

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area	FOOT, HAND AND EAR REFLEXOLOGY								
Competency Unit Title	REFLEXOLOGY PROMOTION AND CLIENT SERVICE								
Competency Unit Descriptor	<p>This competency unit describes the skill, knowledge and attitude requirements of reflexology promotion and client care services.</p> <p>Promoting reflexology for client care need to be provided continuously. The packages provided for client care have to be beneficial and economical to the client. The importance of the service need to be explained and made understood to potential clients. Incorporating strategies and techniques ensure services rendered will be well promoted.</p> <p>The person who is competent in reflexology promotion and client care services will be able to survey client's treatment requirements, compile promotion packages, assess promotion packages suitability and record promotion activities details. in accordance with reflexology promotion and client services specification.</p>								
Competency Unit Code	ETM-XXX-05	Competency Type	Elective	Level	3	Training Duration	162	Credit Hour	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Survey client's treatment requirements	1.1 Reflexology services availability.			8	Lecture	1.1 Reflexology service availability is compiled.
	1.2 Reflexology services to client.					1.2 Reflexology services to client are explained.
	1.3 Reflexology services packages					
		1.1 Gather reflexology services availability.		30	Demonstration & Observation	1.3 Reflexology services packages conveyed.
		1.2 Convey reflexology services to client.				

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.3 Promote Reflexology wellness services packages	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Knowledge able in promoting packages - Communication clear and the importance of clarity - Build rapport with others <p><u>Safety:</u></p> <ul style="list-style-type: none"> - Maintain confidentiality <p><u>Environment:</u></p> <ul style="list-style-type: none"> - Recycle usable products - Maintain electrical usage. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Compile promotion packages	2.1 Client feedback. 2.2 Client care services. 2.3 Client treatment requirements. 2.4 Client care service requirements. 2.5 Client care service requirements			8	Lecture	2.1 Client feedback is compiled. 2.2 Client care services are interpreted. 2.3 Client treatment requirements are selected. 2.4 Client care service requirements are updated.
		2.1 Gather client feedback. 2.2 Study client care services. 2.3 Priorities client treatment requirements. 2.4 Review client care service requirements. 2.5 Record client care service requirements.		40	Demonstration & Observation	2.5 Client care service requirement are documented.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Adhere to SOP - Knowledge able in reviewing client care service requirements - Communication clear and the importance of clarity - Build rapport with others. <p><u>Safety:</u></p> <ul style="list-style-type: none"> - Maintain confidentiality <p><u>Environment:</u></p> <ul style="list-style-type: none"> - Recycle usable products - Maintain electrical usage. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Assess promotion packages suitability.	3.1 Promotion packages effectiveness.			8	Lecture	3.1 Promotion packages effectiveness confirmed.
		3.1 Analyze promotion packages effectiveness.	<u>Attitude:</u> <ul style="list-style-type: none"> - Adhere to SOP - Knowledge able in obtaining promotion packages checklist - Communication clear and the importance of clarity - Build rapport with others 	30	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> - Maintain confidentiality <u>Environment:</u> - Recycle usable products - Maintain electrical usage.			
4. Record promotion activities details.	4.1 Client's feedback. 4.2 Promotion activities detail. 4.3 Promotion activities checklist. 4.4 Promotion activities detail.			8	Lecture	4.1 Client's feedback is acquired. 4.2 Promotion activities detail is assessed. 4.3 Promotion activities checklist filled. 4.4 Promotion activities detail is

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Obtain client's feedback. 4.2 Check promotion activities detail. 4.3 Complete promotion activities checklist. 4.4 Document promotion activities detail	<u>Attitude:</u> - Adhere to SOP - Knowledge able in obtaining client feedback - Communication clear and the importance of clarity - Build rapport with others	30	Demonstration & Observation	compiled.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> - Maintain confidentiality <u>Environment:</u> - Recycle usable products - Maintain electrical usage.			

Employability Skills

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

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Marketing Gun chart/ schedule	1:1
2. Telephone	1:20
3. File	1:1
4. Stationeries	1:1
5. Brochure	1:1
6. Flyers	1:1
7. Audio Visual Aids (AVA)	1:20
8. Computer and peripherals	1:1

Reference

REFERENCES
1. Guide to the Employment Act and Labour Laws of Malaysia , Goh Chen Chuan, Leeds Publication, ISBN 983-2431-44-1
2. Financing and Practice of Domestic and International Trade, Johnson Pang, Pelanduk Publication, ISBN 967-978-251-4.
3. The Entrepreneur Guide Series, Forecasting Your Company Sales and Profit, Kenneth E.Marino, Probus Publishing Company, Chiacago, Illinois, ISBN 1-55738-143-7
4. The Structure of Modern Commerce, JL Hanson, English Language book Society and MacDonald and Evans Ltd, London, ISBN 7121-1928.