

Monitor clients and the operation of the spa

Overview

This standard is about setting up, monitoring and shutting down the operation of the spa facilities. It also includes client induction and consultation, treatment care, treatment monitoring and advice.

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 effective communication and consultation skills.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when setting up and monitoring the operation of the spa facilities
2. provide client consultation care and advice
3. shut down treatment areas

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Performance criteria

You must be able to:

Maintain safe and effective methods of working when setting up and monitoring the operation of the spa facilities

1. maintain your responsibilities for health and safety throughout the treatment
2. set up and **monitor** the **spa treatment areas** to meet legal and organisational procedures
3. prepare and protect the client to meet the legal and organisational requirements
4. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
5. ensure environmental conditions are suitable for the client and the treatment
6. maintain your client's modesty, privacy and comfort at all times
7. use working methods that minimise the risk of harm or injury to yourself and others
8. promote environmental and sustainable working practices
9. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
10. dispose of waste materials to meet legal requirements

Provide client consultation care and advice

11. use consultation techniques to determine the client's treatment plan
12. ensure that informed and signed parent or guardian consent is obtained for minors prior to any treatment
13. ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
14. recognise any contra-indications and take the **necessary action**
15. agree the treatment and outcomes that meet the client's needs
16. obtain signed, informed consent from the client prior to carrying out the treatment
17. induct the client into the **spa treatment areas** following organisational procedures
18. ensure that the client understands the benefits, uses and restrictions applicable to the relevant **spa treatment areas**
19. highlight to your client the location and content of written instructions for the relevant **spa treatment areas** and their associated risks
20. check the client's wellbeing at regular intervals
21. give your client **advice and recommendations** on the treatment provided
22. ensure the client's records are completed and signed by you and the client

Shut down treatment areas

23. ensure the **spa treatment areas** are shut down according to legal and organisational requirements
24. ensure the **spa treatment areas** are in a condition suitable for future treatments
25. notify the relevant person of the completion of shutdown procedures

Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when setting up and monitoring the operation of the spa facilities

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. how to set up, monitor and shut down the spa treatment areas to meet organisation procedures and manufacturers' instructions
3. the legal and organisational requirements for client protection and preparation
4. the legal and organisational requirements for your own personal hygiene, protection and appearance
5. the reasons for maintaining the client's modesty and privacy
6. safe positioning techniques for yourself and your client to prevent discomfort
7. the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important
8. why it is important to keep your work area clean and tidy
9. methods of cleaning, disinfection and sterilisation
10. the cleaning and water testing regimes which must be used in spa treatment areas to avoid the spread of infection
11. the main types of air and waterborne infections that can affect spa environments and clients
12. the different types of working methods that promote **environmental and sustainable working practices**
13. the hazards and risks which exist in your workplace and the safe working practices which you must follow
14. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
15. the legal requirements for waste disposal

Provide client consultation care and advice

16. the importance of communicating with clients in a professional manner
17. how to complete a consultation taking into account client's **diverse needs**
18. the legal requirements for providing treatment to minors under 16 years of age
19. the age at which an individual is classed as a minor and how this differs nationally

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20. the importance of agreeing the service that meets the client's needs
 21. the legal significance of gaining signed, informed client consent to receive treatments
 22. the legislative requirements for storing and protecting client data
 23. the contra-indications requiring medical referral and why
 24. how to recognise **contra-indications** that would prevent or restrict treatment
 25. the necessary action to take in relation to specific contra-indications when referring clients
 26. the reasons for not naming specific contra-indications when referring clients
 27. why it is important to check the client's wellbeing at regular intervals
 28. the reasons why regular water intake is important during spa treatments for both staff and clients
 29. the contra-actions that could occur, how to deal with them and what advice to give to clients
 30. the importance and reasons for carrying out a full client induction before they use the spa facilities
 31. the different types and uses of equipment, treatments and facilities available to the client
 32. the importance of following the recommended operating temperatures and humidity levels for spa equipment and treatment areas
 33. the benefits and effects of hot and cold spa treatments
 34. how cultural background and history impacts on the delivery of spa treatments
 35. the recommended treatment times and the potential risks when exceeding them
 36. the advice to give to clients post treatment including rest and water intake
 37. the **advice and recommendations** on products and services

Scope/range related Monitor
to performance
criteria

1. temperature
2. humidity
3. water levels
4. chemical concentration
5. treatment time
6. ventilation
7. ambience of the environment
8. lighting
9. equipment and client capacity
10. client comfort and experience
11. resource levels
12. hazards and risks

Spa treatment areas

1. sauna
2. steam
3. flotation bed
4. hydrotherapy
5. showers
6. relaxation area

Necessary action

1. encouraging the client to seek medical advice
2. informing the relevant members of staff
3. modifying the treatment

Advice and recommendations

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. present and future products and treatments
4. post-treatment rest and relaxation advice

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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 and sustainable working practices

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled eco-friendly furniture
7. using low chemical paint
8. using environmentally friendly product packaging
9. choosing responsible domestic products (Fairtrade tea and coffee)
10. encouraging carbon reducing journeys to work

Contra-indications which prevent

1. contagious skin conditions
2. dysfunction of nervous system
3. recent scar tissue
4. undiagnosed lumps and swellings

Contra-indications which restrict

1. high/low blood pressure
2. cuts and abrasions
3. sunburn

Diverse needs

1. cultural
2. religious
3. age
4. disability
5. gender

Advice and recommendations

1. additional services
2. additional products
3. the post-treatment restrictions applicable to spa treatments
4. suitable types of follow-on treatments, their benefits and costs

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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**Hydrotherapy**

From the Greek 'Hydor' – water and Therapia – therapy. Hydrotherapy is the therapeutic use of water.

Relaxation area

Room or area in the spa which allows the client time to relax, rest and cool down between treatments in a safe environment. This area allows clients to consume water/liquids to re-hydrate the body and read quietly.

Spa

Spas are the sacred spaces for understanding and nurturing the contemporary human spirit. Water is an essential element of Spa.

Steam Room (area)

An area, room or cabinet of wet hot steam that softens and cleanses the skin and relaxes the body.

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