

1. Title	Analyze customers' spa treatment needs and assess effects of treatments
2. Code	BEZZHC302A
3. Range	Master spa techniques and general beauty care knowledge; accurately analyze customers' spa treatment needs; make recommendations on spa and beauty treatment packages; review the progress and effects of treatments and file the record at places providing such services.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Analyze customers' spa treatment needs and techniques to assess effects of treatment</p> <ul style="list-style-type: none"> ◆ Understand the knowledge of spa treatment and other beauty treatments applying together with it ◆ Understand the techniques and methods of analyzing customers' treatment needs ◆ Understand the considerations and techniques of designing spa and beauty treatments ◆ Understand the methods, techniques and factors of consideration for assessing spa and beauty treatments <p>6.2 Analyze customers' spa treatment needs, make recommendations on spa and beauty treatments, and review the progress and effects of treatments</p> <ul style="list-style-type: none"> ◆ Collect basic customer information for treatment needs analysis, such as: <ul style="list-style-type: none"> • Consulting with the customers • Referring to customer record • Ask questions about customers' physical and health conditions ◆ Master knowledge of spa treatment; accurately analyze the customers' spa treatment needs according to the in-house code of practice and customers' information in order to design a suitable spa and beauty treatment plan for the customers ◆ Correctly describe to the customers the procedures, effects and equipment of the spa and beauty treatment ◆ Correctly explain to the customers possible effects that may occur during the treatment, and the importance of informing the relevant person when adverse effects occur ◆ Correctly review the progress and effects of the spa and related beauty treatments according to the effects of treatments and customers' reactions ◆ Give aftercare advice to the customers and follow up ◆ Clearly complete the record and maintain the analysis result and treatment details, etc.

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master spa and beauty care knowledge; and (ii) Capable to accurately analyze customers' spa treatment needs, design suitable spa and beauty treatment plans for the customers, master the techniques of assessing spa treatments, review the progress and effects of treatments, and accurately record the treatment details and maintain relevant records.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learner already possesses the knowledge in BEZZHC205A "Understand the matching of different beauty and body treatments with spa treatments" and BEZZHC221A "Understand the types, effects and contraindications of spa treatment".</p>