



Australian Government

Department of Education, Employment and Workplace Relations

SIBBSPA502A Plan spa programs

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify a client's general spa treatment requirements and plan a treatment program.

Application of the Unit

Spa programs are designed in day spas, destination spas and other facilities offering a range of spa therapies. This unit applies to spa staff who would have initial contact with prospective clients seeking a spa experience, which includes wet room therapies and may also include dry room therapies or specialised treatments offered by the business.

The unit applies to beauty therapists exercising judgement in planning and selecting appropriate products, services, equipment and techniques.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Elements describe the essential outcomes of a unit of competency.

1 Consult with client.

2 Determine the spa program.

Performance Criteria

Performance criteria describe the achievement of the element. Where information is detailed in the range statement. Assessment of evidence guide.

1.1 Establish rapport with and determine *client expectations* and active listening.

1.2 Maximise client interest by relevant *workplace spa therapies*.

1.3 Inform client of available special offers or promotions.

1.4 Establish client's medical history and *lifestyle*.

1.5 Encourage clients with suspicious advice without reference to undue alarm.

1.6 Identify any client *special needs* during treatments.

2.1 Discuss *recommendations* v

2.2 Confirm agreed treatment plan treatments falls within commercial limits.

2.3 Provide client with *pre-treatment* line with the agreed spa program.

2.4 Record *spa program plan* and *procedures*.

2.5 Book the client for the spa program.

Required Skills and Knowledge

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

Required skills

The following skills must be assessed as part of this unit:

- interpersonal and communication skills to:
 - develop a rapport with clients when conveying and explaining service and product advice, including the features and benefits of services and products from the workplace range
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- problem-solving skills to sequence spa treatments that meet client needs and make efficient use of staff and equipment
- literacy skills to:
 - read and understand relevant workplace documents and product ingredient or treatment information
 - prepare individual client treatment plans
- numeracy skills to calculate the times required for recommended treatment programs and the likely total cost of recommended spa services.

Required knowledge

The following knowledge must be assessed as part of this unit:

- detailed knowledge of the features and benefits of wet and dry room therapies in the workplace range
- workplace policies and procedures in regard to selecting and sequencing spa treatments
- ingredients in relevant spa treatment products, particularly in regard to their likely effects on the skin
- factors likely to affect the suitability of each spa treatment to client needs and the effects and benefits of each step in the spa treatment sequence
- appearance and management of contraindications and adverse effects
- pre-treatment and post-treatment requirements for recommended spa treatments
- anatomy and physiology of the skin and skin structures as they relate to spa treatments
- basic nutrition and relationship between nutrition and healthy skin, particularly foods which may:
 - have an effect on the skin
 - be contraindicated in combination with relevant skin conditions or products used in a spa treatment procedure.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applying workplace policies and procedures and industry codes of practice in regard to customer service and advising on and selling spa services
- developing, maintaining and conveying service and product knowledge to customers
- applying detailed and specialised service and product knowledge to provide accurate advice that reflects client needs
- applying workplace policies and procedures in selecting and sequencing spa treatments.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- individual client workstations
- a range of professional spa treatments and services
- relevant text and online resources
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals
- a range of clients seeking and experiencing spa treatments, including wet room and dry room therapies requiring the use of products, treatments and equipment from a professional spa range.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment

Guidelines in this Training Package.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of learners performing a range of spa tasks in a simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
 - identifying and recommending spa treatments and products according to client requirements
 - developing a treatment plan
 - sequencing spa treatments to meet client needs and make efficient use of staff and equipment
- written and oral questioning appropriate to the language and literacy level of the learner, to assess the required skills and knowledge of this unit
- completion of self-paced learning materials, including personal reflection and feedback from a trainer or supervisor
- third-party reports from experienced spa professionals in the workplace.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBBSPA501A Work in a spa therapies framework
- SIBBSPA503A Provide spa therapies
- SIBBSPA504A Provide stone therapy massage
- SIBBSPA505A Provide Indian head massage for relaxation.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Relevant information may include:

- previous treatments
- physical attributes
- lifestyle
- time constraints
- budgetary constraints.

Clients may include:

- new or regular clients with routine or special needs
- female or male clients of varying ages
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Expectations and requirements may include:

- improved relaxation
- improved sense of wellbeing
- improved skin condition
- stress reduction.

Workplace spa therapies must include:

- wet room therapies
- dry room therapies.

Spa treatments must include:

- steam
- hydro tub
- vichy shower or wet table or spa capsule.

Spa treatments may include:

- flotation
- underwater massage
- sauna
- herbal therapy
- body exfoliants
- dry body brushing
- hot oil wraps and massage
- mud, clay and algae wraps.

Products may include:

- pre-blended aromatic plant oils
- exfoliants
- mud or clays
- algae.

Contraindications may include:

- bacterial, viral or fungal infections
- impetigo
- scabies

- boils and carbuncles
- candidiasis
- allergies
- sunburn
- biological changes, including premature ageing, anorexia, anaemia, pregnancy, and breastfeeding
- lesions
- skin trauma
- pacemakers and metal implants
- heart conditions
- circulatory disorders
- intoxication
- conditions requiring consent from a medical practitioner.

- Lifestyle*** may include:
- occupation
 - dietary and fluid intake
 - hobbies, interests and means of relaxation
 - exercise habits
 - smoking habits
 - sleep patterns.
- Special needs*** may include:
- mobility assistance
 - cultural requirements.
- Recommendations*** may include:
- types of treatments
 - sequencing of treatments
 - duration and intensity of treatments
 - post-treatment advice.
- Pre-treatment advice*** may include:
- abstaining from alcohol
 - avoiding vigorous exercise.
- Post-treatment advice*** may include:
- hydration
 - thermoregulation.
- Spa program plan*** may include:
- single or multiple treatments
 - wet room treatments
 - dry room treatments
 - sequencing of treatments
 - duration of treatments
 - products
 - equipment
 - contraindications
 - special needs
 - post-treatment care.
- Workplace policies and procedures*** may include:
- health and hygiene legislation and regulations
 - methods of sequencing treatments
 - privacy of client information
 - environmental protection practices, such as:
 - water management and water hygiene procedures
 - waste minimisation
 - recycling
 - reuse
 - energy efficiency, e.g. electricity saving devices and practices
 - water disposal
 - resource management
 - occupational health and safety.

Unit Sector(s)

Beauty

Competency Field

Spa Services