



Australian Government

SHBBSPA002 Provide spa therapies

Release: 1

SHBBSPA002 Provide spa therapies

Modification History

Not applicable.

Application

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

It requires the ability to consult with clients, and select, provide and review hydrotherapy, wraps, herbal packs, sauna and other signature spa treatments. Spa therapies can be an individual treatment or form part of a sequenced series of treatments.

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 make independent treatment decisions and have knowledge across a range of spa products and treatments.

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.

1. Prepare for wet and dry treatments.

PERFORMANCE CRITERIA

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

- 1.1 Set spa beds with clean linen, plastic sheets and thermal blankets as required.
- 1.2 Prepare bolsters, and towels for the client draping during the treatment.
- 1.3 Check spa equipment to ensure it is operating according to manufacturer instructions.
- 1.4 Prepare sufficient supply of spa products to avoid

- disruption while providing treatments.
- 1.5 Use energy, water and other resources efficiently during preparation and subsequent treatment process.
 - 1.6 Dim lights, set temperature at a comfortable level, and set relaxation music for spa rooms.
2. Develop treatment plan.
 - 2.1 Develop, or access and review client treatment plan.
 - 2.2 Confirm client spa treatment requirements, and identify potential additional services and products.
 - 2.3 Identify contraindications to spa service and refer client to appropriate professional as required.
 - 2.4 Explain therapy sequence, mode of administration and factors that may restrict treatment.
 - 2.5 Confirm revised treatment plan, record updates and obtain client consent.
 3. Provide wet spa therapy.
 - 3.1 Check client understanding of wet therapy steps, discuss modesty requirements and provide disposable garments as required.
 - 3.2 Prepare self, using personal protective equipment as required.
 - 3.3 Position self to minimise fatigue and risk of injury to self and client throughout treatment.
 - 3.4 Follow procedures to avoid water contamination throughout treatment.
 - 3.5 Use hydrotherapy equipment and treatment products according to treatment plan.
 - 3.6 Recognise adverse reactions and take remedial action as required.
 - 3.7 Apply aftercare products as required.
 4. Provide dry spa therapy.
 - 4.1 Check client understanding of dry therapy steps, discuss modesty requirements and provide disposable garments as required.
 - 4.2 Prepare self, using personal protective equipment as required.
 - 4.3 Position self to minimise fatigue and risk of injury to self and client throughout treatment.
 - 4.4 Drape client, and uncover body area to be treated.
 - 4.5 Exfoliate skin, and apply body wrap products or herbal pack, according to treatment plan and following manufacturer instructions.
 - 4.6 Rinse client skin thoroughly and apply aftercare products.
 5. Ensure client comfort during treatment
 - 5.1 Check client comfort at regular intervals and reassure them throughout the treatment.

- 5.2 Assist client to safely vacate hydrotherapy area.
- 5.3 Monitor wet floors and treatment areas for safety of clients, colleagues, and self.
- 5.4 Allow post treatment recovery time in relaxation area.
- 6. Review treatment and provide post treatment advice.
 - 6.1 Evaluate spa treatment with client and record treatment outcomes on treatment plan.
 - 6.2 Advise on adverse effects to spa treatment.
 - 6.3 Provide after care advice and recommend products and future treatments.
 - 6.4 Rebook client as required.
- 7. Clean treatment area.
 - 7.1 Remove used linen and clean surfaces and spa equipment according to organisational policies and procedures.
 - 7.2 Restock equipment and products in preparation for next treatment.
 - 7.3 Dispose general waste, hazardous substances and used treatment products to minimise negative environmental impacts and according to organisational policies and procedures.
 - 7.4 Identify and report equipment malfunction.

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.

Skill	Description
Reading skills to:	interpret and follow manufacturer instructions and safety data sheets for safe use of cleaning and treatment products and spa equipment.
Oral communication skills to:	- provide simple explanations to client on the effect of the spa therapies on body and skin appearance - discuss treatment contraindications and precautions tactfully.
Numeracy skills to:	calculate treatment price and timing of different stages of treatment.
Planning and organising skills to:	sequence spa therapies to maximise benefits of treatment for clients.
Technology skills to:	- use and maintain hydrotherapy equipment - use client software to update client notes, rebook future treatments, record stock data and product purchases.

Unit Mapping Information

SIBBSPA503A Provide spa therapies

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBBSPA002 Provide spa therapies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate, follow and adjust treatment plan to provide six safe and appropriate spa treatments for different clients selecting treatments suitable for the established client treatment objectives including:
 - wet room therapies that demonstrate use of:
 - steam
 - hydro tub
 - Vichy shower or wet table, or spa capsule
 - dry room therapies that demonstrate use of:
 - body exfoliation
 - body wraps
 - herbal packs
 - sauna
- design, record and maintain treatment plans for each client specifying details of:
 - contraindications
 - spa treatments, routine and sequence
 - outcomes of previous and current treatment
 - post treatment information and advice
 - products used
 - relevant medical history and medication
 - treatment duration and future treatment recommendations
 - treatment objectives
 - client feedback
- maintain the spa environment before, during and after each treatment:
 - relaxing ambience of spa
 - health and safety of treatment rooms:
 - wet floors
 - hydrotherapy equipment
- recognise and manage contraindications and adverse effects to treatment as listed in knowledge evidence
- present self, according to organisational policy

- provide aftercare advice and suggest complementary products and treatments to maintain client spa treatment objectives.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- state or territory and local health and hygiene regulations and requirements relevant to providing spa therapies
- organisation policies and procedures relevant to providing spa therapies:
 - client record management
 - equipment use and maintenance
 - incident reporting
 - linen use and laundry procedures
 - personal hygiene and presentation
 - presentation of treatment area
 - waste and hazardous substance disposal
 - water use minimisation
 - work health and safety
- legal and insurance liabilities and responsibilities regarding spa treatments
- scope of practice:
 - when to refer clients to other practitioners
 - importance of not stating a diagnosis of a contraindication
 - limitations to spa treatments
- anatomy and physiology of the skin and body as they relate to spa therapies
- features, benefits and application of each type of wet and dry room spa therapies:
 - body exfoliation
 - body wraps
 - herbal packs
 - hydro tub
 - sauna
 - steam
 - vichy shower, wet table or spa capsule
- ingredients of organisation spa treatment products and their effect on skin
- contraindications that prevent or restrict treatment or require clearance from a medical professional to proceed and relationship to spa treatments:
 - allergies to ingredients of spa products:
 - • nuts
 - anaemia
 - anorexia
 - asthma

- bacterial, fungal, parasitic and viral infections
- breastfeeding
- cancer
- circulatory disorders
- epilepsy
- heart conditions
- heat intolerance
- intoxication
- metal implants
- pacemakers
- pregnancy
- skin lesions
- skin thinning medication
- skin trauma
- sunburn
- type one and two diabetes mellitus
- varicose veins to:
 - Vichy shower
 - pressure
 - heat
- adverse effects to spa treatments and products and appropriate remedial action:
 - allergy to products
 - changes in body temperature
 - dizziness
 - dehydration
 - headache
- basic nutrition and relationship to healthy skin and body
- mode of administration:
 - exposure of sections of the body
 - requirements for feedback and interaction
 - requirements for specific positioning of client
 - rotating of exposure around the body
 - treatment technique
 - use of oil and treatments
 - variations in application intensity
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future treatments relevant to spa therapies.

Assessment Conditions

Skills must be demonstrated in a beauty industry or spa environment; this can be:

- an industry workplace or
- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different spa treatment requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
 - basin
 - hot and cold running water
 - liquid soap
 - single use towels or hand dryer
- relevant workplace documentation:
 - equipment instructions
 - organisational policies and procedures relevant to spa therapies
 - product instructions and safety data sheets.

Assessment must ensure use of:

- adjustable treatment tables with safe working access for operator and equipment at head, foot and each side
- cleaning and disinfection products and equipment
- client disposable undergarments
- dry treatment area
- electricity supply access to each spa treatment workstation
- hot towel cabinet
- hydro tub
- products from two comprehensive professional spa
- product ranges
- shower and client change facilities
- steam equipment towels
- Vichy shower, wet table or spa capsule
- wet treatment rooms.

Assessment activities that allow the individual to:

- complete spa treatments within organisational and commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations

- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors and:

- hold a qualification as a beauty or spa therapist
- have worked as a beauty or spa therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>