



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:	• liaise and negotiate with team members to ensure smooth operation of spa.
Initiative and enterprise skills to:	• promote spa treatments to increase base clientele.
Teamwork skills to:	• work cooperatively with colleagues to avoid treatment delays and overbooked treatment rooms.
Technology skills to:	• 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>

Assessment Requirements for SHBBSPA005 Work in a spa therapies framework

Modification History

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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:

- integrate spa technical skills and work in a spa services environment for a minimum of six, three-hour work periods that individually or in combination, demonstrate:
 - preparing, cleaning and shut down of:
 - Vichy shower, or wet table, or spa capsule
 - hot towel cabinets
 - wet areas
 - maintaining lighting, temperature, spa environment and spa etiquette to ensure spa ambience
 - monitoring environmental impacts of a spa environment and identifying opportunities for reducing environmental impacts
- select, sequence, and promote a treatment to four different clients from the list below:
 - wet treatments
 - Vichy shower, or wet table, or spa capsule
 - dry treatments:
 - body exfoliation
 - body wraps
 - massage.

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 treatments
- organisational 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
- sustainability and environmentally sound practices:
 - energy efficiency
 - waste minimisation and disposal
 - recycling
 - water efficiency
- work health and safety
- legal and insurance liabilities and responsibilities regarding spas and spa therapies
- definition of spa:
 - healing through water
 - philosophy of current spa movement
- spa history and development:
 - origins of hydrotherapy
 - overseas trends
 - development of current spa movement
 - cultural healing traditions
 - theories and principles of spa therapies:
 - Thalassotherapy
 - Balneotherapy
 - Kneipp therapy
- detailed knowledge of the features and benefits of wet and dry room therapies
- properties of water:
 - heat capacity
 - heat vaporisation and density
 - pH scale
- characteristics of water:
 - buoyancy
 - turbulence
- chemical properties of water:
 - spa behaviour of water under different conditions
 - benefits of water in spa treatments
- chemicals appropriate to spa environment to maintain water hygiene
- water hygiene:
 - infection and cross infection
 - cross contamination
 - methods of disinfection and sterilisation
- efficient and sustainable procedures for water supply
- definition of signature treatments
- management of adverse reactions to spa treatments:
 - dizziness

- nausea
- skin irritation
- headache
- factors that contribute to spa ambience:
- lighting and colours:
 - relaxation background music or sounds
 - quiet areas and general noise management
 - perfumed oils or candles
 - decaffeinated and herbal refreshment
 - cool drinks
 - snack service.

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 with different spa treatment requirements, who have the expectation that the services provided reflect those of a commercial business
- relevant workplace documentation:
 - equipment instructions
 - product instructions and safety data sheets
 - organisational policies and procedures relevant to spa therapies.

Assessment must ensure use of:

- cleaning and disinfection products and equipment
- computer with salon software
- reception area
- relaxation area
- shower change facilities
- spa equipment
- spa menu
- Vichy shower, wet table or spa capsule
- water treatment chemicals
- wet and dry treatment rooms.

Assessment activities that allow the individual to:

- 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 Organisations' 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.

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