



Australian Government

SHBBSPA005 Work in a spa therapies framework

Release: 1

SHBBSPA005 Work in a spa therapies framework

Modification History

Supersedes and is not equivalent to SHBBSPA001 Work in a spa therapies framework.

Application

This unit describes the performance outcomes, skills and knowledge required to promote spa treatments, and create and maintain a spa services environment.

It requires the ability to prepare spa work areas, recommend suitable spa therapies to clients, monitor the spa environment, complete shutdown of treatment rooms and equipment, and promote environmentally sound spa practices.

This unit applies to beauty and spa therapists who work in day, destination and resort spas. In this environment they work in a team but are responsible for individual client recommendations and for maintenance of the spa area.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Spa Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare spa work environment.
 - 1.1. Ensure water use and water hygiene complies with requirements.
 - 1.2. Clean, operate and maintain equipment according to manufacturer instructions and hygiene regulations.
 - 1.3. Check equipment and report malfunctioning equipment to appropriate person.
 - 1.4. Set up designated wet rooms according to safety standards.
 - 1.5. Ensure availability of sufficient clean linen, towels and spa products to avoid treatment disruption.
 - 1.6. Set lighting, temperature and relaxation music for the spa.
 - 1.7. Present self, according to organisational policy.

2. Promote spa therapies to clients.
 - 2.1. Welcome client to salon consistent with salon branding and market position.
 - 2.2. Display courteous and respectful behaviour towards all clients.
 - 2.3. Explain to client the features and benefits of wet and dry spa therapies, treatments and complementary products.
 - 2.4. Show client spa environment and explain spa etiquette.

3. Monitor spa environment.
 - 3.1. Implement spa procedures to minimise use of energy, products and water during treatments, and to avoid water contamination.
 - 3.2. Co-ordinate with colleagues to plan and maintain the spa environment.
 - 3.3. Maintain service culture and relaxing ambience of the spa environment.

4. Complete spa shutdown.
 - 4.1. Clean and disinfect spa equipment and treatment tables.
 - 4.2. Ensure equipment and treatment areas are shut down according to spa policies and procedures.
 - 4.3. Replenish treatment areas as required.
 - 4.4. Dispose of general and hazardous waste to minimise negative environmental impacts and according to organisational policies and procedures.
 - 4.5. Notify colleagues of availability of vacated treatment area.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance

criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	<ul style="list-style-type: none">• liaise and negotiate with team members to ensure smooth operation of spa.
Initiative and enterprise skills to:	<ul style="list-style-type: none">• promote spa treatments to increase base clientele.
Teamwork skills to:	<ul style="list-style-type: none">• work cooperatively with colleagues to avoid treatment delays and overbooked treatment rooms.
Technology skills to:	<ul style="list-style-type: none">• operate and maintain spa equipment.

Unit Mapping Information

Supersedes and is not equivalent to SHBBSPA001 Work in a spa therapies framework.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>