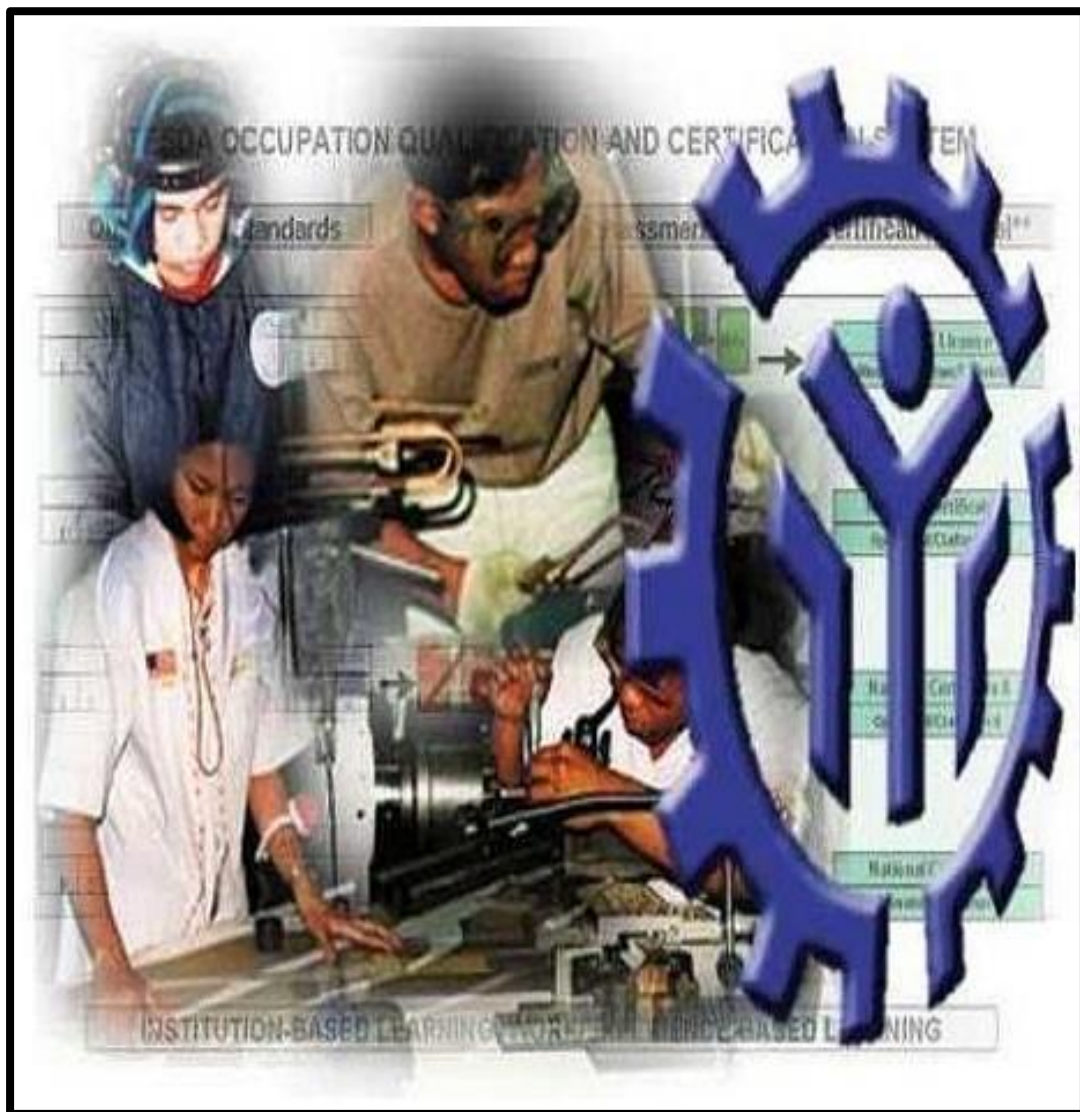


# **COMPETENCY STANDARDS**

## **ADVANCED SKIN CARE SERVICES LEVEL III**



### **SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR**

**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**

TESDA Complex East Service Road, South Luzon Expressway (SLEX),  
Fort Bonifacio, Taguig City

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# COMPETENCY STANDARDS FOR ADVANCED SKIN CARE SERVICES LEVEL III

## SECTION 1      DEFINITION

The **ADVANCED SKIN CARE SERVICES LEVEL III** qualification consists of competencies that a person must achieve to perform BB glow facial, perform collagen induction therapy, perform warts removal treatment, perform comedone extraction procedure, and perform hair loss therapy.

The units of competency comprising this qualification include the following:

Unit Code	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)
Unit Code	COMMON COMPETENCIES
SOC514201	Maintain an effective relationship with client/customers
SOC514202	Manage own performance
SOC514203	Apply quality standards
SOC514204	Maintain a safe, clean and efficient work environment
Unit Code	CORE COMPETENCIES
AB-SOC1381100514311	Perform BB glow facial
AB-SOC1381100514312	Perform collagen induction therapy
AB-SOC1381100514313	Perform warts removal treatment
AB-SOC1381100514314	Perform comedone extraction procedure
AB-SOC1381100514315	Perform hair loss treatment therapy

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

- Skin Care Specialist

## SECTION 2 COMPETENCY STANDARD

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

### BASIC COMPETENCIES

**UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION**

**UNIT CODE : 400311319**

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

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

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

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

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

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

**UNIT OF COMPETENCY** : **LEAD SMALL TEAMS**

**UNIT CODE** : **400311320**

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

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



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

ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>on company practices</p> <p>4.3 <b>Performance issues</b> which cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction</p> <p>4.5 Team operations are monitored to ensure that employer/client needs and requirements are met</p> <p>4.6 Follow-up communication is provided on all issues affecting the variables team</p> <p>4.7 All relevant documentation is completed in accordance with company procedures</p>		

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario</li> <li>1.2 Assessed and monitored team and individual performance against set criteria</li> <li>1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf</li> <li>1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed</li> <li>1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members</li> </ul>
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place</li> <li>2.2 Materials relevant to the proposed activity or task</li> </ul>

3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
4. Context for Assessment	4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.

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

**UNIT CODE : 400311321**

**UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem-solving techniques and to determine and resolve the root cause/s of specific problems in the workplace.

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

ELEMENTS	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.6 Enterprise information systems and data collation 1.7 Industry codes and standards.	
2. Analyze the causes of specific workplace challenges	2.1 Possible causes of specific problems are identified based on experience and the use of problem-solving tools / analytical techniques. 2.2 Possible cause statements are developed based on findings. 2.3 Fundamental causes are identified per results of investigation conducted.	2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize nonstandard situations. 2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations. 2.3 Relevant equipment and operational processes. 2.4 Enterprise goals, targets and measures. 2.5 Enterprise quality OSH and environmental requirement. 2.6 Enterprise information systems and data collation. 2.7 Industry codes and standards.	2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 2.2 Identifying extent and causes of specific challenges in the workplace. 2.3 Providing clearcut findings on the nature of each identified workplace challenges.

ELEMENTS	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Formulate resolutions to specific workplace challenges	3.1 All possible options are considered for resolution of the problem. 3.2 Strengths and weaknesses of possible options are considered. 3.3 Corrective actions are determined to resolve the problem and possible future causes. 3.4 <b>Action plans</b> are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures	3.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 3.2 Relevant equipment and operational processes 3.3 Enterprise goals, targets and measures 3.4 Enterprise quality OSH and environmental requirement 3.5 Principles of decision-making strategies and techniques 3.6 Enterprise information systems and data collation 3.7 Industry codes and standards	3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 3.2 Identifying extent and causes of specific challenges in the workplace. 3.3 Providing clearcut findings on the nature of each identified workplace challenges. 3.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.

ELEMENTS	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Implement action plans and communicate results	4.1 Action plans are implemented and evaluated. 4.2 Results of plan implementation and recommendations are prepared. 4.3 Recommendations are presented to appropriate personnel. 4.4 Recommendations are followed-up, if required.	4.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 4.2 Relevant equipment and operational processes 4.3 Enterprise goals, targets and measures 4.4 Enterprise quality, OSH and environmental requirement 4.5 Principles of decision making strategies and techniques 4.6 Enterprise information systems and data collation 4.7 Industry codes and standards	4.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 4.2 Identifying extent and causes of specific challenges in the workplace. 4.3 Providing clearcut findings on the nature of each identified workplace challenges. 4.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.



## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Examined specific workplace challenges.</li> <li>1.2 Analyzed the causes of specific workplace challenges.</li> <li>1.3 Formulated resolutions to specific workplace challenges.</li> <li>1.4 Implemented action plans and communicated results on specific workplace challenges.</li> </ul>
2. Resource Implications	<p>2.1 Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.</p>
3. Methods of Assessment	<p><b>Competency in this unit may be assessed through:</b></p> <ul style="list-style-type: none"> <li>3.1 Observation</li> <li>3.2 Case Formulation</li> <li>3.3 Life Narrative Inquiry</li> <li>3.4 Standardized test</li> </ul> <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p> <p>These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
4. Context for Assessment	<p>In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

**UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT**

**UNIT CODE : 400311322**

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

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	policies are in place within the organization.		

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

1. Critical aspects of Competency	<b>Assessment requires evidence that the candidate:</b> <ul style="list-style-type: none"> <li>1.1 Adjusted language and behavior as required by interactions with diversity</li> <li>1.2 Identified and respected individual differences in colleagues, clients and customers</li> <li>1.3 Applied relevant regulations, standards and codes of practice</li> </ul>
2. Resource Implications	<b>The following resources should be provided:</b> <ul style="list-style-type: none"> <li>2.1 Access to workplace and resources</li> <li>2.2 Manuals and policies on Workplace Diversity</li> </ul>

3. Methods of Assessment	<b>Competency in this unit may be assessed through:</b> 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	Competency assessment may occur in workplace or any appropriately simulated environment

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

**UNIT CODE : 400311323**

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

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

ELEMENTS	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Generate practical action plans for improving work procedures, processes	<p>2.1 Ideas for innovative work procedure to foster innovation using individual and group techniques are conceptualized</p> <p>2.2 Range of ideas with other team members and colleagues are evaluated and discussed</p> <p>2.3 Work procedures and processes subject to change are selected based on <b>workplace requirements</b> (feasible and innovative).</p> <p>2.4 Practical action plans are proposed to facilitate simple changes in the work procedures, processes and systems.</p> <p>2.5 <b>Critical inquiry</b> is applied and used to facilitate discourse on adjustments in the simple work procedures, processes and systems.</p>	<p>2.1 Seven habits of highly effective people.</p> <p>2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004)</p> <p>2.3 Five minds of the future concepts (Gardner, 2007).</p> <p>2.4 Adaptation concepts in neuroscience (Merzenich, 2013).</p> <p>2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, &amp; Norcross, 1992).</p>	<p>2.1 Assessing readiness for change on simple work procedures, processes and systems.</p> <p>2.2 Generating insights on how to improve organizational procedures, processes and systems through innovation.</p> <p>2.3 Facilitating action plans on how to apply innovative procedures in the organization.</p>



<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
3. Evaluate the effectiveness of the proposed action plans	3.1 Work structure is analyzed to identify the impact of the new work procedures 3.2 Co-workers/key personnel is consulted to know who will be involved with or affected by the work procedure 3.3 Work instruction operational plan of the new work procedure is developed and evaluated. 3.4 Feedback and suggestion are recorded. 3.5 Operational plan is updated. 3.6 Results and impact on the developed work instructions are reviewed 3.7 Results of the new work procedure are evaluated 3.8 Adjustments are recommended 3.9 based on results gathered	3.1 Five minds of the future concepts (Gardner, 2007). 3.2 Adaptation concepts in neuroscience (Merzenich, 2013). 3.3 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	3.1 Generating insights on how to improve organizational procedures, processes and systems through innovation. 3.2 Facilitating action plans on how to apply innovative procedures in the organization. 3.3 Communicating results of the evaluation of the proposed and implemented changes in the workplace procedures and systems. 3.4 Developing action plans for continuous improvement on the basic systems, processes and procedures in the organization.

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

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

**UNIT OF COMPETENCY****USE INFORMATION SYSTEMATICALLY****UNIT CODE****400311324****UNIT DESCRIPTOR**

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

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

ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Apply information technology (IT)	<p>2.1 <b>Technical information</b> system is operated using agreed procedures</p> <p>2.2 Appropriate and valid procedures are operated for inputting, maintaining and archiving information</p> <p>2.3 <b>Software</b> required are utilized to execute the project activities</p> <p>2.4 Information and data obtained are handled, edited, formatted and checked from a range of internal and external <b>sources</b></p> <p>2.5 Information is extracted, entered, and processed to produce the outputs required by <b>customers</b></p> <p>2.6 Own skills and understanding are shared to help others</p> <p>2.7 Specified <b>security measures</b> are implemented to protect the confidentiality and integrity of project data held in IT systems</p>	<p>2.1 Attributes and limitations of available software tools</p> <p>2.2 Procedures and work instructions for the use of IT</p> <p>2.3 Operational requirements for IT systems</p> <p>2.4 Sources and flow paths of data</p> <p>2.5 Security systems and measures that can be used</p> <p>2.6 Extract data and format reports</p> <p>2.7 Methods of entering and processing information</p> <p>2.8 WWW enabled applications</p>	<p>2.1 Identifying attributes and limitations of available software tools</p> <p>2.2 Using procedures and work instructions for the use of IT</p> <p>2.3 Describing operational requirements for IT systems</p> <p>2.4 Identifying sources and flow paths of data</p> <p>2.5 Determining security systems and measures that can be used</p> <p>2.6 Extracting data and format reports</p> <p>2.7 Describing methods of entering and processing Information</p> <p>2.8 Using WWW applications</p>

ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Edit, format and check information	3.1 Basic editing techniques are used 3.2 Accuracy of documents are checked 3.3 Editing and formatting tools and techniques are used for more complex documents 3.4 Proof reading techniques is used to check that documents look professional	3.1 Basic file-handling techniques 3.2 Techniques in checking documents 3.3 Techniques in editing and formatting 3.4 Proofreading techniques	3.1 Using basic file-handling techniques is used for the software 3.2 Using different techniques in checking documents 3.3 Applying editing and formatting techniques 3.4 Applying proofreading techniques

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Property 1.2 Organizational 1.3 Technical reference
2. Technical information	May include: 2.1 Paper based 2.2 Electronic
3. Software	May include: 3.1 Spreadsheets 3.2 Databases 3.3 Word processing 3.4 Presentation
4. Sources	May include: 4.1 Other IT systems 4.2 Manually created 4.3 Within own organization 4.4 Outside own organization 4.5 Geographically remote
5. Customers	May include: 5.1 Colleagues 5.2 Company and project management 5.3 Clients
6. Security measures	May include: 6.1 Access rights to input; 6.2 Passwords; 6.3 Access rights to outputs; 6.4 Data consistency and back-up; 6.5 Recovery plans

## EVIDENCE GUIDE

1. Critical aspects of Competency	<b>Assessment requires evidence that the candidate:</b> 1.1 Used technical information systems and information technology 1.2 Applied information technology (IT) systems 1.3 Edited, formatted and checked information
2. Resource Implications	<b>The following resources should be provided:</b> 2.1 Computers 2.2 Software and IT system

3. Methods of Assessment	<b>Competency in this unit should be assessed through:</b> 3.1 Direct Observation 3.2 Oral interview and written test
4. Context for Assessment	4.1. Competency may be assessed individually in the actual workplace or through accredited institution



**UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES**

**UNIT CODE : 400311325**

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

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Interpret Occupational Safety and Health practices	1.1 <b>OSH work practices issues</b> are identified relevant to work requirements 1.2 OSH work standards and procedures are determined based on applicability to nature of work 1.3 Gaps in work practices are identified related to relevant OSH work standards	1.1 OSH work practices issues 1.2 OSH work standards 1.3 General OSH principles and legislations 1.4 Company/ workplace policies/ guidelines 1.5 Standards and safety requirements of work process and procedures	1.1 Communication skills 1.2 Interpersonal skills 1.3 Critical thinking skills 1.4 Observation skills
2. Set OSH work targets	2.1 Relevant work information are gathered necessary to determine OSH work targets 2.2 <b>OSH Indicators</b> based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures 2.3 Agreed OSH indicators are endorsed for	2.1 OSH work targets 2.2 OSH Indicators 2.3 OSH work instructions 2.4 Safety and health requirements of tasks 2.5 Workplace guidelines on providing feedback on OSH and security concerns 2.6 OSH regulations Hazard control procedures 2.7 OSH trainings relevant to work	2.1 Communication skills 2.2 Collaborating skills 2.3 Critical thinking skills 2.4 Observation skills

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

## RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include: 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines

2. OSH Indicators	<p>May include:</p> <ul style="list-style-type: none"> <li>2.1 Increased of incidents of accidents, injuries</li> <li>2.2 Increased occurrence of sickness or health complaints/symptoms</li> <li>2.3 Common complaints of workers' related to OSH</li> <li>2.4 High absenteeism for work-related reasons</li> </ul>
3. OSH Work Instructions	<p>May include:</p> <ul style="list-style-type: none"> <li>3.1 Preventive and control measures, and targets</li> <li>3.2 Eliminate the hazard (i.e., get rid of the dangerous machine)</li> <li>3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off)</li> <li>3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one)</li> <li>3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule)</li> <li>3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine)</li> <li>3.7 Use personal protective equipment</li> <li>3.8 Safety, Health and Work Environment Evaluation</li> <li>3.9 Periodic and/or special medical examinations of workers</li> </ul>
4. OSH metrics	<p>May include:</p> <ul style="list-style-type: none"> <li>4.1 Statistics on incidence of accident and injuries</li> <li>4.2 Morbidity (Type and Number of Sickness)</li> <li>4.3 Mortality (Cause and Number of Deaths)</li> <li>4.4 Accident Rate</li> </ul>

## EVIDENCE GUIDE

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

**UNIT OF COMPETENCY****EVALUATE ENVIRONMENTAL WORK PRACTICES****UNIT CODE****400311326****UNIT DESCRIPTOR**

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

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Interpret environmental practices, policies and procedures	1.1 <b><i>Environmental work practices</i></b> issues are identified relevant to work requirements 1.2 Environmental Standards and Procedures nature of work are determined based on Applicability to nature of work 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and 1.5 Non-Hazardous 1.6 Materials 1.7 Environmental required license, registration or certification	1.1 Analyzing Environmental Issues and Concerns 1.2 Critical thinking 1.3 Problem Solving 1.4 Observation Skills
2. Establish targets to evaluate environmental practices	2.1 Relevant information is gathered necessary to determine environmental work targets 2.2 <b><i>Environmental Indicators</i></b> based on gathered information are set to measure environmental work targets 2.3 Indicators are verified with appropriate personnel	2.1 Environmental indicators 2.2 Relevant Environment Personnel or expert 2.3 Relevant Environmental Trainings and Seminars	2.1 Investigative Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
3. Evaluate effectiveness of environmental practices	3.1 Work environmental practices are recorded based on workplace standards 3.2 Recorded work environmental practices are compared against planned indicators 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on environment work standards and procedures 3.4 Results of environmental assessment are conveyed to appropriate personnel	3.1 Environmental Practices 3.2 Environmental Standards and 3.3 Procedures	3.1 Documentation and Record Keeping Skills 3.2 Critical thinking 3.3 Problem Solving 3.4 Observation Skills

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified environmental issues relevant to work requirements. 1.2 Identified gaps in work practices related to Environmental Standards and Procedures. 1.3 Gathered relevant information necessary to determine environmental works targets. 1.4 Set environmental indicators based on gathered information to measure environmental work targets. 1.5 Recorded work environmental practices are recorded based on workplace standards. 1.6 Conveyed results of environmental assessment to appropriate personnel
2. Resource Implications	The following resources should be provided: 2.1 Workplace/Assessment location 2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3 Case studies/scenarios relating to environmental protection
3. Methods of Assessment	Competency in this unit may be assessed through:

	3.1 Written/Oral Examination 3.2 Interview/Third Party Reports 3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad) 3.4 Simulations and role-plays
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA center.



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

**UNIT CODE** : **400311327**

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

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

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

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

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

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

## COMMON COMPETENCIES

UNIT OF COMPETENCY	:	MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMERS
UNIT CODE	:	SOC514201
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required in building and maintaining effective relationship with client/customers.

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

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

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

			rendering client service skills
5. Manage client interactions	<p>5.1 Use a collaborative and person-centered approach when working with clients</p> <p>5.2 Use motivational interviewing as a basis for client interactions</p> <p>5.3 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions</p> <p>5.4 Support the client to identify and articulate key information that supports the provision of service</p> <p>5.5 Encourage clients to voice queries or concerns and address these appropriately</p> <p>5.6 Respond to difficult or challenging behavior using established techniques</p> <p>5.7 Maintain professional integrity and boundaries at all times</p> <p>5.8 Work within scope of role and identify and respond to situations where interactions suggest the need for client referral</p>	<p>5.1 Manage client interactions</p> <p>5.2 Causes of client/customer dissatisfaction</p> <p>5.3 Assignment Instructions</p> <p>5.4 Reporting procedures</p>	<p>5.1 Demonstrating ability to do attention to detail when completing client/employer documentation</p> <p>5.2 Demonstrating the ability to do interpersonal and communication skills required in client contact assignments</p> <p>5.3 Demonstrating ability to do customer service skills required to meet client/customer needs</p>



ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
6. Provide effective responses to client enquiries	6.1 Select the most appropriate mode of communication for the information being provided 6.2 Use language and terminology that the client will understand 6.3 Present information clearly and with sufficient detail to meet client needs Confirm with client that the information has been understood and address any unresolved issues	6.1 Common industry and company services, problems and solutions 6.2 Legal and ethical company and industry aspects 6.3 Client motivations and expectations 6.4 Effective communication techniques 6.5 Industry ethics and practices 6.6 Detailed product and service knowledge	6.1 Using communication skills 6.2 Using language skills 6.3 Using numeracy skills 6.4 Using technology skills 6.5 Relating to people from a range of society, cultural and ethnic backgrounds

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders 2.2 Efficiency 2.3 Client turn-around time
3. Client Requirements	May include: 3.1 Assignment instructions (e.g. right products) 3.2 Post Orders Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May include: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May include: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Client	May include: 7.1 All members of the public

## EVIDENCE GUIDE

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

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

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

ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Guidance from management applied to achieve or maintain agreed standards 2.4 Standard of work clarified and agreed according to employer policy and procedures		to achieve or maintain agreed standards 2.3 Applying guidance from management to achieve or maintain agreed standards 2.4 Clarifying and agreeing on standard of work according to employer policy and procedures
3.Build credibility with customers/ clients	3.1 Client expectations for reliability, punctuality and appearance adhered to 3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy 3.3 Client fully informed of all relevant security matters in a timely manner	3.1 Interpersonal skills 3.2 Customer service skills 3.3 Telephone etiquette 3.4 Maintaining records	3.1 Adhering to client expectations for reliability, punctuality and appearance 3.2 Identifying, attending with and recording possible causes of client/customer dissatisfaction according to employer policy 3.3 Informing client of all relevant security matters in a timely manner and according to agreed reporting procedures

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	<ul style="list-style-type: none"><li>1.1 May be identified through:<ul style="list-style-type: none"><li>1.1.1 Assignment Instructions</li><li>1.1.2 Verbal Instructions by Senior Staff/household members</li><li>1.1.3 Policy Documents</li><li>1.1.4 Duty Statements</li><li>1.1.5 Self-Assessment</li></ul></li><li>1.2 May be:<ul style="list-style-type: none"><li>1.2.1 Daily tasks</li><li>1.2.2 Weekly tasks</li><li>1.2.3 Regularly or irregularly occurring tasks</li></ul></li></ul>
2. Performance Standards	<ul style="list-style-type: none"><li>May include:<ul style="list-style-type: none"><li>2.1 Assignment Instructions</li><li>2.2 Procedures established in policy documents</li></ul></li></ul>

## EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires that the candidate:</p> <ul style="list-style-type: none"><li>1.1 Planned for completion of own workload</li><li>1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements</li><li>1.3 Demonstrated capacity to complete task within specified time frame</li><li>1.4 Maintained quality of own performance</li></ul>
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"><li>2.1 Assessment Centers/Venues</li><li>2.2 Accredited Assessors</li><li>2.3 Modes of Assessment</li><li>2.4 Evaluation Reports</li><li>2.5 Access to relevant venue, equipment and materials</li><li>2.6 Assignment Instructions</li><li>2.7 Logbooks</li><li>2.8 Operational manuals and makers'/customers' instructions</li><li>2.9 Assessment Instruments, including personal planner and assessment record book</li></ul>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"><li>3.1 Written Test</li><li>3.2 Demonstration</li><li>3.3 Observation</li><li>3.4 Questioning</li></ul>
4. Context of Assessment	<ul style="list-style-type: none"><li>4.1 Competency may be assessed in actual workplace or in a simulated work setting</li></ul>

UNIT OF COMPETENCY		:	APPLY QUALITY STANDARDS	
		:		
UNIT CODE		:	SOC514203	
		:		
UNIT DESCRIPTOR		:	This unit covers the knowledge, skills and attitudes needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, salon/organizational procedures and other client requirement.	
ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables		REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess clients service needs	1.1 Work instruction is obtained and work is carried out in accordance with standard operating procedures 1.2 <b>Clients’ needs</b> are checked against workplace standards and specifications 1.3 <b>Faults on clients</b> and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures 1.4 Clients profile and service extended to them are documented in accordance with workplace procedures		1.1Communication n skills 1.2 Client relation 1.3 Salon services 1.4Documentation procedures 1.5 Handling of complaints	1.1 Obtaining work instruction and carry out outwork in accordance with standard operating procedures 1.2 Evaluating client needs based on workplace standards and specifications 1.3 Analyzing salon services against clients’ needs 1.4 Explaining and consulting salon services with the client 1.5 Recording and/or report faults on clients and any identified causes to the supervisor concerned in accordance with workplace procedures 1.6 Documenting client’s profile and service extended to them in accordance with workplace procedures

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



ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Engage in quality improvement	3.1 Process improvement procedures are participated in relation to workplace assignment 3.2 Work is carried out in accordance with process improvement procedures 3.3 Performance of operation or quality of product or service to ensure <b>customer</b> satisfaction is monitored	3.1 Service processes and procedures 3.2 Client service 3.3 Environmental regulations 3.4 New trends and technology awareness 3.5 Transparent management 3.6 Work values	3.1 Participating in process improvement procedures relative to workplace assignment 3.2 Carrying-out work in accordance with process improvement procedures 3.3 Monitoring performance of operation or quality of product of service to ensure client satisfaction

## RANGE OF VARIABLES

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

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

## EVIDENCE GUIDE

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

<b>UNIT OF COMPETENCY</b>	:	<b>MAINTAIN A SAFE, CLEAN AND EFFICIENT WORK ENVIRONMENT</b>
<b>UNIT CODE</b>	:	<b>SOC514204</b>
<b>UNIT DESCRIPTOR</b>	:	This unit covers the knowledge, skills and attitudes needed to maintain client relations. The unit incorporates the work safety guidelines. It encompasses competencies necessary to maintain a safe workplace for staff, clients and others. It also involves the application of health regulations, including personal hygiene practiced by staff members, provision of a caring client environment and the efficient operation of the salon.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Comply with health regulations	1.1 <b><i>Salon policies and procedures</i></b> for personal hygiene applied. 1.2 Procedures and practices implemented in a variety of salon situations in accordance with government health regulations.	1.1 Government Health Regulations 1.2 Salon standards 1.3 Laundry 1.4 Regular hand washing 1.5 Appropriate and clean clothing 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene	1.1 Following workplace hygiene procedures in accordance with salon standards and legal requirements 1.2 Handling and storing all items according to salon requirements
2. Assess own work	2.1 Reception, work areas and walkways maintained in a safe, uncluttered and organized manner according to salon policy	2.1. Types and uses of cleaning materials/solvent 2.2. OSHC workplace regulations 2.3. Salon policy	2.1 Keeping clean, uncluttering and organizing reception area according to salon policy 2.2 Maintaining and keeping work

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

ELEMENT	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4 Tools and equipment are referred for repair as required		maintenance and referred for repair as required 3.4 Observing safety of tools and equipment in accordance with manufacturer's instructions 3.5 Safely storing tools and equipment in accordance with salon requirements and local health regulations
4. Check and maintain stocks	4.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures. Stock levels are accurately recorded according to salon procedures 4.2 Under or over supplied stock items are notified immediately to the salon supervisor 4.3 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier 4.4 Safe lifting and carrying techniques maintained in line with salon occupational health	4.1 Inventory of tocks/supplies 4.2 Handling stocks Lifting and Carrying Techniques 4.3 Safe keeping/storage	4.1 Following stock rotation procedures according to salon procedures 4.2 Recording stock levels and notify salon supervisor regarding under or over supplied stocks items 4.3 Referring incorrect deliveries to the supervisor for return to supplier 4.4 Following safe lifting and carrying techniques in

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

## RANGE OF VARIABLES

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

## EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Generated information on different client requirements and needs. 1.2 Selected and used strategies to accurately analyzed the client requirements. 1.3 Assessed current product and services as against client demand. 1.4 Identified avenues to establish relevant linkage. 1.5 Selected promotional activities relevant to enhance competitiveness of salon. 1.6 Assisted clients on specific desired services. 1.7 Checked and prepared tools for the specific salon activities.
2. Resource Implications	The following resources should be provided: 2.1 Client 2.2 Relevant Information 2.3 Appropriate Products
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Observation with questioning 3.2 Practical Demonstration with questioning
4. Context of Assessment	4.1 Assessment may be conducted in the workplace or in a simulated environment

## CORE COMPETENCIES

UNIT OF COMPETENCY	:	PERFORM BB GLOW FACIAL TREATMENT
UNIT CODE	:	AB-SOC1381100514311
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills, and attitude to prepare treatment area, prepare tools, equipment and materials, assess client, prepare client, carry-out bb glow facial therapy, perform photo dynamic therapy, provide post-care management, and perform after care activities.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare Treatment Area	1.1. Treatment areas are cleaned and disinfected according to <b><i>clinic policy</i></b> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	<b>Science</b> 1.1. Familiarization of clinic policies and procedures 1.2. OSH policies and procedures 1.3. Ergonomic Principles, Privacy and Ventilation 1.4. Clinic lay-out 1.5. Preparation and set up of workplace <b>Mathematics</b> 1.6. Time management <b>Environment Concerns</b> 1.7. Environment Safety Rules and Regulations 1.8. PD 856 (Sanitation Code of the Philippines) 1.9. Good housekeeping principles <b>Technology</b> 1.10. Methods of Sanitation 1.11. Procedure in cleaning 1.12. Bed Making	1.1. Following code of ethic 1.2. Following clinic's policies and procedures 1.3. Observing time management 1.4. Following Methods of Sanitation 1.5. Preparing and Setting Facial cleansing treatment areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.15. Practicing Good housekeeping principles 1.8. Applying Ergonomic principles 1.9. Observing client's privacy 1.10. Providing proper ventilation 1.11. Applying knowledge on clinic lay out



		<b>Communication</b> 1.13. Procedure Area 1.14. Code of ethics	1.12. Performing cleaning 1.13. Performing bed making
2. Prepare Tools, equipment and Materials	2.1 <b>Machines</b> is checked and calibrated based on manufacturers standard 2.2 <b>Tools and equipment</b> are properly cleaned and sterilized according to manufacturer's manual of operation 2.3 <b>Supplies and materials</b> are prepared and made available based on <b>treatment requirement</b> 2.4 Supplies and materials are used before the expiration dates	<b>Technology</b> 2.1 Parts and functions of Derma Pen Machine 2.2 Procedure on checking the machine 2.3 Calibration of the machine 2.4 Procedures in cleaning and sterilizing of tools 2.5 Identification of Supplies and materials. 2.6 Preparation and utilization of supplies and materials <b>Communication</b> 2.7 Comprehension on manufacturer's operation manual. <b>Mathematics</b> 2.8 Expiration dates of supplies and materials <b>Communication</b> 2.9 Familiarization of placement and storage of supplies and materials	2.1 Identifying and describing parts and functions of Derma Pen Machine 2.2 Checking the machines 2.3 Calibrating the machine. 2.4 Cleaning and sterilizing of tools 2.5 Applying manufacturer's operation manual instructions. 2.6 Identifying supplies and materials 2.7 Preparing and utilizing supplies and materials. 2.8 Identifying of expiration dates of supplies and materials 2.9 Identifying placement and storage of supplies and materials.

3. Assess Client	<p>3.1. <b>Clients'</b> profiles were properly obtained &amp; verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clients' past medical history and previous aesthetic procedures are obtained using standard medical history form</p> <p>3.4. <b>Clinical forms</b> are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.5. Procedure and risk are properly discussed and explained to the client based on <b>established BB glow facial procedure.</b></p> <p>3.6. Clients with <b>contraindications</b> are advised to forego or defer treatment plans.</p>	<p><b>Communication</b></p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. Familiarization of contraindications to treatment procedure</p> <p><b>Technology</b></p> <p>3.5. Technical knowledge on vital signs taking</p> <p>3.6. Error identification and reporting</p> <p>3.7. Risk management on specific aesthetic practice</p> <p>3.8. Procedural process on established facial procedure</p> <p>3.9. Knowledge on possible risks in established BB glow facial procedure</p>	<p>3.1. Interviewing skills</p> <p>3.2. Recording skills</p> <p>3.3. Taking accurate vital signs</p> <p>3.4. Obtaining demographic profile</p> <p>3.5. Client-centered approach</p> <p>3.6. Operating computer</p> <p>3.7. Filling out appropriate clinical forms.</p> <p>3.8. Communication skills needed to interpret and apply defined work procedures</p> <p>3.9. Critical thinking</p> <p>3.10. Providing solution and decision making</p> <p>3.11. Identifying contraindications to treatment procedure.</p>
4. Prepare client	<p>4.1. Client is consulted on specific treatment requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p> <p>4.3. Client is properly draped and covered based on clinic policy</p>	<p><b>Communication</b></p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. Data privacy act</p> <p>4.4. Anti-sexual harassment laws/policies</p> <p><b>Technology</b></p> <p>4.5. Proper draping</p> <p>4.6. Eye Cleansing</p>	<p>4.1. Following code of ethics</p> <p>4.2. Client-centered approach consulting, evaluating preparing, and handling client</p> <p>4.3. Draping Client properly</p> <p>4.4. Performing facial cleansing</p>

	4.4.	Client's face is cleansed based on clinic policy		
5. Carry-out BB Glow Facial Therapy	5.1.	Hand washing, donning and proper gloving done according to clinic policy	<b>Communication</b> 5.1. Proper hand washing	5.1. Hand washing
	5.2.	Client is re-assured and comforted during the entire treatment according to clinic policy	5.2. Client-centered approach	5.2. Donning and gloving technique
	5.3.	Treatment is performed based on standard aseptic technique	<b>Technology</b> 5.3. Donning and Gloving technique	5.3. Patient-centered approach
	5.4.	Equipment is used according to manufacturer's manual of instructions and clinic policies and procedures	5.4. Standard aseptic technique	5.4. Applying aseptic technique
	5.5.	Tools, supplies, materials are used according to treatment requirement	5.5. Operation of derma pen machine	5.5. Operating derma pen machine
	5.6.	Appropriate facial cleansing products are used and applied guided by medical recommendation	5.6. Tools, Supplies, and materials for treatment	5.6. Identifying and using Tools, Supplies, and materials
	5.7.	Facial cleansing is performed in accordance with established facial procedure	5.7. Use of Facial Cleansers	5.7. Using Appropriate Facial Cleansers
	5.8.	Serum foundation is applied over the face and neck based on the BB glow requirement	5.8. Established Facial Procedure	5.8. Performing established Facial Procedure
	5.9.	<b>Treatment outcomes</b> are checked according to the	5.9. BB glow procedure	5.9. Performing BB glow procedure
			5.10. Expected Outcomes and Foreseeable Results	5.10. Identifying Expected Outcomes and Foreseeable Results
			<b>Mathematics</b> 5.11. Knowledge on Applicable Treatment Duration	5.11. Following the Applicable Treatment Duration
			<b>Science</b> 5.12. Knowledge on First Aid Treatment	5.12. Applying First Aid

	<p><b>foreseeable results</b></p> <p>5.10. Treatment duration is followed guided by clinic policy</p> <p>5.11. When necessary, first aid treatments are provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.12. Skin care specialist is able to respond and refer to medical professional during <b>emergency</b> and unforeseen events based on clinic's policy.</p>		
6. Perform Photo Dynamic Therapy	<p>6.1 Inflamed or redness areas properly identified based on standard medical recommendation</p> <p>6.2 Photo dynamic therapy machine appropriately used according to manufacturer's specification</p> <p>6.3 Photo dynamic therapy machine appropriately used based on treatment outcome</p>	<p><b>Technology</b></p> <p>6.1 Five Signs of Inflammation</p> <p>6.2 Different Photo Dynamic Therapy Machine</p> <p>6.3 Different parts and functions of Photo Dynamic Therapy Machine</p> <p>6.4 Procedure in settings Photo Dynamic Therapy Machine</p> <p>6.5 Different treatment outcome</p>	<p>6.1 Identifying Signs of Inflammation</p> <p>6.2 Identifying different photo dynamic therapy machines</p> <p>6.3 Familiarizing on the different models and settings of Photo Dynamic Therapy Machine</p> <p>6.4 Using of Photo Dynamic Therapy Machine</p> <p>6.5 Identifying different treatment outcome</p>
7. Provide Post-Care Management	<p>7.1 Client enlightened about treatment procedures done</p> <p>7.2 Client is given take <b>home care</b></p>	<p><b>Communication</b></p> <p>7.1 Treatment Procedure</p> <p>7.2 Post Care Regimen</p>	<p>7.1 Informing Treatment Procedure</p> <p>7.2 Giving Instructions on Use of</p>

	<p><b><i>maintenance products and homecare instructions.</i></b></p> <p>7.3 Client is advised for <b><i>follow up consultation</i></b> or treatment.</p> <p>7.4 Clients' records are properly and securely stored and filed according to the clinic policy</p> <p>7.5 Possible <b><i>post treatment complications</i></b> are discussed to the client</p> <p>7.6 Client is referred to the designated medical professionals in case of emergency or unforeseen events</p>	<p>7.3 Home Maintenance Products and Homecare Instructions</p> <p>7.4 When to Follow Up for Consultation and Treatment</p> <p>7.5 Proper Filing and Storage of Records</p> <p>7.6 Post Treatment Complications</p> <p>7.7 When to Refer to the Designated Medical Professionals</p>	<p>Homecare Products</p> <p>7.3 Scheduling Follow Up Consultation and Treatment</p> <p>7.4 Filing and Storing of Records</p> <p>7.5 Identifying Post Treatment Complications</p> <p>7.6 Referring to the Designated Medical Professionals</p>
8. Perform After care Activities	<p>8.1 Equipment is cleaned and sanitized in accordance with cleaning and <b><i>sanitizing procedure</i></b></p> <p>8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic policy</p> <p>8.3 <b><i>Waste materials</i></b> are properly segregated and disposed in accordance with the waste disposal management policy</p> <p>8.4 Treatment area are cleaned and</p>	<p><b>Environment Concerns</b></p> <p>8.1 Cleaning and Sanitation Procedure</p> <p>8.2 Waste Disposal Management</p> <p>8.3 Knowledge good housekeeping principles</p> <p><b>Mathematics</b></p> <p>8.4 Inventory Management</p>	<p>8.1 Cleaning and Sanitizing Equipment</p> <p>8.2 Inventory Management Skills</p> <p>8.3 Implementing Proper Waste Disposal</p> <p>8.4 Applying good housekeeping principles</p>

	prepared for next procedure		
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## RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<b>May include:</b> 1.1 Treatment areas are cleaned and disinfected 1.2 Rooms are properly enclosed with sanitized curtains and or separators 1.3 Client is advised to remove all personal accessories 1.4 Client is properly draped and covered 1.5 Client's face is cleansed 1.6 Proper handwashing, donning and gloving 1.7 Client is re-assured and comforted during the entire treatment 1.8 Treatment duration is followed 1.9 First aid treatments are provided to the client during emergency and unforeseen events when necessary 1.10 Skin care Specialist is able to respond and refer to medical professional during emergency and unforeseen events. 1.11 Clients' records are properly and securely stored and filed. 1.12 Supplies, products, and materials are checked, recorded, replenished and stored.
2. Machines	<b>May include:</b> 2.1 Dermapen Machine 2.2 Photo Dynamic Therapy Machine
3. Tools and Equipment	<b>May include:</b> 3.1 Facial Bed 3.2 Stool 3.3 Magnifying lamp 3.4 Trolley 3.5 Sterilizer 3.6 Hot towel warmer 3.7 Facial steamer 3.8 Handheld Mirror 3.9 Facial Brush 3.10 Stainless Basin 3.11 Stainless steel instrument tray 3.12 Waste bin
4. Supplies and materials	<b>May include:</b> 4.1 Face Towel (as Bib) adult size white 4.2 Bed sheet 4.3 Disinfectant (isopropyl 70%) 4.4 Eye pads

	4.5 Gloves vinyl 4.6 Tissue 4.7 Gauze 4.8 Facial mask 4.9 Head band/hair cap 4.10 Face Sponge 4.11 Make up remover 4.12 Facial Cleanser 4.13 Facial Moisturizer cream 4.14 Bb Glow Foundation Serum 4.15 Nano Needles 4.16 Sunblock/Sunscreen
5. Treatment requirement	<b>May include:</b> 5.1 Must not have any active skin infections, broken skin, and inflamed skin 5.2 Must not be pregnant or lactating 5.3 Must have medical recommendation based on client's skin condition 5.4 Must have stable vital signs 5.5 Must be of legal age or if minor with guardian consent or medical recommendation 5.6 Must have understood and signed the consent form
6. Clients	<b>May include:</b> 6.1 Men 6.2 Women 6.3 18 years old and above 6.4 Minors with parental consent or medical recommendations
7. Clinical forms	7.1 Consultation forms 7.2 Skin Analysis forms 7.3 Treatment Chart forms 7.4 Medical history forms 7.5 Waiver / consent forms
8. Established BB glow facial procedure	<b>May include:</b> 8.1 BB Glow facial treatment 8.2 Procedure and risks 8.3 Treatment frequency and intensity 8.4 Supplies and materials validity 8.5 Skin types and concerns
9. Contraindications	<b>May include:</b> 9.1 With medical conditions 9.2 With abnormal vital signs 9.3 With inflammatory skin conditions 9.4 With sunburn peeling skin 9.5 With broken skin 9.6 With active acne breakouts 9.7 Pregnant and lactating women

	9.8 Immunocompromised Patients 9.9 Auto-immune diseases 9.10 Allergies to active ingredients of BB glow facial therapy products
10. Treatment Outcomes	<b>May include:</b> 11.2 Improved skin tone and texture 11.3 Brighter and more radiant complexion 11.4 Evened out skin tone and reduction in redness or pigmentation 11.5 Make-up effect 11.6 Immediate radiance
11. Foreseeable results	<b>May include:</b> 11.1 Minimized pores 11.2 Enhanced skin tone 11.3 Improved hydration 11.4 Lasting make up effects 11.5 Skin irritation 11.6 Allergic reactions 11.7 Acne breakouts 11.8 Skin damage 11.9 Uneven results
12. Emergency	<b>May include:</b> 13.2 Extreme change in vital signs 13.3 Severe allergic reaction
13. Home care maintenance products	<b>May include:</b> 13.1 Moisturizer 13.2 Anti-Inflammatory cream or topical steroids limited to hydrocortisone 13.3 Cleanser or soap 13.4 Toner 13.5 Serums 13.6 Creams 13.7 Sunblock or sunscreen
14. Homecare instructions	<b>May include:</b> 15.2 Avoid touching or rubbing the treated area for at least 24 hours 15.3 Protect the skin from direct sun exposure 15.4 Avoid using harsh skin care products 15.5 Stay hydrated by drinking water to maintain the skin hydration 15.6 Daily gentle skin washing 15.7 Daily applications of Toner, Serum, Creams and Sunblock or sunscreen 15.8 Avoid foreign skin contact 15.9 Follow post treatment instructions 15.10 Attend follow up sessions 15.11 Be patient and consistent with your home care routine.



	15.12 Avoid saunas and hot shower for at least 3 days 15.13 Avoid swimming or water activities for at least 1 week 15.14 Avoid activities which promotes excessive sweating at least 3 days
15. Follow up consultation	<b>May include:</b> 15.1 If no unforeseen skin condition may comeback after 3 weeks 15.2 In the presence of any complications may comeback anytime during business hours
16. Post Treatment Complications	<b>May include:</b> 16.1 Delayed hypersensitivity reaction or delayed skin allergy 16.2 Contact dermatitis 16.3 Allergic dermatitis 16.4 Acne breakouts 16.5 Discoloration or uneven skin tone 16.6 Skin infection 16.7 Swollen Skin
17. Sanitizing Procedure	<b>May include:</b> 17.1 Application of facial wash 17.2 Facial scrubbing 17.3 Application of 70% isopropyl alcohol
18. Waste Materials	<b>May include:</b> 18.1 Used tissues, cotton, and gauze 18.2 Soiled linens, beddings, and towels 18.3 Used sponges 18.4 Waste water 18.5 Used nano needles and serum ampules

## EVIDENCE GUIDE

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

<b>UNIT OF COMPETENCY</b>	:	<b>PERFORM COLLAGEN INDUCTION THERAPY</b>
<b>UNIT CODE</b>	:	<b>AB-SOC1381100514312</b>
<b>UNIT DESCRIPTOR</b>	:	This unit covers the knowledge, skills, and attitude to prepare treatment area, prepare tools, equipment and materials, assess client, prepare client, carry-out collagen induction therapy, perform cryo therapy, perform photo dynamic therapy, provide post-care management, and perform after care activities.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Prepare Treatment Area	1.1. Treatment areas are cleaned and disinfected according to <b><i>clinic policy</i></b> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	<b>Communication</b> 1.1. Code of ethics 1.2. Procedure in cleaning <b>Science</b> 1.3. Familiarization of clinic policies and procedures 1.4. OSH policies and procedures 1.5. Ergonomic Principles, Privacy and Ventilation 1.6. Clinic lay-out <b>Mathematics</b> 1.7. Time management <b>Environment Concerns</b> 1.8. Environment Safety Rules and Regulations 1.9. Good housekeeping principles 1.10. PD 856 (Sanitation Code of the Philippines) <b>Technology</b> 1.11. Methods of Sanitation 1.12. Treatment Area 1.13. Preparation and Set up of workplace	1.1. Following code of ethic 1.2. Following clinic's policies and procedures 1.3. Observing time management 1.4. Following Methods of Sanitation 1.5. Preparing and Setting Facial cleansing treatment areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping principles 1.9. Applying Ergonomic principles 1.10. Observing client's privacy 1.11. Providing proper ventilation 1.12. Applying knowledge on clinic lay out

		1.14. Bed Making	1.13. Performing cleaning 1.14. Performing bed making
2. Prepare Tools, equipment and Materials	<p>2.1 <b>Machines</b> are checked and calibrated based on manufacturers standard</p> <p>2.2 <b>Tools</b> and <b>equipment</b> are properly cleaned and sterilized according to manufacturer's manual of operation</p> <p>2.3 <b>Supplies and materials</b> are prepared and made available based on <b>Treatment requirement</b></p> <p>2.4 Supplies and materials are used before the expiration dates</p>	<p><b>Technology</b></p> <p>2.1 Parts and functions of Derma Pen Machine</p> <p>2.2 Procedure on checking the machine</p> <p>2.3 Calibration of the machine</p> <p>2.4 Procedures in cleaning and sterilizing of tools</p> <p>2.5 Identification of Supplies and materials.</p> <p>2.6 Preparation and utilization of supplies and materials</p> <p><b>Communication</b></p> <p>2.7 Comprehension on manufacturer's operation manual.</p> <p><b>Mathematics</b></p> <p>2.8 Expiration dates of supplies and materials</p> <p><b>Communication</b></p> <p>2.9 Familiarization of placement and storage of supplies and materials</p>	<p>2.1 Identifying and describing parts and functions of Derma Pen Machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine.</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions.</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials.</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials.</p>
3. Assess Client	<p>3.1. <b>Clients'</b> profile were properly obtained &amp; verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clients' past medical history and previous aesthetic procedures are obtained using</p>	<p><b>Communication</b></p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. Knowledge and familiarization of contraindications to treatment procedure</p> <p><b>Technology</b></p>	<p>3.1. Interviewing skills</p> <p>3.2. Recording skills</p> <p>3.3. Taking accurate vital signs</p> <p>3.4. Obtaining demographic profile</p> <p>3.5. Client-centered approach</p> <p>3.6. Operating computer</p> <p>3.7. Filling out appropriate clinical forms.</p> <p>3.8. Communication skills needed to interpret and</p>

	<p>standard medical history form</p> <p>3.4. <b>Clinical forms</b> are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.5. Procedure and risk are properly discussed and explained to client based on <b>established collagen induction procedure</b>.</p> <p>3.6. Client with <b>contraindications</b> is advised to forego or defer treatment plan.</p>	<p>3.5. Technical knowledge on vital signs taking</p> <p>3.6. Error identification and reporting</p> <p>3.7. Risk management on specific aesthetic practice</p> <p>3.8. Procedural process on established facial procedure</p> <p>3.7. Possible risks in established microneedling collagen induction procedure.</p>	<p>apply defined work procedures</p> <p>3.9. Critical thinking</p> <p>3.10. Providing solution and decision making</p> <p>3.1. Identifying contraindications to treatment procedure.</p>
4. Prepare client	<p>4.1. Client is consulted on specific treatment requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p> <p>4.3. Client is properly draped and covered based on clinic policy</p> <p>4.1. Client with contraindications is advised to forego or defer microneedling collagen induction procedure</p>	<p><b>Communication</b></p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. Data privacy act</p> <p>4.4. Anti-sexual harassment laws/policies</p> <p><b>Technology</b></p> <p>4.5. Proper draping</p> <p>4.6. Familiarization of contraindications to treatment procedure.</p>	<p>4.1. Consulting, evaluating preparing, and handling of client</p> <p>4.2. Following code of ethics</p> <p>4.3. Patient-centered approach</p> <p>4.4. Consulting, evaluating preparing, and handling client</p> <p>4.5. Draping Client properly</p> <p>4.6. Identifying contraindications to treatment procedure.</p>
5. Carry-out Collagen Induction Therapy	<p>5.1. Hand washing, donning and gloving properly according to minimum public health standard</p> <p>5.2. Client is re-assured and</p>	<p><b>Communication</b></p> <p>5.1 Proper hand washing</p> <p>5.2 Patient-centered communication approach.</p> <p><b>Technology</b></p>	<p>5.1. Hand washing</p> <p>5.2. Donning and gloving technique</p> <p>5.3. Patient-centered approach</p> <p>5.4. Applying aseptic technique</p>

	<p>comforted during the entire treatment according to clinic policy</p> <p>5.3. Treatment is performed based on standard aseptic technique</p> <p>5.4. Equipment is used according to manufacturer's manual of instructions and clinic policies and procedures</p> <p>5.5. Tools, supplies, materials are used according to treatment requirement</p> <p>5.6. Appropriate facial cleansing products are used and applied guided by medical recommendation</p> <p>5.7. Facial cleansing is performed in accordance with established collagen induction procedure</p> <p>5.8. Appropriate amount and percentage of topical anesthesia cream is used and applied according to medical recommendation</p> <p>5.9. Collagen induction treatment is performed according to established collagen induction procedure.</p> <p>5.10. <b>Treatment outcomes</b> are checked</p>	<p>5.3 Donning and Gloving technique</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, Supplies, and materials for treatment</p> <p>5.7 Use of Facial Cleansers</p> <p>5.8 Established Facial Procedure</p> <p>5.9 Expected Outcomes and Foreseeable Results</p> <p>5.10 Different strength and types of topical anesthesia cream</p> <p>5.11 Collagen induction application techniques</p> <p><b>Mathematics</b></p> <p>5.12 Applicable Treatment Duration</p> <p><b>Science</b></p> <p>5.13 Knowledge on First Aid</p>	<p>5.5. Operating collagen induction therapy equipment</p> <p>5.6. Identifying and using Tools, Supplies, and materials</p> <p>5.7. Using Appropriate Facial Cleansers</p> <p>5.8. Performing established Facial Procedure</p> <p>5.9. Identifying Expected Outcomes and Foreseeable Results</p> <p>5.10. Following the Applicable Treatment Duration</p> <p>5.11. Applying First Aid</p> <p>5.12. Application of topical anesthesia cream</p> <p>5.13. Performing collagen induction application techniques</p>
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	<p>according to the <b>foreseeable results</b></p> <p>5.11. Treatment duration is followed guided by medical recommendation</p> <p>5.12. When necessary, first aid treatments are provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.13. Skin care specialist were able to respond and refer during <b>emergency</b> and unforeseen events based on clinic's policy.</p>		
6. Perform Cryo therapy	<p>6.1 Inflamed or bruised areas properly identified based on standard medical recommendation</p> <p>6.2 Cold therapy properly applied to target areas based on medical recommendation</p> <p>6.3 <b>Cryo tools and equipment</b> is appropriately used according to manufacturer's specification</p>	<p><b>Technology</b></p> <p>6.1 Five signs of inflammation</p> <p>6.2 Cryo therapy procedures</p> <p>6.3 Various cryo tool and equipment</p>	<p>6.1 Identifying signs of inflammation</p> <p>6.2 Applying cryo therapy</p> <p>6.3 Using of cryo tools and equipment</p>
7. Perform Photo Dynamic Therapy	<p>7.1. Inflamed or redness areas properly identified based on standard medical recommendation</p> <p>7.2. Photo dynamic therapy machine appropriately used according to</p>	<p><b>Technology</b></p> <p>7.1. Five Signs of Inflammation</p> <p>7.2. PDT Machine</p> <p>7.3. Utilization of Equipment</p>	<p>7.1. Identifying Signs of Inflammation</p> <p>7.2. Using of PDT Machine</p>

	7.3.	Manufacturer's specification Photo dynamic therapy machine appropriately used based on treatment outcome		
8. Provide Post-Care Management	8.1 8.2 8.3 8.4 8.5 8.6	Client enlightened about treatment procedures done Client is given take <b>home care maintenance products</b> and <b>homecare instructions</b> . Client is advised for <b>follow up consultation</b> or Treatment. Clients' records are properly and securely stored and filed according to the clinic policy Possible <b>post treatment complications</b> are discussed to the client Client is referred to the designated medical professionals in case of emergency or unforeseen events	<b>Communication</b> 8.1. Aftercare Regimen 8.2. Homecare Products and Instructions 8.3. When to Follow Up to Consultation and Treatment 8.4. Proper Filing and Storage of Records 8.5. Post Treatment Complications	8.1. Giving Instructions on Use of Homecare Products 8.2. Scheduling Follow Up Consultation and Treatment 8.3. Filing and Storing of Records 8.4. Identifying Post Treatment Complications
9. Perform After care Activities	9.1. 9.2.	Equipment is cleaned and sanitized in accordance with cleaning and <b>sanitizing procedure</b> Supplies, products, and materials are checked, recorded,	<b>Technology</b> 9.1. Cleaning and Sanitation Procedure <b>Mathematics</b> 9.2. Knowledge on Inventory Management <b>Environment Concerns</b>	9.1. Cleaning and Sanitizing Equipment 9.2. Inventory Management Skills 9.3. Implementing Proper Waste Disposal



	<p>replenished and stored in accordance with clinic policy</p> <p>9.3. <b>Waste materials</b> are properly segregated and disposed in accordance with the waste disposal management policy</p> <p>9.4. Treatment area are cleaned and prepared for next procedure</p>	<p>9.3. Waste Disposal Management</p> <p>9.4. Knowledge on Good housekeeping principles</p>	<p>9.4. Applying Good housekeeping principles</p>
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### RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p><b>May include:</b></p> <p>1.1 Treatment areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p> <p>1.5 Client's face is cleansed</p> <p>1.6 Proper handwashing, donning and gloving</p> <p>1.7 Client is re-assured and comforted during the entire treatment</p> <p>1.8 Treatment duration is followed</p> <p>1.9 First aid treatment is provided to the client during emergency and unforeseen events when necessary</p> <p>1.10 Skin care Specialist is able to respond and refer to medical professional during emergency and unforeseen events.</p> <p>1.11 Client's records are properly and securely stored and filed.</p> <p>1.12 Supplies, products, and materials are checked, recorded , replenished and stored.</p>
2. Machines	<p><b>May include:</b></p> <p>2.1 Derma pen Machine</p> <p>2.2 Meso Gun</p> <p>2.3 Derma roller</p> <p>2.4 Cryotherapy Machine</p> <p>2.5 Photo Dynamic Therapy Machine</p>

3. Tools and Equipment	<b>May include:</b> <ul style="list-style-type: none"> <li>3.1 Facial Bed</li> <li>3.2 Magnifying lamp</li> <li>3.3 Facial steamer</li> <li>3.4 Trolley</li> <li>3.5 Sterilizer</li> <li>3.6 Hot Towel Warmer</li> <li>3.7 Handheld Mirror</li> <li>3.8 Facial Brush</li> <li>3.9 Basin, stainless</li> <li>3.10 Stainless steel instrument tray</li> <li>3.11 Waste bin</li> </ul>
4. Supplies and materials	<b>May include:</b> <ul style="list-style-type: none"> <li>4.1 Tap water</li> <li>4.2 Eye pads</li> <li>4.3 Head band/hair cap</li> <li>4.4 Face Sponge</li> <li>4.5 Facial Cleanser</li> <li>4.6 Exosomes</li> <li>4.7 Topical Anesthesia cream</li> <li>4.8 Plastic Wrap</li> <li>4.9 Gauze</li> <li>4.10 24 and 36 needle pins</li> <li>4.11 Facial cream</li> <li>4.12 Make up remover</li> <li>4.13 Collagen Serum</li> <li>4.14 Sunblock/Sunscreen</li> <li>4.15 Tissue</li> <li>4.16 Cotton balls</li> <li>4.17 Operational or sterile Gauze</li> <li>4.18 Gloves vinyl</li> <li>4.19 Face Towel (as Bib) adult size white</li> <li>4.20 Bed sheet</li> <li>4.21 Disinfectant (isopropyl 70%)</li> </ul>
5. Treatment requirement	<b>May include:</b> <ul style="list-style-type: none"> <li>5.1 Must not have any active skin infections, broken skin, and inflamed skin</li> <li>5.2 Must not be pregnant or lactating</li> <li>5.3 Must have medical recommendation based on client's skin condition</li> <li>5.4 Must have stable vital signs</li> <li>5.5 Must be of legal age or if minor with guardian consent or medical recommendation</li> </ul>
6. Clients	<b>May include:</b> <ul style="list-style-type: none"> <li>6.1 Men</li> <li>6.2 Women</li> </ul>

	6.3 18 years old and above 6.4 Minors with parental consent or medical recommendations
7. Clinical forms	7.1 Consultation forms 7.2 Skin Analysis forms 7.3 Treatment Chart forms 7.4 Medical history forms 7.5 Waiver / consent forms
8. Established collagen induction procedure	8.1 Collagen induction treatment 7.1. Procedure and risks 7.2. Treatment frequency and intensity 7.3. Supplies and materials validity 7.4. Skin types and concerns 7.5. Needles and depths 7.6. Application of topical anesthesia cream
9. Contraindications	<b>May include:</b> 9.1. With medical conditions 9.2. With abnormal vital signs 9.3. With inflammatory skin conditions 9.4. With sunburn peeling skin 9.5. With broken skin 9.6. Pregnant and lactating women 9.7. Immunocompromised Patients 9.8. Auto-immune diseases 9.9. Allergies to active ingredients of facial cleaning products
10. Treatment outcomes	<b>May include:</b> 10.1. Facial tissue regeneration and repair 10.2. Brighter and more radiant complexion 10.3. Anti-inflammatory 10.4. Evened out skin tone and reduction in redness or hyperpigmentation 10.5. Reduce appearance of fine lines and wrinkles 10.6. Improve skin texture and appearance
11. Foreseeable results	<b>May include:</b> 11.1. Skin Rejuvenation 11.2. Reduce Fine Lines and Wrinkles 11.3. Improved skin hydration 11.4. Enhance skin tone and clarity 11.5. Increased skin firmness 11.6. Reduction of inflammation 11.7. Accelerated skin healing 11.8. Boost Skin Vitality 11.9. Brighter, Healthier Complexion 11.10. Youthful Appearance 11.11. Skin irritation

	11.12.Allergic reactions 11.13.Uneven results 11.14.Reduced skin hyperpigmentation 11.15.Even out skin texture
12.Emergency	<b>May include:</b> 12.1. Extreme change in vital signs 12.2. Severe allergic reaction 12.3. Decrease of sensorium
13.Cryo tools and equipment	<b>May include:</b> 13.1. Cryo Machine 13.2. Cold Hammer 13.3. Cold Cream and Gel 13.4. Facial Sheets and Cold Mask
14.Homecare maintenance products	<b>May include:</b> 14.1. Cleanser or soap 14.2. Toner 14.3. Serums 14.4. Creams 14.5. Sunblock or sunscreen 14.6. Moisturizer 14.7. Anti-Inflammatory cream or topical steroids limited to hydrocortisone
15.Homecare instructions	<b>May include:</b> 15.1 Avoid touching or rubbing the treated area for at least 24 hours 15.2 Protect the skin from direct sun exposure 15.3 Avoid using harsh skin care products 15.4 Stay hydrated by drinking water to maintain the skin hydration 15.5 Daily gentle skin washing 15.6 Daily applications of Toner, Serum, Creams and Sunblock or sunscreen 15.7 Avoid foreign skin contact 15.8 Follow post treatment instructions 15.9 Attend follow up sessions 15.10 Be patient and consistent with your home care routine. 15.11 Avoid saunas and hot shower for atleast 3 days 15.12 Avoid swimming or water activities for atleast 1 week 15.13 Avoid activities which promotes excessive sweating atleast 3 days
16.Follow up consultation	<b>May include:</b> 16.1. If no unforeseen skin condition may comeback after 3 weeks

	16.2. In the presence of any complications may comeback anytime during business hours
17. Post treatment complications	<b>May include:</b> 17.1. Delayed hypersensitivity reaction or delayed skin allergy 17.2. Contact dermatitis 17.3. Allergic dermatitis 17.4. Acne Breakouts 17.5. Discoloration or uneven tone 17.6. Skin Infection 17.7. Swollen Skin 17.8. Persistent pain
18. Sanitizing procedure	<b>May include:</b> 18.1 Application of facial wash 18.2 Facial scrubbing 18.3 Application of 70% isopropyl alcohol
19. Waste materials	<b>May include:</b> 19.1 Used tissues, cotton, and gauze 19.2 Soiled linens, beddings, and towels 19.3 Used sponges 19.4 Waste water 19.5 Used needles and serum ampules

## EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment required evidence that the candidate: 1.1 Prepared treatment area according to PD 856 and OSH 1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3 Obtained and recorded client's personal data 1.4 Prepared client for the treatment based on clinic policies and regulations 1.5 Performed microneedling collagen induction treatment procedure based on medical recommendation 1.6 Checked treatment outcomes based on expected results 1.7 Followed applicable treatment duration 1.8 Applied first aid to the client as needed 1.9 Provided home care maintenance products and home care instructions 1.10 Performed post-care activities
2. Resource Implications	The following resources should be provided: 2.1. Live Model 2.2. Machines, equipment, tools, supplies and materials relevant of the activity to be performed 2.3. Treatment products 2.4. Actual treatment area with complete facilities

3. Methods of Assessment	Competency may be assessed through: 3.1. Demonstration with oral questioning 3.2. Written test
4. Context for Assessment	4.1. Competency may be assessed in treatment area or simulated treatment area 4.2. Assessment done during students return demonstration

<b>UNIT OF COMPETENCY</b>	:	<b>PERFORM WARTS REMOVAL TREATMENT</b>
<b>UNIT CODE</b>	:	<b>AB-SOC1381100514313</b>
<b>UNIT DESCRIPTOR</b>	:	This unit covers the knowledge, skills, and attitude to prepare treatment area, prepare tools, equipment and materials, assess client, prepare client, carry-out wart's removal, perform photo dynamic therapy, provide post-care management, and perform after care activities.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Prepare Treatment Area	1.1. Treatment areas are cleaned and disinfected according to <b><i>clinic policy</i></b> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	<b>Communication</b> 1.1. Code of ethics 1.2. Procedure in cleaning <b>Science</b> 1.3. Familiarization of clinic policies and procedures 1.4. OSH policies and procedures 1.5. Ergonomic Principles, Privacy and Ventilation 1.6. Clinic lay-out <b>Mathematics</b> 1.7. Time management <b>Environment Concerns</b> 1.8. Environment Safety Rules and Regulations 1.9. Good housekeeping principles 1.10. PD 856 (Sanitation Code of the Philippines) <b>Technology</b> 1.11. Methods of Sanitation 1.12. Treatment Area 1.13. Preparation and set up of workplace 1.14. Bed Making	1.1. Following code of ethic 1.2. Following clinic's policies and procedures 1.3. Observing time management 1.4. Following Methods of Sanitation 1.5. Preparing and Setting Facial cleansing treatment areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping principles 1.9. Applying Ergonomic principles 1.10. Observing client's privacy

			1.11. Providing proper ventilation 1.12. Applying knowledge on clinic lay out 1.13. Performing cleaning 1.14. Performing bed making
2. Prepare Tools, equipment and Materials	2.1 <b>Machines</b> are checked and calibrated based on manufacturers standard 2.2 <b>Tools and equipment</b> are properly cleaned and sterilized according to manufacturer's manual of operation 2.3 <b>Supplies and materials</b> are prepared and made available based on <b>treatment requirement</b> 2.4 Supplies and materials are used before the expiration dates	<b>Technology</b> 2.1 Parts and functions of Derma Pen Machine 2.2 Procedure on checking the machine 2.3 Calibration of the machine 2.4 Procedures in cleaning and sterilizing of tools 2.5 Identification of Supplies and materials. 2.6 Preparation and utilization of supplies and materials <b>Communication</b> 2.7 Comprehension on manufacturer's operation manual. <b>Mathematics</b> 2.8 Expiration dates of supplies and materials <b>Communication</b> 2.1 Familiarization of placement and storage of supplies and materials	2.1 Identifying and describing parts and functions of Derma Pen Machine 2.2 Checking the machines 2.3 Calibrating the machine. 2.4 Cleaning and sterilizing of tools 2.5 Applying manufacturer's operation manual instructions. 2.6 Identifying supplies and materials 2.7 Preparing and utilizing supplies and materials. 2.8 Identifying of expiration dates of supplies and materials 2.9 Identifying placement and storage of supplies and materials.



3. Assess Client	<p>3.1. <b>Clients'</b> profile were properly obtained &amp; verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clients' past medical history and previous aesthetic procedures are obtained using standard medical history form</p> <p>3.4. <b>Clinical forms</b> are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.5. Procedure and risk are properly discussed and explained to client based on <b>established warts removal procedure</b></p> <p>3.6. Client with <b>contraindications</b> is advised to forego or defer treatment plan.</p>	<p><b>Communication</b></p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. Knowledge and familiarization of contraindications to treatment procedure</p> <p><b>Technology</b></p> <p>3.5. Technical knowledge on vital signs taking</p> <p>3.6. Error identification and reporting</p> <p>3.7. Risk management on specific aesthetic practice</p> <p>3.8. Procedural process on established facial procedure</p> <p>3.8. Possible risks in established microneedling collagen induction procedure.</p>	<p>3.1. Interviewing skills</p> <p>3.2. Recording skills</p> <p>3.3. Taking accurate vital signs</p> <p>3.4. Obtaining demographic profile</p> <p>3.5. Client-centered approach</p> <p>3.6. Operating computer</p> <p>3.7. Filling out appropriate clinical forms.</p> <p>3.8. Communication skills needed to interpret and apply defined work procedures</p> <p>3.9. Critical thinking</p> <p>3.10. Providing solution and decision making</p> <p>3.11. Identifying contraindications to treatment procedure.</p>
4. Prepare client	<p>4.1. Client is consulted on specific treatment requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p>	<p><b>Communication</b></p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. Data privacy act</p> <p>4.4. Anti-sexual harassment laws/policies</p> <p><b>Technology</b></p> <p>4.5. Proper draping</p>	<p>4.1. Following code of ethics</p> <p>4.2. Client-centered approach consulting, evaluating preparing, and handling client</p>

	<p>4.3. Client is properly draped and covered based on clinic policy</p> <p>4.4. Client's face is cleansed based on clinic policy</p>	4.6. Facial cleaning	<p>4.3. Draping Client properly</p> <p>4.4. Performing facial cleansing</p>
5. Carry-out Wart's removal	<p>5.1 Hand washing, donning and gloving properly according to clinic policy.</p> <p>5.2 Client is re-assured and comforted during the entire treatment according to clinic policy</p> <p>5.3 Treatment is performed based on standard aseptic technique</p> <p>5.4 Equipment is used according to manufacturer's manual of instructions and clinic policies and procedures</p> <p>5.5 Tools, supplies, materials are used according to treatment requirement</p> <p>5.6 Appropriate facial cleansing products are used and applied guided by medical recommendation</p> <p>5.7 Facial cleansing is performed in accordance with established</p>	<p><b>Communication</b></p> <p>5.1 Proper hand washing</p> <p>5.2 Patient-centered communication approach.</p> <p><b>Technology</b></p> <p>5.3 Donning and Gloving technique</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, Supplies, and materials for treatment</p> <p>5.7 Use of Facial Cleansers</p> <p>5.8 Established Facial Procedure</p> <p>5.9 Expected Outcomes and Foreseeable Results</p> <p>5.10 Different strength and types of topical anesthesia cream</p> <p>5.11 Collagen induction application techniques</p> <p><b>Mathematics</b></p> <p>5.12 Applicable Treatment Duration</p> <p><b>Science</b></p> <p>5.13 Knowledge on First Aid</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Patient-centered approach</p> <p>5.4 Applying aseptic technique</p> <p>5.5 Operating microneedling equipment</p> <p>5.6 Identifying and using Tools, Supplies, and materials</p> <p>5.7 Using Appropriate Facial Cleansers</p> <p>5.8 Performing established Facial Procedure</p> <p>5.9 Identifying Expected Outcomes and Foreseeable Results</p> <p>5.10 Following the Applicable Treatment Duration</p> <p>5.11 Applying First Aid</p> <p>5.12 Application of topical</p>

	<p>5.8 warts removal procedure Appropriate amount and percentage of Topical anesthesia cream is used and applied according to medical recommendation</p> <p>5.9 <b>Warts</b> removal treatment is performed according to Established warts removal procedure</p> <p>5.10 <b>Treatment outcomes</b> are checked according to the <b>foreseeable results</b></p> <p>5.11 Treatment duration is followed guided by medical recommendation</p> <p>5.12 When necessary, first aid treatments is provided to the client during emergency and unforeseen events based on clinic policy</p> <p>5.13. Skin care specialist were able to respond and refer during <b>emergency</b> and unforeseen events based on clinic's policy.</p>		<p>5.13 anaesthesia cream Performing warts removal techniques</p>
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<p>6. Perform Photo Dynamic Therapy</p>	<p>6.1 Inflamed or redness areas properly identified based on standard medical recommendation</p> <p>6.2 Photo dynamic therapy machine appropriately used according to manufacturer's specification</p> <p>6.3 Photo dynamic therapy machine appropriately used based on treatment outcome</p>	<p><b>Technology</b></p> <p>6.1 Five Signs of Inflammation</p> <p>6.2 Different Photo Dynamic Therapy Machine</p> <p>6.3 Different parts and functions of Photo Dynamic Therapy Machine</p> <p>6.4 Procedure in settings Photo Dynamic Therapy Machine</p> <p>6.5 Knowledge on different treatment outcome</p>	<p>6.1 Identifying Signs of Inflammation</p> <p>6.2 Identifying different photo dynamic therapy machines</p> <p>6.3 Familiarizing on the different models and settings of Photo Dynamic Therapy Machine</p> <p>6.4 Using of Photo Dynamic Therapy Machine</p> <p>6.5 Identifying different treatment outcome</p>
<p>7. Provide Post-Care Management</p>	<p>7.1 Client enlightened about treatment procedures done</p> <p>7.2 Client is given take <b>home care maintenance products</b> and <b>homecare instructions.</b></p> <p>7.3 Client is advised for <b>follow up consultation</b> or treatment.</p> <p>7.4 Clients' records are properly and securely stored and filed according to the clinic policy</p> <p>7.5 Possible <b>post treatment complications</b> are discussed to the client</p> <p>7.6 Client is referred to the designated</p>	<p><b>Communication</b></p> <p>7.1 Treatment Procedure</p> <p>7.2 Post Care Regimen</p> <p>7.3 Home Maintenance Products and Homecare Instructions</p> <p>7.4 When to Follow Up for Consultation and Treatment</p> <p>7.5 Proper Filing and Storage of Records</p> <p>7.6 Post Treatment Complications</p> <p>7.7 When to Refer to the Designated Medical Professionals</p>	<p>7.1 Informing Treatment Procedure</p> <p>7.2 Giving Instructions on Use of Homecare Products</p> <p>7.3 Scheduling Follow Up Consultation and Treatment</p> <p>7.4 Filing and Storing of Records</p> <p>7.5 Identifying Post Treatment Complications</p> <p>7.6 Referring to the Designated</p> <p>7.7 Medical Professionals</p>

	medical professionals in case of emergency or unforeseen events		
8. Perform After care Activities	<p>8.1 Equipment is cleaned and sanitized in accordance with cleaning and <b>sanitizing procedure</b></p> <p>8.2 Supplies, products, and materials are checked, recorded , replenished and stored in accordance with clinic policy</p> <p>8.3 <b>Waste materials</b> are properly segregated and disposed in accordance with the waste disposal management policy</p> <p>8.4 Treatment area are cleaned and prepared for next procedure.</p>	<p><b>Technology</b></p> <p>8.1 Cleaning and Sanitation Procedure</p> <p><b>Mathematics</b></p> <p>8.2 Knowledge on Inventory Management</p> <p><b>Environment Concerns</b></p> <p>8.3 Waste Disposal Management</p> <p>8.4 Knowledge on Good housekeeping principles</p>	<p>8.1 Cleaning and Sanitizing Equipment</p> <p>8.2 Inventory Management Skills</p> <p>8.3 Implementing Proper Waste Disposal</p> <p>8.4 Applying good housekeeping principles</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p><b>May include:</b></p> <p>1.1 Treatment areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p> <p>1.5 Clients face is cleansed</p> <p>1.6 Proper handwashing, donning and gloving</p> <p>1.7 Client is re-assured and comforted during the entire treatment</p> <p>1.8 Treatment duration is followed</p>

	<p>1.9 First aid treatments is provided to the client during emergency and unforeseen events when necessary</p> <p>1.10 Skin care Specialist is able to respond and refer to medical professionals during emergency and unforeseen events.</p> <p>1.11 Clients Records are Properly and Securely Stored and Filed.</p> <p>1.12 Supplies, Products, and Materials are Checked, Recorded, Replenished and Stored.</p>
2. Machines	<p><b>May include:</b></p> <p>2.1 Photo Dynamic Therapy Machine</p> <p>2.2 Electro cautery machine</p> <p>2.3 Plasma pen</p> <p>2.4 Cautery Laser machine</p>
3. Tools and Equipment	<p><b>May include:</b></p> <p>3.1 Facial Bed</p> <p>3.2 Stool</p> <p>3.3 Magnifying lamp</p> <p>3.4 Trolley</p> <p>3.5 Sterilizer</p> <p>3.6 Hot towel warmer</p> <p>3.7 Facial steamer</p> <p>3.8 Handheld Mirror</p> <p>3.9 Facial Brush</p> <p>3.10Stainless Basin</p> <p>3.11Stainless steel instrument tray</p> <p>3.12Waste bin</p>
4. Supplies and materials	<p><b>May include:</b></p> <p>4.1 Face Towel (as Bib) adult size white</p> <p>4.2 Bed sheet</p> <p>4.3 Disinfectant (isopropyl 70%)</p> <p>4.4 Eye pads</p> <p>4.5 Gloves vinyl</p> <p>4.6 Tissue</p> <p>4.7 Gauze</p> <p>4.8 Facial mask</p> <p>4.9 Head band/hair cap</p> <p>4.10Face Sponge</p> <p>4.11Make up remover</p> <p>4.12Facial Cleanser</p> <p>4.13Sunblock/Sunscreen</p> <p>4.14Facial Moisturizer cream</p> <p>4.15Topical anaesthesia cream</p> <p>4.16Erythromycin cream</p> <p>4.17Post electro cautery cream</p> <p>4.18Hydrocortisone cream</p>
5. Treatment requirement	<p><b>May include:</b></p>

	5.1 Must not have any active skin infections, broken skin, and inflamed skin 5.2 Must not be pregnant or lactating 5.3 Must have medical recommendation based on client's skin condition 5.4 Must have stable vital signs 5.5 Must be of legal age or if minor with guardian consent or medical recommendation 5.6 Must have understood and signed the consent form
6. Clients	<b>May include:</b> 6.1 Men 6.2 Women 6.3 18 years old and above 6.4 Minors with parental consent or medical recommendations
7. Clinical forms	7.1 Consultation forms 7.2 Skin Analysis forms 7.3 Treatment Chart forms 7.4 Medical history forms 7.5 Waiver / consent forms
8. Established warts removal procedure	<b>May include:</b> 8.1 Consultation and assessment of warts 8.2 Wart's removal treatment 8.3 Procedure and risks 8.4 Treatment frequency and intensity 8.5 Supplies and materials validity 8.6 Skin types and concerns
9. Contraindications	<b>May include:</b> 9.1 With medical conditions 9.2 With abnormal vital signs 9.3 With inflammatory skin conditions 9.4 With sunburn peeling skin 9.5 With broken skin 9.6 With active acne breakouts 9.7 Pregnant and lactating women 9.8 Immunocompromised Patients 9.9 Auto-immune diseases 9.10 Allergies to active ingredients of warts removal products
10. Warts	<b>May include:</b> 10.1 Common warts 10.2 Flat warts
11. Treatment Outcomes	12.2 Successfully remove common and flat warts 12.3 Smoothen and clear skin 12.4 Overall improvement skin texture and appearance
12. Foreseeable results	<b>May include:</b> 12.1 Recurrence 12.2 Partial removal of warts

	12.3 Temporary redness, swelling and mild irritation 12.4 Skin Infection 12.5 Pain on treatment area 12.6 Possible temporary discoloration, scarring or blistering 12.7 Uneven result
13. Emergency	<b>May include:</b> 14.2 Extreme change in vital signs 14.3 Severe allergic reaction 14.4 Severe burns 14.5 Decreasing sensorium
14. Home care maintenance products	<b>May include:</b> 14.1 Moisturizer 14.2 Anti-Inflammatory cream or topical steroids limited to hydrocortisone 14.3 Cleanser or soap 14.4 Toner 14.5 Serums 14.6 Post electro cautery cream 14.7 Erythromycin cream 14.8 Sunblock or sunscreen
15. Homecare instructions	<b>May include:</b> 15.1 Keep the treated area clean and dry for 24 hours 15.2 Use a mild non irritating cleanser to gently wash the skin 15.3 Avoid harsh scrubbing or exfoliation 15.4 Avoid touching, pricking, or scratching at scabs or treated area 15.5 Keep the skin moisturized 15.6 Protect the skin from direct sun exposure 15.7 Avoid harsh and skin care products 15.8 Avoid foreign skin contact 15.9 Monitor for signs of infection 15.10 Follow post treatment instructions 15.11 Attend follow up sessions 15.12 Be patient and consistent with your post care instructions and your home care skin care routine.
16. Follow up consultation	<b>May include:</b> 16.1 If no unforeseen skin condition may comeback after 3 weeks 16.2 In the presence of any complications may comeback anytime during business hours
17. Post Treatment Complications	<b>May include:</b> 17.1 Skin Infection 17.2 Scarring 17.3 Recurrence 17.4 Pain or discomfort



	17.5 Swelling or redness 17.6 Delayed healing 17.7 Post inflammatory hyperpigmentation 17.8 Allergic reaction 17.9 Scabbing
18. Sanitizing Procedure	<b>May include:</b> 18.1 Application of facial wash 18.2 Facial scrubbing 18.3 Application of 70% isopropyl alcohol
19. Waste Materials	<b>May include:</b> 19.1 Used tissues, cotton, and gauze 19.2 Soiled linens, beddings, and towels 19.3 Used sponges 19.4 Waste water

## EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment required evidence that the candidate: 1.1 Prepared treatment area according to PD 856 and OSH 1.2 Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3 Obtained and recorded client's personal data 1.4 Prepared client for the treatment based on clinic policies and regulations 1.5 Performed warts removal treatment procedure based on medical recommendation 1.6 Checked treatment outcomes based on expected results 1.7 Followed applicable treatment duration 1.8 Applied first aid to the client as needed 1.9 Provided home care maintenance products and home care instructions 1.10 Performed post-care activities
2. Resource Implications	The following resources should be provided: 2.1 Live Model 2.2 Machines, equipment, tools, supplies and materials relevant of the activity to be performed 2.3 Treatment products 2.4 Actual treatment area with complete facilities
3. Methods of Assessment	Competency may be assessed through: 3.1 Demonstration with oral questioning 3.2 Written test
4. Context for Assessment	4.1 Competency may be assessed in treatment area or simulated treatment area 4.2 Assessment done during students return demonstration

<b>UNIT OF COMPETENCY</b>	:	<b>PERFORM COMEDONE EXTRACTION PROCEDURE</b>
<b>UNIT CODE</b>	:	<b>AB-SOC1381100514314</b>
<b>UNIT DESCRIPTOR</b>	:	This unit covers the knowledge, skills, and attitude to prepare treatment area, prepare tools, equipment and materials, assess client, prepare client, carry-out comedone extraction treatment, perform photo dynamic therapy, provide post-care management, and perform after care activities.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Prepare Treatment Area	1.1. Treatment areas are cleaned and disinfected according to <b><i>clinic policy</i></b> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	<b>Communication</b> 1.1. Code of ethics 1.2. Procedure in cleaning <b>Science</b> 1.3. Familiarization of clinic policies and procedures 1.4. OSH policies and procedures 1.5. Ergonomic Principles, Privacy and Ventilation 1.6. Clinic lay-out <b>Mathematics</b> 1.7. Time management <b>Environment Concerns</b> 1.8. Environment Safety Rules and Regulations 1.9. Good housekeeping principles 1.10. PD 856 (Sanitation Code of the Philippines) <b>Technology</b> 1.11. Methods of Sanitation 1.12. Treatment Area 1.13. Preparation and set up of workplace 1.14. Bed Making	1.1. Following code of ethic 1.2. Following clinic's policies and procedures 1.3. Observing time management 1.4. Following Methods of Sanitation 1.5. Preparing and Setting Facial cleansing treatment areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping principles 1.9. Applying Ergonomic principles 1.10. Observing client's privacy 1.11. Providing proper ventilation 1.12. Applying knowledge on clinic lay out

			1.13.Performing cleaning 1.14.Performing bed making
2. Prepare Tools, equipment and Materials	<p>2.1 <b>Machines</b> are checked and calibrated based on manufacturers standard</p> <p>2.2 <b>Tools and equipment</b> are properly cleaned and sterilized according to manufacturer's manual of operation</p> <p>2.3 <b>Supplies and materials</b> are prepared and made available based on <b>treatment requirement</b></p> <p>2.4 Supplies and materials are used before the expiration dates</p>	<p><b>Technology</b></p> <p>2.1 Parts and functions of Derma Pen Machine</p> <p>2.2 Procedure on checking the machine</p> <p>2.3 Calibration of the machine</p> <p>2.4 Procedures in cleaning and sterilizing of tools</p> <p>2.5 Identification of Supplies and materials.</p> <p>2.6 Preparation and utilization of supplies and materials</p> <p><b>Communication</b></p> <p>2.7 Comprehension on manufacturer's operation manual.</p> <p><b>Mathematics</b></p> <p>2.8 Expiration dates of supplies and materials</p> <p><b>Communication</b></p> <p>2.9 Familiarization of placement and storage of supplies and materials</p>	<p>2.1 Identifying and describing parts and functions of Derma Pen Machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine.</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions.</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials.</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials.</p>
3. Assess Client	<p>3.1. <b>Clients'</b> profile were properly obtained &amp; verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clients' past medical history and previous aesthetic procedures are</p>	<p><b>Communication</b></p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. Knowledge and familiarization of contraindications to treatment procedure</p>	<p>3.1. Interviewing skills</p> <p>3.2. Recording skills</p> <p>3.3. Taking accurate vital signs</p> <p>3.4. Obtaining demographic profile</p> <p>3.5. Patient-centered approach</p> <p>3.6. Operating computer</p> <p>3.7. Filling out appropriate clinical forms.</p>

	<p>obtained using standard medical history form</p> <p>3.4. <b>Clinical forms</b> are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.5. Procedure and risk are properly discussed and explained to client based on <b>established comedone extraction procedure</b></p> <p>3.1. Client with <b>contraindications</b> is advised to forego or defer treatment plan.</p>	<p><b>Technology</b></p> <p>3.5. Technical knowledge on vital signs taking</p> <p>3.6. Error identification and reporting</p> <p>3.7. Risk management on specific aesthetic practice</p> <p>3.8. Procedural process on established facial procedure</p> <p>3.9. Possible risks in established microneedling collagen induction procedure.</p>	<p>3.8. Communication skills needed to interpret and apply defined work procedures</p> <p>3.9. Critical thinking</p> <p>3.10. Providing solution and decision making</p> <p>3.11. Identifying contraindications to treatment procedure.</p>
4. Prepare client	<p>4.1. Client is consulted on specific treatment requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p> <p>4.3. Client is properly draped and covered based on clinic policy</p> <p>4.4. The <b>target area</b> is cleansed based on clinic policy</p>	<p><b>Communication</b></p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. Data privacy act</p> <p>4.4. Anti-sexual harassment laws/policies</p> <p><b>Technology</b></p> <p>4.5. Proper draping</p> <p>4.6. Facial cleaning</p>	<p>4.1. Following code of ethics</p> <p>4.2. Patient-centered approach consulting, evaluating preparing, and handling client</p> <p>4.3. Draping Client properly</p> <p>4.4. Performing facial cleansing</p>
5. Carry-out Comedone Extraction Treatment	<p>5.1 Hand washing, donning and gloving properly according to clinic policy.</p> <p>5.2 Client is re-assured and comforted during the entire treatment</p>	<p><b>Communication</b></p> <p>5.1 Proper hand washing</p> <p>5.2 Knowledge on Patient-centered communication approach.</p> <p><b>Technology</b></p> <p>5.3 Knowledge on donning and</p>	<p>5.1 Hand washing</p> <p>5.2 Donning and gloving technique</p> <p>5.3 Patient-centered approach</p> <p>5.4 Applying aseptic technique</p> <p>5.5 Operating microneedling equipment</p>

	<p>according to clinic policy</p> <p>5.3 Treatment is performed based on standard aseptic technique</p> <p>5.4 Equipment is used according to manufacturer's manual of instructions and clinic policies and procedures</p> <p>5.5 Tools, supplies, materials are used according to treatment requirement</p> <p>5.6 Appropriate facial cleansing products are used and applied guided by medical recommendation</p> <p>5.7 Facial Cleansing is performed in accordance with established comedone extraction procedure</p> <p>5.8 <b>Comedone</b> extraction treatment is performed according to established comedone extraction procedure</p> <p>5.9 <b>Treatment outcomes</b> are checked according to the <b>foreseeable results</b></p> <p>5.10 Treatment duration is followed guided by medical recommendation</p> <p>5.11 When necessary, first aid treatments is provided to the</p>	<p>gloving technique</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, Supplies, and materials for treatment</p> <p>5.7 Use of Facial Cleansers</p> <p>5.8 Established Facial Procedure</p> <p>5.9 Expected Outcomes and Foreseeable Results</p> <p>5.10 Comedone extraction procedure techniques</p> <p><b>Mathematics</b></p> <p>5.11 Applicable Treatment Duration</p> <p><b>Science</b></p> <p>5.12 First Aid</p>	<p>5.6 Identifying and using Tools, Supplies, and materials</p> <p>5.7 Using Appropriate Facial Cleansers</p> <p>5.8 Performing established Facial Procedure</p> <p>5.9 Identifying Expected Outcomes and Foreseeable Results</p> <p>5.10 Following the Applicable Treatment Duration</p> <p>5.11 Applying First Aid</p> <p>5.12 Performing Comedone extraction techniques</p>
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	<p>client during emergency and unforeseen events based on clinic policy</p> <p>5.12 Skin care Specialist were able to respond and refer during <b>emergency</b> and unforeseen events based on clinic's policy.</p>		
9. Perform Photo Dynamic Therapy	<p>9.1 Inflamed or redness areas properly identified based on standard medical recommendation</p> <p>9.2 Photo dynamic therapy machine appropriately used according to Manufacturer's specification</p> <p>9.3 Photo dynamic therapy machine appropriately used based on treatment outcome</p>	<p><b>Technology</b></p> <p>9.1 Five Signs of Inflammation</p> <p>9.2 Different Photo Dynamic Therapy Machine</p> <p>9.3 Different parts and functions of Photo Dynamic Therapy Machine</p> <p>9.4 Procedure in settings Photo Dynamic Therapy Machine</p> <p>9.5 Different treatment outcome</p>	<p>9.1 Identifying Signs of Inflammation</p> <p>9.2 Identifying different photo dynamic therapy machines</p> <p>9.3 Familiarizing on the different models and settings of Photo Dynamic Therapy Machine</p> <p>9.4 Using of Photo Dynamic Therapy Machine</p> <p>9.5 Identifying different treatment outcome</p>
10. Provide Post-Care Management	<p>10.1 Client enlightened About Treatment Procedures Done</p> <p>10.2 Client is Given Take <b>Home care maintenance products and homecare instructions.</b></p> <p>10.3 Client is Advised for <b>follow up consultation</b> or Treatment.</p> <p>10.4 Clients' records are properly and securely stored and filed according to the clinic policy</p>	<p><b>Communication</b></p> <p>10.1 Treatment Procedure</p> <p>10.2 Post Care Regimen</p> <p>10.3 Home Maintenance Products and Homecare Instructions</p> <p>10.4 When to Follow Up for Consultation and Treatment</p> <p>10.5 Proper Filing and Storage of Records</p> <p>10.6 Post Treatment Complications</p>	<p>10.1 Informing Treatment Procedure</p> <p>10.2 Giving Instructions on Use of Homecare Products</p> <p>10.3 Scheduling Follow Up Consultation and Treatment</p> <p>10.4 Filing and Storing of Records</p> <p>10.5 Identifying Post Treatment Complications</p> <p>10.6 Referring to the Designated</p>

	<p>10.5 Possible <b>post treatment complications</b> are discussed to the client</p> <p>10.6 Client is referred to the designated medical professionals in case of emergency or unforeseen events</p>	10.7 When to Refer to the Designated Medical Professionals	Medical Professionals
11. Perform After care Activities	<p>11.1 Equipment is cleaned and sanitized in accordance with cleaning and <b>sanitizing procedure</b></p> <p>11.2 Supplies, products, and materials are checked, recorded, replenished and restored in accordance with clinic policy</p> <p>11.3 <b>Waste materials</b> are properly segregated and disposed in accordance with the waste disposal management policy</p> <p>11.4 Treatment Area are cleaned and prepared for next procedure</p>	<p><b>Technology</b></p> <p>11.1 Cleaning and Sanitation Procedure</p> <p><b>Mathematics</b></p> <p>11.2 Inventory Management</p> <p><b>Environment Concerns</b></p> <p>11.3 Waste Disposal Management</p> <p>11.4 Good housekeeping principles</p>	<p>11.1 Cleaning and Sanitizing Equipment</p> <p>11.2 Inventory Management Skills</p> <p>11.3 Implementing Proper Waste Disposal</p> <p>11.4 Applying good housekeeping principles</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p><b>May include:</b></p> <p>1.1 Treatment areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p>

	1.5 Clients face is cleansed 1.6 Proper handwashing, donning and gloving 1.7 Client is re-assured and comforted during the entire treatment 1.8 Treatment duration is followed 1.9 First aid is provided to the client during emergency and unforeseen events when necessary 1.10 Skin care Specialist is able to respond and refer to medical professional during emergency and unforeseen events. 1.11 Clients Records are Properly and Securely Stored and Filed. 1.12 Supplies, Products, and Materials are Checked, Recorded, Replenished and Stored.
2. Machines	<b>May include:</b> 2.1 Photo Dynamic Therapy Machine 2.2 Electro cautery machine 2.3 Plasma pen
3. Tools and equipment	<b>May include:</b> 3.1 Facial Bed 3.2 Stool 3.3 Magnifying lamp 3.4 Trolley 3.5 Sterilizer 3.6 Hot towel warmer 3.7 Facial steamer 3.8 Handheld Mirror 3.9 Facial Brush 3.10 Stainless Basin 3.11 Stainless steel instrument tray 3.12 Stainless comedone extractor 3.13 Waste bin
4. Supplies and materials	<b>May include:</b> 4.1 Face Towel (as Bib) adult size white 4.2 Bed sheet 4.3 Disinfectant (isopropyl 70%) 4.4 Eye pads 4.5 Gloves vinyl 4.6 Tissue 4.7 Gauze 4.8 Facial mask 4.9 Head band/hair cap 4.10 Face Sponge 4.11 Make up remover 4.12 Facial Cleanser 4.13 Sunblock/Sunscreen 4.14 Facial Moisturizer cream 4.15 Hydrocortisone cream



5. Treatment requirement	<b>May include:</b> <ul style="list-style-type: none"> <li>5.1 Must not have any active skin infections, broken skin, and inflamed skin</li> <li>5.2 Must not be pregnant or lactating</li> <li>5.3 Must have medical recommendation based on client's skin condition</li> <li>5.4 Must have stable vital signs</li> <li>5.5 Must be of legal age or if minor with guardian consent or medical recommendation</li> <li>5.6 Must have understood and signed the consent form</li> </ul>
6. Clients	<b>May include:</b> <ul style="list-style-type: none"> <li>6.1 Men</li> <li>6.2 Women</li> <li>6.3 18 years old and above</li> <li>6.4 Minors with parental consent or medical recommendations</li> </ul>
7. Clinical forms	<ul style="list-style-type: none"> <li>7.1 Consultation forms</li> <li>7.2 Skin Analysis forms</li> <li>7.3 Treatment Chart forms</li> <li>7.4 Medical history forms</li> <li>7.5 Waiver / consent forms</li> </ul>
8. Established Comedone Extraction Procedure	<b>May include:</b> <ul style="list-style-type: none"> <li>8.1 Consultation and assessment of comedone and skin conditions</li> <li>8.2 Comedone extraction treatment</li> <li>8.3 Procedure and risks</li> <li>8.4 Treatment frequency and intensity</li> <li>8.5 Supplies and materials validity</li> <li>8.6 Skin types and concerns</li> <li>8.7 Sterilized comedone extractor</li> </ul>
9. Contraindications	<b>May include:</b> <ul style="list-style-type: none"> <li>9.1 With medical conditions</li> <li>9.2 With abnormal vital signs</li> <li>9.3 With inflammatory skin conditions; eczema, psoriasis, rosacea and dermatitis</li> <li>9.4 With sunburn peeling skin</li> <li>9.5 With broken skin</li> <li>9.6 Thin or fragile skin</li> <li>9.7 With recent chemical treatment</li> <li>9.8 With taking certain medication such as Accutane; isotretinoin or blood thinners</li> <li>9.9 With active acne lesion</li> <li>9.10 Pregnant and lactating women</li> <li>9.11 Immunocompromised Patients</li> <li>9.12 Auto-immune diseases</li> <li>9.13 Allergies to active ingredients of facial cleaning products.</li> </ul>

10.Target area	<b>May include:</b> 10.1 Face 10.2 Neck 10.3 Chest 10.4 Back
11. Comedone	<b>May include:</b> 11.1 Blackheads 11.2 Whiteheads 11.3 Papules 11.4 Pustules 11.5 Milia
12.Treatment Outcomes	12.1 Cleaner pores 12.2 Reduction in acne lesion 12.3 Decreased pore size 12.4 Improved product absorption 12.5 Reduced risk of scarring 12.6 Enhanced skin radiance 12.7 Smoothen and clear skin 12.8 Overall improvement skin texture and appearance
13.Foreseeable results	<b>May include:</b> 13.1 Temporary redness and irritation 13.2 Wound infliction 13.3 Sight tenderness or sensitivity 13.4 Recurrence 13.5 Skin Infection 13.6 Post-inflammatory hyperpigmentation 13.7 Potential scarring 13.8 Minimal pain or discomfort 13.9 Uneven result 13.10 Acne breakouts
14.Emergency	<b>May include:</b> 14.1 Extreme change in vital signs 14.2 Severe allergic reaction 14.3 Decreasing sensorium
15.Home care maintenance products	<b>May include:</b> 15.1 Cleanser or soap 15.2 Toner 15.3 Exfoliant 15.4 Serums 15.5 Moisturizer 15.6 Spot acne treatment 15.7 Sunblock or sunscreen
16.Homecare instructions	<b>May include:</b> 16.1 Keep the treated area clean and dry for 24 hours 16.2 Use a mild non irritating cleanser to gently wash the skin

	16.3 Avoid harsh scrubbing or exfoliation 16.4 Avoid touching, pricking, or scratching the treated area to avoid further inflammation 16.5 Keep the skin moisturized 16.6 Avoid heavy make-up 16.7 Protect the skin from direct sun exposure 16.8 Avoid harsh and skin care products 16.9 Avoid foreign skin contact 16.10 Monitor for signs of infection 16.11 Follow post treatment instructions 16.12 Attend follow up sessions 16.13 Be patient and consistent with your post care instructions and your home care skin care routine. 16.14 Drink plenty of water atleast 8 glassess, balanced diet and get enough sleep 16.15 Limit dairy and sugary products intake 16.16 Limit touching your face to prevent transfer of bacteria
17. Follow up consultation	<b>May include:</b> 17.1 If no unforeseen skin condition may comeback after 3 weeks 17.2 In the presence of any complications may comeback anytime during business hours
18. Post Treatment Complications	<b>May include:</b> 18.1 Skin Infection 18.2 Scarring 18.3 Acne breakouts 18.4 Dryness 18.5 Irritation and sensitivity 18.6 Recurrence 18.7 Pain or discomfort 18.8 Swelling or redness 18.9 Delayed healing 18.10 Post inflammatory hyperpigmentation 18.11 Allergic reaction 18.12 Scabbing
19. Sanitizing Procedure	<b>May include:</b> 19.1 Application of facial wash 19.2 Facial scrubbing 19.3 Application of 70% isopropyl alcohol
20. Waste Materials	<b>May include:</b> 20.1 Used tissues, cotton, and gauze 20.2 Soiled linens, beddings, and towels 20.3 Used sponges 20.4 Waste water

## EVIDENCE GUIDE

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

<b>UNIT OF COMPETENCY</b>	:	<b>PERFORM HAIR LOSS TREATMENT THERAPY</b>
<b>UNIT CODE</b>	:	<b>AB-SOC1381100514315</b>
<b>UNIT DESCRIPTOR</b>	:	This unit covers the knowledge, skills, and attitude to prepare treatment area, prepare tools, equipment and materials, assess client, prepare client, carry-out hair loss treatment therapy, perform photo dynamic therapy, provide post-care management, and perform after care activities.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables	<b>REQUIRED KNOWLEDGE</b>	<b>REQUIRED SKILLS</b>
1. Prepare Treatment Area	1.1. Treatment areas are cleaned and disinfected according to <b><i>clinic policy</i></b> and regulations 1.2. Rooms are made available for use in accordance to the clinic privacy policy 1.3. Treatment area is prepared and set-up according to the ergonomic principles 1.4. Treatment area is well-ventilated according to clinic lay-out	<b>Communication</b> 1.1. Code of ethics 1.2. Procedure in cleaning <b>Science</b> 1.3. Familiarization of clinic policies and procedures 1.4. OSH policies and procedures 1.5. Ergonomic Principles, Privacy and Ventilation 1.6. Clinic lay-out <b>Mathematics</b> 1.7. Time management <b>Environment Concerns</b> 1.8. Environment Safety Rules and Regulations 1.9. Good housekeeping principles 1.10. PD 856 (Sanitation Code of the Philippines) <b>Technology</b> 1.11. Methods of Sanitation 1.12. Treatment Area 1.13. Preparation and set up of workplace 1.14. Bed Making	1.1. Following code of ethic 1.2. Following clinic's policies and procedures 1.3. Observing time management 1.4. Following Methods of Sanitation 1.5. Preparing and Setting Facial cleansing treatment areas 1.6. Complying PD 856 1.7. Complying with DOH, OSH Policies and guidelines 1.8. Practicing Good housekeeping principles 1.9. Applying Ergonomic principles 1.10. Observing client's privacy 1.11. Providing proper ventilation 1.12. Applying knowledge on clinic lay out 1.13. Performing cleaning

			1.14. Performing bed making
2. Prepare Tools, Equipment and Materials	<p>2.1 <b>Machines</b> are checked and calibrated based on manufacturers standard</p> <p>2.2 <b>Tools and equipment</b> are properly cleaned and sterilized according to manufacturer's manual of operation</p> <p>2.3 <b>Supplies and materials</b> are prepared and made available based on <b>treatment requirement</b></p> <p>2.4 Supplies and materials are used before the expiration dates</p>	<p><b>Technology</b></p> <p>2.1 Parts and functions of Derma Pen Machine</p> <p>2.2 Procedure on checking the machine</p> <p>2.3 Calibration of the machine</p> <p>2.4 Procedures in cleaning and sterilizing of tools</p> <p>2.5 Identification of Supplies and materials.</p> <p>2.6 Preparation and utilization of supplies and materials</p> <p><b>Communication</b></p> <p>2.7 Comprehension on manufacturer's operation manual.</p> <p><b>Mathematics</b></p> <p>2.8 Expiration dates of supplies and materials</p> <p><b>Communication</b></p> <p>2.9 Familiarization of placement and storage of supplies and materials</p>	<p>2.1 Identifying and describing parts and functions of Derma Pen Machine</p> <p>2.2 Checking the machines</p> <p>2.3 Calibrating the machine.</p> <p>2.4 Cleaning and sterilizing of tools</p> <p>2.5 Applying manufacturer's operation manual instructions.</p> <p>2.6 Identifying supplies and materials</p> <p>2.7 Preparing and utilizing supplies and materials.</p> <p>2.8 Identifying of expiration dates of supplies and materials</p> <p>2.9 Identifying placement and storage of supplies and materials.</p>
3. Assess Client	<p>3.1. <b>Clients'</b> profile were properly obtained &amp; verified based on clinical forms</p> <p>3.2. Clients' vital signs properly assessed using appropriate tools based on medical standard</p> <p>3.3. Clients' past medical history and previous aesthetic procedures are obtained using standard medical history form</p>	<p><b>Communication</b></p> <p>3.1. Demographic profile</p> <p>3.2. Client-centered communication approach</p> <p>3.3. Familiarization of various clinical forms</p> <p>3.4. familiarization of contraindications to treatment procedure</p> <p><b>Technology</b></p> <p>3.5. Technical knowledge on vital signs taking</p>	<p>3.1. Interviewing skills</p> <p>3.2. Recording skills</p> <p>3.3. Taking accurate vital signs</p> <p>3.4. Obtaining demographic profile</p> <p>3.5. Client-centered approach</p> <p>3.6. Operating computer</p> <p>3.7. Filling out appropriate clinical forms.</p> <p>3.8. Communication skills needed to</p>

	<p>3.4. <b>Clinical forms</b> are discussed and explained, and completely signed by client according to standard legal clinical form</p> <p>3.5. Procedure and risk are properly discussed and explained to client based on <b>established hair loss therapy procedure.</b></p> <p>3.6. Client with <b>contraindications</b> is advised to forego or defer treatment plan.</p>	<p>3.6. Error identification and reporting</p> <p>3.7. Risk management on specific aesthetic practice</p> <p>3.8. Procedural process on established facial procedure</p> <p>3.10. Possible risks in established microneedling collagen induction procedure.</p>	<p>interpret and apply defined work procedures</p> <p>3.9. Critical thinking</p> <p>3.10. Providing solution and decision making</p> <p>3.11. Identifying contraindications to treatment procedure.</p>
4. Prepare client	<p>4.1. Client is consulted on specific treatment requirements</p> <p>4.2. Client is advised to remove all personal accessories based on clinic policy</p> <p>4.3. Client is properly draped and covered based on clinic policy</p> <p>4.4. Client with contraindications is advised to forego or defer microneedling hair loss treatment procedure</p>	<p><b>Communication</b></p> <p>4.1. Code of Ethics</p> <p>4.2. Consumer's rights</p> <p>4.3. Data privacy act</p> <p>4.4. Anti-sexual harassment laws/policies</p> <p><b>Technology</b></p> <p>4.5. Proper draping</p> <p>4.6. Facial cleaning</p>	<p>4.1. Consulting, evaluating preparing, and handling of client</p> <p>4.2. Following code of ethics</p> <p>4.3. Patient-centered approach</p> <p>4.4. Consulting, evaluating preparing, and handling client</p> <p>4.5. Draping Client properly</p> <p>4.6. Identifying contraindications to treatment procedure.</p>
5. Carry-out Hair loss treatment Therapy	<p>5.1. Hand washing, donning and gloving properly according to minimum Public Health standard</p> <p>5.2. Client is re-assured and comforted during the entire treatment</p>	<p><b>Communication</b></p> <p>5.1 Proper hand washing</p> <p>5.2 Knowledge on Patient-centered communication approach.</p> <p><b>Technology</b></p> <p>5.3 Knowledge on donning and</p>	<p>5.1. Hand washing</p> <p>5.2. Donning and gloving technique</p> <p>5.3. Patient-centered approach</p> <p>5.4. Applying aseptic technique</p> <p>5.5. Operating meso therapy equipment</p> <p>5.6. Identifying and using Tools,</p>

	<p>according to clinic policy</p> <p>5.3. Treatment is performed based on standard aseptic technique</p> <p>5.4. Equipment is used according to manufacturer's manual of instructions and clinic policies and procedures</p> <p>5.5. Tools, supplies, materials are used according to therapy requirement</p> <p>5.6. Appropriate hair cleansing products are used and applied guided by medical recommendation</p> <p>5.7. Hair cleansing is performed in accordance with established hair loss therapy procedure</p> <p>5.8. Hair loss therapy is performed according to established hair loss therapy procedure.</p> <p>5.9. <b>Treatment outcomes</b> are checked according to the <b>foreseeable results</b></p> <p>5.10. Treatment duration is followed guided by medical recommendation</p> <p>5.11. When necessary, first aid treatments is provided to the client during emergency and</p>	<p>gloving technique</p> <p>5.4 Standard aseptic technique</p> <p>5.5 Operation of facial equipment</p> <p>5.6 Tools, Supplies, and materials for treatment</p> <p>5.7 Use of Scalp Cleansers</p> <p>5.8 Established Scalp Procedure</p> <p>5.9 Expected Outcomes and Foreseeable Results</p> <p>5.10 Comedone extraction procedure techniques</p> <p><b>Mathematics</b></p> <p>5.11 Applicable Treatment Duration</p> <p><b>Science</b></p> <p>5.12 First Aid</p>	<p>Supplies, and materials</p> <p>5.7. Using Appropriate Facial Cleansers</p> <p>5.8. Performing established Facial Procedure</p> <p>5.9. Identifying Expected Outcomes and Foreseeable Results</p> <p>5.10. Following the Applicable Treatment Duration</p> <p>5.11. Applying First Aid</p> <p>5.12. Performing hair loss therapy procedures</p>
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	<p>unforeseen events based on clinic policy</p> <p>5.12. Skin care specialist were able to recognize, respond and refer during <b>emergency</b> and unforeseen events based on clinic's policy.</p>		
6. Perform Photo Dynamic Therapy	<p>6.1 Inflamed or redness areas properly identified based on standard medical recommendation</p> <p>6.2 Photo dynamic therapy machine appropriately used according to manufacturer's specification</p> <p>6.3 Photo dynamic therapy machine appropriately used based on treatment outcome</p>	<p><b>Technology</b></p> <p>9.1 Five Signs of Inflammation</p> <p>9.2 Different Photo Dynamic Therapy Machine</p> <p>9.3 Different parts and functions of Photo Dynamic Therapy Machine</p> <p>9.4 Procedure in settings Photo Dynamic Therapy Machine</p> <p>9.5 Different treatment outcome</p>	<p>6.1 Identifying Signs of Inflammation</p> <p>6.2 Using of PDT Machine</p>
7. Provide Post-Care Management	<p>7.1 Client enlightened about treatment procedures done</p> <p>7.2 Client is given take <b>home care maintenance products</b> and <b>homecare instructions</b>.</p> <p>7.3 Client is advised for <b>follow up consultation</b> or treatment.</p> <p>7.4 Clients' records are properly and securely stored and filed according to the clinic policy</p> <p>7.5 Possible <b>post treatment complications</b> are</p>	<p><b>Communication</b></p> <p>7.1 Treatment Procedure</p> <p>7.2 Post Care Regimen</p> <p>7.3 Home Maintenance Products and Homecare Instructions</p> <p>7.4 When to Follow Up for Consultation and Treatment</p> <p>7.5 Proper Filing and Storage of Records</p> <p>7.6 Post Treatment Complications</p> <p>7.7 When to Refer to the Designated</p>	<p>7.1 Giving Instructions on Use of Homecare Products</p> <p>7.2 Scheduling Follow Up Consultation and Treatment</p> <p>7.3 Filing and Storing of Records</p> <p>7.4 Identifying Post Treatment Complications</p>

	<p>discussed to the client</p> <p>7.6 Client is referred to the designated medical professionals in case of emergency or unforeseen events</p>	Medical Professionals	
8. Perform After Care Activities	<p>8.1 Equipment is cleaned and sanitized in accordance with cleaning and <b>sanitizing procedure</b></p> <p>8.2 Supplies, products, and materials are checked, recorded, replenished and stored in accordance with clinic policy</p> <p>8.3 <b>Waste Materials</b> are properly segregated and disposed in accordance with the waste disposal management policy</p> <p>8.4 Treatment area are cleaned and prepared for next procedure</p>	<p><b>Technology</b></p> <p>8.1 Cleaning and Sanitation Procedure</p> <p><b>Mathematics</b></p> <p>8.2 Inventory Management</p> <p><b>Environment Concerns</b></p> <p>8.3 Waste Disposal Management</p> <p>8.4 Good housekeeping principles</p>	<p>8.1 Cleaning and Sanitizing Equipment's</p> <p>8.2 Inventory Management Skills</p> <p>8.3 Implementing Proper Waste Disposal</p> <p>8.4 Applying Good housekeeping principles</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Clinic Policy	<p><b>May include:</b></p> <p>1.1 Treatment areas are cleaned and disinfected</p> <p>1.2 Rooms are properly enclosed with sanitized curtains and or separators</p> <p>1.3 Client is advised to remove all personal accessories</p> <p>1.4 Client is properly draped and covered</p> <p>1.5 Clients hair is cleansed</p> <p>1.6 Proper handwashing, donning and gloving</p>

	<p>1.7 Client is re-assured and comforted during the entire treatment</p> <p>1.8 Treatment duration is followed</p> <p>1.9 First aid treatments are provided to the client during emergency and unforeseen events when necessary</p> <p>1.10 Skin care Specialist is able to respond and refer to medical professional during emergency and unforeseen events.</p> <p>1.11 Clients Records are Properly and Securely Stored and Filed.</p> <p>1.12 Supplies, Products, and Materials are Checked, Recorded, Replenished and Stored.</p>
2. Machines	<p><b>May include:</b></p> <p>2.1 Derma pen Machine</p> <p>2.2 Meso Gun Machine</p> <p>2.3 Photo Dynamic Therapy Machine</p>
3. Tools and equipment	<p><b>May include:</b></p> <p>3.1 Facial Bed</p> <p>3.2 Magnifying lamp</p> <p>3.3 Trolley</p> <p>3.4 Sterilizer</p> <p>3.5 Handheld Mirror</p> <p>3.6 Basin, stainless</p> <p>3.7 Stainless steel instrument tray</p> <p>3.8 Waste bin</p>
4. Supplies and materials	<p><b>May include:</b></p> <p>4.1 Tap water</p> <p>4.2 Eye pads</p> <p>4.3 Minoxidil solution 5-15 percent</p> <p>4.4 24 and 36 needle pins</p> <p>4.5 Tissue</p> <p>4.6 Cotton balls</p> <p>4.7 Operational or sterile Gauze</p> <p>4.8 Gloves vinyl</p> <p>4.9 Face Towel (as Bib) adult size white</p> <p>4.10 Bed sheet</p> <p>4.11 Disinfectant (isopropyl 70%)</p>
5. Treatment requirement	<p><b>May include:</b></p> <p>5.1 Must not have any active skin infections, broken skin, and inflamed skin</p> <p>5.2 Must not be pregnant or lactating</p> <p>5.3 Must have medical recommendation based on client's skin condition</p> <p>5.4 Must have stable vital signs</p> <p>5.5 Must have understood and signed the consent form</p> <p>5.6 Must be of legal age or if minor with guardian consent or medical recommendation</p>

	5.7 Must not have history of keloid scarring 5.8 Recent use of certain medications such as retinoids; isotretinoin or any blood thinners 5.9 Recent history of skin cancer 5.10 Blood clotting disorders
6. Clients	<b>May include:</b> 6.1 Men 6.2 Women 6.3 18 years old and above 6.4 Minors with parental consent or medical recommendations
7. Clinical forms	<b>May include:</b> 7.1 Consultation forms 7.2 Skin Analysis forms 7.3 Treatment Chart forms 7.4 Medical history forms 7.5 Waiver / consent forms
8. Established hair loss therapy procedure	<b>May include:</b> 8.1 Hair loss therapy procedure 8.2 Procedure and risks 8.3 Treatment frequency and intensity 8.4 Supplies and materials validity 8.5 Hair types and concerns 8.6 Needles and depths
9. Contraindications	<b>May include:</b> 9.1. With medical conditions 9.2. With abnormal vital signs 9.3. With inflammatory skin conditions 9.4. With sunburn peeling skin 9.5. With broken skin 9.6. Pregnant and lactating women 9.7. Immunocompromised Patients 9.8. Auto-immune diseases 9.9. Allergies to active ingredients of hair growth products
10. Treatment Outcomes	<b>May include:</b> 10.1. Reduced scalp irritation 10.2. Scalp detoxification 10.3. Enhance hair shine 10.4. Hair nourishment 10.5. Soothing of irritated skin 10.6. Minimal bleeding 10.7. Minimal bruising
11. Foreseeable results	<b>May include:</b> 11.1. Hair regrowth 11.2. Improve hair growth stimulation 11.3. Improve hair appearance & quality

	11.4. Increased hair manageability 11.5. Boost self confidence 11.6. Long term results 11.7. Youthful Appearance 11.8. Allergic reactions 11.9. Uneven results 11.10. Dizziness
12. Emergency	<b>May include:</b> 12.1. Extreme change in vital signs 12.2. Severe allergic reaction 12.3. Decrease of sensorium 12.4. Persistent pain, bleeding, and dizziness
13. Homecare maintenance products	<b>May include:</b> 13.1 Sulfate-free or dry shampoo 13.2 Moisturizing conditioner 13.3 Hair growth mask 13.4 Heat protectant spray 13.5 Detangling comb / brush 13.6 UV protection spray or serum 13.7 Growth stimulating hair oil or serum 13.8 Hair growth supplements
14. Homecare instructions	<b>May include:</b> 14.1 Avoid washing your hair or scalp for at least 24-48 hours after the treatment to allow the target area to heal properly. 14.2 Use a gentle, sulfate-free shampoo and conditioner when washing your hair after 48 hours 14.3 Use a detangling comb / brush 14.4 Avoid using anti-dandruff shampoo 14.5 Avoid heat styling tools; straightening iron and curling iron 14.6 Avoid sun exposure to the target area for at least a week after the treatment. 14.7 Avoid applying harsh or irritating products to the target area, such as hair dyes or styling products containing alcohol, for at least a week post-treatment. 14.8 Avoid excessive sweating and activities that may cause friction on the scalp, such as tight ponytails or hats for at least 3 days 14.9 Do not scratch or pick at the target area as this can lead to infection or scarring 14.10 Be patient and consistent with your home care routine. 14.11 Avoid swimming or water activities for at least 1 week

	14.12 Follow post treatment instructions 14.13 Attend follow up sessions
15. Follow up consultation	<b>May include:</b> 15.1 Follow-up consultation after 3 weeks 15.2 In the occurrence of any complications, client may comeback anytime during business hours
16. Post Treatment Complications	<b>May include:</b> 16.1 Mild Redness 16.2 Skin sensitivity 16.3 Bruising 16.4 Infection 16.5 Scarring 16.6 Allergic reactions 16.7 Swollen Skin 16.8 Persistent pain 16.9 Bleeding 16.10 Scabbing
17. Sanitizing Procedure	<b>May include:</b> 17.1 Application of hair wash 17.2 Application of 70% isopropyl alcohol
18. Waste Materials	<b>May include:</b> 18.1 Used tissues, cotton, and gauze 18.2 Soiled linens, beddings, and towels 18.3 Waste water 18.4 Used needles and minoxidil serum

## EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment required evidence that the candidate: 1.1. Prepared treatment area according to PD 856 and OSH 1.2. Checked, prepared, and sanitized machines, equipment, tools, supplies and materials to be used. 1.3. Obtained and recorded client's personal data 1.4. Prepared client for the treatment based on clinic policies and regulations 1.5. Performed hair loss therapy procedure based on medical recommendation 1.6. Checked treatment outcomes based on expected results 1.7. Followed applicable treatment duration 1.8. Applied first aid to the client as needed 1.9. Provided home care maintenance products and home care instructions 1.10. Performed post-care activities
2. Resource Implications	The following resources should be provided: 2.1. Live Model 2.2. Machines, equipment, tools, supplies and materials relevant of the activity to be performed

	2.3. Treatment products 2.4. Actual treatment area with complete facilities
3. Methods of Assessment	Competency may be assessed through: 3.1. Demonstration with oral questioning 3.2. Written test
4. Context for Assessment	4.1. Competency may be assessed in treatment area or simulated treatment area 4.2. Assessment done during students return demonstration

## GLOSSARY OF TERMS

<b>1. Abraded skin</b>	An abrasion is a partial thickness wound caused by damage to the skin and can be superficial involving only the epidermis to deep, involving the deep dermis. Abraded skin is skin that has been scraped or rubbed off.
<b>2. Accelerated skin healing</b>	The process of speeding up the skin's natural healing response to promote faster recovery from injuries or treatments.
<b>3. Acne breakouts</b>	Sudden appearance of inflamed or infected spots on the skin, often caused by excess oil production or bacteria.
<b>4. Acne Breakouts</b>	The sudden appearance of inflamed or infected spots on the skin, often caused by excess oil production or bacteria.
<b>5. Advanced Skin Care</b>	A routine goes beyond the basics of cleansing, toning, and moisturizing, and includes targeted treatments that address specific skin concerns. It combines dermatology, technology, and an eye for beauty to give you healthy and glowing skin.
<b>6. Aesthetic</b>	Concerned with beauty or artistic value. Aesthetics is the study of the principles of beauty and art. It is a branch of philosophy that deals with the nature of beauty and the appreciation of art. Aesthetics can be applied to a wide range of subjects, including art, music, literature, and film.
<b>7. Allergic dermatitis</b>	Also known as contact dermatitis, is a skin condition that occurs when the skin comes into contact with an allergen. Allergens are substances that can trigger an allergic reaction.
<b>8. Allergies</b>	Allergies are a reaction to a substance that the body perceives as harmful.
<b>9. Antibiotics</b>	Antibiotics are a type of medication that is used to treat bacterial infections. They work by either killing the bacteria or preventing them from growing.
<b>10. Anti-inflammatory</b>	Cream is a cream that reduces inflammation
<b>11. Aseptic</b>	Free from germs or infection. Aseptic technique is a set of procedures that are used to prevent the spread of infection. These procedures include washing hands, wearing gloves, and sterilizing equipment. Aseptic technique is used in hospitals, clinics, and other healthcare settings.



<b>12. Auto-immune diseases</b>	Diseases in which the body's immune system attacks its own tissues.
<b>13. BB glow facial therapy</b>	A facial treatment that involves applying BB glow serum to improve the overall appearance and radiance of the skin.
<b>14. BB glow serum</b>	Specialized serum designed to give the skin a radiant and glowing complexion, often used in skincare treatments.
<b>15. Blackheads</b>	Small, dark spots on the skin caused by clogged hair follicles, often appearing on the face, back, or chest.
<b>16. Blistering</b>	The formation of fluid-filled sacs on the skin, often caused by burns, friction, or certain medical conditions.
<b>17. Centrifugal facial</b>	Scrubbing is a type of facial treatment that uses a rotating brush to exfoliate the skin.
<b>18. Collagen Induction therapy</b>	A treatment that stimulates the production of collagen in the skin to improve its elasticity and firmness.
<b>19. Comedone Extractor</b>	A tool used in skincare to remove blackheads and whiteheads from the skin by applying gentle pressure on the affected area.
<b>20. Common Warts</b>	Warts that typically appear on the hands and fingers, characterized by a rough texture and raised appearance.
<b>21. Consultation forms</b>	Forms that are used to collect information from a patient before a consultation.
<b>22. Consulting</b>	The act of providing professional advice.
<b>23. Contact dermatitis</b>	A skin condition that occurs when the skin comes into contact with an allergen or irritant.
<b>24. Contraindications</b>	A reason for which a particular treatment or procedure should not be used.
<b>25. Cryo tools</b>	A device that uses cold therapy to treat medical conditions. Cryo tools machines can be used to treat a variety of conditions, including pain, inflammation, and skin conditions. The cryo tools machine emits cold air or liquid nitrogen to cool the affected area. The cold can help to reduce pain, swelling, and inflammation.
<b>26. Decreasing sensorium</b>	Decrease in consciousness or mental awareness, often caused by certain medications or medical conditions.
<b>27. Demographic</b>	Relating to the characteristics of a population

<b>28. Derma pen machine</b>	Device used in microneedling therapy to create controlled micro-injuries in the skin to promote collagen production and improve skin texture.
<b>29. Dermatitis</b>	General term for skin inflammation that can be caused by various factors, such as allergies, irritants, or genetic predisposition.
<b>30. Disinfected</b>	Treated with a chemical to kill germs.
<b>31. Donning</b>	Putting on (clothing or equipment).
<b>32. Draped</b>	Covered with a cloth or sheet.
<b>33. Dryness</b>	The lack of moisture in the skin
<b>34. Ergonomic</b>	Designed to be comfortable and efficient for the user.
<b>35. Erythromycin cream</b>	Topical antibiotic cream used to treat bacterial infections on the skin.
<b>36. Exfoliation</b>	The removal of dead skin cells from the surface of the skin.
<b>37. Flaking of skin</b>	The shedding of small pieces of skin from the surface of the skin.
<b>38. Flat Warts</b>	Warts that have a smoother, flatter appearance and often appear in clusters on the face, neck, or legs.
<b>39. Foreseeable results</b>	The anticipated outcomes of a particular treatment or procedure, based on the individual's skin type and concerns.
<b>40. Fragile Skin</b>	Skin that is thin, weak, or easily damaged, often due to aging, sun exposure, or certain medical conditions.
<b>41. Gloving</b>	Putting on gloves.
<b>42. Hydrocortisone cream</b>	A topical steroid cream used to reduce inflammation and relieve itching or irritation on the skin.
<b>43. Hypersensitivity</b>	An exaggerated response of the immune system to a substance that is not normally harmful. Hypersensitivity can be caused by a variety of factors, including genetics, environmental exposure, and previous infections. Hypersensitivity can manifest in a variety of ways, including allergies, asthma, and eczema.
<b>44. Immunocompromise</b>	Having a weakened immune system.
<b>45. Inflamed</b>	Swollen, red, and painful due to inflammation.
<b>46. Isotretinoin</b>	Prescription medication used to treat severe acne by reducing oil production and preventing the formation of acne lesions.

<b>47. Manufacturer's Manual</b>	A document that provides instructions on how to use and maintain a product.
<b>48. Medical history forms</b>	Forms that are used to collect information about a patient's medical history.
<b>49. Meso gun machine</b>	Device used in mesotherapy treatments to deliver customized cocktails of vitamins, minerals, and other nutrients directly into the skin.
<b>50. Microneedling machine</b>	Device that uses fine needles to create tiny punctures in the skin to stimulate collagen production and improve skin texture.
<b>51. Microneedling therapy</b>	Cosmetic treatment that involves using a microneedling machine to improve the appearance of the skin by promoting collagen production.
<b>52. Milia</b>	Small, white bumps on the skin that are caused by trapped keratin, often appearing on the face.
<b>53. Minoxidil solution</b>	Topical medication used to promote hair growth and prevent hair loss in conditions like male pattern baldness.
<b>54. OSH</b>	Occupational Safety and Health. Occupational Safety and Health. OSH is concerned with the safety and health of workers in the workplace. OSH regulations set standards for safe working conditions and practices.
<b>55. Papules</b>	Small, raised bumps on the skin that are often red and inflamed, caused by clogged pores or inflammation.
<b>56. Photo dynamic therapy</b>	A specialized treatment used in the clinic to reduce inflammation and redness in the skin, as well as to improve overall skin tone and texture. This therapy involves the use of light-activated agents to target and reduce inflammatory responses in the skin, resulting in a calmer and more even
<b>57. Post inflammatory hyperpigmentation</b>	A condition in which the skin becomes darker after an injury or inflammation. Post inflammatory hyperpigmentation is caused by the overproduction of melanin, which is the pigment that gives skin its color. Post inflammatory hyperpigmentation can be treated with a variety of methods, including laser therapy, chemical peels, and topical creams.

<b>58. Pricking</b>	Technique that involves gently puncturing the skin's surface with a tool or device to remove impurities or promote product absorption.
<b>59. Psoriasis</b>	Chronic autoimmune condition that causes red, scaly patches on the skin, often accompanied by itching and inflammation.
<b>60. Pustules</b>	Inflamed, pus-filled bumps on the skin that are typically caused by bacterial infections or acne.
<b>61. Recurrence</b>	The reappearance of a skin condition or issue after it has been treated or resolved.
<b>62. Rosacea</b>	Chronic skin condition characterized by redness, flushing, and visible blood vessels on the face
<b>63. Sanitation</b>	The process of cleaning a surface to remove dirt and bacteria.
<b>64. Scabbing</b>	The formation of a hard, protective crust over a wound or injury as part of the skin's natural healing process.
<b>65. Scarring</b>	Permanent marks or disfigurements on the skin caused by injury, acne, surgery, or other trauma.
<b>66. Serums</b>	A type of skincare product that is used to improve the appearance of the skin.
<b>67. Skin Vitality</b>	The overall health and radiance of the skin, often influenced by factors like hydration, nutrition, and lifestyle habits.
<b>68. Skincare Specialist</b>	A professional trained and knowledgeable in providing expert care and treatments for the skin. Skincare specialists may specialize in various skin concerns such as acne, aging, or sensitivities, and warts utilize their expertise to help clients achieve optimal skin health and appearance. Recommend products and treatments tailored to individual needs, and provide guidance on maintaining healthy skin through proper skincare assessment and routines.
<b>69. Sterilizing</b>	The process of destroying all microorganisms on a surface.
<b>70. Steroids</b>	A type of medication that is used to reduce inflammation.
<b>71. Sulfate free shampoo</b>	Type of shampoo that does not contain sulfates, which can strip the hair of natural oils and cause dryness or irritation.
<b>72. Sunblock</b>	A product that is used to protect the skin from the sun's harmful UV rays.

<b>73. Sunburn</b>	A condition in which the skin is burned by the sun's UV rays. Caused by overexposure to ultraviolet (UV) rays from the sun or tanning beds. Symptoms of sunburn can include: * Redness * Swelling * Pain * Itching
<b>74. Sunburn skin</b>	Skin that is red, painful, and inflamed due to excessive exposure to ultraviolet rays from the sun.
<b>75. Supple skin</b>	Skin that is soft and flexible.
<b>76. Tender</b>	Sore or sensitive to the touch.
<b>77. Toner</b>	A type of skincare product that is used to cleanse and balance the skin.
<b>78. Topical steroid</b>	Type of medication that is applied directly to the skin to reduce inflammation, itching, or irritation.
<b>79. Treatment Chart forms</b>	Forms that are used to track a patient's progress during treatment.
<b>80. Vital signs</b>	The signs that indicate a person's health, such as heart rate, blood pressure, and body temperature.
<b>81. Waiver forms</b>	Forms that are used to obtain a patient's consent to receive
<b>82. Warts</b>	Small, raised growths on the skin caused by viral infections, often appearing on the hands or feet.
<b>83. Whiteheads</b>	Small, white or flesh-colored bumps on the skin caused by clogged pores, typically found on the face

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