



MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

GUIDELINES ON CLASSIFICATION OF FOOT MASSAGE CENTRE (PUK)

1. DEFINITION OF PUK :

Premises that offers **massage** services that covers **the knees** and below by **using only hand** and **does not involve any diagnosis** or **medication prescription**. It is intended for wellness, pampering and lifestyle only.

2. TERMS OF APPLICATION

- a) Applicant shall have permanent structured premises;
- b) Premises shall hold Business Licence from Local Authority (PBT);
- c) Shall become a member of any PUK association recognised by Ministry of Tourism, Arts and Culture Malaysia (MOTAC) as stated in **Appendix A**;
- d) All products that are used have been approved by Ministry of Health Malaysia (KKM); **and**
- e) Have at least **six (6) massage chairs**. If the premises provided massage bed, the **ratio** of number of massage chair shall exceed the massage bed **with 4:1**.

3. REQUIRED DOCUMENTS

- a) A copy of Business License from PBT;
- b) A copy of PUK Association Certificate recognized by MOTAC;
- c) A list of products used together with Notification of Product (NOT) approval from KKM;
- d) A copy of therapist qualification certificates as of followings:

LOCAL THERAPIST	
QUALIFICATION	RECOGNITION SOURCE
Shall be in the massaging/ beauty treatment field and equivalent; <p style="text-align: center;"><u>or</u></p> Minimum one (1) year and above in massaging/ beauty treatment field and equivalent.	Skills certificate recognized by any government/ private institution certified by the Ministry of Human Resources (KSM); <p style="text-align: center;"><u>or</u></p> Shall get verification letter from the previous employer.

FOREIGN THERAPIST	
ACADEMIC QUALIFICATION FIELD	RECOGNITION
Shall be in the massaging/ beauty treatment field and equivalent	Skills certificate recognized by the Government of origin's Country and shall be verified by the association party.

- e) A copy of passport and valid working permit for those employing foreign workers;

Note:

Only involves premises that use foreign labour.

- f) A copy of Standard Operating Procedure (SOP), Training Manual, PUK Marketing Collateral, Treatment Menu and Business Card; **and**

- g) A copy of health screening for PUK therapist :-

LOCAL THERAPIST	FOREIGN THERAPIST
A copy of health accreditation from government or private clinic.	A copy of health accreditation from Foreign Workers Medical Examination Monitoring Agency (FOMEMA)

4. **APPLICATION PROCEDURES**

- a) Complete the PUK classification application form details downloaded from the website at www.motac.gov.my.
- b) All documents as stated in para 3 and Application Form of PUK Classification shall be submitted to respective MOTAC State Office

5. **PAYABLE FEE**

No fee is charged for classification application in the meantime.

6. **CLASSIFICATION MECHANISM**

- a) Premises inspection shall be done within the **period of 30 working days** after the completed classification application is received;
- b) Reclassification application shall be submitted **three (3) months before** the expiry date of certificate of rating;
- c) Classification application of premises that has been reviewed and completed will be brought to the **Panel Meeting of PUK Premises Classification**;
- d) Decision letter of classification application **or / and** Certificate of Rating shall be received within the **period of 7 working days** after the decision of **Panel Meeting of PUK Premises** is issued; **and**
- e) Premises may submit an **appeal** within the **period of 21 working days** from the date of issued decision letter.

7. PUK CERTIFICATE OF RATING

- a) Certificate of Rating shall be issued after the classification application is approved and signed by the Tourism Commissioner.
- b) Certificate shall be printed in the name of premises and address as of application.
- c) Validity period of certificate of rating shall not exceed the period of three (3) years and the re-inspection shall be made to determine the next rating.

8. LOSS OF CERTIFICATE OF RATING

Applicant shall submit official letter with justification for the purpose of issuance of certificate replacement.

9. CHANGE OF NAME OF PREMISES

- a) Applicant shall submit official letter as a notification of change of premises name; **and**
- b) New certificate of rating will be issued for the purpose of change of premises name. No fee is charged for rating replacement in the meantime.

10. CHANGE OF OWNER OR NAME OF PREMISES

- a) Applicant shall submit new classification application to MOTAC State Office.
- b) New certificate of rating shall be issued after the classification application is approved and signed by the Tourism Commissioner

11. APPROVAL CHARTER OF CLASSIFICATION APPLICATION

- a) MOTAC State Office level:
Classification inspection report (new/reclassification/self-assessment) that is complete, in an orderly manner and faultless shall be submitted to Headquarter based on the client charter from the date of the inspection is conducted as in **Appendix B.**

- b) MOTAC Putrajaya Headquarter level:
Certificate of Rating will be issued within the **period of seven (7) working days** after the Panel Meeting of Tourist Accommodation Premises Classification is convened.

12. ENFORCEMENT DATE

This guideline shall come into effect beginning on **15th January 2021**

APPENDIX A

LIST OF SPA AND PUK ASSOCIATIONS RECOGNISED BY MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

1. Malaysian Association Of Wellness & Spa (MAWSPA).
2. Association of Malaysian Spas (AMSPA)

APPROVAL CHARTER OF CLASSIFICATION APPLICATION OF MOTAC STATE OFFICE BASED ON ZONE

MATTERS	ZONE A	ZONE B	ZONE C	REMARKS
STATES	Selangor and Wilayah Persekutuan Kuala Lumpur/ Putrajaya	Penang, Malacca, Johor, and Perak	Negeri Sembilan, Pahang, Terengganu, Kedah, Perlis, Sabah, Sarawak, Labuan and Kelantan.	-
CLASSIFICATION	21 Working days after the inspection is conducted	14 Working days after the inspection is conducted	10 Working days after the inspection is conducted	Application to take on workload is based on zone

Guidance:

Based on the numbers of classification application.