surgery 8.4 Recent chemical peel procedure
9. Procedure Outcomes	<p>May include:</p> <ul style="list-style-type: none"> 9.1 Enhanced eyebrow shape 9.2 Improved hair thickness and volume 9.3 Natural look

	<ul style="list-style-type: none"> 9.4 Low maintenance 9.5 Time Saving 9.6 Boost confidence 9.7 Enhanced facial features
10. Foreseeable results	<p>May include:</p> <ul style="list-style-type: none"> 10.1 Defined and groomed eyebrows 10.2 Fuller and Thicker brows 10.3 Enhanced appearance of the eyebrow 10.4 Enhanced facial features 10.5 Reduce need for eyebrow make up 10.6 Possible allergic reactions 10.7 Skin irritation
11. Emergency	<p>May include:</p> <ul style="list-style-type: none"> 11.1 Extreme allergic reactions 11.2 Severe irritation
12. Home maintenance products	<p>May include:</p> <ul style="list-style-type: none"> 12.1 Mild Gentle cleanser 12.2 Brow gel, serum or oil 12.3 Spoolie Brush 12.4 Oil free make up remover
13. Homecare instructions	<p>May include:</p> <ul style="list-style-type: none"> 13.1 Keep lashes dry for 24- 48 hours 13.2 Avoid touching or rubbing the eyebrow excessively 13.3 Use gentle cleanser 13.4 Apply brow gel, serum or oil 13.5 Avoid harsh chemicals 13.6 Schedule touch ups 13.7 Protect from sun exposure 13.8 Do not expose the eyebrow to extreme heat, such as saunas, steam rooms or direct sunlight 13.9 Schedule regular touch up appointments according to the recommended maintenance schedule.
14. Follow up consultation	<p>May include:</p> <ul style="list-style-type: none"> 14.1 In the occurrence of any complications comeback anytime during business hours 14.2 Schedule any necessary follow up appointments or touch up sessions based on the client's individual needs
15. Post Procedure Complications	<p>May include:</p> <ul style="list-style-type: none"> 15.1 Irritation 15.2 Allergic Reaction 15.3 Uneven Tinting 15.4 Brow Hair Damage 15.5 Fading of Tint

	15.6 Unsatisfactory results
16. Waste Materials	May include: 16.1 Used tissues, cotton, and gauze 16.2 Soiled linens, beddings, and towels 16.3 Waste water 16.4 Brow lamination kit

EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment required evidence that the candidate: 1.1 Prepared procedure 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 procedure based on clinic policies and regulations 1.5 Performed Eyebrow lamination and tint procedure based on clinic policy 1.6 Checked procedure outcomes based on expected results 1.7 Followed applicable procedure duration 1.8 Applied first aid to the client as needed 1.9 Provided home care maintenance instructions 1.10 Performed post-care activities.
2. Resource Implications	The following resources should be provided: 2.1 Live Model 2.2 Machines, equipment, tools, supplies and materials relevant of the activity to be performed 2.3 Procedure products 2.1 Actual procedure area with complete facilities
3. Methods of Assessment	Competency may be assessed through: 3.1 Demonstration with oral questioning 3.2 Written test
4. Context for Assessment	4.1 Competency may be assessed in procedure area or simulated procedure area 4.2 Assessment done during learners return demonstration

GLOSSARY OF TERMS

1. 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.
2. Allergies	Allergies are a reaction to a substance that the body perceives as harmful.
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. Auto-immune diseases	Diseases in which the body's immune system attacks its own tissues.
5. Blepharitis	Inflammation of the eyelids usually caused by bacteria or skin conditions.
6. Brow	The area of hair that grows above the eye on the brow bridge. It can also sometimes refer to the forehead or the entire brow bridge. The term commonly used in beauty and grooming to describe eyebrow-related treatments, such as brow shaping, brow tinting, or brow waxing.
7. Cat-eye extension	Eyelash extensions designed to create a winged-out effect on the outer corners of the eyes
8. Centrifugal facial	Scrubbing is a type of facial treatment that uses a rotating brush to exfoliate the skin.
9. Classic extension	Individual eyelash extensions applied to each natural lash to enhance length and volume.
10. Conjunctivitis	Commonly known as pink eye, an inflammation of the thin, clear tissue that lies over the white part of the eye and lines the inside of the eyelid.
11. Contact dermatitis	A skin condition that occurs when the skin comes into contact with an allergen or irritant.
12. Demographic	Relating to the characteristics of a population
13. Dermatitis	General term for skin inflammation that can be caused by various factors, such as allergies, irritants, or genetic predisposition.

14. Desquamation	The shedding of dead skin cells from the surface of the skin.
15. Disinfected	Treated with a chemical to kill germs.
16. Donning	Putting on (clothing or equipment).
17. Draped	Covered with a cloth or sheet.
18. Dryness	The lack of moisture in the skin
19. Ergonomic	Designed to be comfortable and efficient for the user.
20. Eyebrow	A strip of hair that grows above the eye, along the brow ridge of the forehead
21. Eyebrow Lamination and Tint	Treatment to brush eyebrow hairs in a desired direction and color them for a fuller look.
22. Eyelash	One of the short, curved hairs that grow along the edge of the upper and lower eyelids. It serves an important protective function for the eyes, helping to keep dust, debris, and other small particles from entering the eye. They act like sensors, triggering a reflexive blinking when something approaches the eye, which helps protect it from harm.
23. Eyelash extensions	Designed to open up the eyes and create a doll-like appearance
24. Eyelash Lift and Tint	A treatment to curl and tint natural lashes for a longer, fuller appearance.
25. Fox-eye extension	Eyelash extensions designed to create a more elongated eye shape.
26. Hybrid extension	A mix of classic and volume lash extensions for a fuller yet natural look.
27. Immunocompromise	Having a weakened immune system.
28. Lash	One of the fine, short hairs that grow at the edge of the upper and lower eyelids. Lash is often shorthand for eyelash and may refer to things like mascara (lash-enhancing product), lash extensions, or lash lifts.
29. Lash Glue Remover	Process of safely removing eyelash extensions without causing damage to natural lashes.
30. Medical history forms	Forms that are used to collect information about a patient's medical history.
31. 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.

32. Patch Test	A small amount of the product applied to the skin to test for any allergic reactions before a full application.
33. Psoriasis	Chronic autoimmune condition that causes red, scaly patches on the skin, often accompanied by itching and inflammation.
34. Russian/Mega Volume extension	Highest volume lash extensions for a dramatic, full appearance.
35. Sanitation	The process of cleaning a surface to remove dirt and bacteria.
36. Severe lash irritation:	Extreme discomfort or inflammation of the lashes, often caused by allergies or sensitivities
37. Sparse areas	Areas on the eyelash line where there are fewer or thinner lashes than others.
38. Spoolie Brush	A tool with a small, tapered brush head typically used to groom and shape eyebrows or separate and define eyelashes.
39. Sterilizing	The process of destroying all microorganisms on a surface.
40. Stye	A painful swelling on the eyelid caused by a bacterial infection in the root of an eyelash or oil gland
41. Sunburn	A condition in which the skin is burned by the sun's UV rays. Caused by overexposure to ultraviolet (UV) rays from the sun or tanning beds. Symptoms of sunburn can include: <ul style="list-style-type: none"> • Redness • Swelling • Pain • Itching
42. Vital signs	The signs that indicate a person's health, such as heart rate, blood pressure, and body temperature.
43. Volume extension	Multiple eyelash extensions applied to a single natural lash for a fuller, thicker look.
44. Waiver forms	Forms that are used to obtain a patient's consent to receive
45. Wispy extension	Eyelash extensions designed to create a light and feathery appearance.

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