



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIBBSPA501A Work in a spa therapies framework**

**Revision Number: 2**

## **SIBBSPA501A Work in a spa therapies framework**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to apply spa principles and practice when offering spa treatments and creating and maintaining a spa services environment.

### **Application of the Unit**

This unit applies to beauty therapists exercising judgement in planning and selecting appropriate products, services, equipment and techniques. It may be applied in spas or in beauty salons offering spa therapies.

### **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 Promote spa principles and practice.
- 2 Prepare, clean and maintain spa treatment environment.
- 3 Monitor spa treatment environment.
- 4 Complete shutdown of treatment areas and the spa environment.

#### Performance Criteria

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

- 1.1 Maximise client interest by relevant spa therapies and services.
- 1.2 Introduce *clients* into the spa *policies and procedures*.
- 2.1 Ensure that condition of spa relevant laws, regulations, industry guidelines regarding water use.
- 2.2 Follow manufacturer and *maintenance* of equipment.
- 2.3 Liaise with colleagues to ensure recommended personal protection according to workplace practices.
- 2.4 Follow workplace safety procedures.
- 2.5 Identify and promptly report requirements to designated personnel.
- 3.1 Liaise and negotiate with colleagues *monitoring of treatment areas*.
- 3.2 Supervise and check client' the required intervals.
- 3.3 Ensure client modesty and privacy.
- 3.4 Recognise *adverse reaction* take *necessary action*.
- 3.5 Maintain the service culture.
- 3.6 Use energy, water and other resources to reduce negative environmental impact.
- 3.7 Ensure own posture and position self and client.
- 4.1 Ensure that relevant spa equipment manufacturer instructions.
- 4.2 Ensure treatment areas are safe regulations and workplace practices.
- 4.3 Ensure safe disposal of waste workplace policies and procedures.
- 4.4 Leave treatment area set up for next use.
- 4.5 Liaise with colleagues to ensure spa environment is safe.

availability of vacated treat

## 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:
  - convey service and product advice to clients
  - use language and concepts appropriate to cultural differences
  - introduce clients to the spa environment
  - provide service to clients in the spa environment
  - liaise and negotiate with colleagues
- literacy skills to read and apply:
  - relevant workplace documents
  - manufacturer instructions on equipment use and maintenance
- numeracy skills to calculate:
  - times required for recommended treatment programs
  - likely total cost of recommended spa services
- technical skills to:
  - observe safe practices in wet areas
  - monitor and maintain workplace spa equipment.

### Required knowledge

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

- definition of spa, including:
  - healing through water
  - philosophy of the current spa movement
- spa history and development, including:
  - origins of hydrotherapy
  - overseas trends
  - development of current spa movement
  - cultural healing traditions
  - theory and principles of spa therapies, including:
    - Thalassotherapy
    - Balneotherapy
    - Kneipp therapy
- detailed knowledge of the features and benefits of wet and dry room therapies in the workplace
- workplace policies and procedures in regard to selecting and sequencing spa treatments

- procedures for maintaining wet room and dry room equipment
- management of contraindications and adverse effects
- physical properties of water, including:
  - states of water
  - hydrogen bonding
  - surface tension
  - cohesion and adhesion
  - specific heat capacity
  - heat vaporisation and density
- characteristics of water, including:
  - buoyancy
  - hydrostatic pressure
  - turbulence
  - viscosity
- chemical properties of water in relation to:
  - spa behaviour of water under different conditions
  - benefits of water in spa treatments
- chemicals appropriate to the spa environment to maintain water hygiene
- infection and cross-infection and their prevention in spa environments
- water supply and the efficient use of water in spa environments
- workplace procedures for minimising water usage
- federal and local legislative requirements applying to spa operation
- workplace policies and procedures relating to preparing, cleaning and maintaining the spa environment.

## 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:

- introducing clients into the spa environment
- applying workplace and procedures, legislative requirements and industry codes of practice when preparing, cleaning and maintaining equipment and the spa environment
- maintaining the service culture and ambience of the spa environment for clients
- following workplace safety in wet areas
- completing the shutdown of treatment areas according to workplace policies and procedures.

### **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:

- relevant workplace documentation including:
  - manufacturer's equipment instructions
  - product instructions
  - manufacturer safety data sheets
  - workplace policies and procedures manuals, including spa services and pricing
- 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:
  - introducing clients to the spa environment
  - explaining the features and benefits of spa treatments and services in the salon range
  - preparing, cleaning and maintaining the spa environment
  - monitoring the treatment area
  - shutting down treatment areas after a service
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of 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:

- SIBBSPA502A Plan spa programs
- 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.

- Spa treatments*** must include:
- steam
  - hydro tub
  - vichy shower or wet table or spa capsule.
- Spa treatments*** may include:
- flotation
  - underwater massage
  - sauna
  - spa pool
  - mineral or sea water pool
  - power jet massage
  - herbal therapy
  - body exfoliant
  - dry body brushing
  - hot oil wrap and massage
  - mud, clay and algae wrap.
- Products*** may include:
- pre-blended aromatic plant oils
  - exfoliants
  - muds or clays
  - algae.
- Clients*** may include:
- new or regular clients with routine or special needs
  - female or male clients
  - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Spa environment*** must include:
- reception
  - individual wet and dry treatment rooms
  - shower change facilities.
- Spa environment*** may include:
- a shared wet therapies area.
- Workplace policies and procedures*** may include:
- health and hygiene legislation and regulations
  - methods of sequencing treatments
  - privacy of client information
  - water management and water hygiene procedures
  - occupational health and safety.
- Equipment*** must include:
- steam equipment

- Equipment*** may include:
- hydro tub
  - vichy shower or wet table or spa capsule.
  - sauna
  - spa pool
  - mineral or sea water pools
  - power jet massage.
- Water hygiene*** may include:
- infection and cross-infection
  - methods to prevent cross-contamination
  - methods of disinfection
  - methods of sterilisation.
- Maintenance*** may include:
- cleaning
  - testing of water and chemical levels
  - topping up of water and chemical levels
  - replenishing consumables.
- Designated wet areas*** may include:
- individual wet treatment rooms
  - shared wet areas.
- Monitoring*** may include:
- heat
  - humidity
  - water levels
  - water chemical concentrations
  - treatment times
  - ventilation
  - ambience of the environment.
- Treatment areas*** must include:
- treatments rooms
  - relaxation areas.
- Adverse reactions*** may include:
- dizziness
  - nausea
  - skin irritation
  - headache.
- Necessary action*** may include:
- adjusting treatment
  - discontinuing treatment
  - encouraging client to seek medical advice
  - informing relevant members of staff
  - facilitating first aid.
- Ambience*** may include:
- lighting and colours
  - relaxation background music or sounds
  - quiet areas and general noise management
  - perfumed oils or candles
  - decaffeinated and herbal refreshments
  - cool drinks

- snack service.

## **Unit Sector(s)**

Beauty

## **Competency Field**

Spa Services