

Self Assessment Guide

Qualification:	HILOT (WELLNESS MESSAGE) NC II		
Project:	PROVIDE HILOT WELLNESS PRODUCTS AND SERVICES TO CLIENTS		
Unit/s of Competency Covered:	<ul style="list-style-type: none"> • Plan the Hilot Wellness Program of Clients • Provide Pre-Service to Clients • Apply Hilot Wellness Massage Techniques • Provide Post-Advice and Post-Services To Clients 		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check n the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
<ul style="list-style-type: none"> • Plan the hilot wellness program of clients* <ul style="list-style-type: none"> - Assess/interview client and explain hilot in simple terms* - Obtain relevant information from client to determine hilot wellness services and products to be applied* - Identify and discuss contra-indications with client and refers to appropriate professional when required * - Identify special needs of client* - Determine the hilot wellness program* - Confirm hilot wellness program* 			
<ul style="list-style-type: none"> • Provide pre-service to clients* <ul style="list-style-type: none"> - Schedule clients in accordance with the length of time required for service/s, availability of staff and rooms and workplace policies* - Receive clients in accordance with workplace policies and procedures* - Identify clients' special customer service needs/requirements* - Deliver hilot wellness service to clients* - Respond to clients complaints* 			
<ul style="list-style-type: none"> • Apply hilot wellness massage techniques* <ul style="list-style-type: none"> - Prepare sequentially work area and environment in accordance with hilot wellness massage techniques and client needs, relevant laws and workplace policies and procedures* - Prepare client for hilot wellness massage techniques* - Prepare self assessment for hilot wellness session* - Perform hilot wellness massage techniques in accordance with client needs, relevant laws and workplace policies and procedures* 			

<ul style="list-style-type: none"> • Provide post-advice and post-services to clients* <ul style="list-style-type: none"> - Identify products and services and their benefits and comparative advantage* - Explain, maintain and convey products and services to clients and other staff members* - Apply comparisons on competitors' products and services* - Recommend specialized products and services* - Monitor client according to workplace policies and procedures* - Perform aftercare services in accordance with client's wellness program, workplace policies and procedures * - Administer service 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p>Candidate's Name:</p>	<p>Date:</p>	