



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**MP-081-3:2011
AROMATHERAPY
LEVEL 3**



JPK

**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA**

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
AROMATHERAPY
LEVEL 3

1. INTRODUCTION

This is a revised NOSS for Aromatherapy following new format stipulated by Jabatan Pembangunan Kemahiran (JPK) under the Health and Wellness Services/Complimentary Therapy. There is a high demand for skilled personnel in this field as the industry is developing rapidly. Based on the Health and Wellness Services/Complimentary Therapy that aims to propel Malaysia to become a hub for Traditional and Complimentary Medicine, the need for skilled personnel from the service industry is in demand.

This service emphasizes on aromatherapy applications including aromatherapy blends preparation, face treatment and body treatment and aromatherapy consultation. Aromatherapy blends is vital in aromatherapy as essential oils are used to impart most therapeutic properties needed by clients' needs and help balancing the mind, body and soul. Aromatherapy body and face treatment are aromatherapy applications, which help promoting general health and skin beauty. Aromatherapy consultation is normally performed, as a crucial part of aromatherapy as it helps practitioners identify appropriate treatments to suit clients' needs.

Aromatherapy is recognised globally as a huge growth area and there is a need for properly trained personnel at level 3 as well as upper levels. This will provide a structured career path and career guidance for individuals and organizations alike. Having a suitably skilled workforce will improve Malaysia as a centre of excellence in the region and help towards inward investment in the country.

This NOSS provides first hand information to the workers regarding Aroma therapist working environment. This NOSS also provides a career path and employment development for those involved in this industry. An existing Occupational Structure is shown in *Figure 1.1 Occupational Profile Chart for Aroma therapist*.

Consequently, the development of this NOSS at Level 3 (*Refer Figure 1.2 Occupational Area Analysis for Aroma therapist*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

2. OCCUPATIONAL STRUCTURE

SECTOR	MEDICAL & PHARMACEUTICALS			
SUB SECTOR	HEALTH AND WELLNESS SERVICES/ALTERNATIVE THERAPY			
LEVEL/ AREA	COMPLEMENTARY/ALTERNATIVE THERAPY			
LEVEL 8	<i>Not Available</i>			
LEVEL 7				
LEVEL 6				
LEVEL 5				
LEVEL 4	<i>Not Available</i>			
LEVEL 3				
LEVEL 2	N-012-2 Manual Lymph Drainage Therapist	N-013-2 Reflexologist	N-014-2 AROMATHERAPIST	N-015-2 <i>Juru Urut</i> (Masseur)
LEVEL 1	<i>- No Level -</i>			

Figure 1.1 Occupational Profile Chart for Aroma therapist

SECTOR	MEDICAL & PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES/ALTERNATIVE THERAPY		
LEVEL/ AREA	COMPLEMENTARY/ALTERNATIVE THERAPY		
LEVEL 8	<i>Not Available</i>		
LEVEL 7			
LEVEL 6			
LEVEL 5	<i>Not Available</i>		
LEVEL 4			
LEVEL 3	FOOT, HAND AND EAR REFLEXOLOGY	AROMATHERAPY	MASSAGE THERAPY
LEVEL 2	<i>- No Level -</i>		
LEVEL 1			

Figure 1.2 Occupational Area Analysis for Aromatherapy

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation and Production Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

The pre-requisite to pursue this course include possessing good reading, writing and communicating skills, besides physically and mentally healthy. All candidates must undergo on job training to attain knowledge and skills in the Health and Wellness Services/Complimentary Therapy.

Candidates after being competent verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 3 as for Level 4, 5 and 6 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively. Aromatherapy personal should possess a certificate of practise from Practitioner Body of Malaysia certified by the Traditional and Complementary Medicine Council (Ministry of Health Malaysia).

Assessment must be in accordance with the following:

This NOSS outlines competency unit and competency profile in the Aroma therapy working environment as required by the industry and has been developed and documented following extensive collaboration across key Malaysian organisations. To meet the requirements of this industry, it is imperative that the duties and tasks outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of duties and tasks must be conducted. The training & assessment of Aromatherapy practitioner must be deployed in accordance with *JPK* policy and in adherence to Health and Wellness Services/Complimentary Therapy rigorous process and standard as follows:

- a) The final assessment of competence must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;
- b) The post-training examination must be practical in nature and involve demonstration & application of the duties and tasks utilizing real equipment and real-world examples;
- c) The tasks and duties as outlined in this NOSS must be assessed throughout the training program and during a post-training examination;
- d) The learning environment and facilities need to be in accordance with the requirements of the Health and Wellness Services/Complimentary Therapy;
- e) The development and assessment of the competency unit & competency profile must demonstrate that they develop transferable skills;
- f) The development and assessment of the competency unit & competency profile must include documentation by candidates both during training and examination; and
- g) All training and assessment materials must be mapped and verified to be in accordance with the NOSS Aromatherapy by a panel of industry subject matter experts appointed by JPK with the support of the Health and Wellness Services/Complimentary Therapy.

5. JOB COMPETENCIES

An Aroma Therapist (Level 3) is competent in performing:

- Essential oil handling
- Carrier medium handling
- Aromatherapy client consultation
- Aromatherapy face treatment
- Aromatherapy body treatment
- Aromatherapy promotion and client service

6. WORKING CONDITIONS

Generally, Aromatherapy personnel work is according to work schedule and responsible to meet clients requirements. He/she is also responsible to adhere to workplace standard operating procedure and aromatherapy specification/procedure. They must also be always aware of new development in order to keep abreast in the rapidly changing health sector. They may work individually or in an industry with supervision by superior.

Personnel in this field of work also required to adhere to safety and security procedures because the working environment for Health industry.

7. EMPLOYMENT PROSPECTS

The Aromatherapy has a high employment prospect whether locally or internationally. This is because the local expertise workforce is recognised by other countries as being highly knowledgeable and skilled in Health industry. This in turn increases the demand for skilled personnel in this field to be employed locally or internationally.

As Malaysia had identified in the Tenth Malaysian Plan, the existence of traditional and complementary unit in a government hospital will increase employment prospect and also an involvement in the Malaysian Tourism industry will be an important enabler for Malaysia to position itself at the international level. Employment growth in the aromatherapy industry is significant and is in current demand. The aromatherapy industry, specifically the Health therapy sector is growing rapidly in Malaysia and there is an acute shortage of well-trained personnel in this area.

Other related occupations with respect to employment opportunities are:

- Personal (private) services
- Health and Fitness Centres
- Education/Training Centres
- Supplier
- Spa therapist
- Tutor
- Product Distributor/Manufacturer
- Instructor
- Practitioner within an integrative clinic

Other related industries with respect to employment opportunities are:

- Hair Salon
- Hospital
- Beauty Salon
- Recreation Centres
- Home to Home Service

8. SOURCES OF ADDITIONAL INFORMATION

1. Traditional and Complementary Medicine Division (T&CMD) Ministry of Health Malaysia
Kementerian Kesihatan Malaysia
Blok E1, E6, E7 & E10, Kompleks E
Pusat Pentadbiran Kerajaan Persekutuan
62590 Putrajaya
Tel: 03-8883 3888
Faks: 03-8883 6187
Email: kkm@moh.gov.my
Website: <http://tcm.moh.gov.my>

9. APPROVAL DATE

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. COMMITTEE MEMBERS FOR JOB ANALYSIS SESSION

AROMATHERAPY

LEVEL 3

PANEL		
1.	En. Bahrin Bin Samah, RH (AHG)	Herbalist, professional member of the American Herbalists Guild. (Consultant, Educator, Author, Columnist)
2.	Pn. Maizita Bte Mohd Yusoff	Aromatherapist / Practitioner Salon Kecantikan dan Perawatan Sri Wajah
3.	Pn. Orni Yusniza Binti Othman	Aromatherapist Mustika Ratu Malaysia
4.	Pn. Norulnaha Binti Abdul Razak	Educator/ Aromatherapist Nu'della Image Sdn.Bhd
5.	Pn. Shakila Bibi Binti Abdul Ghani	Managing Director / Aromatherapist Practitioner Shakila Sdn Bhd.
6.	Pn. Habibah Binti Salleh	Aromatherapist Practitioner. Forest Secret
7.	Pn. Sharifah Hafizah Binti Syed Mohamad	Aromatherapist Practitioner.
8.	Mdm. Karmen Liew	Business Development Manager, Nature's Sanctuary Sdn. Bhd
FACILITATOR		
9.	Pn. Siti Rohanah Binti Ahmad	Malaysian Academy Of Creative Technology Sdn. Bhd.
CO-FACILITATOR		
10.	Cik. Norhana Mat Zin	Malaysian Academy Of Creative Technology Sdn. Bhd.

12. COMMITTEE MEMBERS FOR COMPETENCY PROFILE SESSION

AROMATHERAPY

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13. COMMITTEE MEMBERS FOR CURRICULUM OF COMPETENCY UNIT DEVELOPMENT SESSION

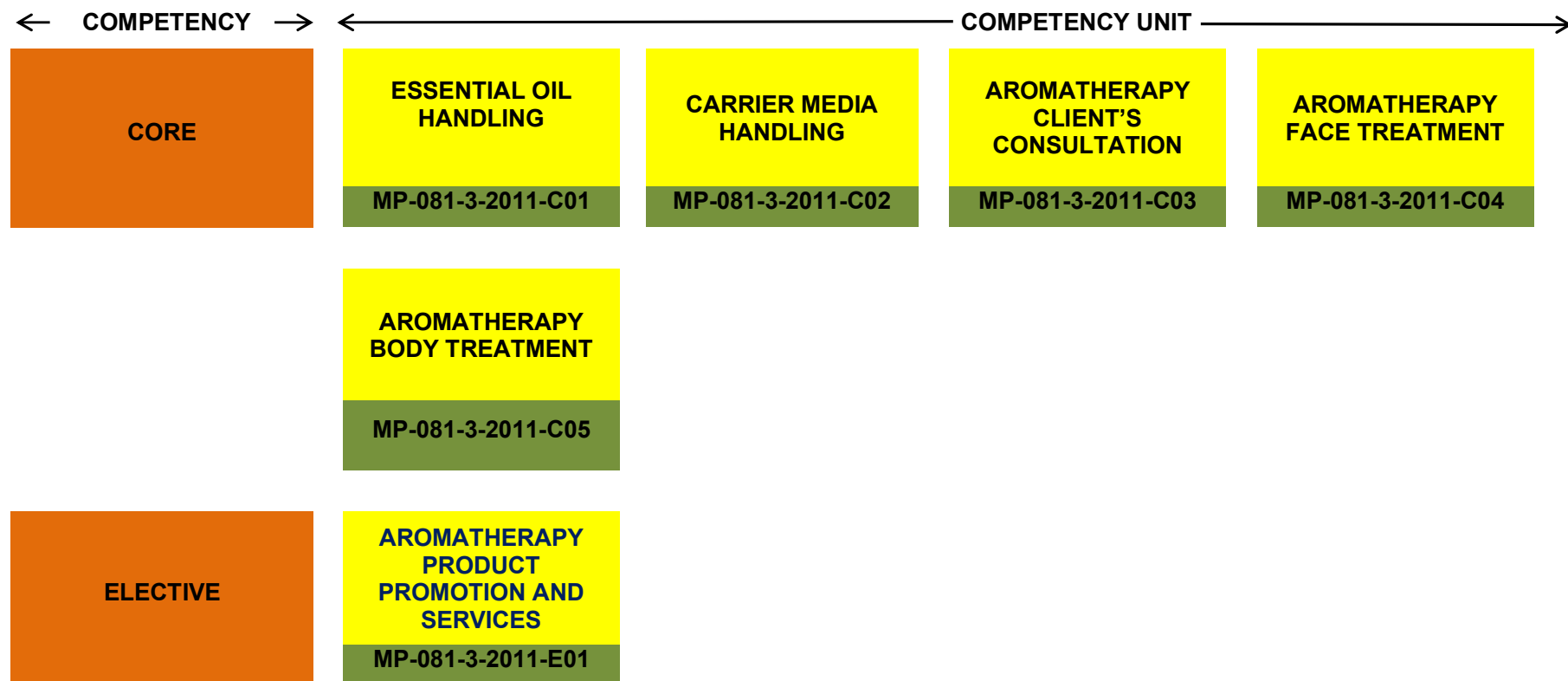
AROMATHERAPY

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JOB PROFILE CHART (JPC)

SECTOR	MEDICAL AND PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY		
JOB AREA	AROMATHERAPY		
JOB LEVEL	THREE (3)	JOB AREA CODE	MP-081-3-2011



COMPETENCY PROFILE (CP)

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY
Job Area	AROMATHERAPY
Level	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Essential oil handling	MP-081-3-2011-C01	<p>This competency unit describes the skill, knowledge and attitude requirements of essential oil handling.</p> <p>Essential oils are highly complex aromatic substances extracted from plants widely used in aromatherapy. They are extracted from many different parts of the plants and made up largely of three main elements: carbon, hydrogen and oxygen. They have an infinite range of aromas and also come in a variety of therapeutic properties.</p> <p>Generally, for safety reasons essential oils are not used neat on the skin, therefore, carrier oils and other base materials such as cold pressed vegetable oils or creams are blended together with essential oils to dilute it. Normally, essential oil carriers impart their own therapeutic properties as well as enhancing essential oils therapeutic properties.</p> <p>The person who is competent in essential oil handling shall be able to assess essential oils handling requirement, prepare material, tools and equipment for essential oils handling, carry out essential</p>	<p>1. Assess essential oils handling requirement</p> <p>2. Prepare material, tools and equipment for essential oils handling</p>	<p>1.1 Essential oil therapeutic properties are determined in accordance with applications.</p> <p>1.2 Characteristics and biological activities of essential oil carriers are identified in accordance with aromatherapy blends preparation requirements.</p> <p>1.3 Aromatherapy blends formulas are identified in accordance with specifications.</p> <p>2.1 Appropriate tools and equipment's identified and selected in accordance with specification.</p> <p>2.2 Workplace hygiene and safety applied in aromatherapy blend s preparation are determined in accordance with premise housekeeping practices.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		oils handling, store essential oils and record essential oils handling activities in accordance with specifications and client's needs.	<p>3. Carry out essential oils handling</p> <p>4. Store essential oils</p>	<p>3.1 Accurate portions of essential oils are determined in accordance with specifications and client's needs.</p> <p>3.2 Methods and procedures of aromatherapy blends preparation are determined in accordance with specification.</p> <p>3.3 Blending methods and procedures of aromatherapy blends preparation for all types of applications are carried out in accordance with specification.</p> <p>3.4 Hygiene and safety practices of work place observed in all processes involved, essential oil handlings adhered to in accordance with safety procedures.</p> <p>4.1 Prepared aromatherapy blends are stored in appropriate containers and properly labelled in accordance with specification.</p> <p>4.2 Components of essential oils and carriers on a percentage basis and its purity identities clarified in accordance with specification.</p> <p>4.3 Checklists are updated in accordance with specification.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Record essential oils handling activities	<p>4.4 Equipment's used for blending and workplace cleaned up in accordance with premise housekeeping practices.</p> <p>4.5 Blended carrier oils are stored in appropriate containers and properly labelled in accordance with premise housekeeping practices.</p> <p>5.1 Prepared aromatherapy blends are listed in database for stock control purposes or client record in accordance with premise housekeeping practices.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Carrier media handling	MP-081-3-2011-C02	<p>This competency unit describes the skill, knowledge and attitude requirements of carrier media handling.</p> <p>Concentrate on the explanation of carrier oils such as their extractions, composition and usage. Chemical contents of pure essential oils are so concentrated that it is best to dilute them with appropriate carrier media prior to application onto the skin. Carrier oils are used in aromatherapy to cut the potency of essential oils and to carry essentials oils onto the skin. Two main types of aromatherapy carrier media used for the skin are carrier oils and other media such as natural lotions, creams, body oils, bath oils, lip balms and other moisturizing skin care products. Both carrier oils and other media and other base are of vegetable oils. Each carrier media including essential oils offers a different combination of therapeutic properties and characteristics. The choice of carrier media depends on the therapeutic benefit being sought.</p> <p>The person who is competent in carrier media handling shall be able to assess carrier media handling requirement, prepare material, tools and equipment for carrier media handling, carry out carrier media handling, store carrier media and record carrier media handling activities in accordance with specifications and client's needs.</p>	<ol style="list-style-type: none"> 1. Assess carrier media handling requirement 2. Prepare material, tools and equipment for carrier media handling 3. Carry out carrier media handling 	<ol style="list-style-type: none"> 1.1 Carrier media therapeutic properties are determined in accordance with applications. 1.2 Characteristics and biological activities carrier media are identified in accordance with aromatherapy blends preparation requirements. 1.3 Aromatherapy blends formulas are identified in accordance with specifications. 2.1 Appropriate tools and equipment's identified and selected in accordance with specification. 2.2 Workplace hygiene and safety applied in aromatherapy blend preparation are determined in accordance with premise housekeeping practices. 3.1 Accurate portions of carrier media are determined in accordance with specifications and client's needs. 3.2 Methods and procedures of aromatherapy blends preparation are determined in accordance with specification. 3.3 Blending methods and procedures of aromatherapy blends preparation for

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Store carrier media	<p>all types of applications are carried out in accordance with specification.</p> <p>3.4 Hygiene and safety practices of work place observed in all processes involved, essential oil handlings adhered to in accordance with safety procedures.</p> <p>3.5 Prepared aromatherapy blends are stored in appropriate containers and properly labelled in accordance with specification.</p> <p>3.6 Components of essential oils and carriers on a percentage basis and its purity identities clarified in accordance with specification.</p> <p>3.7 Checklists are updated in accordance with specification.</p> <p>4.1 Equipment's used for blending and workplace cleaned up in accordance with premise housekeeping practices.</p> <p>4.2 Blended carrier media are stored in appropriate containers and properly labelled in accordance with premise housekeeping practices.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Record carrier media handling activities	5.1 Prepared aromatherapy blends are listed in database for stock control purposes or client record in accordance with premise housekeeping practices.
3. Aromatherapy client's consultation	MP-081-3-2011-C03	This competency unit describes the skill, knowledge and attitude requirements of aromatherapy client consultation. Consultation is an important part of the aromatherapy session. If effective communication is established between therapist and client, the selection of synergy essential blends to use in the treatment becomes holistic, thus the entire session has a more significant effects. An aromatherapy consultation is carried out to obtain a brief summary of client's medical health and condition in order to select the most appropriate essential oils and treatment plan. Some essential oils are better suited to specific conditions than others whilst some essential oils are contraindicated in certain. Following a consultation, treatment may include full-body aromatherapy massage or focused specifically on one area to work with the essential oils on specific problematic areas. The person who is competent in aromatherapy client's consultation shall be able to assess aromatherapy client	1. Assess aromatherapy client consultation requirement 2. Prepare for aromatherapy client consultation	1.1 Sensitivities, allergies, medication, stress level and emotional issues, and scent preferences are identified in accordance with client's need. 1.2 Client's body conditions are analysed and patch test carried out in accordance with client's need. 1.3 Aromatherapy client consultation for skin beauty and health are identified in accordance with treatment requirements. 1.4 Sensitive and supportive manner demonstrated to the client. 2.1 Client's health conditions and history are determined in order to apply suitable aromatherapy treatment in accordance with client's needs. 2.2 Client's skin analyses are performed to determine possible contraindication when specific essential oils applied to

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		consultation, prepare for aromatherapy client consultation, carry out aromatherapy client consultation, advise treatment plan and record client consultation in accordance with aromatherapy client's consultation.	<p>3. Carry out aromatherapy client consultation</p> <p>4. Advise treatment plan</p>	<p>or get in contact with the skin in accordance with client's needs.</p> <p>3.1 Appropriate aromatherapy consultation techniques identified and selected based on client's needs.</p> <p>3.2 Aromatherapy products, equipment's and techniques for treatments are identified in accordance with client's needs.</p> <p>3.3 Methods of consultation are determined in accordance with client needs.</p> <p>4.1 Consultation given based on client need, client made comfortable and plan for treatment to meet customer's satisfaction.</p> <p>4.2 Aromatherapy consultation duration of completion monitored and ensured in accordance with treatment requirement.</p> <p>4.3 Method and procedures of consulting client are carried out in accordance with aromatherapy treatment requirement.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Record client consultation	<p>5.1 Client home care guidelines and procedures are advised in accordance with client's needs.</p> <p>5.2 Client's confidentiality ensured in accordance with client's requirement.</p> <p>5.3 Consultation covering areas such as skin and client's feedback form filled up in accordance with aromatherapy premise requirements.</p> <p>5.4 Aromatherapy consultation details are recorded in accordance with aromatherapy premise procedures.</p>
4. Aromatherapy face treatment	MP-081-3-2011-C04	<p>This competency unit describes the skill, knowledge and attitude requirements in face treatment. An aromatherapy facial combines the effects of massage with those of essential oils as essential oils actually penetrate the skin meaning that skin cells can be nourished from within. The gentle massage relaxes and releases the tiny taut muscles of facial expression and nerve endings are soothed. The complexion will look smoother, purified, brighter and more relaxed. Emotionally, layers of tension are lifted away, leaving client truly relaxed.</p> <p>The person who is competent in</p>	1. Assess client face aromatherapy requirement	<p>1.1 Skin types and conditions of skin visually and physically for colour and texture are determined in accordance with treatment requirements.</p> <p>1.2 Client is consulted to determine health conditions and history in order to apply suitable face treatment in accordance with client's needs.</p> <p>1.3 Contraindication recognised and necessary actions taken when specific aromatherapy oils applied to the skin in accordance with client's need.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		aromatherapy face treatment shall be able to assess client face aromatherapy requirement, prepare aromatherapy face work area, prepare aromatherapy blends, prepare client for aromatherapy face treatment, perform aromatherapy face treatment, evaluate client feedback and record aromatherapy face treatment procedure in accordance with aromatherapy face treatment specification.	<p>2. Prepare face aromatherapy work area</p> <p>3. Prepare aromatherapy blends</p>	<p>1.4 Client encouraged asking questions as these may lead to further discussions about their needs and client's lifestyle pattern prior to treatment determined in accordance with client's need.</p> <p>2.1 Workplace hygiene and safety applied in aromatherapy face treatment are determined in accordance with premise housekeeping practices.</p> <p>2.2 Treatment area adequately screened to allow the client privacy and be kept in an hygienic condition in accordance with premise requirement</p> <p>2.3 Aromatherapy products and equipment's for face treatment are identified in accordance with client's needs.</p> <p>3.1 Aromatherapy face treatment requirements prepared base on client consultancy result, client made comfortable and execute for treatment to meet customer's satisfaction.</p> <p>3.2 Client's physical and emotional condition is established in accordance with client's need.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Prepare client for aromatherapy face treatment	<p>3.3 Client preparation meets the agreed treatment plan in accordance with premise requirement.</p> <p>3.4 Suitable pre-blended essential oils are selected to meet client's needs</p> <p>3.5 Appropriate environmental conditions for aromatherapy face treatment described to clients in accordance with client's need.</p> <p>4.1 Methods and procedures of aromatherapy face treatment are determined in accordance with Standard Operation Procedure.</p> <p>4.2 Correct pressure to meet individual client requirement maintained in accordance with client's need.</p> <p>4.3 Timing of aromatherapy face treatment completion ensured in accordance with treatment requirement.</p> <p>4.4 Appropriate action taken where contra-indication occurred in accordance with client's need.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Perform aromatherapy face treatment</p> <p>6. Evaluate client feedback</p>	<p>5.1 Hygiene and safety practices of work place observed in all processes involved, essential oil handlings in face treatment adhered to in accordance with safety procedures.</p> <p>5.2 Treatment meets agreed treatment plan and finished result ensured to client's satisfaction.</p> <p>5.3 Client's advice is given without reference to a specific medical condition in accordance with client's need.</p> <p>6.1 Client home care guidelines and procedures are advised in accordance with client's needs.</p> <p>6.2 Client's satisfaction ensured and client's feedback form filled up in accordance with premise requirement.</p> <p>6.3 Aromatherapy face treatment products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Record face aromatherapy procedure	<p>7.1 Aromatherapy face treatment details are recorded in the checklist in accordance with treatment specification.</p> <p>7.2 Client's signature on the record cards ensured and kept up-to date in accordance with treatment requirement.</p>
5. Aromatherapy body treatment	MP-081-3-2011-C05	<p>This competency unit describes the skill, knowledge and attitude requirements of aromatherapy body treatment. Essential oils can easily bring their unique healing properties to every cell of the body. They are traditionally used to help ease muscular aches and pains, improve circulation and ease congestion. They also have a positive effect on the skin, penetrating into the deeper layers to encourage the process of cellular renewal and enhance blood circulation.</p> <p>The epidermis, which is the outer layer of the skin, has several layers that are constantly in rotation and renewing themselves. Having a aromatherapy body treatment customized to one skin type on regular basis is the most beneficial way to keep the skin looking and feeling healthy and radiant. Aromatherapy full body massage is part of aromatherapy body</p>	1. Assess client body treatment requirement	<p>1.1 Aromatherapy body massage therapy requirements are determined and listed in accordance with premise practice.</p> <p>1.2 Client is consulted to determine health conditions and history in order to apply aromatherapy body massage in accordance with client's needs.</p> <p>1.3 Client's skin analyses are performed to determine possible contraindication when specific essential oils applied to the skin in accordance with client's need.</p> <p>1.4 Aromatherapy body massage procedures are referred and determined in accordance with aromatherapy body massage therapy requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>treatment which is generally concerned with the purpose of beautification of the body skin. There are several acupressure points located on the body, and a massage will help to activate these points and help to heal certain conditions one may be suffering from.</p> <p>The person who is competent in aromatherapy body treatment shall be able to assess aromatherapy body treatment requirement, prepare aromatherapy body treatment work area, prepare blends for aromatherapy body treatment, prepare client for aromatherapy body treatment, carry out aromatherapy body treatment, evaluate client feedback and record aromatherapy body treatment procedures in accordance with aromatherapy body massage specification.</p>	<p>2. Prepare aromatherapy body treatment work area</p> <p>3. Prepare blends for aromatherapy body treatment</p>	<p>1.5 Essential oil and equipment's for body massage therapy are identified in accordance with client's needs.</p> <p>2.1 Work environment with regard to Health and safety legislation prepared.</p> <p>2.2 Suitable pre-blended aromatherapy oils to meet client's need selected.</p> <p>2.3 Safe use of materials and suitable equipment selected in accordance with premise practise.</p> <p>3.1 Aromatherapy body massage treatment plan discussed and established with client in accordance with client's need.</p> <p>3.2 Client preparation meets the agreed treatment plan ensured.</p> <p>3.3 Timing of aromatherapy body massage completion ensured in accordance with treatment requirement.</p> <p>3.4 Techniques of massage met client's requirements in accordance with aromatherapy requirement.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Prepare client for aromatherapy body treatment</p> <p>5. Perform aromatherapy body treatment</p>	<p>4.1 Base on client consultancy result, client made comfortable and execute for treatment to meet customer's satisfaction in accordance with client's need.</p> <p>4.2 Appropriate action where contra-indication occur taken in accordance with client's need</p> <p>4.3 Appropriate correct quantity of oil to threat effectively used to clients need.</p> <p>4.4 Approximately 6-8 drops of oils add to the full bath of water just before getting in and maximum benefits obtained in accordance with client's need.</p> <p>5.1 Methods and procedures of body treatment in using essential oils for all skin types are determined in accordance with client's need.</p> <p>5.2 Skin rejuvenation and healing met in accordance with client needs.</p> <p>5.3 Hygiene and safety practices of work place observed in all processes involved in accordance with premise practice.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Evaluate client feedback</p> <p>7. Record body aromatherapy procedures</p>	<p>6.1 Essential oil handlings in body treatment adhered to in accordance with safety procedures.</p> <p>6.2 Client home care guidelines and procedures are advised in accordance with client's needs.</p> <p>7.1 Aromatherapy body massage workplace cleaned up and arranged in accordance with premise housekeeping practices.</p> <p>7.2 Aromatherapy body massage products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.</p> <p>7.3 Client's satisfaction ensured and client's feedback form filled up in accordance with premise practice.</p> <p>7.4 Body massage processes are recorded in the checklist for their details in accordance with premise practice.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Aromatherapy product promotion and services	MP-081-3-2011-E01	<p>This competency unit describes the skill, knowledge and attitude requirements of aromatherapy promotion and client services where client care need to be provided continuously. The packages provided for client care have to be beneficial and economical to the client. The importance of the service need to be explained and made understood to potential clients. Incorporating strategies and techniques ensure services rendered shall be well promoted. Marketing strategies help to channel binding forms of advertisement and promotion for overall business to generate profits and communicate straight to the client. The person who is competent in aromatherapy product promotion and services shall be able to promote aromatherapy services, survey client's treatment requirements, compile promotion and client services packages, assess promotion packages and client services suitability and record promotion and client services activities details in accordance with company procedure.</p>	<p>1. Promote aromatherapy services</p> <p>2. Survey client's treatment requirements</p>	<p>1.1 Aromatherapy services provided meets client expectation are explained and introduced in accordance with sales requirements.</p> <p>1.2 Aromatherapy services and surveyed packages introduced, demonstrated and promoted in accordance with sales requirements.</p> <p>1.3 Marketing and sales of advertising material and media determined, selected and finalised in accordance with sales requirements.</p> <p>2.1 Awareness of market trend on aromatherapy services gathered and listed in accordance with market survey results.</p> <p>2.2 Potential client based on campaigning and survey listed in accordance with sales requirements.</p> <p>2.3 Human resource and related issues are determined and addressed in accordance with sales requirements.</p> <p>2.4 Promotion packages identified, compiled, printed and documented for client in accordance with sales requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Compile promotion and client services package</p> <p>4. Assess promotion packages and client services suitability</p>	<p>2.5 Promotion packages explained and demonstrated to client in accordance with sales requirements.</p> <p>2.6 Service packages demonstrated and offered to client in accordance with sales requirements.</p> <p>3.1 Potential client's requirement determined and listed in accordance with sales requirements.</p> <p>3.2 Market trend on client care services studied, analysed and compiled in accordance with premise requirements.</p> <p>3.3 Aromatherapy service packages selected and campaigned to prospective and client.</p> <p>3.4 Client's treatment requirement identified, feedback received and listed in accordance with premise/product requirements.</p> <p>4.1 Assess promotional packages suitability in accordance with sales requirements.</p> <p>4.2 Promotional packages reviewed and updated in accordance with sales requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Record promotion and client services activities details	<p>4.3 Client requirement identified and client feedback noted in accordance with client needs.</p> <p>4.4 Follow up techniques suitability reviewed and updated in accordance with sales requirements.</p> <p>4.5 Potential client are identified, data updated and follow up made in accordance with sales requirements</p> <p>5.1 Potential client report data listed and recorded in accordance with sales requirements.</p> <p>5.2 Client's feedback on promotion provided obtained from client feedback form in accordance with sales requirements.</p> <p>5.3 Promotion activities are recorded in the checklist for their details in accordance with sales requirements.</p> <p>5.4 Market feedback obtained from various target group documented in accordance with sales requirements.</p> <p>5.5 Multimedia improvising development recommended in accordance with sales requirements.</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY							
Job Area		AROMATHERAPY							
Competency Unit Title		ESSENTIAL OIL HANDLING							
Competency Unit Descriptor		<p>This competency unit describes the skill, knowledge and attitude requirements of essential oil handling. Essential oils are highly complex aromatic substances extracted from plants widely used in aromatherapy. They are extracted from many different parts of the plants and made up largely of three main elements: carbon, hydrogen and oxygen. They have an infinite range of aromas and also come in a variety of therapeutic properties. Generally, for safety reasons essential oils are not used neat on the skin, therefore, carrier oils and other base materials such as cold pressed vegetable oils or creams are blended together with essential oils to dilute it. Normally, essential oil carriers impart their own therapeutic properties as well as enhancing essential oils therapeutic properties.</p> <p>The person who is competent in essential oil handling shall be able to assess essential oils handling requirement, prepare material, tools and equipment for essential oils handling, carry out essential oils handling, store essential oils and record essential oils handling activities in accordance with specifications and client's needs.</p>							
Competency Unit Code		MP-081-3-2011-C01	Competency Type	Core	Level	3	Training Duration	300	Credit Hours
Work Activities	Related Knowledge	Applied Skills		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria	
1. Assess essential oils handling requirement	1.1 History of aromatherapy due to research. 1.2 Essential oils properties such as: <ul style="list-style-type: none"> • Botanical names. • Chemical constituents. • Therapeutic properties of essential oils. • Origins and authenticity of essential oils. • Expiry date and shelf life of essential oils. 					18	Lecture	1.1 History of aromatherapy due to research clarified. 1.2 Botanical names listed out. 1.3 Chemical constituents classified. 1.4 Therapeutic properties of essential oils described. 1.5 Origins and authenticity of essential oils identified. 1.6 Expiry date determined. 1.7 Shelf life of essential oils described.	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Chemo types and phenotypes of essential oils. 1.4 Toxicity of essential oils. 1.5 Photosensitivity characteristics of essential oils. 1.6 Volatility and notes of essential oils. 1.7 Safety and precaution of handling essential oils. 1.8 Methods of extraction. 1.9 Essential oils storage procedures.					1.8 Chemo types and phenotypes of essential oils distinguished. 1.9 Toxicity of essential oils described. 1.10 Photosensitivity characteristics of essential oils described. 1.11 Volatility and notes of essential oils described. 1.12 Safety and precaution of handling essential oils complied. 1.13 Method of extraction is identified.
		1.1 Describe history of aromatherapy due to research. 1.2 Explain Botanical names. 1.3 Describe chemical constituents. 1.4 Determine therapeutic properties of essential oils. 1.5 Identify origins and authenticity of essential oils.		40	Demonstration & Observation	1.14 Essential oils storage procedure complied.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.6 Identify expiry date. 1.7 Determine shelf life of essential oils. 1.8 Determine chemo types and phenotypes of essential oils. 1.9 Identify toxicity of essential oils. 1.10 Determine photosensitivity characteristics of essential oils. 1.11 Identify volatility and notes of essential oils. 1.12 Determine safety and precaution of handling essential oils. 1.13 Determine methods of extraction. 1.14 Identify essential oils storage procedure. 1.15 Identify essential oils storage procedure.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in assessing essential oils handling <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare material, tools and equipment for essential oils handling	2.1 Types of material. 2.2 Types of tools. 2.3 Types of equipment. 2.4 Types of storage container. 2.5 Personal Protective Equipment (PPE) such as: <ul style="list-style-type: none"> • Glove • Mask 2.6 Deportment and posture. 2.7 Work area ergonomics.			18	Lecture	2.1 Types of material determined. 2.2 Types of tools determined. 2.3 Types of equipment determined. 2.4 Types of storage container determined. 2.5 Personal Protective Equipment (PPE) identified. 2.6 Deportment and posture demonstrated. 2.7 Work area ergonomics arranged.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Identify types of material. 2.2 Identify types of tools. 2.3 Identify types of equipment. 2.4 Identify types of storage container. 2.5 Use Personal Protective Equipment (PPE). 2.6 Comply department and posture. 2.7 Organise work area ergonomics.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in preparing material, tools and equipment for essential oils handling. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	40	Demonstration & Observation	
3. Carry out essential oils handling	3.1 Precaution in handling essential oils: <ul style="list-style-type: none"> • Safety and hygiene • Environment • Use PPE • Work area temperature 3.2 Essential oils handling: <ul style="list-style-type: none"> • Techniques of handling. • Procedures of handling essential oils. 			18	Lecture	3.1 Precaution in handling essential oils listed out. 3.2 Technique of essential oils handling applied according to procedure. 3.3 Procedure of essential oils handling complied according to procedure.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Describe precaution in handling essential oils. 3.2 Describe technique and procedure of essential oils handling. 3.3 Describe procedure of essential oils handling. 3.4 Select material, tools and equipment for essential oils handling. 3.5 Apply handling technique according to procedure.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in assessing essential oils handling. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	50	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Store essential oils	4.1 Criteria of storage: <ul style="list-style-type: none"> Types of storage containers. Method of storage. Procedure of storage. Safety and hygiene precaution. 			18	Lecture	4.1 Types of storage essential oils determined. 4.2 Method of storage essential oils selected. 4.3 Procedure of storage essential oils complied. 4.4 Safety and hygiene precaution adhered to.
		4.1 Identify types of storage container. 4.2 Apply method of storage. 4.3 Apply procedure of storage. 4.4 Apply safety and hygiene precaution.	<u>Attitude:</u> <ul style="list-style-type: none"> Analytical, meticulous, proactive and alert in storing essential oils. <u>Safety:</u> <ul style="list-style-type: none"> Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> Ergonomic and ventilated work place. 	40	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Record essential oils handling activities	5.1 Essential oils specification: <ul style="list-style-type: none"> • Raw material. • Procedure specification. • Quality control. • Ratio of blending for each blend. 5.2 Document essential oils handling. 5.3 Label essential oil. <ul style="list-style-type: none"> • Common name • Latin name • Expiry date 5.4 Product inventory and storage.			18	Lecture	5.1 Essential oils specification explained. 5.2 Documentation of documentation compiled. 5.3 Labelling indicated. 5.4 Inventory and storage product updated and compiled.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Interpret essential oils specification: <ul style="list-style-type: none"> • Raw material. • Procedure specification. • Quality control. • Ratio of blending for each treatment. 5.2 Record essential oils documentation. 5.3 Label essential oils. 5.4 Record and update inventory and storage.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in recording essential oils handling activities. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	40	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritising 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Glass dropper	1:1
2. Glass rod stirrer	1:1
3. Dark glass bottle with stopper	As per required
4. Essential oils	As per required
5. Measuring glass beaker	1:1
6. Disposable Protective sheet	1:1
7. Disposable glove	1:1
8. Tester strip	As per required
9. Disposable kitchen towel	As per required
10. Steriliser	As per required
11. Stationary	As per required
12. Computer & peripherals	1:5
13. Personal Protective Equipment (PPE)	As per required
14. Antiseptic lotion	As per required
15. Cotton pads	As per required
16. Labelling material	As per required
17. Essential oils inventory checklist	As per required

References

REFERENCES

1. Bahrin Samah, (2008), Variasi Aromaterapi, ISBN – 978 -983-124-295-7
2. Sandra While, (1999), Aromatherapy A Practical Introduction, ISBN – 1-876670-03-7
3. Nity Lacroix, (1989), Whole Body Massage, ISBN – 1-84477-349-3
4. Len Price, (2008), Carrier Oils: For Aromatherapy and Massage, ISBN – 1-874353026.
5. Aromatherapy for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-7102-8.
6. Anatomy and Physiology for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-9356-3
7. Traditional and Complementary Medicine Practitioner: Code of Ethics and Code of Conduct.

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY							
Job Area		AROMATHERAPY							
Competency Unit Title		CARRIER MEDIA HANDLING							
Competency Unit Descriptor		<p>This competency unit describes the skill, knowledge and attitude requirements of carrier media handling. Concentrate on the explanation of carrier oils such as their extractions, composition and usage. Chemical contents of pure essential oils are so concentrated that it is best to dilute them with appropriate carrier media prior to application onto the skin. Carrier oils are used in aromatherapy to cut the potency of essential oils and to carry essentials oils onto the skin. Two main types of aromatherapy carrier media used for the skin are carrier oils and other media such as natural lotions, creams, body oils, bath oils, lip balms and other moisturizing skin care products. Both carrier oils and other media and other base are of vegetable oils. Each carrier media including essential oils offers a different combination of therapeutic properties and characteristics. The choice of carrier media depends on the therapeutic benefit being sought.</p> <p>The person who is competent in carrier media handling shall be able to assess carrier media handling requirement, prepare material, tools and equipment for carrier media handling, carry out carrier media handling, store carrier media and record carrier media handling activities in accordance with specifications and client's needs.</p>							
Competency Unit Code		MP-081-3-2011-C02	Competency Type	Core	Level	3	Training Duration	300	Credit Hours
Work Activities	Related Knowledge	Applied Skills		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria	
1. Assess carrier media handling requirement	1.1 History of aromatherapy due to research. 1.2 Types of carrier media. 1.3 Carrier media properties such as: <ul style="list-style-type: none"> • Botanical names. • Chemical constituents. • Therapeutic properties of carrier media. • Origins and authenticity of carrier media. 					18	Lecture	1.1 History of aromatherapy due to research clarified. 1.2 Botanical names listed out. 1.3 Chemical constituents classified. 1.4 Therapeutic properties of carrier media described. 1.5 Origins and authenticity of carrier media identified. 1.6 Expiry date determined. 1.7 Shelf life of carrier media described. 1.8 Chemo types and phenotypes	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.4 Expiry date and shelf life of carrier media. 1.5 Chemo types and phenotypes of carrier oils. 1.6 Toxicity of essential oils. 1.7 Photosensitivity characteristics of carrier oils. 1.8 Volatility and notes of carrier media. 1.9 Safety and precaution of handling carrier media. 1.10 Methods of extraction. 1.11 Carrier media storage procedure.					of carrier oils distinguished. 1.9 Toxicity of carrier oils described. 1.10 Photosensitivity characteristics of carrier oils described. 1.11 Volatility and notes of carrier media described. 1.12 Safety and precaution of handling carrier media complied. 1.13 Method of extraction is identified. 1.14 Carrier media storage procedure complied.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.1 Describe history of aromatherapy due to research. 1.2 Explain botanical names. 1.3 Describe chemical constituents. 1.4 Determine therapeutic properties of carrier media. 1.5 Identify origins and authenticity of carrier media. 1.6 Identify expiry date. 1.7 Determine shelf life of carrier media. 1.8 Determine chemo types and phenotypes of carrier oils. 1.9 Identify toxicity of carrier oils. 1.10 Determine photosensitivity characteristics of carrier media. 1.11 Determine safety and precaution of handling carrier media. 1.12 Identify carrier media storage procedure.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in assessing carrier media handling. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	40	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare material, tools and equipment for carrier media handling	2.1 Types of material. 2.2 Types of tools. 2.3 Types of equipment. 2.4 Types of containers storage. 2.5 Personal Protective Equipment (PPE) such as: <ul style="list-style-type: none"> Glove Mask 2.6 Deportment and posture. 2.7 Work area ergonomics.			18	Lecture	2.1 Types of material determined. 2.2 Types of tools determined. 2.3 Types of equipment determined. 2.4 Personal Protective Equipment (PPE) identified. 2.5 Deportment and posture demonstrated. 2.6 Work area ergonomics arranged.
		2.1 Identify types of material. 2.2 Identify types of tools. 2.3 Identify types of equipment. 2.4 Use personal protective equipment (PPE). 2.5 Comply deportment and posture. 2.6 Organise work area ergonomics.		40	Demonstration & Observation	
			<u>Attitude:</u> - Analytical, meticulous, proactive and alert in preparing material, tools and equipment for carrier media handling.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			
3 Carry out carrier media handling	3.1 Precaution in handling carrier media: <ul style="list-style-type: none"> Safety and hygiene. Environment. Use PPE. Work area temperature. 3.2 Techniques and procedures in carrier media handling.			18	Lecture	3.1 Precaution in handling carrier media listed out. 3.2 Technique of carrier media handling applied. 3.3 Material, tools and equipment for carrier media handling choose. 3.4 Procedure of carrier media handling complied.
		3.1 Describe precaution in handling carrier media. 3.2 Describe technique of carrier media handling. 3.3 Describe procedure of carrier media handling. 3.4 Select material, tools and equipment for carrier media handling. 3.5 Apply handling technique according to procedure.		50	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Analytical, meticulous, proactive and alert in handling carrier media. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			
4. Store carrier media	4.1 Criteria of storage: <ul style="list-style-type: none"> • Types of storage. • Method of storage. • Procedure of storage. • Safety and hygiene precaution. 			18	Lecture	4.1 Types of storage determined. 4.2 Method of storage selected. 4.3 Procedure of storage complied. 4.4 Safety and hygiene precaution adhered to.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Identify type of storage. 4.2 Apply method of storage. 4.3 Apply procedure of storage. 4.4 Apply safety and hygiene precaution.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in storing carrier media. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	40	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Record carrier media handling activities	5.1 Carrier media specification: <ul style="list-style-type: none"> • Raw material. • Procedure specification. • Quality control. • Ratio of blending for each blend. 5.2 Document carrier media handling. 5.3 Label carrier media. <ul style="list-style-type: none"> • Common name • Latin name 5.4 Product inventory and storage.			18	Lecture	5.1 Carrier media specification outlined. 5.2 Documentation compiled. 5.3 Labelling of carrier media indicated. 5.4 Inventory and storage compiled.
		5.1 Interpret carrier media specification: <ul style="list-style-type: none"> • Raw material. • Procedure specification. • Quality control. • Ratio of blending for each treatment. 5.2 Record carrier media documentation. 5.3 Label carrier media. 5.4 Record inventory and storage.		40	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Analytical, meticulous, proactive and alert in recording carrier media handling activities. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritising 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Glass rod stirrer	1:1
2. Dark glass bottle with stopper	As per required
3. Carrier media	As per required
4. Measuring glass beaker	As per required
5. Disposable Protective sheet	1:1
6. Disposable glove	As per required
7. Disposable kitchen towel	1:5
8. Steriliser	As per required
9. Personal Protective Equipment (PPE)	1:1
10. Stationeries	1:5
11. Computer & peripherals	1:5
12. Antiseptic lotion	As per required
13. Cotton pads	As per required
14. Labelling material	As per required
15. Media inventory checklist	As per required

References

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1. Bahrin Samah, (2008), Variasi Aromaterapi, ISBN – 978 -983-124-295-7.
2. Sandra While, (1999), Aromatherapy A Practical Introduction, ISBN – 1-876670-03-7.
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6. Aromatherapy for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-7102-8.
7. Anatomy and Physiology for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-9356-3.
8. Traditional and Complementary Medicine Practitioner: Code of Ethics and Code of Conduct.

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY							
Job Area		AROMATHERAPY							
Competency Unit Title		AROMATHERAPY CLIENT'S CONSULTATION							
Competency Unit Descriptor		<p>This competency unit describes the skill, knowledge and attitude requirements of aromatherapy client consultation. Consultation is an important part of the aromatherapy session. If effective communication is established between therapist and client, the selection of synergy essential blends to use in the treatment becomes holistic, thus the entire session has a more significant effects. An aromatherapy consultation is carried out to obtain a brief summary of client's medical health and condition in order to select the most appropriate essential oils and treatment plan. Some essential oils are better suited to specific conditions than others whilst some essential oils are contraindicated in certain. Following a consultation, treatment may include full-body aromatherapy massage or focused specifically on one area to work with the essential oils on specific problematic areas. The person who is competent in aromatherapy client's consultation shall be able to assess aromatherapy client consultation, prepare for aromatherapy client consultation, carry out aromatherapy client consultation, advise treatment plan and record client consultation in accordance with aromatherapy client's consultation.</p>							
Competency Unit Code		MP-081-3-2011-C03	Competency Type	Core	Level	3	Training Duration	200	Credit Hours
Work Activities	Related Knowledge	Applied Skills			Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria
1. Assess aromatherapy client consultation requirement	1.1 Consultation and communication skill. 1.2 Basic anatomy and physiology. 1.3 Client's consultation form. 1.4 Client profile: <ul style="list-style-type: none"> Personal data Medical history Life style 1.5 Method of aromatherapy suitability assessment. 1.6 Work area for consultation: <ul style="list-style-type: none"> Privacy Conducive 						12	Lecture	1.1 Consultation and communication skill applied. 1.2 Basic anatomy and physiology listed out. 1.3 Client consultation checklist produced. 1.4 Client personal details recorded. 1.5 Client's medical history and personal background history recorded. 1.6 Aroma therapist pre-treatment and post treatment advice are made determined.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.1 Apply consultation and communication skill. 1.2 Identify functionality of basic anatomy and physiology. 1.3 Prepare and interpret list of client consultation form. 1.4 Obtain client personal details. 1.5 Identify method of aromatherapy suitability assessment. 1.6 Identify work area for consultation.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in assessing aromatherapy client consultation requirement. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	26	Demonstration & Observation	1.7 Client basic health and lifestyle recorded. 1.8 Method of aromatherapy suitability assessment listed out. 1.9 Work area for consultation determined.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare for aromatherapy client consultation	2.1 Pre-treatment preparation <ul style="list-style-type: none"> • Shower • Dressing room • Change into robe • Drape 2.2 Aromatherapist posture and deportment. <ul style="list-style-type: none"> • Grooming • Code of ethics 2.3 Basic verbal and nonverbal communication. 2.4 Method of aromatherapy suitability assessment. 2.5 Consultation room set up.			12	Lecture	2.1 Pre-treatment preparation determined. 2.2 Aromatherapist posture and deportment determined. 2.3 Basic verbal and nonverbal communication practiced. 2.4 Method of aromatherapy suitability assessment selected. 2.5 Consultation work area according to aromatherapy procedure complied.
		2.1 Identify pre-treatment preparation. 2.2 Practice good posture and motion. 2.3 Determine basic verbal and nonverbal communication. 2.4 Set up consultation work area according to aromatherapy procedure. 2.5 Identify method of aromatherapy suitability assessment.		26	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing for aromatherapy client consultation. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out aromatherapy client consultation	3.1 Consultation documentation. 3.2 Aromatherapy consultation process and procedure. 3.3 Precaution, indication and contra indication for aromatherapy. 3.4 Client consultation treatment plan. 3.5 Code of ethics and code of conducts.			12	Lecture	3.1 Consultation documentation selected. 3.2 Aromatherapy consultation process and procedure complied. 3.3 Precaution, indication and contra indication for aromatherapy determined. 3.4 Client consultation treatment plan determined. 3.5 Code of ethics and code of conducts complied.
		3.1 Identify consultation documentation. 3.2 Apply aromatherapy consultation process and procedure. 3.3 Identify precaution, indication and contra indication for aromatherapy. 3.4 Identify client consultation treatment plan. 3.5 Practice code of ethics and code of conducts. 3.6 Select method of aromatherapy suitability assessment.		36	Demonstration & Observation	3.6 Method of aromatherapy suitability assessment applied.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in carrying out aromatherapy client consultation. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Advise treatment plan	4.1 Client consultation record. 4.2 Client need. 4.3 Remedial action. 4.4 Data checklist. 4.5 Client letter of consent. 4.6 Referral procedure: <ul style="list-style-type: none"> • Course of treatment (includes blends recommendation, frequency of treatment, objective of treatment). • After care advice (diet, exercise, follow up home use blends, do and don't). • Contra-actions (healing crises – during and after treatment). • Follow-up appointment. 			12	Lecture	4.1 Client's consultation feedback acquired. 4.2 Client treatment plan determined. 4.3 Cost of treatment determined. 4.4 After care advice explained. 4.5 Pre caution, indication and contra-actions determined. 4.6 Follow-up appointments adhere to. 4.7 Referral procedure complied.
		4.1 Obtain client consultation feedbacks. 4.2 Describe client treatment plan. 4.3 Identify course of treatment. 4.4 Identify after care advice (diet, exercise, follow up home use blends, do and don't). 4.5 Identify pre caution, indication and contra-actions (recovery crisis – during and after treatment).		26	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.6 Follow-up appointment. 4.7 Apply referral procedure.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in advising treatment plan. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			
5. Record client consultation	5.1 Method of recording. 5.2 Method of documentation. 5.3 Company record procedure. 5.4 Procedures of safekeeping records.			12	Lecture	5.1 Method of recording collected. 5.2 Method of documentation followed. 5.3 Company record procedure complied.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Compile aromatherapy client's record. 5.2 Complete aromatherapy documentation. 5.3 Follow company's record procedure. 5.4 Follow procedures of safekeeping records.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in recording client consultation. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	26	Demonstration & Observation	5.4 Procedures of safekeeping records complied.

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritising 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Consultation card/ form 2. Stationeries 3. File treatment menu 4. Treatment robe 5. Computer & peripheral	1:1 As per required 1:20 1:1 1:5

References

REFERENCES	
1.	Sandra While, (1999), Aromatherapy A Practical Introduction, ISBN – 1-876670-03-7.
2.	Salvatore Battaglia, (1997), The Complete Guide to Aromatherapy, ISBN – 0-646-20670-2.
3.	Nity Lacroix, (1989), Whole Body Massage, ISBN – 1-84477-349-3.
4.	Len Price, (2008), Carrier Oils: For Aromatherapy and Massage, ISBN – 1-874353026.
5.	Aromatherapy for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-7102-8.
6.	Anatomy and Physiology for Holistic Therapists by Francesca Gould, ISBN 978-0-7487-9356-3.
7.	Traditional and Complementary Medicine Practitioner: Code of Ethics and Code of Conduct.

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY									
Job Area		AROMATHERAPY									
Competency Unit Title		AROMATHERAPY FACE TREATMENT									
Competency Unit Descriptor		This competency unit describes the skill, knowledge and attitude requirements in face treatment. An aromatherapy facial combines the effects of massage with those of essential oils as essential oils actually penetrate the skin meaning that skin cells can be nourished from within. The gentle massage relaxes and releases the tiny taut muscles of facial expression and nerve endings are soothed. The complexion will look smoother, purified, brighter and more relaxed. Emotionally, layers of tension are lifted away, leaving client truly relaxed. The person who is competent in aromatherapy face treatment shall be able to assess client face aromatherapy requirement, prepare aromatherapy face work area, prepare aromatherapy blends, prepare client for aromatherapy face treatment, perform aromatherapy face treatment, evaluate client feedback and record aromatherapy face treatment procedure in accordance with aromatherapy face treatment specification.									
Competency Unit Code		MP-081-3-2011-C04	Competency Type	Core	Level	3	Training Duration	226	Credit Hours		
Work Activities		Related Knowledge		Applied Skills		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria	
1. Assess client face aromatherapy requirement		1.1 Verbal and nonverbal communication: 1.2 Head, neck and shoulder applied anatomy and physiology. 1.3 Basic health sciences such as: • Common medical illnesses. • Basic nutrition. 1.4 Policies and procedure of aroma face treatment.						12		1.1 Verbal and nonverbal of communication determined. 1.2 Head, neck and shoulder applied anatomy and physiology described. 1.3 Basic health information determined. 1.4 Policies and procedure of aroma face treatment are explained. 1.5 Method of assessment selected. 1.6 Consultation document	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.5 Method of aromatherapy suitability assessment. 1.6 Consultation document. 1.7 Face treatment essential and carrier media. 1.8 Face aromatherapy information and application.					compiled 1.7 Aromatherapy face treatment essential and carrier media chosen. 1.8 Face aromatherapy information and application finalised.
		1.1 Determine verbal and nonverbal communication. 1.2 Identify head, neck and shoulder applied anatomy and physiology. 1.3 Determine health condition and lifestyle. 1.4 Explain policies and procedure of aroma face treatment. 1.5 Identify method of aromatherapy suitability assessment. 1.6 Complete consultation document. 1.7 Determine indication and contraindication. 1.8 Identify face treatment aromatherapy media.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in assessing client face treatment requirement. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	32		

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare face aromatherapy work area	2.1 Pre-treatment preparation: <ul style="list-style-type: none"> Shower Dressing room Robe Drape 2.2 Aromatherapist posture and deportment: <ul style="list-style-type: none"> Grooming Code of ethics 2.3 Work area ergonomics. 2.4 Tools, equipment and material for face treatment. 2.5 Work environment hygiene and safety requirement. 2.6 Fire safety procedures. 2.7 Basic first aid requirements.			8	Lecture	2.1 Pre-treatment preparation determined 2.2 Aromatherapist posture and deportment are determined. 2.3 Work area ergonomics arranged. 2.4 Tools, equipment and material for face treatment listed out. 2.5 Work environment hygiene and safety requirement are observed. 2.6 Fire safety procedure complied. 2.7 First aid procedure complied.
		2.1 Practice aromatherapist posture and motion. 2.2 Apply work area ergonomics. 2.3 Identify tools, equipment and material for face treatment. 2.4 Upkeep work environment hygiene and safety requirement. 2.5 Apply fire safety procedure. 2.6 Apply first aid procedure.		18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing face treatment work area. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Prepare aromatherapy blends	3.1 Types of face aromatherapy oils and carrier media. 3.2 Techniques of blending. 3.3 Client aromatherapy oils suitability. <ul style="list-style-type: none"> • Blends percentage. • Blends synergies. • Effects of blends. • Precautions in preparing blends. 3.4 Types of aromatherapy tools, equipment and material. 3.5 Aromatherapy oils blending activities: <ul style="list-style-type: none"> • Workplace safety. • Workplace hygiene. • Procedure specification (Ratio of blending for each treatment). 			8	Lecture	3.1 Aromatherapy oils blending chosen. 3.2 Client suitability aromatherapy oils applied. 3.3 Oil products, tools and equipment determined. 3.4 Aromatherapy oils blending activities carried out. 3.5 Consultation's findings prior to blending interpreted. 3.6 Face aromatherapy oils and carrier media chosen. 3.7 Techniques of blending identified. 3.8 Aromatherapy oils client suitability determined. 3.9 Types of aromatherapy tools, equipment and material selected. 3.10 Aromatherapy oils blending activities monitored.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Select face aromatherapy oils and carrier media. 3.2 Blend aromatherapy oil according to blending technique and procedure. 3.3 Identify client aromatherapy oils suitability. 3.4 Identify blends percentage. 3.5 Identify blends synergies. 3.6 Identify effects of blends. 3.8 Identify precautions in preparing blends. 3.9 Determine aromatherapy tools, equipment and material. 3.10 Comply aromatherapy oils blending activities.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing aromatherapy blend. - Pre-preparation (shower, change into robe, drape, etc). <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Prepare client for aromatherapy face treatment	4.1 Procedure of aromatherapy face treatment. 4.2 Verbal and nonverbal communication. 4.3 Code of ethics and code of conducts. 4.4 Safe keeping client belonging.			10	Lecture	4.1 Procedure of aromatherapy face treatment complied. 4.2 Verbal and nonverbal communication practiced. 4.3 Consultation document determined. 4.4 Code of ethics and code of conducts complied. 4.5 Safe keeping client belonging applied.
		4.1 Apply procedure of aromatherapy face treatment. 4.2 Determine verbal and nonverbal communication. 4.3 Identify consultation document. 4.4 Follow code of ethics and code of conducts. 4.5 Identify safe keeping client belonging.		24	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing client for face aromatherapy. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Perform aromatherapy face treatment	5.1 Aromatherapist posture and deportment. 5.2 Effective communication. 5.3 Precaution, indication and contra indication. 5.4 Method of aromatherapy face treatment. 5.5 Procedure of aromatherapy face treatment. 5.6 Aromatherapy face treatment techniques. 5.7 Face treatment procedure duration. 5.8 Recovery crisis effect of aromatherapy. 5.9 Work area housekeeping.			12	Lecture	5.1 Aromatherapist posture and deportment are practised. 5.2 Effective communication skill practiced. 5.3 Precaution indication and contra indication is inspected. 5.4 Method and procedure of face treatment complied. 5.5 Procedure of aromatherapy face treatment complied. 5.6 Appropriate face treatment techniques are complied. 5.7 Face treatment procedure duration determined. 5.8 Recovery crisis effect of aromatherapy explained. 5.9 Work area housekeeping carried out.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Identify aromatherapist posture and deportment. 5.2 Practice effective communication skill. 5.3 Check precaution, indication and contra indication 5.4 Determine procedure and policies of face treatment. 5.5 Apply procedure of face treatment techniques. 5.6 Identify aromatherapy face treatment techniques. 5.7 Monitor face massage duration. 5.8 Describe recovery crisis effect of aromatherapy. 5.9 Carry out work area housekeeping.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in carrying aromatherapy face treatment. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	32	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Evaluate client feedback	6.1 Types of feedback. <ul style="list-style-type: none"> Appreciation/ complaint 6.2 Method of feedback. <ul style="list-style-type: none"> Written/non written 6.3 Communication questioning techniques.			8	Lecture	6.1 Type of feedback determined. 6.2 Method of feedback determined. 6.3 Questioning techniques evaluated. 6.4 Home care guidelines and procedures are complied.
		6.1 Identify types of feedback. 6.2 Analyse method of feedback. 6.3 Demonstrate types of questioning techniques. 6.4 Explain home care guidelines and procedures.	<u>Attitude:</u> <ul style="list-style-type: none"> Tactful in handling client. Analytical, meticulous, proactive and alert in evaluating client feedback. <u>Safety:</u> <ul style="list-style-type: none"> Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> Ergonomic and ventilated work place. 	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
7. Record face aromatherapy procedure	7.1 Documentation procedures. 7.2 Confidentiality in recording. 7.3 Face aromatherapy product inventory and storage: <ul style="list-style-type: none"> Counted Labelling 7.4 Importance of stock keeping and storage.			8	Lecture	7.1 Documentation procedures determined. 7.2 Confidentiality in recording complied. 7.3 Face aromatherapy products are audited. 7.4 Face aromatherapy products are indicated. 7.5 Face aromatherapy product gathered. 7.6 Product inventory record filed.
		7.1 Interpret documentation procedures. 7.2 Apply confidentiality in recording feedback. 7.3 Identify face aromatherapy product inventory and storage. 7.4 Arrange face aromatherapy product. 7.5 Label face aromatherapy product. 7.6 Record face aromatherapy product in inventory and stock.	<u>Attitude:</u> <ul style="list-style-type: none"> Tactful in handling client. Analytical, meticulous, proactive and alert in recording face aromatherapy procedure. <u>Safety:</u> <ul style="list-style-type: none"> Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> Ergonomic and ventilated work place. 	18	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.12 Provide coaching/on-the job training 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritising 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Anatomy chart	1:5
2. Large towel	As per required
3. Towel (Good morning)	As per required
4. Regime kit	1:5
5. Laundry basket	1:2
6. Trolley	1:2
7. Waste bin with lid	1:2
8. Couch and stool	1:1
9. Couch cover	1:2
10. Hand Sanitizer	As per required
11. Disposable room slipper	1:1
12. Facial gown	1:1
13. Glass dropper	1:1
14. Glass rod stirrer/wooden rod	1:1
15. Essential oils	As per required
16. Measuring glass beaker or measuring spoon	As per required
17. Carrier media	As per required
18. Disposable glove	As per required
19. Tester strip	As per required
20. Disposable kitchen towel	As per required
21. Steriliser	As per required
22. Stationeries	As per required
23. Personal Protective Equipment (PPE)	As per required
24. Antiseptic lotion	As per required
25. Cotton pads	As per required
26. Facial tissues	As per required

References

REFERENCES

1. Bahrin Samah, (2008), Variasi Aromaterapi, ISBN – 978 -983-124-295-7
2. Sandra While, (1999), Aromatherapy A Practical Introduction, ISBN – 1-876670-03-7
3. Salvatore Battaglia, (1997), The Complete Guide to Aromatherapy, ISBN – 0-646-20670-2
4. Nity Lacroix, (1989), Whole Face Massage, ISBN – 1-84477-349-3
5. Len Price, (2008), Carrier Oils: For Aromatherapy And Massage, ISBN – 1-874353026
6. Traditional and Complementary Medicine Practitioner: Code of Ethics and Code of Conducts

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area		AROMATHERAPY								
Competency Unit Title		AROMATHERAPY BODY TREATMENT								
Competency Unit Descriptor		<p>This competency unit describes the skill, knowledge and attitude requirements of aromatherapy body treatment. Essential oils can easily bring their unique healing properties to every cell of the body. They are traditionally used to help ease muscular aches and pains, improve circulation and ease congestion. They also have a positive effect on the skin, penetrating into the deeper layers to encourage the process of cellular renewal and enhance blood circulation.</p> <p>The epidermis, which is the outer layer of the skin, has several layers that are constantly in rotation and renewing themselves. Having a aromatherapy body treatment customized to one skin type on regular basis is the most beneficial way to keep the skin looking and feeling healthy and radiant. Aromatherapy full body massage is part of aromatherapy body treatment which is generally concerned with the purpose of beautification of the body skin. There are several acupressure points located on the body, and a massage will help to activate these points and help to heal certain conditions one may be suffering from.</p> <p>The person who is competent in aromatherapy body treatment shall be able to assess aromatherapy body treatment requirement, prepare aromatherapy body treatment work area, prepare blends for aromatherapy body treatment, prepare client for aromatherapy body treatment, carry out aromatherapy body treatment, evaluate client feedback and record aromatherapy body treatment procedures in accordance with aromatherapy body massage specification.</p>								
Competency Unit Code		MP-081-3-2011-C05	Competency Type	Core	Level	3	Training Duration	200	Credit Hours	
Work Activities		Related Knowledge		Applied Skills		Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Assess client body treatment requirement		1.1 Verbal and nonverbal communication. 1.2 Applied human anatomy and physiology. 1.3 Basic health sciences such as: <ul style="list-style-type: none">Common medical illnessesBasic nutrition.					8	Lecture	1.1 Verbal and nonverbal of communication determined. 1.2 Applied human anatomy and physiology described. 1.3 Basic health information determined. 1.4 Policies and procedure of aroma face treatment are explained. 1.5 Indication and contraindication	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.4 Policies and procedure of aroma face treatment. 1.5 Precaution, indication and contraindication. 1.6 Types of aromatherapy body treatment plan. 1.7 Aromatherapy body treatment aromatherapy oil. 1.8 Method of aromatherapy suitability assessment.					are listed out. 1.6 Aromatherapy body treatment plan listed out. 1.7 Body aromatherapy oil prepared.
		1.1 Demonstrate verbal and nonverbal communication. 1.2 Explain basic anatomy and physiology. 1.3 Determine health condition and lifestyle. 1.4 Explain policies and procedure of aromatherapy body treatment. 1.5 Determine indication and contraindication. 1.6 Acquire aromatherapy body treatment plan. 1.7 Select body treatment aromatherapy oil. 1.8 Identify method of aromatherapy suitability assessment.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in assessing client body treatment requirement. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare aromatherapy body treatment work area	2.1 Pre-treatment preparation: <ul style="list-style-type: none"> • Shower • Dressing room • Robe • Drape 2.2 Aromatherapist posture and deportment: <ul style="list-style-type: none"> • Grooming • Code of ethics 2.3 Work area ergonomics. 2.4 Tools, equipment and material for body treatment. 2.5 Work environment hygiene and safety requirement. 2.6 Fire safety procedures. 2.7 Basic first aid requirements.			8	Lecture	2.1 Pre-treatment preparation determined 2.2 Aromatherapist posture and deportment are determined. 2.3 Work area ergonomics arranged. 2.4 Tools, equipment and material for body treatment are listed out. 2.5 Work environment hygiene and safety requirement are observed. 2.6 Fire extinguisher equipment complied. 2.7 First aid kit prepared.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Practice aromatherapist posture and motion. 2.2 Apply work area ergonomics. 2.3 Prepare equipment's and consumable products for face treatment. 2.4 Identify tools, equipment and material for body treatment. 2.5 Upkeep work environment hygiene and safety requirement. 2.6 Apply fire extinguisher equipment. 2.7 Arrange first aid kit.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing body treatment work area. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Prepare blends for body aromatherapy	3.1 Types of body aromatherapy oils and carrier media. 3.2 Techniques of blending. 3.3 Client aromatherapy oils suitability according to method of treatment. <ul style="list-style-type: none"> • Blends percentage. • Blends synergies. • Effects of blends. • Precautions in preparing blends. 3.4 Types of aromatherapy tools, equipment and material. 3.5 Aromatherapy oils blending activities: <ul style="list-style-type: none"> • Workplace safety. • Workplace hygiene. • Procedure specification (Ratio of blending for each treatment). 			8	Lecture	3.1 Aromatherapy oils blending chosen. 3.2 Client aromatherapy oils suitability according to method of treatment applied. 3.3 Oil products, tools and equipment are determined. 3.4 Aromatherapy oils blending activities carried out. 3.5 Consultation's findings prior to blending interpreted. 3.6 Body aromatherapy oils and carrier media chosen. 3.7 Techniques of blending identified. 3.8 Aromatherapy oils client suitability determined. 3.9 Types of aromatherapy tools, equipment and material selected. 3.10 Aromatherapy oils blending

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Select face aromatherapy oils and carrier media. 3.2 Blend aromatherapy oil according to blending technique and procedure. 3.3 Identify client aromatherapy oils suitability. 3.4 Identify blends percentage. 3.5 Identify blends synergies. 3.6 Identify effects of blends. 3.8 Identify precautions in preparing blends. 3.9 Determine aromatherapy tools, equipment and material. 3.10 Comply aromatherapy oils blending activities.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing aromatherapy blend. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	18	Demonstration & Observation	activities monitored.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Prepare client for body aromatherapy	4.1 Pre-treatment preparation <ul style="list-style-type: none"> • Shower • Dressing room • Robe • Drape 4.2 Aroma therapist posture and deportment. 4.3 Traditional and complementary medicine practitioner code of ethics and code of conducts. 4.4 Verbal and nonverbal communication. 4.5 Safe keeping client belonging. 4.6 Aromatherapy oils for body treatment. 4.7 Body treatment based on client consultation result.			8	Lecture	4.1 Pre-treatment preparation determined. 4.2 Aroma therapist posture and deportment are observed. 4.3 Traditional and complementary medicine practitioner code of ethics and code of conducts determined. 4.4 Verbal and nonverbal communications are practiced. 4.5 Client clothing and amenities are kept in a safe place provided. 4.6 Appropriate aromatherapy body treatment oils are prepared. 4.7 Body treatment based on client consultation result is prepared.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Practice aroma therapist posture and deportment. 4.2 Determined traditional and complementary medicine practitioner code of ethics and code of conducts. 4.3 Determine verbal and nonverbal communication. 4.4 Advice client clothing and amenities keep in safe place provided. 4.5 Arrange appropriate aromatherapy oils for body treatment. 4.6 Arrange body treatment based on client consultation result.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in preparing client for body aromatherapy. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Perform aromatherapy body treatment	5.1 Effective communication. 5.2 Aromatherapist posture and deportment. 5.3 Methods of aromatherapy for the body: <ul style="list-style-type: none"> • Toning • Scrub • Massage • Bath • Compress 5.4 Essential oil and carrier media for aromatherapy body treatment. 5.5 Aromatherapy body treatment procedure. 5.6 Aromatherapy body treatment techniques. 5.7 Aromatherapy oils for bath treatment. 5.8 Body treatment procedure duration. 5.9 Aromatherapy oils for bath treatment. 5.10 Recovery crisis effect of aromatherapy. 5.11 Work area housekeeping.			12	Lecture	5.1 Effective communication demonstrated. 5.2 Aromatherapist posture and deportment practiced. 5.3 Types of aromatherapy body treatment determined. 5.4 Essential oil and carrier media for aromatherapy body treatment determined. 5.5 Aromatherapy body treatment procedure complied. 5.6 Aromatherapy body treatment techniques applied. 5.7 Aromatherapy oils for bath treatment determined. 5.8 Body treatment procedure duration complied. 5.9 Recovery crisis effect of aromatherapy determined. 5.10 Work area housekeeping carried out

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Explain how to build rapport with others. 5.2 Describe how to make communication clear and the importance of clarity. 5.3 Practice Aromatherapist posture and deportment. 5.4 Identify types of aromatherapy body treatment. 5.5 Identify essential oil and carrier media for aromatherapy body treatment. 5.6 Follow aromatherapy body treatment procedure. 5.7 Apply aromatherapy body treatment techniques. 5.8 Prepare aromatherapy oils for bath treatment. 5.9 Check body treatment procedure duration. 5.10 Identify recovery crisis effect of aromatherapy. 5.11 Carry out work area housekeeping.	<u>Attitude:</u> - Tactful in handling client. - Analytical, meticulous, proactive and alert in carrying aromatherapy body treatment. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	32	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Evaluate client feedback	6.1 Types of feedback. <ul style="list-style-type: none"> • Appreciation/ complaint 6.2 Method of feedback. <ul style="list-style-type: none"> • Written/non written 6.3 Communication questioning techniques.			8	Lecture	6.1 Type of feedback determined. 6.2 Method of feedback determined. 6.3 Types questioning techniques evaluated. 6.4 Home care guidelines and procedures are complied.
		6.1 Identify types of feedback. 6.2 Analyse method of feedback. 6.3 Demonstrate types of questioning techniques. 6.4 Describe home care guidelines and procedures.	<u>Attitude:</u> <ul style="list-style-type: none"> - Tactful in handling client. - Analytical, meticulous, proactive and alert in evaluating client feedback. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> - Ergonomic and ventilated work place. 	18	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
7 Record body aromatherapy procedure	7.1 Documentation procedures. 7.2 Confidentiality in recording. 7.3 Body aromatherapy product inventory and storage: <ul style="list-style-type: none"> Counted Labelling 7.4 Importance of stock keeping and storage.			8	Lecture	7.1 Documentation procedures determined. 7.2 Confidentiality in recording complied. 7.3 Body aromatherapy products are audited. 7.4 Body aromatherapy products are indicated. 7.5 Body aromatherapy product gathered. 7.6 Product inventory record filed.
		7.1 Interpret documentation procedures. 7.2 Apply confidentiality in recording feedback. 7.3 Body aromatherapy product inventory and storage. 7.4 Arrange body aromatherapy product. 7.5 Label body aromatherapy product. 7.6 Record body aromatherapy product in inventory and stock.	<u>Attitude:</u> <ul style="list-style-type: none"> Tactful in handling client. Analytical, meticulous, proactive and alert in recording body aromatherapy procedure. <u>Safety:</u> <ul style="list-style-type: none"> Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> Ergonomic and ventilated work place. 	18	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Anatomy chart	1:5
2. Large towel	As per required
3. Towel (Good morning)	As per required
4. Body scrub	As per required
5. Body cleanser	As per required
6. Laundry basket	1:2
7. Trolley	1:2
8. Trolley liner	As per required
9. Waste bin with lid	1:2
10. Couch and stool	1:1
11. Couch cover	1:2
12. Hand sanitizer	As per required
13. Disposable room slipper, bra and panty	As per required
14. Robe	1:1
15. Glass dropper	1:1
16. Glass rod stirrer/wooden rod	1:1
17. Essential oils	As per required
18. Measuring glass beaker or measuring spoon	As per required
19. Carrier media	As per required
20. Tester strip	As per required
21. Disposable kitchen towel	As per required
22. Steriliser	As per required
23. Stationeries	As per required
24. Personal Protective Equipment (PPE)	As per required
25. Antiseptic lotion	As per required
26. Cotton pads	As per required
27. Facial tissues	As per required

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1. Bahrin Samah, (2008), Variasi Aromaterapi, ISBN – 978 -983-124-295-7.
2. Sandra While, (1999), Aromatherapy A Practical Introduction, ISBN – 1-876670-03-7.
3. Salvatore Battaglia, (1997), The Complete Guide to Aromatherapy, ISBN – 0-646-20670-2.
4. Nity Lacroix, (1989), Whole Face Massage, ISBN – 1-84477-349-3.
5. Len Price, (2008), Carrier Oils: For Aromatherapy And Massage, ISBN – 1-874353026.
6. Traditional and Complementary Medicine Practitioner: Code of Ethics and Code of Conducts

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY							
Job Area		AROMATHERAPY							
Competency Unit Title		AROMATHERAPY PRODUCT PROMOTION AND SERVICES							
Competency Unit Descriptor		<p>This competency unit describes the skill, knowledge and attitude requirements of aromatherapy promotion and client services where client care need to be provided continuously. The packages provided for client care have to be beneficial and economical to the client. The importance of the service need to be explained and made understood to potential clients. Incorporating strategies and techniques ensure services rendered shall be well promoted. Marketing strategies help to channel binding forms of advertisement and promotion for overall business to generate profits and communicate straight to the client.</p> <p>The person who is competent in aromatherapy product promotion and services shall be able to promote aromatherapy services, survey client's treatment requirements, compile promotion and client services packages, assess promotion packages and client services suitability and record promotion and client services activities details in accordance with company procedure.</p>							
Competency Unit Code		MP-081-3-2011-E01	Competency Type	Core	Level	3	Training Duration	200	Credit Hours
Work Activities	Related Knowledge	Applied Skills		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria	
1. Promote aromatherapy services	1.1 Aromatherapy products and services availability. 1.2 Aromatherapy products and services packages. 1.3 Company guideline in promotion and sales. 1.4 Products and services knowledge.					12	Lecture	1.1 Aromatherapy products and services availability compiled. 1.2 Aromatherapy products and services packages explained. 1.3 Company guideline in promotion and sales comply. 1.4 Products and services knowledge described.	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.1 Gather aromatherapy products and services availability. 1.2 Introduce aromatherapy products and services packages. 1.3 Follow company guideline in promotion and sales. 1.4 Convey aromatherapy products and services knowledge to client.		28	Demonstration & Observation	
			<u>Attitude:</u> - Analytical, meticulous, proactive and alert in introducing aromatherapy services <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Survey client's treatment requirements	2.1 Client database. 2.2 Client treatment requirements. 2.3 Client treatment service requirements. 2.4 Survey planning: <ul style="list-style-type: none"> • Method of survey. <ul style="list-style-type: none"> - Interview - Questionnaire checklist • Type of promotion medium. • Seasonal promotion schedule. • Potential client demography. 2.5 Method of survey data analysis.			12	Lecture	2.1 Client database compiled. 2.2 Aromatherapy client treatment requirements checked. 2.3 Aromatherapy client treatment service requirements are updated. 2.4 Client treatment service requirement are documented.

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Obtain client database. 2.2 Gather client feedback. 2.3 Review client treatment service requirements. 2.4 Study client treatment requirements. 2.5 Record client treatment service requirements.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in surveying client treatment requirements. - Maintain confidentiality. <u>Safety:</u> - Adhere to all promotion and client service procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	28	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Compile promotion and client services package	3.1 Client survey feedback. 3.2 Client treatment requirement. 3.3 Promotion packages availability. 3.4 Promotion packages information.			12	Lecture	3.1 Client survey feedback listed. 3.2 Client treatment requirement checked. 3.3 Availability of promotion packages checked and updated. 3.4 Promotion packages information documented.
		3.1 Obtain client survey feedback. 3.2 Study client treatment requirement. 3.3 Analyse promotion packages availability. 3.4 Gather promotion packages information.	<u>Attitude:</u> <ul style="list-style-type: none"> - Analytical, meticulous, proactive and alert in compiling promotion and client services package. - Maintain confidentiality. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere to all safety and hygiene procedure. <u>Environment:</u> <ul style="list-style-type: none"> - Ergonomic and ventilated work place. 	28	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Assess promotion packages and client services suitability	4.1 Promotion and client services packages document. 4.2 Promotion packages and client service information. 4.3 Client input. 4.4 Promotion and client services packages suitability. 4.5 Promotion and client services packages document.			12	Lecture	4.1 Promotion and client services packages document acquired. 4.2 Disseminate promotion and client services packages information explained. 4.3 Client input gathered. 4.4 Promotion and client services packages suitability reviewed. 4.5 Promotion and client services packages document finalised.
		4.1 Obtain promotion and client services packages document. 4.2 Disseminate promotion and client services packages information. 4.3 Obtain client input. 4.4 Study promotion and client services packages suitability. 4.5 Update promotion and client services packages document.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in assessing promotion packages and client services suitability. <u>Safety:</u> - Adhere to all safety and hygiene procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	28	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Record promotion and client services activities details	5.1 Obtain promotional and client services activities checklist. 5.2 Update promotional and client services information. 5.3 Compile promotional and client services activities details.			12	Lecture	5.1 Promotional and client services activities checklist acquired. 5.2 Promotional and client activities finalised. 5.3 Promotion and client services activities details documented.
		5.1 Obtain promotional and client services activities checklist. 5.2 Update promotional and client services information. 5.3 Compile promotional and client services activities details.	<u>Attitude:</u> - Analytical, meticulous, proactive and alert in recording promotion and client services activities details. - Maintain confidentiality. <u>Safety:</u> - Adhere to all promotion and client service procedure. <u>Environment:</u> - Ergonomic and ventilated work place.	28	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counselling</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Marketing form	1:1
2. Marketing Gun chart/ schedule	1:20
3. Marketing checklist	1:1
4. Telephone	As per required
5. Files	As per required
6. Stationeries	As per required
7. Audio Visual Aids (AVA)	As per required
8. Promotion materials	As per required

References

REFERENCES
1. Goh Chen Chuan, Guide to the Employment Act and Labour Laws of Malaysia , Leeds Publication: ISBN 983-2431-44-1.
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3. Kenneth E.Marino, The Entrepreneur Guide Series, Forecasting Your Company Sales and Profit, Probus Publishing Company, Chiacago, Illinois: ISBN 1-55738-143-7.
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SUMMARY OF TRAINING DURATION FOR AROMATHERAPY (LEVEL 3)

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
1	ESSENTIAL OIL HANDLING	Assess essential oils handling requirement	18	40	58	300
		Prepare material, tools and equipment for essential oils handling	18	40	58	
		Carry out essential oils handling	18	50	68	
		Store essential oils	18	40	58	
		Record essential oils handling activities	18	40	58	
2	CARRIER MEDIA HANDLING	Assess carrier media handling requirement	18	40	58	300
		Prepare material, tools and equipment for carrier media handling	18	40	58	
		Carry out carrier media handling	18	50	68	
		Store carrier media	18	40	58	
		Record carrier media handling activities	18	40	58	
3	AROMATHERAPY CLIENT'S CONSULTATION	Assess aromatherapy client consultation requirement	12	26	38	200
		Prepare for aromatherapy client consultation	12	26	38	
		Carry out aromatherapy client consultation	12	36	48	
		Advise treatment plan	12	26	38	
		Record client consultation	12	26	38	
4	AROMATHERAPY FACE TREATMENT	Assess client face aromatherapy requirement	12	32	44	226
		Prepare face aromatherapy work area	8	18	26	
		Prepare aromatherapy blends	8	18	26	
		Prepare client for aromatherapy face treatment	10	24	34	
		Perform aromatherapy face treatment	12	32	44	
		Evaluate client feedback	8	18	26	
		Record face aromatherapy procedure	8	18	26	
5	AROMATHERAPY BODY TREATMENT	Assess client body treatment requirement	8	18	26	200
		Prepare aromatherapy body treatment work area	8	18	26	
		Prepare blends for body aromatherapy	8	18	26	
		Prepare client for body aromatherapy	8	18	26	
		Perform aromatherapy body treatment	12	32	44	
		Evaluate client feedback	8	18	26	
		Record body aromatherapy procedure	8	18	26	
		6	AROMATHERAPY PRODUCT PROMOTION AND SERVICES	Promote aromatherapy services	12	
Survey client's treatment requirements	12			28	40	
Compile promotion and client services package	12			28	40	
Assess promotion packages and client services suitability	12			28	40	
Record promotion and client services activities details	12			28	40	
5 (Core Competencies)			615	1435	2050	1426

