



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPIST

KNQF LEVEL 5

PROGRAMME CODE:1012 554B



**TVET CDACC
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NAIROBI**

PROVIDE BODY MASSAGE SERVICES

UNIT CODE: COS/OS/BT/CR/03/5 /B

UNIT DESCRIPTION

This unit covers the competencies required to provide body massage services. It involves setting up and preparing to provide body massage services, providing body massage services and carrying out post service procedures.

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Set up and prepare to provide body massage services	1 .1 Requirements for body massage are identified and gathered as per workplace policy. 1 .2 Body massage standard operating procedures are adhered to as per workplace policy. 1 .3 Occupational safety and health precautions are observed as per legal requirements . 1 .4 Tools and equipment are checked for serviceability as per manufacturers' instructions. 1 .5 Massage products and supplies are checked for usability as per legal requirements and manufacturers' instructions. 1 .6 Personal protective gears are identified and gathered based on service requirements and manufacturer's instructions.
2. Provide body massage services	2.1 Personal protective gears are worn based on manufacturer's instructions. 2.2 Client consultation is done as per workplace policy.

	<p>2.3 <i>Hygiene and sanitation principles</i> are observed as per standard operating procedures.</p> <p>2.4 Skin analysis is conducted as per standard operating procedures.</p> <p>2.5 <i>Disorders on skin</i> are identified and action taken based on nature of the disorder.</p> <p>2.6 <i>Products and supplies</i> are used as per service required and manufacturers' instructions.</p>
	<p>2.7 <i>Client is prepared for body massage</i> as per standard operating procedures.</p> <p>2.8 Diverse <i>types of body massage</i> are performed as per clients' specifications and standard operating procedures.</p> <p>2.9 After care advise is given as per workplace policy and standard operating procedures.</p>
3. Carry out post service procedures	<p>3.1 <i>Tools and equipment</i> are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>3.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>3.3 <i>Recyclable supplies</i> are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>3.4 <i>Non-recyclable supplies</i> are managed disposed of as per manufacturer's instructions, workplace policy and legal requirements.</p>

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variables	Range
1. Body massage products and supplies may include but not limited to:	1 .1 Assorted massage oils 1 .2 Massage creams 1 .3 Massage powders 1 .4 Massage lotions 1 .5 Assorted towels 1 .6 Gowns 1 .7 Shower gels 1 .8 Disposable pants
2. Body massage tools and equipment may include but not limited to:	4.1 Assorted Massagers Product applicators 4.2 4.3 Massage bed 4.4 Massage mats 4.5 Massage seat
3. Client preparation for body massage may include but not limited to:	3.1 3.2 Bathing 3.3 Gowning Draping
4. Basic body massages limited to:	4.1 Deep tissues Holistic 4.2 4.3 Head and shoulder
5. Legal requirements may include but not limited to:	5.1 OSH act 5.2 NEMA regulations 5.3 Public Health Act Cap 254 5.4 EMCA 2015 5.5 County by-laws

	5.6	Labour laws
	5.7	KRA act
6. Recyclable supplies may include but not limited to:	6.1 6.2 6.3	Aprons Towels Drapers
7. Non-recyclable supplies may include but not limited to:	7.1 7.2 7.3 7.4	Gloves Applicator Stencils Wool
8. Personal protective gears may include but not limited to:	8.1 8.2 8.3	Aprons Towels Drapers
Variables	Range	
9. Disorders on skin may include but not limited to:	9.1 Infectious o Bacterial o Fungal o Viral 9.2 Non-infectious o Allergies o Cuts o Bruises o Burns	

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- People skills
- Time management
- Work culture
- Record keeping
- Telephone handling skills
- Complaints handling skills
- Conflict resolution skills
- Negotiation skills
- Analytical skills
- Problem solving

- Critical thinking
- Summarizing and paraphrasing
- Listening skills
- Observations skills
- Organizational skills

Technical skills

- Balancing
- Mixing
- Kneading
- Tapping
- Capping
- Hacking
- Pounding
- Wringing
- Draining
- Knuckling
- Effleurage
- Twisting
- Flexing
- Rotating
- Pulling
- Blending
- Pressure application
- Posturing
- Product application

Required Knowledge

The individual needs to demonstrate knowledge of: Business operational resources

- Massage standard operating procedures
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin analysis
- Anatomy and physiology
- Massage theory
- Product knowledge
- Supplies in massage
- Massage tools and equipment
- Waste management
- Legal requirements related to salon operations
- Ethics and etiquette in cosmetology

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none">1 .1 Identified resource requirements for massage operations.1 .2 Adhered to massage standard operating procedures.1 .3 Demonstrated understanding of legal requirements related to salon operations.1 .4 Observed safety and health precautions in service delivery.1 .5 Demonstrated ability to use massage tools and equipment.1 .6 Consulted and negotiated with the client appropriately.1 .7 Appropriately conducted skin analysis and acted.1 .8 Demonstrated understanding of skin disorders.1 .9 Used massage products and supplies appropriately.1 .10 Demonstrated ability to perform various massage procedures correctly.1 .11 Demonstrated understanding of massage procedures.1 .12 Managed and disposed waste appropriately.1 .13 Managed and stored recyclable supplies appropriately.
2. Resource Implications	<p>The following resources must be provided:</p> <p style="text-align: center;">A functional beauty therapy unit</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none">3.1 Written test3.2 Observation3.3 Oral questioning3.4 Interview3.5 Portfolio3.6 Third party report

4. Context of Assessment	Assessment could be conducted: 4.1 On-the-job 4.2 Off-the-job 4.3 During industrial attachment
5. Guidance information for assessment	Holistic assessment with related units in the sector is recommended.