
Overview

This standard is about assisting with spa operations under the direction and supervision of a senior member of staff. You will set up, check and maintain the general condition and appearance of a wide range of spa work areas. This will include cleaning, replenishing resources, setting up and shutting down work areas, water testing and maintaining client hospitality facilities.

To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate good communication skills.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when assisting with spa operations
2. clean and set up spa work areas
3. check and maintain spa work areas
4. shut down spa work areas

Performance criteria

You must be able to:

Maintain safe and effective methods of working when assisting with spa operations

1. maintain your responsibilities for health and safety throughout your work
2. follow the senior member of staff's instructions and seek assistance when necessary
3. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
4. use working methods that minimise the risk of cross-infection and harm or injury to yourself and others
5. follow manufacturers' instructions and organisational requirements for the use of equipment, products and materials
6. dispose of waste materials to meet legal requirements

Clean and set up spa work areas

7. prepare and set up **work areas** to meet organisational procedures
8. use cleaning materials and methods specific to **work areas**
9. carry out cleaning operations for **work areas** at the required time intervals
10. make sure that environmental conditions are suitable for the client and the treatment
11. leave equipment and **work areas** in a clean and hygienic condition suitable for use

Check and maintain spa work areas

12. check equipment and the condition of **work areas** at the required intervals
13. maintain stocks of resources and consumables throughout the working day
14. assist with water and temperature tests at the required intervals
15. check the client's wellbeing at regular intervals according to organisational policy
16. ensure spa operational records for which you are responsible are up-to-date, in line with organisational procedures

Shut down spa work areas

17. ensure equipment and **work areas** are in a condition suitable for future treatments
18. assist with equipment and work area shut down

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19. ensure shut down of spa treatment areas is to the satisfaction of the relevant member of staff

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Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when assisting with spa operations

1. your responsibilities for **health and safety** as defined by any specific legislation and local by-laws covering your job role
2. why it is important to follow a senior member of staff's instructions and the consequences of not doing so
3. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements
4. the type of personal protective equipment that should be worn for spa operations and why it is important to use personal protective equipment
5. the manufacturers' instructions and organisational requirements for the use of equipment, products and materials
6. the reasons for maintaining standards of hygiene and avoiding cross-infection
7. the legal and organisational requirements for waste disposal

Clean and set up spa work areas

8. the cleaning regimes which must be followed in spa work areas to avoid the spread of infection
9. the types of cleaning materials and equipment which must be used for the different spa areas
10. the necessary **environmental conditions** for spa work areas and why these are important
11. the recommended operating temperatures and humidity levels for wet and treatment areas
12. the types of written instructions that must be placed in spa work areas
13. how to test and interpret results of water and chemical concentrations
14. the main types of air and waterborne infections that can affect spa environments and clients

Check, maintain and shut down spa work areas

15. the equipment checks required for spa work areas
16. the importance of regularly maintaining stock levels and reporting any re-

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ordering requirements

17. the client capacity levels for wet areas

18. the importance of regularly checking client wellbeing

19. the possible dangers of chemical and equipment misuse

20. the importance of regular water intake during spa treatments for both staff and clients

21. the recommended spa treatment times for wet areas and the potential risks of exceeding them

22. the possible **contra-actions** which can occur spa treatment sessions and how to deal with them

23. the legal and organisational requirements for the shut down of spa treatment areas and the completion of operational records for which you are responsible

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Scope/range related to performance criteria

- Work areas**
1. wet areas
 2. treatment areas
 3. changing rooms
 4. relaxation areas
 5. services areas

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Scope/range related to knowledge and understanding **Health and safety**

1. Health and Safety at Work Act
2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. The Health and Safety (First Aid) Regulations
4. The Regulatory Reform (Fire Safety) Order
5. The Manual Handling Operations Regulations
6. The Control of Substances Hazardous to Health Regulations (COSHH)
7. The Electricity at Work Regulations
8. The Environmental Protection Act
9. The Management of Health and Safety at Work Regulations
10. The Health and Safety (Information for Employees) Regulations

Environmental conditions

1. lighting
2. heating
3. ventilation
4. general comfort

Contra-actions

1. feeling faint
2. nauseous
3. skin irritation
4. headaches

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Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors

1. a willingness to learn
2. a flexible working attitude
3. a team worker
4. a positive attitude
5. personal and professional ethics

Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual

1. meeting the organisation's standards of behaviour
2. greeting the client respectfully and in a friendly manner
3. communicating with the client in a way that makes them feel valued and respected
4. treating the client courteously and helpfully at all times
5. adapting behaviour to respond effectively to different client behaviour
6. checking with the client that you have fully understood their expectations
7. responding promptly and positively to the client's questions and comments
8. recognising information that the client might find complicated and checking whether they fully understood
9. explaining clearly to the client any reasons why their needs or expectations cannot be met
10. maintaining effective, hygienic and safe working methods
11. adhering to workplace, suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
12. meeting both organisational and industry standards of appearance

Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors

1. the ability to self-manage
2. excellent verbal and non-verbal communication
3. using the most appropriate ways of communicating with a client
4. responding promptly to a client seeking assistance
5. quickly locating information that will help the client
6. providing the client with information they need about services and products offered by the organisation

Glossary**Contra-actions**

Negative reactions from the treatment or products such as excessive erythema, allergic reactions.

Contra-indications

Conditions or restrictions which indicate a particular service should not be carried out.

Cross-infection

The transfer of microorganisms through poor hygiene practices by direct contact with another person or indirect contact by infected tools and equipment.

Disinfection

Inhibits the growth of disease causing microorganisms (except spores) by using chemical agents.

Disinfecting hands

The cleansing or washing of hands to an antiseptic level so as to inhibit the growth of bacteria.

Legal Requirements

This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Examples include the COSHH regulations, the Electricity at Work Regulations and the Cosmetic Products (Safety) Regulations.

Manufacturers' instructions

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

Personal Protective Equipment (PPE)

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as for cleaning or when dealing with hazardous waste. Protective gloves and an apron are the normal requirement for these types of activities.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Relaxation Area

Room or area in the spa which allows the client time to relax, rest and cool

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down between treatments in a safe environment. This area allows clients to consume water/liquids to rehydrate the body and read quietly.

Sterilisation

Cleaning methods used to totally destruct microorganisms.

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Developed by SkillsActive

Version Number 2

Date Approved January 2015

Indicative Review Date April 2020

Validity Current

Status Original

Originating Organisation SkillsActive

Original URN SKAS1

Relevant Occupations Assistant Therapist

Suite Spa Therapy

Keywords Assist; spa operations;
