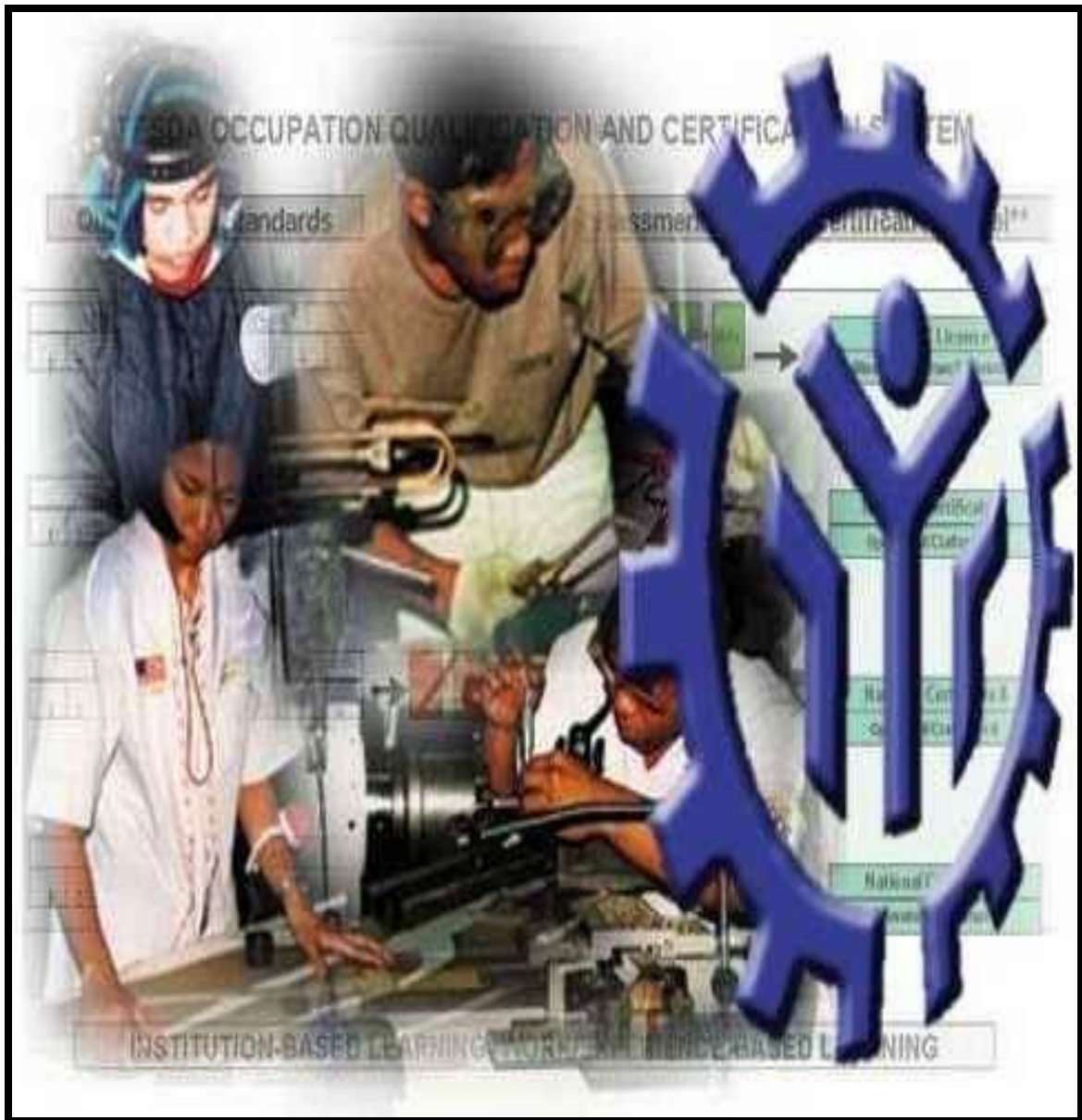


# TRAINING REGULATIONS

## HILOT (WELLNESS MASSAGE) NC II



**HEALTH, SOCIAL, AND OTHER COMMUNITY  
DEVELOPMENT SERVICES SECTOR**

**Technical Education and Skills Development Authority**

East Service Road, South Superhighway, Taguig, City Metro Manila

*Technical Education and Skills Development Act of 1994  
(Republic Act No. 7796)*

**Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.**

The Competency Standards (CS) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each CS has four sections:

- |           |   |
|-----------|---|
| Section 1 | Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.  |
| Section 2 | Competency Standards - gives the specifications of competencies required for effective work performance.  |
| Section 3 | Training Standards - contains information and requirements in designing training program for certain Qualification. It includes curriculum design; training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification; and institutional assessment. |
| Section 4 | National Assessment and Certification Arrangement - describes the policies governing assessment and certification procedure.  |

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# TRAINING REGULATIONS FOR HILOT (WELLNESS MASSAGE) NC II

## SECTION 1 HILOT (WELLNESS MASSAGE) NC II QUALIFICATION

This **HILOT (WELLNESS MASSAGE) NC II** Qualification consists of competencies that a person must achieve to plan the hilot wellness program of client/s, provide pre-service to client/s, apply hilot wellness massage techniques and provide post-advice on post-services to clients.

The Units of Competency comprising this qualification include the following:

<b>UNIT CODE</b>	<b>BASIC COMPETENCIES</b>
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500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

<b>UNIT CODE</b>	<b>COMMON COMPETENCIES</b>
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HCS323201	Implement and monitor infection control policies and procedures
HCS222202	Respond effectively to difficulty/challenging behavior
HCS323203	Apply basic first aid
HCS323204	Maintain high standards of patient/client services

<b>UNIT CODE</b>	<b>CORE COMPETENCIES</b>
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HCS222301	Plan the hilot wellness program of client/s
HCS222302	Provide pre-service to hilot client/s
HCS222303	Apply hilot wellness massage techniques
HCS222304	Provide post advice and post-services to hilot clients

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

- Hilot (Wellness) Massage Therapist**

## SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **HILOT (WELLNESS MASSAGE) NC II**.

### BASIC COMPETENCIES

UNIT OF COMPETENCY : **PARTICIPATE IN WORKPLACE COMMUNICATION**

UNIT CODE : **500311105**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <b>appropriate sources</b> . 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information. 1.3 Appropriate <b>medium</b> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used. 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed. 1.6 Defined workplace procedures for the location and <b>storage</b> of information are used. 1.7 Personal interaction is carried out clearly and concisely.
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time. 2.2 Own opinions are clearly expressed and those of others are listened to without interruption. 2.3 Meeting inputs are consistent with the meeting purpose and established <b>protocols</b> . 2.4 <b>Workplace interactions</b> are conducted in a courteous manner. 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to. 2.6 Meetings outcomes are interpreted and implemented.
3. Complete relevant work related documents	3.1 Range of <b>forms</b> relating to conditions of employment is completed accurately and legibly. 3.2 Workplace data is recorded on standard workplace forms and documents. 3.3 Basic mathematical processes are used for routine calculations. 3.4 Errors in recording information on forms/ documents are identified and properly acted upon. 3.5 Reporting requirements to supervisor are completed according to organizational guidelines.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Prepared written communication following standard format of the organization</li> <li>1.2 Accessed information using communication equipment</li> <li>1.3 Made use of relevant terms as an aid to transfer information effectively</li> <li>1.4 Conveyed information effectively adopting the formal or informal communication</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Effective communication</li> <li>2.2 Different modes of communication</li> <li>2.3 Written communication</li> <li>2.4 Organizational policies</li> <li>2.5 Communication procedures and systems</li> <li>2.6 Technology relevant to the enterprise and the individual's work responsibilities</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Follow simple spoken language</li> <li>3.2 Perform routine workplace duties following simple written notices</li> <li>3.3 Participate in workplace meetings and discussions</li> <li>3.4 Complete work related documents</li> <li>3.5 Estimate, calculate and record routine workplace measures</li> <li>3.6 Basic mathematical processes of addition, subtraction, division and multiplication</li> <li>3.7 Ability to relate to people of social range in the workplace</li> <li>3.8 Gather and provide information in response to workplace Requirements</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Fax machine</li> <li>4.2 Telephone</li> <li>4.3 Writing materials</li> <li>4.4 Internet</li> </ul>
<p>5. Method of assessment</p>	<p>Competency <b>MUST</b> be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Direct observation with questioning</li> <li>5.2 Oral interview and written test</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Competency may be assessed individually in the actual workplace or through accredited institution</li> </ul>



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

UNIT CODE : **500311106**

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The <b><i>role and objective of the team</i></b> is identified from available <b><i>sources of information</i></b> .  1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources.
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified.  2.2 Roles and responsibility of other team members are identified and recognized.  2.3 Reporting relationships within team and external to team are identified.
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives.  3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <b><i>workplace context</i></b> .  3.3 Observed protocols in reporting using standard operating procedures.  3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Operated in a team to complete workplace activity</li> <li>1.2 Worked effectively with others</li> <li>1.3 Conveyed information in written or oral form</li> <li>1.4 Selected and used appropriate workplace language</li> <li>1.5 Followed designated work plan for the job</li> <li>1.6 Reported outcomes</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Communication process</li> <li>2.2 Team structure</li> <li>2.3 Team roles</li> <li>2.4 Group planning and decision making</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Communicate appropriately, consistent with the culture of the workplace</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place</li> <li>4.2 Materials relevant to the proposed activity or tasks</li> </ul>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Observation of the individual member in relation to the work activities of the group</li> <li>5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal</li> <li>5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Competency may be assessed in workplace or in a simulated workplace setting</li> <li>6.2 Assessment shall be observed while task are being undertaken whether individually or in group</li> </ul>

UNIT OF COMPETENCY : **PRACTICE CAREER PROFESSIONALISM**

UNIT CODE : **500311107**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession. 1.2 Intra and interpersonal relationships are maintained in the course of managing oneself based on performance <b>evaluation</b> . 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties.
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 <b>Resources</b> are utilized efficiently and effectively to manage work priorities and commitments. 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures.
3. Maintain professional growth and development	3.1 <b>Trainings and career opportunities</b> are identified and availed of based on job requirements. 3.2 <b>Recognitions</b> are -sought/received and demonstrated as proof of career advancement. 3.3 <b>Licenses and/or certifications</b> relevant to job and career are obtained and renewed.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Attained job targets within key result areas (KRAs)</li> <li>1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation</li> <li>1.3 Completed trainings and career opportunities which are based on the requirements of the industries</li> <li>1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.)</li> <li>2.2 Company policies</li> <li>2.3 Company-operations, procedures and standards</li> <li>2.4 Fundamental rights at work including gender sensitivity</li> <li>2.5 Personal hygiene practices</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Appropriate practice of personal hygiene</li> <li>3.2 Intra and Interpersonal skills</li> <li>3.3 Communication skills</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Workplace or assessment location</li> <li>4.2 Case studies/scenarios</li> </ul>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Portfolio Assessment</li> <li>5.2 Interview</li> <li>5.3 Simulation/Role-plays</li> <li>5.4 Observation with questioning</li> <li>5.5 Third Party Reports</li> <li>5.6 Exams and Tests</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Competency may be assessed in the work place or in a simulated work place setting</li> </ul>

UNIT OF COMPETENCY : **PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

UNIT CODE : **500311108**

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 <b>Safety regulations</b> and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures. 1.2 <b>Hazards/risks</b> in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures. 1.3 <b>Contingency measures</b> during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures.
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV). 2.2 Effects of the hazards are determined. 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation.
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed. 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies. 3.3 <b>Personal protective equipment (PPE)</b> is correctly used in accordance with organization OHS procedures and practices. 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol.
4. Maintain OHS awareness	4.1 <b>Emergency-related drills and trainings</b> are participated in as per established organization guidelines and procedures. 4.2 <b>OHS personal records</b> are completed and updated in accordance with workplace requirements.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> <li>• Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles</li> <li>• Physiological factors – monotony, personal relationship, work out cycle</li> </ul>
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed



## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Explained clearly established workplace safety and hazard control practices and procedures</li> <li>1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures</li> <li>1.3 Recognized contingency measures during workplace accidents, fire and other emergencies</li> <li>1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.</li> <li>1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace</li> <li>1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices</li> <li>1.7 Completed and updated OHS personal records in accordance with workplace requirements</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 OHS procedures and practices and regulations</li> <li>2.2 PPE types and uses</li> <li>2.3 Personal hygiene practices</li> <li>2.4 Hazards/risks identification and control</li> <li>2.5 Threshold Limit Value -TLV</li> <li>2.6 OHS indicators</li> <li>2.7 Organization safety and health protocol</li> <li>2.8 Safety consciousness</li> <li>2.9 Health consciousness</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Practice of personal hygiene</li> <li>3.2 Hazards/risks identification and control skills</li> <li>3.3 Interpersonal skills</li> <li>3.4 Communication skills</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Workplace or assessment location</li> <li>4.2 OHS personal records</li> <li>4.3 PPE</li> <li>4.4 Health records</li> </ul>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Portfolio Assessment</li> <li>5.2 Interview</li> <li>5.3 Case Study/Situation</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Competency may be assessed in the work place or in a simulated work place setting</li> </ul>

## COMMON COMPETENCIES

UNIT OF COMPETENCY : **IMPLEMENT AND MONITOR INFECTION- CONTROL POLICIES AND PROCEDURES**

UNIT CODE : **HCS323201**

UNIT DESCRIPTOR : This unit is concerned with infection control responsibilities of employees with supervisory accountability to implement and monitor infection control policy and procedures in a specific work unit or team within an organization. This unit does not apply to a role with organization-wide responsibilities for infection control policy and procedure development, implementation or monitoring.

ELEMENT	PERFORMANCE CRITERIA
	<i>Italicized terms</i> are elaborated in the Range of Variables
1. Provide information to the work group about the organization's infection control policies and procedures	1.1 Relevant information about the organization's infection control policy and procedures, and applicable <b><i>industry codes of practice</i></b> are accurately and clearly explained to the work group.
	1.2 Information about identified <b><i>hazards and the outcomes of infection risk assessments</i></b> is regularly provided to the work group.
	1.3 Opportunity is provided for the work group to seek further information on workplace infection control issues and practices.
2. Integrate the organization's infection control policy and procedure into work practices	2.1 <b><i>Infection-control policies</i></b> and procedures are implemented by supervisor and members of the work group.
	2.2 Liaison is maintained with person responsible for organization-wide infection control.
	2.3 The Supervisor's coaching support ensures that individuals/teams are able to implement infection control practices.
	2.4 Work procedures are adopted to reflect appropriate infection control practice.
	2.5 Issues raised through consultation are dealt with and resolved promptly or referred to the appropriate personnel for resolution.
	2.6 Workplace procedures for dealing with infection control risks and hazardous events are implemented whenever necessary.
	2.7 Employees are encouraged to report infection risks and to improve infection control procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
3. Monitor infection control performance and implement improvements in practices	<p>3.1 Infection control hazardous events are investigated promptly to identify their cause in accordance with organization policy and procedures.</p> <p>3.2 Work procedures to control infection risks are monitored to ensure compliance.</p> <p>3.3 Work procedures are regularly reviewed and adjusted to ensure improvements in infection control practice.</p> <p>3.4 Supervisor provides feedback to team and individuals on compliance issues, changes in work procedures and infection control outcomes.</p> <p>3.5 Training in work procedures is provided as required to ensure maintenance <b><i>of infection control standards.</i></b></p> <p>3.6 Inadequacies in work procedures and infection control measures are identified, corrected or reported to <b><i>designated personnel.</i></b></p> <p>3.7 Records of infection control risks and incidents are accurately maintained as required.</p> <p>3.8 <b><i>Aggregate infection control</i></b> information reports are used to identify hazards, to monitor and improve risk control methods and to indicate training needs.</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Infection Control Policies and Procedures	This may include but not limited to: 1.1 Cleaning procedures and schedules 1.2 Cleaning agents 1.3 Cleaning equipment 1.4 Handling, storage and disposal of all types of waste 1.5 Food handling and food safety 1.6 Hygiene procedures 1.7 Infection control risk management 1.8 Infection control incident and hazard reporting 1.9 Sterilizing 1.10 Linen production and handling 1.11 Maintenance procedures 1.12 Storage requirements 1.13 Personal protective clothing 1.14 Work flows 1.15 Management of blood and body fluid spills 1.16 Single use of disposables 1.17 Aseptic techniques 1.18 Skin preparation procedures 1.19 Immunization 1.20 Needle stick injuries 1.21 Personal contact with infectious patients 1.22 Standard and additional precautions 1.23 Confidentiality 1.24 Employee training 1.25 Contractors
2. Industry Codes of Practice	2.1 Local & National Government Guidelines and Standards 2.2 Manufacturer's recommendations and operating manuals
3. Identified hazards and the outcomes of infection risk assessments	3.1 Sharps 3.2 Glass 3.3 Waste 3.4 Human waste and human tissues 3.5 Personal contact with infectious patients 3.6 Animals, insects and vermin 3.7 Stock, including food, which has passed "used-by" dates. 3.8 Incorrect concentration of disinfectants and chemicals 3.9 Cleaning procedures 3.10 Linen handling procedures 3.11 Work flows

VARIABLE	RANGE
	3.12 Use of personal protective clothing 3.13 Food safety 3.14 Personal hygiene
4. Infection Control Monitoring Procedures	4.1 Observations 4.2 Interviews 4.3 Surveys and inspections 4.4 Quality assurance activities 4.5 Review of outcomes 4.6 Data analysis
5. Designated Personnel	5.1 Manager 5.2 Infection Control Coordinator 5.3 Quality Improvement Coordinator 5.4 Infection Control Committee 5.5 Occupational Health and Safety Committee
6. Aggregate Infection Control Information	6.1 Records of needle stick injuries 6.2 Hospital-acquired infection rates 6.3 DOH healthcare standards clinical indicators 6.4 HACCP records 6.5 Hazard reports

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Communicated with team and individuals on organizational policy and procedures for infection control</p> <p>1.2 Applied infection control policies and procedures which impact on work processes of the specific work unit</p> <p>1.3 Applied procedures for adopting appropriate infection practices within work unit</p> <p>1.4 Provided appropriate supervision of work group</p>
<p>2. Underpinning knowledge</p>	<p>2.1 Working knowledge, consistent with the elements of competence, of the organization's applicable infection control policy and procedures and relevant industry codes of practice</p> <p>2.2 The hierarchy risk control measures from most to least preferred, that is, elimination, engineering controls, administrative control, and lastly, personal protective equipment</p> <p>2.3 Knowledge of infection risks and control measures in specific work unit and related work processes</p> <p>2.4 The significance of patient confidentiality in relation to infection control</p> <p>2.5 The significance of other management systems and procedures for infection control</p> <p>2.6 Literacy levels and communication skills of work group members and consequent suitable communication techniques</p> <p>2.7 Organizational procedures for monitoring, training</p> <p>2.8 Basic understanding of communicable disease transmission</p>
<p>3. Underpinning skills</p>	<p>3.1 Effective communication and interpersonal skills including:</p> <ul style="list-style-type: none"> <li>- language competence</li> <li>- literacy and reading competence</li> </ul> <p>3.2 Negotiation</p> <p>3.3 Work planning and management</p> <p>3.4 Management of change of work processes</p> <p>3.5 Monitoring compliance with policy and procedures</p> <p>3.6 Maintain and interpret infection control records</p>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <p>4.1 Workplace infection control and health and safety policies and procedures</p> <p>4.2 Waste management procedures</p> <p>4.3 Food safety procedures</p> <p>4.4 Other organizational policies and procedures</p> <p>4.5 Duties statements and/or job descriptions</p>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <p>5.1 Observation with questioning</p> <p>5.2 Interview</p> <p>5.3 Portfolio</p> <p>5.4 Demonstration with questioning</p>
<p>6. Context of assessment</p>	<p>6.1 Assessment may be done in the workplace or in a simulated workplace setting.</p>

UNIT OF COMPETENCY: **RESPOND EFFECTIVELY TO DIFFICULTY/CHALLENGING BEHAVIOR**

UNIT CODE : **HCS323202**

UNIT DESCRIPTOR : This unit of competency covers the knowledge, skills and attitudes required to effectively respond to difficult or challenging behavior of patients.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Plan responses	1.1 <b>Responses are planned</b> to instances of difficult or challenging behavior to maximize the availability of other appropriate staff and resources. 1.2 Specific manifestations of <b>difficult or challenging behavior</b> are identified and <b>strategies appropriate</b> to these behaviors are planned as required. 1.3 Safety of self and others is given priority in responding to difficult or challenging behavior according to institutional policies and procedures.
2. Apply response	2.1 Difficult or challenging behavior is dealt with promptly, firmly and diplomatically in accordance with <b>institutional policy and procedures</b> . 2.2 Communication is used effectively to achieve the desired outcomes in responding to difficult or challenging behavior. 2.3 <b>Appropriate strategies are selected</b> to suit particular instances of difficult or challenging behavior.
3. Report and review incidents	3.1 Incidents are reported according to institutional policies and procedures. 3.2 Incidents are reviewed with appropriate staff and suggestions appropriate to area of responsibility are made. 3.3 Debriefing mechanisms and other activities are used and participated in. 3.4 Advice and assistance is sought from legitimate sources when appropriate.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Planned responses	1.1 Own ability and experience 1.2 Established institutional procedures 1.3 Knowledge of individual persons and underlying causes
2. Difficult or challenging behavior	2.1 Aggression / Assaultive behavior 2.2 Confusion or other cognitive impairment 2.3 Noisiness 2.4 Manipulative 2.5 Wandering 2.6 Self-destructive 2.7 Intoxication 2.8 Withdrawn / depressed 2.9 Negativistic 2.10 Intrusive behavior 2.11 Verbal offensiveness
3. Strategies for dealing with challenging behaviors	3.1 Diversional activities 3.2 Referring to appropriate personnel e.g. supervisor, security officer 3.3 Following established emergency response procedures
4. Selection of strategies for dealing with challenging behaviors	4.1 The nature of the incident 4.2 Potential effect on different parties, patient, staff and others 4.3 Established procedures and guidelines
5. Institutional policies and procedures	5.1 Incident reporting and documentation 5.2 Operational guidelines for handling incidents and/or cases involving difficult and challenging behavior 5.3 Debriefing of staff involved in the incident



## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified specific manifestations of difficult or challenging behavior and strategies are planned, selected and applied as required</li> <li>1.2 Maintained personal safety and the safety of others</li> <li>1.3 Reported incidents, reviewed and responded quickly and effectively to contingencies</li> <li>1.4 Debriefing mechanisms are used</li> </ul>
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> <li>2.1 OSH and issues relating to difficult and challenging behavior</li> <li>2.2 Patient issues which need to be referred to an appropriate health professional</li> <li>2.3 Ability to interpret and follow the instructions and guidance of health professionals involved with the care of patient / client</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Effectively using techniques for monitoring own service area including client satisfaction</li> <li>3.2 Speaking in a firm, diplomatic and culturally appropriate manner</li> <li>3.3 Remaining calm and positive in adversity</li> <li>3.4 Thinking and responding quickly and strategically</li> <li>3.5 Remaining alert to potential incidents of difficult or challenging behavior</li> <li>3.6 Monitoring and/or maintaining security equipment</li> <li>3.7 Working with others and displaying empathy with patient and relatives</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b><u>MUST</u></b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place</li> <li>4.2 Relevant institutional policy, guidelines, procedures and protocols</li> <li>4.3 Emergency response procedures and employee support arrangements</li> </ul>
<p>5. Method of assessment</p>	<p>Competency <b><u>MUST</u></b> be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Observation with questioning</li> <li>5.2 Demonstration with questioning</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Assessment may be done in the workplace or in a simulated workplace setting.</li> </ul>

UNIT OF COMPETENCY : **APPLY BASIC FIRST AID**

UNIT CODE : **HCS323203**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to provide an initial response where First Aid is required. In this unit it is assumed that the First Aider is working under the supervision and/or according to established workplace First Aid procedures and policies.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assess the situation	1.1 <b>Physical hazards</b> to self and casualty's health and safety are identified. 1.2 Immediate risks to self and casualty's occupational health and safety (OSH) are minimized by controlling the hazard in accordance with OSH requirements. 1.3 Casualty's <b>vital signs</b> and physical condition are assessed in accordance with workplace procedures.
2 Apply basic first aid techniques	2.1 <b>First Aid management</b> is provided in accordance with established First Aid procedures. 2.2 Casualty is reassured in a caring and calm manner and made comfortable using available resources. 2.3 First Aid assistance is sought from others in a timely manner and as appropriate. 2.4 <b>Casualty's condition</b> is monitored and responded to in accordance with effective <b>First Aid principles</b> workplace procedures. 2.5 Details of casualty's physical condition, changes in conditions, management and response are accurately recorded in line with organizational procedures. 2.6 Casualty management is finalized according to his/her needs and First Aid principles.
3. Communicate details of the incident	3.1 Appropriate medical assistance is requested using relevant <b>communication media and equipment</b> . 3.2 Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel. 3.3 Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. First Aid Management	This may include but not limited to: 1.1 Workplace policies and procedures 1.2 Industry/site specific regulations, codes 1.3 OSH 1.4 National workplace health and safety requirements 1.5 Allergies the casualty may have
2. Physical Hazards	May include: 2.1 Workplace hazards 2.2 Environmental hazards 2.3 Proximity of other people 2.4 Hazards associated with casualty management processes
3. Risks	May include: 3.1 Worksite equipment, machinery and substances 3.2 Environmental risks 3.3 Bodily fluids 3.4 Risk of further injury to the casualty 3.5 Risk associated with the proximity of the others and bystanders
4. Casualty's Condition	May include but are not limited to: 4.1 CPR 4.2 Allergic reactions (anaphylaxis) 4.3 hypothermia 4.4 Burns-thermal, chemical, friction, electrical 4.5 Blisters 4.6 Chemical contamination 4.7 Cold injuries 4.8 Dislocations 4.9 Drowning 4.10 Sprain 4.11 Minor skin injuries (bruise, cuts and scrapes) 4.12 Shock 4.13 Smoke inhalation
5. Equipment and Resources	This may include but not limited to: 5.1 Defibrillation units 5.2 Pressure bandages 5.3 Thermometers 5.4 First Aid kit 5.5 Eyewash 5.6 Thermal blankets 5.7 Pocket face masks

VARIABLE	RANGE
	5.8 Rubber gloves 5.9 Dressing 5.10 Space device 5.11 Cervical collars
6. Communication System	May include but are not limited to: 6.1 Mobile phones 6.2 Satellite phones 6.3 HF/VHF radio 6.4 Flags 6.5 Flares 6.6 Two-way radio 6.7 E-mail 6.8 Electronic equipment
7. Vital signs	7.1 Airway 7.2 Breathing 7.3 Circulation 7.4 Consciousness
8. First Aid Principles	8.1 Checking the site for danger to self, casualty and others and minimizing the danger 8.2 Checking and maintaining the casualty's airways, breathing and circulation

## EVIDENCE GUIDE

1. Critical aspect of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Complied with institutional, OSH laws infections control and manual handling procedures and relevant health regulations</li> <li>1.2 Identified physical hazards of the casualty and minimized immediate risks</li> <li>1.3 Assessed and monitored the physical condition of the casualty</li> <li>1.4 Responded to emergency using basic life support measures</li> <li>1.5 Provided initial response where First Aid is required</li> <li>1.6 Dealt with complex casualties or incident</li> <li>1.7 Prepared reports to concerned personnel in a timely manner</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Basic anatomy and physiology</li> <li>2.2 Company standard operating procedures (SOPs)</li> <li>2.3 Dealing with confidentiality</li> <li>2.4 Knowledge of the First Aiders' skills limitations</li> <li>2.5 OSH legislation and regulations</li> <li>2.6 How to gain access to and interpret material safety data sheets</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Resuscitation</li> <li>3.2 Safe manual handling of casualty</li> <li>3.3 Consideration of the welfare of the casualty</li> <li>3.4 Report preparation</li> <li>3.5 Communication skills</li> <li>3.6 Interpreting and using listed documents</li> </ul>
4. Resource implications	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Access to relevant work station</li> <li>4.2 Relevant institutional policies, guidelines, procedures and protocol</li> <li>4.3 Equipment and materials relevant to the proposed activities</li> </ul>
5. Method of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Demonstration with questioning</li> <li>5.2 Interview</li> <li>5.3 Third Party Report</li> <li>5.4 Portfolio</li> </ul>
6. Context of assessment	<ul style="list-style-type: none"> <li>6.1 Assessment may be done in a workplace or simulated work area setting.</li> </ul>

UNIT OF COMPETENCY : **MAINTAIN HIGH STANDARDS OF PATIENT/CLIENT SERVICES**

UNIT CODE : **HCS323204**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in the maintenance of high standards of patient/client services.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Communicate appropriately with patients/clients	1.1 Effective <b>communication</b> strategies and techniques are identified and used to achieve best patient/client service outcomes. 1.2 Complaints are responded to in accordance with organizational policy to ensure best service to patient/clients. 1.3 Complaints are dealt with in accordance with established procedures. 1.4 Interpreter services are accessed as required. 1.5 Action is taken to resolve conflicts either directly, where a positive outcome can be immediately achieved, or by <b>referral to the appropriate personnel</b> . 1.6 Participation in work team is constructive and collaborative and demonstrates an understanding of own role.
2. Establish and maintain good interpersonal relationship with patient/clients	1.7 Rapport is established to ensure the service is appropriate to and in the best interests of patient/clients. 2.1 Effective listening skills are used to ensure a high level of effective communication and quality of service. 2.2 Patient/client concerns and needs are correctly identified and responded to responsibly and according to established procedures and guidelines. 2.3 Effectiveness of interpersonal interaction is consistently monitored and evaluated to ensure best patient/client service outcomes.
3. Act in a respectful manner at all times	3.1 <b>Respect for differences</b> is positively, actively and consistently demonstrated in all work. 3.2 <b>Confidentiality and privacy of patient/client</b> is maintained. 3.3 Courtesy is demonstrated in all interactions with patient/client. 3.4 Assistance with the care of patient/client with challenging behaviors is provided in accordance with established procedures. 3.5 Techniques are used to manage and minimize aggression.
4. Evaluate own work to maintain a high standard of patient/client service	4.1 Advice and assistance is received or sought from appropriate sources on own <b>performance</b> . 4.2 Own work is adjusted, incorporating recommendations that address performance issues, to maintain the agreed standard of patient support.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Patients/client	This may include but not limited to: <ol style="list-style-type: none"> <li>1.1 Patients/clients</li> <li>1.2 Prospective patients/clients to the service or services</li> <li>1.3 Patients/clients may be in contact with the institution through appropriate health care personnel and professionals or other advocates or agencies</li> </ol>
2. Others with whom interaction is required in regard to patient/client services	<ol style="list-style-type: none"> <li>2.1 Other staff and team members</li> <li>2.2 Service units or departments</li> <li>2.3 Family members and friends of patients/clients</li> <li>2.4 Professional representatives or agents of patient/clients such as:               <ul style="list-style-type: none"> <li>- Medical specialist</li> <li>- Nurses</li> <li>- Social workers</li> <li>- Dietitians</li> <li>- Therapists</li> <li>- Allied health professionals</li> <li>- Volunteers</li> <li>- Teachers and/or spiritual</li> <li>- Community</li> </ul> </li> <li>2.5 General public</li> </ol>
3. Communication	<ol style="list-style-type: none"> <li>3.1 English / Tagalog / Vernacular</li> <li>3.2 Sign language</li> <li>3.3 Through an interpreter</li> <li>3.4 Community language as required by the service / organization</li> </ol>
4. Modes of communication:	<ol style="list-style-type: none"> <li>4.1 Continuing interaction with patients and clients</li> <li>4.2 Verbal conversations either in person or via telephone</li> <li>4.3 Written notes by post or electronic media</li> <li>4.4 Worker, family member friend or professional interpreter who has relevant languages</li> </ol>

VARIABLE	RANGE
5. Respect for difference	5.1 Physical 5.2 Cognitive / mental or intellectual issues that may impact on communication 5.3 Cultural and ethnic 5.4 Religious / spiritual 5.5 Social 5.6 Age 5.7 Language literacy and numeracy abilities 5.8 Sexuality and sexual preference
6. Confidentiality and privacy of patients/clients	6.1 Fees 6.2 Health fund entitlements 6.3 Welfare entitlements 6.4 Payment methods and records 6.5 Public environments 6.6 Legal and ethical requirements 6.7 Writing details i.e. medical and consent forms 6.8 Conversations on the telephone 6.9 Secure location for written records 6.10 Offering a private location for discussions 6.11 Information disclosed to an appropriate person consistent with one's level of responsibility
7. Performance monitoring	7.1 Self-monitoring 7.2 Supervisor assessment 7.3 Patient/client feedback



## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidences that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Communicated appropriately with patients</li> <li>1.2 Handled complaints and resolved conflict, or referred matters to supervisors when required</li> <li>1.3 Complied with relevant policies, protocols, guidelines and procedures of the organization</li> <li>1.4 Establish and maintained good interpersonal relationship with patients</li> <li>1.5 Demonstrated courtesy in all interactions with patients, their visitors, and family</li> </ul>
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> <li>2.1 Roles and responsibilities of self and other workers within the organization</li> <li>2.2 When client / patient issues need to be referred to an appropriate health professional</li> <li>2.3 Organizational policies and procedures for privacy and confidentiality of information provided by patients and others</li> <li>2.4 Knowledge of cultures relevant to the particular service</li> <li>2.5 Institutional policy on patient rights and responsibilities</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Establishing and maintaining relationships, taking into account individual differences</li> <li>3.2 Using effective listening techniques</li> <li>3.3 Using appropriate verbal and non verbal communication styles</li> <li>3.4 Interpreting and following the instructions and guidance of health professionals involved with the care of patients / clients</li> <li>3.5 Oral and written communication</li> <li>3.6 Problem solving skills required include the ability to use available resources and prioritize workload</li> <li>3.7 Dealing with conflict</li> <li>3.8 Working with others and displaying empathy with patient and relatives</li> </ul>
<p>4. Resource implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place.</li> </ul>
	<ul style="list-style-type: none"> <li>4.2 Relevant government and organizational policy guidelines, procedures and protocols</li> <li>4.3 Any relevant legislation in relation to service delivery</li> </ul>
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Demonstration with questioning</li> <li>5.2 Interview</li> <li>5.3 Third party report</li> </ul>
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> <li>6.1 Assessment may be done in a simulated workplace setting</li> </ul>

## CORE COMPETENCIES

UNIT OF COMPETENCY : **PLAN THE HILOT WELLNESS PROGRAM OF CLIENT/S**

UNIT CODE : **HCS222301**

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitudes required to consult with client/s and select and sequence a range of hilot wellness techniques as a program.

ELEMENT	PERFORMANCE CRITERIA
1. Assess/Interview client	<p>1.1 When necessary, <b><i>hilot</i></b> is explained to client in simple terms</p> <p>1.2 <b><i>Relevant information</i></b> is obtained from the <b><i>client</i></b> to determine their <b><i>expectations/requirements</i></b>.</p> <p>1.3 <b><i>Hilot wellness services</i></b> and <b><i>products</i></b> are explained to the client.</p> <p>1.4 <b><i>Contra-indications</i></b> are identified, discussed with the client and referred to an <b><i>appropriate professional</i></b> where required.</p> <p>1.5 <b><i>Special needs</i></b> of the client are identified.</p>
2. Determine the hilot wellness program	<p>2.1 <b><i>Hilot wellness service recommendations</i></b> are discussed with client.</p> <p>2.2 Treatment/s are agreed and scheduled with client.</p> <p>2.3 <b><i>Pre-hilot wellness advice and post-hilot wellness advice</i></b> is provided to client according to the hilot wellness program.</p> <p>2.4 <b><i>Hilot wellness program</i></b> is recorded according to <b><i>workplace policies and procedures</i></b>.</p> <p>2.5 Client is booked for hilot wellness program.</p>
3. Confirm hilot wellness program	<p>3.1 Client hilot wellness program is assessed.</p> <p>3.2 Any <b><i>variations in the hilot wellness program</i></b> are identified and noted.</p> <p>3.3 The hilot wellness program is confirmed with the client.</p> <p>3.4 Written consent is obtained from client.</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Hilot	Must include but are not limited to: <ul style="list-style-type: none"> <li>1.1 Hilot history and development               <ul style="list-style-type: none"> <li>1.1.1 History of Filipino traditional medicine</li> <li>1.1.2 Health Concepts in Filipino Traditional Medicine</li> <li>1.1.3 The Filipino Traditional Healers</li> <li>1.1.4 Practices of Filipino Traditional Healers</li> </ul> </li> <li>1.2 Hilot Framework (Philosophy and Science)               <ul style="list-style-type: none"> <li>1.2.1 Philosophy of hilot                   <ul style="list-style-type: none"> <li>1.2.1.1 Universal Laws and Natural Laws</li> </ul> </li> <li>1.2.2 Health concepts                   <ul style="list-style-type: none"> <li>1.2.2.1 Harmony of the three faculties (mind, body, emotion)</li> <li>1.2.2.2 Balance of Four Elements</li> </ul> </li> </ul> </li> <li>1.3 Healing concepts               <ul style="list-style-type: none"> <li>1.3.1 Valuing process “pagpapahalaga”</li> <li>1.3.2 Balancing of the four elements thru the following Healing modalities                   <ul style="list-style-type: none"> <li>• Hilot Herbal</li> <li>• Hilot Massage</li> <li>• Hilot Oracion</li> </ul> </li> </ul> </li> <li>1.4 Hilot wellness massage techniques               <ul style="list-style-type: none"> <li>1.4.1 Pre-hilot Procedure</li> <li>1.4.2 Methods in scanning imbalances in the body</li> <li>1.4.3 Hilot Areas</li> <li>1.4.4 Hilot Massage Strokes</li> <li>1.4.5 Application of pressure</li> <li>1.4.6 Duration of Application of Pressure</li> </ul> </li> </ul>
2 Relevant information	May include but is not limited to: <ul style="list-style-type: none"> <li>2.1 Vital signs</li> <li>2.2 Previous treatments</li> <li>2.3 Physical attributes</li> <li>2.4 Lifestyle</li> <li>2.5 Time constraints</li> <li>2.6 Budgetary constraints</li> </ul>
3 Client/s	May include but are not limited to: <ul style="list-style-type: none"> <li>3.1 New or regular guests with routine or special needs</li> </ul>
4 Expectations requirements	May include but are not limited to: <ul style="list-style-type: none"> <li>4.1 Improved relaxation</li> <li>4.2 Improved sense of well-being</li> <li>4.3 Improved skin condition</li> <li>4.4 Stress reduction</li> </ul>
5 Hilot wellness services	5.1 Must include: <ul style="list-style-type: none"> <li>5.1.1 Hilot wellness massage</li> <li>5.1.2 Use of coconut-based oils</li> </ul> 5.2 May include but are not limited to: <ul style="list-style-type: none"> <li>5.2.1 Herbal Treatments</li> <li>5.2.2 Oils and Essences</li> <li>5.2.3 Mineral Treatments</li> <li>5.2.4 Water Treatments</li> </ul>

VARIABLE	RANGE
6 Hilot products	Must include: 6.1 Coconut-based oils 6.1.1 Pre-blended aromatic plant oils 6.1.2 Exfoliants 6.1.3 Muds/Clays/Algae 6.1.4 Banana Leaves
7 Contra-indications	May include but are not limited to: 7.1 Bacterial, viral or fungal infections 7.2 Scabies 7.3 Boils/Carbuncles 7.4 Ringworm 7.5 Allergies 7.6 All Kinds of Burns 7.7 Skin Lesions 7.8 Skin Trauma 7.9 Metal Implants/Pacemakers 7.10 Hypertension 7.11 Intoxication form alcohol and dangerous drugs 7.12 Conditions requiring consent from a medical practitioner
8 Appropriate professional	May include but is not limited to: 8.1 Medical Practitioner 8.2 Complementary Therapist (Albularyo)
9 Special needs	May include but is not limited to: 9.1 Mobility assistance 9.2 Cultural requirements
10 Hilot wellness services and products recommendations	May include but are not limited to: 10.1 Types of hilot wellness services and products 10.2 Hilot wellness massage techniques 10.3 Duration and intensity of hilot wellness massage techniques 10.4 Post hilot wellness advice
11 Pre-hilot wellness advice	May include but is not limited to: 11.1 Abstaining from alcohol and dangerous drugs 11.2 Avoiding over-eating or having a full stomach 11.3 Taking a bath or shower
12 Post-hilot wellness advice	May include but is not limited to: 12.1 Room Temperature or Warm Hydration 12.2 Avoiding exposure to extreme temperatures 12.3 Avoiding taking a bath until body temperature normalizes (at least 6 hrs)
13 Hilot wellness program	May include but is not limited to: 13.1 Quieting and/or prayer/invocation 13.2 Diagnosis of energy blockages 13.3 Hilot wellness massage techniques 13.4 Duration of hilot wellness massage techniques 13.5 Products 13.6 Equipment 13.7 Contra-indications 13.8 Special Needs 13.9 Post-hilot wellness service/care

VARIABLE	RANGE
14 Workplace policies and procedures	May include but are not limited to: 14.1 Health and hygiene legislation/regulations 14.2 Sequencing hilot wellness program 14.3 Privacy of client information 14.4 Occupational Health and Safety 14.5 Workplace/Organizational Guidelines
15 Variations in hilot wellness program	May include but are not limited to: 15.1 Changes in client's physical condition 15.2 Changes in client's requirements

## EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Explained hilot history and development 1.2 Explained hilot framework 1.3 Determined the hilot wellness massage techniques 1.4 Applied knowledge of hilot principles in the selection and sequencing of hilot wellness services 1.5 Applied knowledge of personal hygiene, including the prevention of cross infection 1.6 Followed safety work practices 1.7 Recognized and managed contra-indications 1.8 Used available furnishings and paraphernalia 1.9 Used effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality
2. Underpinning knowledge	2.1 Hilot History and Development, Framework 2.2 Personal Hygiene and Prevention of Cross Infections 2.3 The provisions relevant to Occupational Health and Safety Regulations 2.4 Workplace policies and procedures in regard to the selection and sequencing of hilot wellness massage services 2.5 Appearance and management of contra-indications and adverse effects 2.6 Pre- and post requirements for recommended hilot wellness massage services 2.7 Anatomy, physiology and pathology of the skin and skin structures and biomechanics as it relates to hilot wellness services, including: 2.7.1 a simplified cross-section of skin 2.7.2 glands as they relate to basic skin function 2.7.3 phases of growth, cell renewal, healing of skin and factors affecting epidermal mitosis 2.7.4 normal process of skin ageing and structural change 2.7.5 percutaneous absorption and factors affecting penetration of cosmetics 2.8 Basic nutrition and the relationship between nutrition

	and skin, particularly foods which may have an effect on the skin or which may be contra-indicated in combination with relevant skin conditions or products used in a hilot wellness service
3. Underpinning skills	<p>3.1 Applying hilot principles to the selection and sequencing of hilot wellness services</p> <p>3.2 Responding to contra-indications and adverse effects</p> <p>3.3 Sequencing hilot wellness service to meet the needs of the client and make efficient use of furnishings and paraphernalia</p> <p>3.4 Communications skills to consult with client to select hilot wellness massage service and make recommendations</p> <p>3.5 Language, literacy and numeracy skills relevant to the role and workplace requirements</p>
4. Method of assessment	<p>Competency <b><u>MUST</u></b> be assessed through any two of the following:</p> <p>4.1 Demonstration with questioning</p> <p>4.2 Oral questioning/Interview</p> <p>4.3 Third Party Report</p> <p>4.4 Written Report</p>
5. Resource implications	<p>The following resources <b><u>MUST</u></b> be provided:</p> <p>5.1 Relevant documentation, such as: workplace policy and procedures manuals</p> <p>5.2 Access to a range of clients with different requirements</p> <p>5.3 A range of furnishings and paraphernalia</p> <p>5.4 Product labels and sources of product information</p> <p>5.5 A qualified workplace assessor</p>
6. Context of assessment	6.1 Assessment <b><u>should</u></b> be conducted in the workplace <b>or</b> in a simulated environment

UNIT OF COMPETENCY : **PROVIDE PRE-SERVICE TO CLIENTS**

UNIT CODE : **HCS222302**

UNIT DESCRIPTOR : This unit describes the knowledge, skills and attitudes required to deliver preparatory services to hilot wellness clients, including receiving clients, making appointments and responding to client complaints.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Schedule clients	1.1 Appointments are scheduled according to length of time required for service/s, availability of staff and rooms and workplace policies and procedures. 1.2 Appointments are confirmed with client and details recorded.
2. Receive clients	2.1 <b>Communication</b> with <b>clients</b> is conducted according to <b>workplace policies and procedures</b> . 2.2 Client customer service needs and reasonable requests are met or referred to supervisor according to workplace policies. 2.3 Client wellness form is sourced from file or new wellness form established. 2.4 <b>Client information</b> is noted in <b>record system</b> according to workplace policies and procedures and <b>relevant laws</b> . 2.5 Client is directed to designated area for specific hilot wellness service.
3. Identify clients' special customer service needs/requirements	3.1 Clients' with <b>special needs</b> or requirements are identified promptly by observation and questioning. 3.2 A willingness to assist is conveyed verbally and non-verbally. 3.3 Client needs are promptly serviced, referred or redirected as required.
4. Deliver hilot wellness service to client/s	4.1 Possible <b>problems</b> are identified, anticipated and action is taken to minimize client dissatisfaction 4.2 Opportunities to deliver <b>additional levels of hilot wellness services</b> beyond the client's immediate request are recognized and acted upon. 4.3 Client is bidden farewell according to workplace policies and procedures. 4.4 Verbal and non-verbal communication is used to develop rapport and maintain contact with client during customer service delivery. 4.5 Regular customer is encouraged by <b>promotion of appropriate hilot wellness services and products</b> according to workplace policies and procedures. 4.6 Sales, returns or refunds are processed according to workplace policies and procedures.
5. Respond to client/s complaint/s	5.1 <b>Nature of complaint</b> is established by active listening and questioning and confirmed with the client. 5.2 <b>Complaint resolution procedures</b> are implemented. 5.3 Unresolved complaints are promptly referred to supervisor. 5.4 Opportunities are taken to turn incidents of guest dissatisfaction into a demonstration of high quality customer service in line with workplace policies and procedures. 5.5 <b>Documentation</b> regarding client dissatisfaction or complaints is completed. 5.5 Follow-up action is taken as necessary to ensure client satisfaction.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication	May include but is not limited to: 1.1 Personal 1.2 Telephone 1.3 Verbal and Non-Verbal
2. Clients	May include but is not limited to: 2.1 New or regular guest/s with routine or special needs
3. Workplace policies and procedures	May include but are not limited to: 3.1 Customer service techniques 3.2 Personal presentation 3.3 Record keeping 3.4 Communication 3.5 Scheduling clients 3.6 Sales, returns and refunds 3.7 Complaint resolution
4. Client information	May include but is not limited to: 4.1 Type of treatment/s 4.2 Special needs or requirements of client 4.3 Products 4.4 Duration of hilot wellness service 4.5 Date and time of wellness service 4.6 Charges and method of payment 4.7 Name of staff providing hilot wellness service
5. Record system	May include but is not limited to: 5.1 Electronic 5.2 Manual
6. Relevant laws	May include but is not limited to: 6.1 Consumer Law 6.2 Privacy Law 6.3 Occupational Health and Safety regulations 6.4 Anti-Discrimination Legislation 6.5 Industry Codes of Practice
7. Special needs	May include but are not limited to: 7.1 Contra-indications to products or services 7.2 Mobility or other disability assistance 7.3 Language needs and cultural understandings 7.4 Payment arrangements



VARIABLE	RANGE
8 Problems	May include but are not limited to: 8.1 Delays 8.2 Unavailability of products
9 Additional levels of hilot wellness service	May include but are not limited to: 9.1 Extending the hilot wellness service period 9.2 Offering complementary hilot wellness products 9.3 Offering home products
10 Promotion of appropriate wellness services and products	May include but is not limited to: 10.1 Complimentary wellness services/products 10.2 Discounted wellness services/products 10.3 Special packages of wellness services/products
11 Nature of complaint	May include but is not limited to: 11.1 Price 11.2 Quality of Service 11.3 Timeliness of Service 11.4 Range of Services
12 Complaint resolution procedures	May include but are not limited to: 12.1 Referral to manager 12.2 Provide a fuller explanation of service/product 12.3 Refund of charges 12.4 Replacement of product
13 Documentation	May include but is not limited to: 13.1 Paper based 13.2 Electronic

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Followed workplace policies and procedures and safe work practices in regard to the provision of service to clients</li> <li>1.2 Followed relevant laws</li> <li>1.3 Scheduled clients and made appointments</li> <li>1.4 Provided a consistently welcoming client environment by treating clients in a courteous, professional manner using culturally appropriate greetings and farewells</li> <li>1.5 Interpreted accurately the nature of client complaints and took appropriate action to resolve complaints</li> <li>1.6 Followed workplace policies and procedures in regard to personal dress and presentation</li> <li>1.7 Used consistently effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality</li> <li>1.8 Used time effectively</li> </ul>
<p>2 Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 The provision of relevant legislation including consumer law, privacy law, Occupational Health and Safety requirements and Industry Codes of Practice</li> <li>2.2 Workplace policies and procedures in regard to personal presentation, record keeping, sales, returns and refunds, receiving and scheduling clients and making appointments</li> <li>2.3 Workplace features, including:             <ul style="list-style-type: none"> <li>2.3.1 workplace product and service range</li> <li>2.3.2 location of workplace areas/sections</li> <li>2.3.3 function and use of workplace telephone system</li> <li>2.3.4 message taken in person or by telephone</li> <li>2.3.5 client record system</li> <li>2.3.6 written record of complaints</li> </ul> </li> </ul>
<p>3 Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Customer service required for selling products and services, receiving and scheduling clients and making appointments and resolving complaints including:             <ul style="list-style-type: none"> <li>3.1.1 listening and questioning techniques</li> <li>3.1.2 verbal and non-verbal communication skills</li> <li>3.1.3 negotiation techniques</li> <li>3.1.4 conflict resolution skills</li> <li>3.1.5 techniques for dealing with difficult or abusive clients</li> <li>3.1.6 greeting and bidding farewell techniques</li> <li>3.1.7 knowledge of clients' special needs</li> <li>3.1.8 dealing with clients in a culturally appropriate manner</li> <li>3.1.9 telephone techniques</li> <li>3.1.10 Language, literacy and numeracy relevant to the role and workplace requirements</li> </ul> </li> </ul>

4. Method of assessment	Competency <b><u>MUST</u></b> be assessed through any two of the following: 4.1 Demonstration with questioning 4.2 Oral questioning/Interview 4.3 Third Party Report 4.4 Written Report
5. Resource implications	The following resources <b><u>MUST</u></b> be provided: 5.1 Relevant documentation, such as: workplace policy and procedures manuals 5.2 Access to a range of clients with different requirements 5.3 A range of furnishings and paraphernalia 5.4 Product labels and sources of product information 5.5 A qualified workplace assessor
6. Context of assessment	6.1 Assessment <b><u>should</u></b> be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : **APPLY HILOT WELLNESS MASSAGE TECHNIQUES**

UNIT CODE : **HCS222303**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to perform a range of hilot wellness massage techniques.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare client and work area for hilot wellness massage techniques	1.1 <b>Work area/s</b> and <b>work area environment</b> are prepared sequentially according to hilot wellness massage techniques and client needs, <b>relevant laws</b> and <b>workplace policies and procedures</b> . 1.2 <b>Client preparation</b> is conducted according to the <b>hilot wellness program</b> , relevant laws and workplace policies and procedures. 1.3 <b>Hilot area/s</b> is/are prepared according to the hilot wellness program, relevant laws and workplace policies and procedures. 1.4 <b>Wellness products, furnishings and paraphernalia</b> are prepared and sequenced according to the hilot wellness program, manufacturer instructions, relevant laws and workplace policies and procedures.
2. Prepare self for hilot wellness session	2.1 <b>Personal hygiene practices</b> are performed in accordance with standard operating procedures. 2.2 <b>Pre-hilot procedure</b> is performed based on standard operating procedures.
3. Perform hilot wellness massage techniques	3.1 <b>Imbalances in the body</b> are located in accordance with <b>methods of scanning</b> used by hilot. 3.2 Hilot pressure areas are determined in accordance with its characteristics, location and indications. 3.3 <b>Hilot wellness massage techniques</b> are applied in accordance with workplace policies and procedures. 3.4 Length of hilot wellness massage techniques is varied to suit client requirements. 3.5 <b>Client response</b> is monitored throughout the hilot wellness session and hilot wellness massage techniques are evaluated and adapted as required.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Hilot wellness program	May include but is not limited to: 1.1 Types of services 1.1.1 suob 1.1.2 banyos 1.1.3 paligo 1.1.4 dagdagay 1.1.5 bentosa 1.1.6 hilod 1.2 Hilot wellness massage techniques 1.3 Duration of hilot wellness program 1.4 Products 1.5 Furnishings and paraphernalia
2. Work area/s	May include but are not limited to: 2.1 Changing area 2.2 Wellness lounge 2.3 Wellness rooms
3. Relevant laws	Must include but is not limited to: 3.1 National and Local Health and Hygiene Regulations 3.2 Occupational Health and Safety Regulations 3.3 Industry Codes of Practice
4. Workplace policies and procedures	May include but are not limited to: 4.1 Personal hygiene 4.2 Selection of products 4.3 Selection of hilot wellness massage techniques 4.4 Duration of wellness service 4.5 Work ethics 4.6 Cleaning and maintenance of equipment and facilities 4.7 Response procedure to client behavior 4.8 Waste disposal
5. Work area environment	May include but is not limited to: 5.1 Privacy 5.2 Temperature Control 5.3 Lighting 5.4 Sounds and Scents
6. Client preparation	May include but is not limited to: 6.1 Disrobing 6.2 Showering 6.3 Appropriate Wardrobe

VARIABLE	RANGE
7. Wellness products	May include but are not limited to: 7.1 Oils and Essences 7.2 Exfoliants 7.3 Salt/Minerals 7.4 Muds/Clays/Algae
8. Furnishings and paraphernalia	May include but is not limited to: 8.1 Bed 8.2 Dipping tub 8.3 Table 8.4 Sauna/Steam 8.5 Vaporizers 8.6 Towels
9. Personal hygiene practices	May include but is not limited to: 9.1 Hand washing 9.2 Wearing appropriate attire
10. Pre-hilot procedure	May include but are not limited to: 10.1 Silent prayer 10.2 Gather positive energy with conscious breathing 10.3 Apply coconut-based oil to hands 10.4 Warm hands by rubbing them together or hold over a scented candle light
11. Hilot methods of scanning	May include but is not limited to: 11.1 Hand Scanning/Palpation 11.2 Hilot Pulse Reading 11.3 Hilot Thermal Reading (Init-Lamig) 11.4 Procedures using banana and other leaves
12. Hilot wellness massage techniques	Must include but are not limited to: 12.1 Locating the imbalances in the body 12.2 Hilot Pressure Areas 12.3 Strokes <ul style="list-style-type: none"> <li>- Hagod (long deep stroke)</li> <li>- Haplos (short light stroke)</li> <li>- Pindot (one finger press)</li> <li>- Pisil (two or more finger press)</li> <li>- Piga (grasping) – optional</li> </ul> 12.4 Customized Amount of Pressure Applied 12.5 Duration of Application of Pressure 12.6 Direction of Massage <ul style="list-style-type: none"> <li>- generally towards the heart</li> <li>- hot part of the body to cold (thermal flow)</li> <li>- towards the lesser lumps</li> </ul> 12.7 Pre-Hilot Procedure 12.8 Use of hands and fingers as medium based on hilot area/body part, duration, frequency, rhythm, and amount of pressure  * * <b>Refer to the Matrix guide for more detailed guidelines / description of the above techniques</b>

## MATRIX GUIDE

Hilot Area / Body Part	Stroke ([a] from the hot area to the cold area; or [b] from the multiple nodule to the single nodule)					Frequency	Rhythm (Mabagal)	Amount of Pressure (Masakit ngunit kayang tiisin) The figures below are indicative nos. to start with	Duration (hanggang makita/madama ang pagbabago; the figures below are indicative nos. to start with)
	Hagod		Pindot	Pisil	Piga				
	long deep stroke	short light stroke	one finger press	two finger press	grasping				
ankle			X	X	X	1x	1-2-3 rhythm	3 lbs	7 sec
bukong bukong		X					Mabagal	Masakit ngunit kayang tiisin	2
temple		X	X			1x	1-2-3 rhythm	1 to 3 lbs	
thigh		X	X			12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	3-5 lbs	3 sec
Ibabaw ng Hita (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4
Loob ng Hita (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4

abdomen around the navel		X				3x	1-2-3 rhythm	1 lb	3 min
back of knee			X			1x	1-2-3 rhythm	1-3 lbs	30 sec
back of leg	X	X	X			12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	3-5 lbs	3 sec
likod ng binti	X						Mabagal	Masakit ngunit kayang tiisin	4min
ball of palm			X			1x	1-2-3 rhythm	3 lbs	3 min
palad		X	X				Mabagal	Masakit ngunit kayang tiisin	2min
ball of the foot			X			1x	1-2-3 rhythm	3-5 lbs	3 sec
sakong		X					Mabagal	Masakit ngunit kayang tiisin	2min

center of palm to fingers		X	X			3x	1-2-3 rhythm	1 to 3 lbs	3 sec
palad		X	X				Mabagal	Masakit ngunit kayang tiisin	2min
chest(dibdib)		X	X			21x	1-2-3 rhythm	1 to 3 lbs	3 seconds from palm center to fingertips
dorsal side of arm	X	X	X		X	7x	1-2-3-4-5-6-7 rhythm and 1-2-3 rhythm	1 to 3 lbs	3 min
dorsal side of arm	X	X	X		X	7x	1-2-3-4-5-6-7 rhythm and 1-2-3 rhythm	1 to 3 lbs	3min
bisig nakataob (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
braso nakataob (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
dorsal side of fingers			X	X		3x	1-2-3 rhythm	1 to 3 lbs	3 min
dorsum of foot		X	X			12x	1-2-3 rhythm	1-3 lbs	one second per fingertips
ibabaw ng paa		X					Mabagal	Masakit ngunit kayang tiisin	4min
dorsum of the hand		X	X			3x	1-2-3 rhythm	1 to 3 lbs	1 min
ibabaw ng kamay		X					Mabagal	Masakit ngunit kayang tiisin	3min
fingertips				X		3x	1-2-3 rhythm	1lb to 3 lbs	3 sec from wrist to fingertips
daliri ng kamay		X		X			Mabagal	Masakit ngunit kayang tiisin	2min
flank (optional)			X			3x	1-2-3 rhythm	1 lb	one second per fingertips
gilid ng ribs mula kilikili hanggang baywang									
forehead		X	X			9x	1-2-3 rhythm	1 lb	30 sec
noo		X					Mabagal	Masakit ngunit kayang tiisin	1min
front thigh	X	X				24x	1-2-3-4-5-6-7 rhythm and 1-2-3 rhythm	3-5 lbs	30 sec



Ibabaw ng Hita (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
harap ng binti (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
head		X	X			3x	1-2-3 rhythm	1 lb	3 min
ibabaw ng ulo		X					Mabagal	Masakit ngunit kayang tiisin	2min
head apex (tuktok)			X			1x	1-2-3 rhythm	1 lb	30 sec
ibabaw ng ulo		X					Mabagal	Masakit ngunit kayang tiisin	2min
hypogastric area (puson)		X	X			3x	1-2-3 rhythm	1 lb	3sec
kneecap			X			1x	1-2-3 rhythm	1-3 lbs	30 sec
tuhod		X					Mabagal	Masakit ngunit kayang tiisin	2min
lateral side of foot		X	X			12x	1-2-3 rhythm	1-3 lbs	3 sec
lateral side of leg		X	X			12x	1-2-3-4-5-6-7 rhythm	1-3 lbs	1 min
Likod na Hita (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	6min
lower back	X	X				12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	1-3 lbs	3 min
ibabang gulugod	X	X					Mabagal	Masakit ngunit kayang tiisin	4min
medial border of scapula		X	X			3x	1-2-3 rhythm	1-3 lbs	3 min
paypay (kanan/kaliwa)	X						Mabagal	Masakit ngunit kayang tiisin	3min
medial side of foot		X	X			12x	1-2-3 rhythm	1-3 lbs	30 sec
talampakan		X	X				Mabagal	Masakit ngunit kayang tiisin	2min

medial side of leg	X	X				12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	1-3 lbs	3 min
likod ng binti (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
Likod na Hita (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	6min
nape		X	X	X		9x	1-2-3 rhythm	1 to 3 lbs	3 min
batok	X						Mabagal	Masakit ngunit kayang tiisin	2min
sacrum and pelvis		X	X			12x	1-2-3 rhythm	1-3 lbs	30 sec
baywang (kaliwa/kanan)							Mabagal	Masakit ngunit kayang tiisin	
balakang (kaliwa/kanan)	X						Mabagal	Masakit ngunit kayang tiisin	4min
puwet (kaliwa/kanan)	X						Mabagal	Masakit ngunit kayang tiisin	4min
shin bone		X	X			12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	1 to 3 lbs	1 min
harap ng binti (loob, labas)	X						Mabagal	Masakit ngunit kayang tiisin	4min
shoulders		X	X	X		12x	1-2-3 rhythm	1 to 3 lbs	3 min
balikat	X						Mabagal	Masakit ngunit kayang tiisin	4min
side of the spine	X	X	X			12x	1-2-3 rhytm and 1-2-3-4-5-6-7 rhythm	1-3 lbs	1.5 min
gitnang likod (kaliwa/kanan)	X						Mabagal	Masakit ngunit kayang tiisin	4min
sole of foot		X	X			12x	1-2-3 rhythm	3-5 lbs	3 min
talampakan		X					Mabagal	Masakit ngunit kayang tiisin	4min
spine (gulugod)	X	X	X			12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	1-3 lbs	1.5 min

sternum area			X			3x	1-2-3 rhythm	1 lb	3 min
toes				X		3x	1-2-3 rhythm	1-3 lbs	30 sec
dulo ng daliri ng paa		X					Mabagal	Masakit ngunit kayang tiisin	2min
upper back	X	X	X			12x	1-2-3 rhythm & 1-2-3-4-5-6-7 rhythm	1-3 lbs	one second per toe
taas na likod	X						Mabagal	Masakit ngunit kayang tiisin	3min
ventral side of arm	X	X	X		X	7x	1-2-3-4-5-6-7 rhythm and 1-2-3 rhythm	1 to 3 lbs	3 min
bisig nakatihaya (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
braso nakatihaya (labas, loob, gitna)	X						Mabagal	Masakit ngunit kayang tiisin	4min
web between thumb & forefinger			X			3x	1-2-3 rhythm	1 to 3 lbs	3 sec
ibabaw ng kamay		X					Mabagal	Masakit ngunit kayang tiisin	3min
daliri ng kamay				X			Mabagal	Masakit ngunit kayang tiisin	3min

## EVIDENCE GUIDE

<p>1. Critical aspect of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 Interpreted a hilot wellness program and made any adjustments required by variations in the client's condition</li> <li>1.2 Applied consistently knowledge on personal hygiene, including the prevention of cross infection</li> <li>1.3 Applied consistently knowledge on relevant national and local laws/requirements and industry Codes of Practice</li> <li>1.4 Recognized and managed all aspects of area safety</li> <li>1.5 Recognized and managed contra-indications and adverse effects</li> <li>1.6 Monitored and applied appropriate service, technique and furnishings and paraphernalia according to client's needs</li> <li>1.7 Used consistently effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality</li> <li>1.8 Applied knowledge of a variety of hilot products</li> <li>1.9 Used time consistently, effectively and controlled product waste</li> <li>1.10 Evaluated a hilot wellness program and advised the client on future treatments, homecare and complementary products</li> <li>1.11 Read, interpreted accurately and applied consistently manufacturer's instruction for products and equipment</li> </ol>
<p>2. Underpinning knowledge</p>	<ol style="list-style-type: none"> <li>2.1 Provisions of relevant health and hygiene regulations/requirements</li> <li>2.2 Provisions of relevant Occupational Health and Safety Regulations/Requirements</li> <li>2.3 Personal hygiene and the transmission of microbes and infections</li> <li>2.4 Workplace policies and procedures in regard to the performance of hilot wellness massage techniques</li> <li>2.5 The effects and benefits of a defined range of hilot products and paraphernalia</li> <li>2.6 Factors likely to affect the suitability of each hilot wellness massage technique to client needs and the effects and benefits.</li> <li>2.7 Anatomy, physiology and pathology of the skin and skin structures as it relates to hilot wellness techniques, including:             <ul style="list-style-type: none"> <li>- a simplified cross-section of skin</li> <li>- glands as they relate to basic skin function</li> <li>- skin chemicals, including sebum and sweat production, normal and abnormal, collagen, elastin and lipids</li> <li>- phases of growth, cell renewal, healing of skin and factors affecting epidermal mitosis</li> <li>- normal process of skin and ageing and structural change</li> <li>- percutaneous absorption and factors affecting penetration of cosmetics</li> </ul> </li> </ol>

	<p>2.8 The following body systems as listed below, in regard to their interdependence and purpose:</p> <ul style="list-style-type: none"> <li>- skeletal and muscular system, including muscle movements and motor points, position and action of superficial muscles of the face, throat and chest</li> <li>- nervous system and its relationship to skin sensations</li> <li>- lymphatic, digestive, respiratory and circulatory systems and their relationship to skin function, including thermoregulation and homeostasis</li> <li>- endocrine and reproductive systems in relationship to hormonal control of the skin</li> <li>- integumentary system</li> </ul> <p>2.9 Basic nutrition and its relationship to body wellness</p> <p>2.10 Herbs, oils, minerals and other ingredients in relevant hilot products and their effects on the skin</p>
3. Underpinning skills	<p>3.1 Applying appropriate hilot wellness massage techniques and products based on client needs and condition</p> <p>3.2 Applying personal hygiene</p> <p>3.3 Applying area safety</p> <p>3.4 Taking appropriate action against adverse effects</p> <p>3.5 Answering questions of clients and providing information as needed</p> <p>3.6 Applying language, literacy and numeracy skills relevant to the role and workplace requirements</p>
4. Method of assessment	<p>Competency <b>MUST</b> be assessed through any two of the following:</p> <p>4.1 Demonstration with oral questioning</p> <p>4.2 Observation with oral questioning</p> <p>4.3 Interview</p> <p>4.4 Third Party Report</p>
5. Resource implication	<p>The following resources <b>MUST</b> be provided:</p> <p>5.1 Relevant documentation, such as:</p> <ul style="list-style-type: none"> <li>- workplace policy and procedures manuals</li> </ul> <p>5.2 Access to a range of clients with different requirements</p> <p>5.3 A range of services, products and paraphernalia appropriate to the workplace</p> <p>5.1 Product labels and sources of product information</p> <p>5.2 A qualified workplace assessor</p>
6. Context of assessment	<p>6.1 Assessment <b>should</b> be conducted in the workplace or in a simulated environment</p>

**UNIT OF COMPETENCY :** PROVIDE POST-ADVICE AND POST-SERVICES TO CLIENTS

**UNIT CODE :** HCS311304

**UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to advise on post hilot wellness services.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify products and services	1.1 Products used in hilot wellness massage are identified and explained in accordance with workplace procedures 1.2 Products and range of services are identified and their benefits and comparative advantage.
2. Explain product and services knowledge	2.1 Knowledge of <b>products</b> and <b>services</b> is explained, maintained and conveyed to other staff members as required. 2.2 <b>Comparisons</b> between products and services are applied. 2.3 Knowledge of competitors' product and range of service and pricing structure is explained.
3. Recommend specialized products and services	3.1 <b>Clients</b> needs and condition are identified. 3.2 Features and benefits of products and services are explained to encourage clients to avail them.
4. Perform aftercare service	4.1 Client is monitored according to workplace policies and procedures. 4.2 <b>Adverse effects</b> are identified and responded to as required. 4.3 <b>Aftercare products</b> are applied as required. 4.4 <b>Aftercare services</b> are provided according to the hilot wellness program, workplace policies and procedures and client needs.
5. Administer service	5.1 <b>Outcomes</b> of the hilot wellness program are evaluated and noted. Recommendations for <b>further advice/service</b> are made. 5.2 Clients are advised of suitable wellness products and appropriate <b>lifestyle changes</b> . 5.3 Product use is explained and the application is demonstrated as required. 5.4 Client is advised of expected outcomes of future treatments. 5.5 Client is rebooked according to agreed hilot wellness program.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Products	May include but are not limited to: 1.1 Pre-blended aromatic plant oils 1.2 Exfoliants 1.3 Herbal teas and beverages 1.4 Mud/clays 1.5 Herbal baths and poultices 1.6 Minerals (alum, incense, etc.)
2. Services	May include but are not limited to: 2.1 Herbal baths and scrubs 2.2 Body Services 2.3 Wellness and relaxation techniques 2.4 Exercise programs 2.5 Diet and nutrition programs 2.6 Detoxification programs
3. Comparisons	May include but are not limited to: 3.1 Products and service options 3.2 Types, Procedures, Techniques 3.3 Brand Options 3.4 Benefits and effects of products and services 3.5 Targeted results and outcomes 3.6 Price 3.7 Ingredients and formulations
4. Clients	May include but are not limited to: 4.1 New or regular clients with routine or special needs 4.2 Clients who experienced adverse effects
5. Adverse effects	May include but are not limited to: 5.1 Allergic reaction to products 5.2 Skin reactions due to hilot wellness massage techniques 5.3 Reactions to changes
6. Aftercare products	May include but is not limited to: 6.1 Herbal products 6.2 Body oils

VARIABLE	RANGE
7. Aftercare services	Must include but are not limited to: 7.1 Rest period after service 7.2 Immediate bathing should be avoided (at least 6 hrs. after the service) 7.3 Offering warm tea
8. Outcomes	May include but are not limited to: 8.1 Effects of service rendered 8.2 Client's condition
9. Further advice/service	May include but are not limited to: 9.1 Maintenance products/services 9.2 Other complementary products/services
10. Lifestyle change	May include but are not limited to: 10.1 Proper diet and good nutrition 10.2 Reduction of alcohol/tobacco consumption 10.3 Optimum exercise



## EVIDENCE GUIDE

<p>1. Critical aspect of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 Applied consistently knowledge of workplace policies and procedures and safe work practices in relation to advising on wellness program</li> <li>1.2 Applied consistently knowledge of relevant national and local health and hygiene regulations</li> <li>1.3 Recognized and managed contra-indications</li> <li>1.4 Read, accurately interpreted and consistently applied and advised on manufacturer's instructions for products</li> <li>1.5 Used effective questioning and active listening techniques to consult, reassure and negotiate with clients while maintaining discretion, tact and confidentiality</li> <li>1.6 Applied product knowledge including comparisons between products and offered advice to clients</li> <li>1.7 Identified client requirements/needs</li> <li>1.8 Recommended products and services to clients, including the incorporation of detailed specialized product knowledge and demonstrated products and services to provide advice to guests.</li> <li>1.9 Used time effectively</li> </ol>
<p>2. Underpinning knowledge</p>	<ol style="list-style-type: none"> <li>2.1 The provisions of relevant Occupational health and Safety regulations/requirements</li> <li>2.2 Workplace policies and procedures in regard to the performance of services and selling products</li> <li>2.3 Factors likely to affect the suitability of each workplace treatment to clients' needs and the effects and benefits of various treatments</li> <li>2.4 The causes of skin reactions/allergies in regard to treatments</li> </ol>
<p>3. Underpinning skills</p>	<ol style="list-style-type: none"> <li>3.1 Identifying client requirements/needs</li> <li>3.2 Skills needed in promoting products and services, including: <ul style="list-style-type: none"> <li>- listening and questioning techniques</li> <li>- verbal and non-verbal communication skills</li> <li>- dealing with client in a culturally appropriate manner</li> <li>- negotiation techniques</li> <li>- conflict resolution skills</li> <li>- problem solving techniques</li> </ul> </li> <li>3.3 Gathering and organizing information to develop and maintain product and service knowledge</li> <li>3.3 Language, literacy and numeracy skills relevant to the role and workplace requirements</li> </ol>

4. Method of assessment	Competency <b>MUST</b> be assessed through any two of the following: 4.1 Demonstration with oral questioning 4.2 Observation with oral questioning 4.3 Interview 4.4 Third Party Report
5. Resource implication	The following resources <b>MUST</b> be provided: 5.1 Relevant documentation, such as: - workplace policy and procedures manuals 5.2 Access to a range of clients with different requirements 5.3 A range of services and products appropriate to workplace 5.4 A qualified workplace assessor
6. Context of assessment	6.1 Assessment <b>should</b> be conducted in the workplace or in a simulated environment

## SECTION 3 TRAINING STANDARDS

These standards are set to provide Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **HILOT (WELLNESS MESSAGE) NC II**.

### 3.1 CURRICULUM DESIGN

Course Title: **HILOT (WELLNESS MESSAGE)**

NC Level: **NC II**

Nominal Training Hours: **120 Hours**

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of **HILOT (WELLNESS MESSAGE)** in accordance with industry standards. It covers basic, common and core competencies in NC II.

### BASIC COMPETENCIES (18 Hours)

UNIT OF COMPETENCY	LEARNING OUTCOMES	METHODOLOGY	ASSESSMENT APPROACH
1. Participate in workplace communication	1.1 Obtain and convey workplace information. 1.2 Complete relevant work related documents. 1.3 Participate in workplace meeting and discussion.	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/</li> <li>• Questioning</li> </ul>
2. Work in a team environment	2.1 Describe team role and scope 2.2 Identify own role and responsibility within team 2.3 Work as a team member.	<ul style="list-style-type: none"> <li>• Discussion</li> <li>• Interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/</li> <li>• Questioning</li> </ul>
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals. 3.2 Set and meet work priorities. 3.3 Maintain professional growth and development.	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/</li> <li>• Questioning</li> </ul>
4. Practice occupational health and safety	4.1 Identify hazards and risks 4.2 Evaluate hazards and risks.	<ul style="list-style-type: none"> <li>• Discussion</li> <li>• Plant Tour</li> <li>• Symposium</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Interviews</li> </ul>
	4.3 Control hazards and risks. 4.3 Maintain occupational health and safety (OHS) awareness.		

## COMMON COMPETENCIES (22 Hours)

UNIT OF COMPETENCY	LEARNING OUTCOMES	METHODOLOGY	ASSESSMENT APPROACH
1. Implement and monitor infection control policies and procedures	1.1 Provide information to the work group about the organization's infection control policies and procedures. 1.2 Integrate the organization's infection control policy and procedure into work practices. 1.3 Monitor infection control performance and implement improvements in practices	<ul style="list-style-type: none"> <li>• Lecturette</li> <li>• Interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Observation and oral questioning</li> <li>• Grid questioning</li> <li>• Practical exercise</li> </ul>
2. Respond effectively to difficult / challenging behavior	2.1 Plan and respond to emergencies 2.2 Report and review incidents	<ul style="list-style-type: none"> <li>• Lecturette</li> <li>• Brainstroming</li> </ul>	<ul style="list-style-type: none"> <li>• Observation and oral questioning</li> <li>• Grid questioning</li> <li>• Practical exercise</li> </ul>
3. Apply basic first aid	3.1 Assess the situation. 3.2 Apply basic first aid techniques. 3.3 Communicate details of the incident.	<ul style="list-style-type: none"> <li>• Lecturette</li> <li>• Brainstorming</li> </ul>	<ul style="list-style-type: none"> <li>• Observation and oral questioning</li> <li>• Grid questioning</li> <li>• Practical exercise</li> </ul>
4. Maintain high standard of patient/client services	4.1.1 Communicate appropriately with patients/clients 4.1.2 Establish and maintain good interpersonal relationship with patients/clients 4.1.3 Act in a respectful manner at all times 4.1.4 Evaluate own work to maintain high standard of patient/client services	<ul style="list-style-type: none"> <li>• Lecturette</li> <li>• Brainstorming</li> </ul>	<ul style="list-style-type: none"> <li>• Observation and oral questioning</li> <li>• Grid questioning</li> <li>• Practical exercise</li> </ul>

**CORE COMPETENCIES  
(80 Hours)**

<b>UNIT OF COMPETENCY</b>	<b>LEARNING OUTCOME</b>	<b>METHODOLOGY</b>	<b>ASSESSMENT APPROACH</b>
1. Plan the hilot wellness program of clients	1.1 Identify vital information to client 1.2 Explain hilot 1.3 Explain the hilot wellness services and products 1.4 Confirm hilot wellness program	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussion</li> <li>• Demo</li> <li>• Role Play</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Interview</li> <li>• Return Demo</li> <li>• Practical Test</li> </ul>
2. Provide pre-service to clients	2.1 Schedule clients' 2.2 Conduct preliminary services to clients'	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussion</li> <li>• Demo</li> <li>• Role Play</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Interview</li> <li>• Return Demo</li> <li>• Practical Test</li> </ul>
3. Apply hilot wellness techniques	3.1 Prepare client and work area for hilot wellness massage 3.2 Perform self assessment for hilot wellness session 3.3 Perform hilot wellness techniques	<ul style="list-style-type: none"> <li>• Demonstration/ Practical Hands-on Exercises</li> <li>• Competency-Based Learning Materials Method</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Observation</li> <li>• Questioning</li> </ul>
4. Provide advice on post hilot wellness services	4.1 Perform aftercare service 4.2 Identify and explain the products 4.3 Enumerate and explain other services	<ul style="list-style-type: none"> <li>• Demonstration/ Practical Hands-on Exercises</li> <li>• Competency-Based Learning Materials Method</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Observation</li> <li>• Questioning</li> </ul>

## 3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency – based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in – industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge an skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, or audio, video or computer technologies.
- Project-Based Instruction is an authentic instructional model or strategy in which students plan, implement and evaluate projects that have real world applicants.

### 3.3 TRAINEE ENTRY REQUIREMENTS:

Trainees or students wishing to gain entry into these qualifications should possess the following requirements:

- 18 years old and above
- Must pass the personality / aptitude test
- Can communicate effectively both oral and written form
- Physically, emotionally and mentally fit
- Good moral character

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering this TVET program.

### 3.4 TOOLS, MATERIALS AND EQUIPMENT: HILOT (WELLNESS MASSAGE) NC II

Recommended list of tools, equipment and materials for the training of 20 trainees for HILOT (WELLNESS MASSAGE) NC II are as follows:

TOOLS		EQUIPMENT		MATERIALS	
Qty.	Description	Qty.	Description	Qty.	Description
10	Thermometer	1	CD/DVD Player (CD/DVD)	5 btl.	Coconut Oil
5	Sphygmomanometer	1	TV	10	Banana Leaf Strips and Other Leaves
5	Stethoscope	1	OHP	10	Bath towels
		1	Whiteboard	30	Face towel/hand towel
		10	Stool	10	Bed sheets
		2	Trolley	10	Bowls
		3	Massage Table: L = 1.8M W = 0.8M H = 0.7 M	10	Shorts
				6	Pillows
				10	Smock gowns/bath robes/Malongs
				10	Gauze masks
				10	Pillow cases
				5	Alcohol (Ethyl)/Hand Sanitizer
				5	Basins
				5	Couch Roll (Disposable Paper)
					References: Anatomy, Physiology and First Aid

### 3.5 TRAINING FACILITIES HILOT (WELLNESS MASSAGE) NC II

The Hilot (Wellness Massage) Therapy Learning Facility must be of concrete structure. Based on class size of **20** students / trainees the space requirements for the teaching / learning and curriculum areas are as follows.

TEACHING / LEARNING AREAS	SIZE IN METERS	AREA IN S. METERS	TOTAL AREA IN SQ. METERS
Laboratory Area	4 X 5	20	20
Learning Resources Area	3 X 2	6	6
Wash Area/Comfort Room (male & female)	2.5 X 4	10	10
Admin and Staff Room	4 X 5	20	20
Circulation Area	4 X 4	16	16
<b>Total Workshop Area</b>			<b>114 sq. meters</b>

### 3.6 TRAINER QUALIFICATION (TQ II)

- Must be a certified Hilot
- Must have undergone training on Training Methodology II (TM II) or holder of NTTC Certificate for Healthcare Professionals
- Must be physically, emotionally and mentally fit
- Must possess good moral character
- With at least 2 years experience in the health service industry

### 3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.



## **SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS**

- 4.1 To attain the National Qualification of Hilot (Wellness Massage) NC II the candidate must demonstrate competence through project-type assessment covering all the units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.2 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.3 The following are qualified to apply for assessment and certification:
  - 4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs.
  - 4.3.2 Experienced Workers (wage employed or self – employed)
- 4.4 Reassessment is allowed only after one month from the date of assessment. Reassessment for a National Certificate shall be done only on the task/s that the candidate did not successfully achieve.
- 4.5 A candidate who fails the assessment for two (2) consecutive times will be required to go through a refresher course before taking another assessment.
- 4.6 Only certified individuals in this Qualification may be nominated by the industry sector for accreditation as competency assessor.
- 4.7 Only accredited competency assessors are allowed to conduct competency assessment, however, trainees who are accredited competency assessors are not allowed to assess their trainees.
- 4.8 Assessment of competence must be undertaken only in the TESDA accredited assessment center. The performance assessment (demonstration of competence), however, may be done in any venue or workplace duly designated by an accredited assessment center.
- 4.9 The guidelines on assessment and certification are discussed in detail in the “Procedures Manual on Assessment and Certification” and “Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)”.

## COMPETENCY MAP – HEALTH CARE SECTOR (HILOT (WELLNESS MASSAGE) NC II)

### BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice basic housekeeping procedures	Participate in workplace communication	Work in team environment	Practice career professionalism
Practice occupational health and safety procedures	Lead workplace communication	Lead small team	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies
Utilize specialized communication skills	Develop teams and individuals	Apply problem solving techniques in the workplace	Collect, analyze and organize information	Plan and organize work	Promote environmental protection	

### COMMON COMPETENCIES

Implement and monitor infection control policies and procedures	Respond effectively to difficult/challenging behavior	Apply basic first aid	Maintain high standard of patient services	Maintain an effective relationship with clients/customers	Manage own performance
Establish professionalism in the security service	Process reusable instruments and equipment in health work	Prepare for and assist with oral health care procedures	Assist with administration in dental practice	Follow occupational health and safety policies in dental practice	Maintain infection control in dental practice

### CORE COMPETENCIES

Provide care and support to infants and toddlers	Provide care and support to children	Foster social, intellectual, creative and emotional development of children	Foster the physical development of children	Provide care and support to elderly	Provide care and support to people with special needs	Maintain a healthy and safe environment
Respond to emergency	Clean living room, dining room, bedrooms, toilet and bathroom	Wash and iron clothes, linen and fabric	Prepare hot and cold meals	Prepare and maintain beds	Collect and maintain linen stocks at end users location	Assist in patient mobility
Assist in transporting patients	Assist in bio-psychosocial support care of patients	Handle waste in a health care environment	Install biomedical equipment	Perform corrective maintenance on biomedical equipment	Perform preventive maintenance on biomedical equipment	Repair biomedical equipment
Perform basic life support	Maintain life support equipment and resources	Implement safe access and extrication procedures in an emergency	Manage request for ambulance service	Allocate ambulance service resources	Coordinate emergency resources	Deliver basic ambulance communication skills
Supervise on-road operations	Manage the scene of a special event	Manage routine scene	Deliver pre-hospital patient care	Manage ambulance operations	Transport emergency patients	Transport non-emergency patients
Drive vehicles under operational conditions	Work within a holistic therapeutic massage framework	Perform therapeutic massage assessment	Plan the therapeutic massage treatment	Implement therapeutic massage treatment	Perform remedial therapeutic massage treatment	Work within a community development framework

Prepare for work in the community service industry	Support community resources	Provide primary/residential care	Support community participation	Recruit and coordinate volunteers	Respond holistically to client issues	Develop and provide health education program in the community
Fabricate models	Fabricate custom impression trays	Fabricate registration bite rims	Articulate models and transfer records	Fabricate mouthgard	Arrange artificial teeth for complete dentures	Set-up and wax removable partial dentures
Wax, process and finish acrylic dentures and appliances	Cast metal alloy removable partial denture work	Fabricate oral splints	Fabricate orthodontic appliances	Fabricate thermo formed bases and appliances	Fabricate metal crown and bridge structures	Fabricate ceramic restorations
Fabricate indirect composite/polymer fixed restorations	Join alloy structures	Plan the hilot wellness program of client	Provide pre- service of client	Apply hilot wellness massage techniques	Provide post-dvice on post-services to hilot clients	

For the purpose of this standard, the word

<b>Alternative Medicine</b>	Non-Western healing therapies. Also called complementary or integrative medicine.
<b>Anatomy</b>	the science of the shape and structure of organisms and their parts.
<b>Banana Leaf Method</b>	the banana leaf is utilized in <i>hilot</i> to assist in determining where the energy block is. The leaf of the banana, the saba variety is preferred over other species of bananas. The leaf is cut into lengths of one foot to one and a half feet and width of two to three inches. The banana leaf strips are then laced with coconut oil, warmed over candle fire and run through the different body areas. If the banana leaf strip stops at a particular body area or if the <i>hilot</i> practitioner senses a tug of the banana leaf against the skin of the patient, such body area is considered to have energy block. Massage is then focused on these areas where the banana leaf strip stops or tugs.
<b>Beauty Treatment</b>	cosmetic applications and services that enhance one's appearance; e.g. facials, hair treatments, manicures, pedicures, waxing and makeup.
<b>Bentosa</b>	cupping of heated glasses applied on the body surface mainly for cold and wind diseases.
<b>Body Scrub</b>	a therapy for exfoliating the skin using applications applied with a brush or loofah sponge.
<b>Body Treatment</b>	any therapy applied to the body, including massages, wraps, scrubs, masks and baths.
<b>Body Wrap</b>	cocooning the body in warm sheets that usually have been steeped in an herbal mixture; or wrapping the body in plastic, Mylar, or woolen blankets after a body treatment such as a mud bath or mask.
<b>Chiropractic</b>	a physical therapy that realigns the spine to correct nerve malfunctions; uses manual manipulations to help the body regain optimal function.
<b>Dasal, Bulong, Oracion</b>	prayers and chants asking for spiritual blessings and guidance.
<b>Essential Oils</b>	distilled and purified extracts of flowers, plants, grasses, fruit, leaves, bark, herbs and seeds; said to have healing, oxygenating, purifying and relaxing properties.
<b>Exfoliation</b>	removal of dead cells from the skin's surface, using a variety of lotions, muds, oils and scrubs with a variety of tools (e.g. loofah sponges and brushes).

<b>Facial</b>	deep cleansing and/or massage for the face, neck and upper chest using various muds, oils, lotions and/or masks to remove dead skin and impurities, close pores, and enhance circulation; can be manual and/or involve equipment to steam, tone and tighten the skin.
<b>Herbal Bath</b>	a hydrotherapy treatment with the addition of herbal preparations for relaxation and healing.
<b>Herbal Wrap</b>	a body treatment that uses linen sheets steeped in an herbal preparation. The sheets are wrapped around the client like a cocoon for detoxification, relaxation and increased circulation.
<b>Hilot</b>	The art and science of the ancient Filipino Healing.
<b>Hilot (Wellness)</b>	can use/apply massage, herbal treatments, oil and essences, mineral treatments and water treatment.
<b>Paligo</b>	bathing practices using decoctions of aromatic herbs performed after an illness, a childbirth or an exhausting work.
<b>Palpation</b>	a method used in locating energy blockages in the body. This is done by palpating the parts of the body where the patient feels pain, discomfort, numbness or tingling sensations. Then the other body areas to determine other areas of energy blockages.
<b>Pulse Diagnosis</b>	the use of fingers to palpate the pulses that determine the blockage in the body in relation to the signs and symptoms manifestations based on the philosophical concepts of hilot.
<b>Raw Egg Method</b>	a whole raw egg is run throughout the different body areas. After which the egg is broken over a plate and the hilot is able to diagnose the location of the energy blockage or where the excess wind or cold permeates by the shape and character of the egg white and the yolk. There have been no investigative studies to find out the science behind the raw egg as a diagnostic tool for hot-cold imbalances.
<b>Reflexology</b>	based on an ancient Oriental system, a pressure point massage applied to specific places on the feet that correspond, or “reflex”, to all parts of the body. Usually performed on the feet, but also on ears and hands; also called zone therapy.
<b>Sauna</b>	based on a Finnish tradition tank; a dry treatment in a very hot, wooden chamber, which cleanses and detoxifies through the body’s perspiration. Traditional saunas include birch twigs used to beat the body to further stimulate circulation and are followed by a dip into a cold pool or stream to cool down.

<b>Scalp Treatment</b>	a massage therapy and application of oils, lotions and tonics to the scalp, used for relaxation and hair stimulation and conditioning.
<b>Spa</b>	a facility dedicated to relaxation, beauty, pampering and wellness. Or, a hot tub.
<b>Suob</b>	using medicinal herbs and/or mineral medicine, steam or smoke induced heat expelled through perspiration.
<b>Use of Cellophane and Empty Bottles</b>	- cellophane sheets, two inches by four inches in size and empty round bottles, six inches tall and four inches diameter, to detect energy blockages in the body. In the same manner as the banana leaf strips, the cellophane sheets or empty bottles are run through body areas like the back, upper and lower arm, chest and abdomen, upper and lower legs. Where ever the cellophane sheet gets stuck in a body area or where the empty bottle stops are the areas that have energy blockages or excess wind.
<b>Wellness</b>	a healthy balance of the mind of mind, body and spirit that results in an overall feeling of well-being.

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