



**Australian Government**

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

# **SIBBSPA503A Provide spa therapies**

**Revision Number: 2**

## **SIBBSPA503A Provide spa therapies**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to provide wet room and dry room spa therapies.

In a spa environment, the beauty therapist may or may not have had contact with the client in the initial development of the spa program plan. The plan may relate to a single visit or may include a series of treatments over time. The therapist reviews and updates the initial treatment plan with the client as part of each treatment service.

### **Application of the Unit**

Beauty therapists working in day spas, destination spas and other facilities offer a range of spa therapies that include hydrotherapy treatments in wet room environments and may also include treatments that are not water-based.

The unit applies to beauty therapists providing spa treatments and exercising judgement in planning, selecting and using 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 Manage spa therapies.

2 Provide wet room therapies.

3 Provide dry room therapies.

#### Performance Criteria

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

1.1 **Consult** with client in a **polite program plan**.

1.2 Identify and record any **variations**.

1.3 Confirm updated plan with client.

1.4 Obtain written consent from client.

1.5 Direct **client preparation** for treatment, ensuring privacy at all times.

1.6 Use energy, water and other resources to reduce negative environmental impact.

1.7 Ensure that service culture and standards are maintained at each stage of the program.

2.1 Follow workplace safety procedures, including recommended personal protective equipment, according to workplace practices.

2.2 Select **hydrotherapy equipment** and set at correct temperature, following manufacturer instructions.

2.3 Check that client's understanding of treatment is correct.

2.4 Use agreed **treatment products**.

2.5 Check client's comfort and response to treatment, according to workplace procedures.

2.6 Recognise **adverse reactions** and take **necessary action**.

2.7 Ensure treatment is carried out within time frames.

2.8 Assist client to safely vacate treatment area, following workplace procedures and instructions.

2.9 Confirm client satisfaction with treatment, and program plan is up-to-date.

3.1 Provide **dry room treatments** following workplace procedures and standards.

3.2 Use agreed **body wrapping** and products to spa program plan.

- 3.3 Check that client's understanding of the treatment is correct.
- 3.4 Prepare, apply and remove the treatment products in accordance with the manufacturer's instructions.
- 3.5 Minimise waste and avoid spillage when applying body wrapping materials.
- 3.6 Check client's comfort and safety during treatment, according to workplace procedures.
- 3.7 Recognise adverse reactions and take necessary action.
- 3.8 Ensure treatment is carried out within the frames.
- 3.9 Confirm client satisfaction with the treatment program plan is up-to-date, and the client's needs are met.
- 4 Follow post-treatment procedures.
  - 4.1 Monitor the client in a relaxed state during post-treatment procedures.
  - 4.2 Identify *adverse effects* and take appropriate action.
  - 4.3 Apply *post-treatment products* as required.
  - 4.4 Provide *post-treatment care* and follow workplace procedures.
- 5 Advise on further treatments.
  - 5.1 Evaluate the *outcomes* of the treatment for *further treatments*.
  - 5.2 Advise client of suitable *home care changes*.
  - 5.3 Explain and demonstrate post-treatment care.
  - 5.4 Rebook client according to workplace procedures.

## 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 service and product advice
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
  - explain the features, benefits and application processes of services and products from the workplace range
- technical skills to:
  - monitor client's comfort and wellbeing at regular intervals
  - safely use hydrotherapy equipment according to workplace procedures and manufacturer instructions
  - use body wrapping materials and products from the workplace range:
    - responding to contraindications and adverse effects
    - sequencing spa treatments to meet the needs of the client and make efficient use of staff and equipment
  - evaluate the outcomes of spa therapies, and recommend further treatments
- literacy skills to read, comprehend and update spa program plans, relevant workplace documents and product ingredient or treatment information
- numeracy skills to comprehend and achieve workplace treatment time frames.

### 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
- workplace procedures for minimising water usage
- ingredients in relevant spa treatment products, particularly in regard to their likely effects on the skin
- 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 the relationship between nutrition and healthy skin, particularly foods which may have an effect on the skin or which may 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:

- interacting with clients in a polite and friendly manner
- maintaining the ambience of the spa environment throughout the service
- performing the required wet room therapies according to the range statement and within workplace service time frames
- applying dry room treatments and products from the workplace range according to manufacturer instructions and within workplace service time frames
- recognising and managing contraindications and adverse effects
- recommending home-care products and future treatments to clients.

### **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 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:

- a spa services environment, which includes as a minimum:
  - shower and change facilities
  - wet treatment rooms
  - steam equipment
  - hydro tub
  - vichy shower or wet table or spa capsule (one unit)
  - dry treatment rooms
  - adjustable massage couches with safe working access for operator and equipment at head, foot and each side
  - electricity supply access to each spa treatment workstation
  - hot towel cabinet
- appropriate detergent, disinfectant and cleaning materials for cleaning and sanitising stones and work area
- 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 the learner providing spa therapies over sufficient time to demonstrate handling of a range of contingencies, including:
  - confirming treatments and updating a spa program
  - performing the required wet room treatments according to the range statement and within workplace service time frames
  - applying dry room treatments and products from the workplace range
- 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 technical experts.

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

- SIBBBOS401A Perform body massage
- SIBBSPA501A Work in a spa therapies framework
- SIBBSPA502A Plan spa programs.

## 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.

***Consultation*** may include:

- questioning
- visual examination
- review of client records.

***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 program plan*** may include:

- single or multiple treatments
- sequencing of treatments
- duration of treatments
- products
- equipment
- contraindications
- special needs
- post-treatment care.

***Variations*** may include:

- changes in client's physical condition
- changes in client's requirements.

***Client preparation*** may include:

- disrobing
- showering.

***Ambience of the spa environment*** 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.

***Designated wet areas*** may include:

- individual wet treatment rooms
- shared wet areas.

***Hydrotherapy equipment*** must include:

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



- Hydrotherapy equipment*** may include:
- flotation
  - underwater massage
  - sauna
  - spa pool
  - mineral or sea water pools.
- Treatment products*** may include:
- milk products
  - salt
  - oils
  - aromatherapy oils.
- 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.
- Dry room treatments from the workplace range*** may include:
- dry brushing or other methods of exfoliation
  - wraps
  - packs
  - massage
  - hot and cold rocks.
- Body wrapping materials and treatment products*** may include:
- material, such as:
    - fabric
    - plastic wrap
    - foil wrap
  - products, such as:
    - exfoliants
    - muds
    - clays
    - algae.
- Adverse effects*** may include:
- erythema or inflammatory reaction to treatments or products
  - skin blemishes due to massage stimulation
  - allergic reactions of the skin or body to treatments or products
  - reaction to changes in body temperature.
- Post-treatment products*** may include:
- facial moisturisers
  - body lotions.

***Post-treatment care*** may include:

- hydration
- thermoregulation.

***Outcomes*** may include:

- appearance of treatment area or areas
- client's expressed sense of wellbeing
- relaxation.

***Further treatments*** may include:

- facial treatments
- body treatments
- spa treatments.

***Home-care products*** may include:

- skin care
- body care
- pre-blended aromatic oils
- nutritional supplements.

***Lifestyle changes*** may include:

- improved diet
- sun protection
- reduced alcohol or tobacco consumption
- exercise
- meditation.

## **Unit Sector(s)**

Beauty

## **Competency field**

Beauty