

Higher National Unit Specification

General information for centres

Unit title: Spa Therapies: Scheduling and International Code of Practice

Unit code: DP3K 34

Unit purpose: This Unit is designed to enable candidates to recognise the main issues that effect the operation of a spa in the context of scheduling and best practice. It prepares them for this role by giving them the underpinning knowledge to carry out this type of managerial responsibility effectively. It is primarily intended for candidates who expect to work in a spa environment as a senior therapist or spa manager. It would also be relevant for those in a specialist reception role.

On completion of the Unit the candidate should be able to:

- 1 Demonstrate ability in organising a spa schedule.
- 2 Explain factors influencing timing of appointments and allocation of therapist to client.
- 3 Demonstrate an understanding of a safe, healthy and enjoyable spa environment within the framework of current legislation.
- 4 Explain the importance of maintaining international code of practices.

Credit points and level: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Candidates should have good communication skills. It would be beneficial if candidates have some work experience but it is not essential, although they should have a good appreciation of the role of a spa/complementary therapist and receptionist. It is not necessary for candidates to have previous therapy or appointment scheduling experience, although where this is the case, the Unit may provide an opportunity to reflect on this experience.

Core skills: There are opportunities to develop the Core Skills of Communication and Information Technology at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

General information for centres (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Assessment: Candidates must achieve all of the minimum evidence specified for each Outcome in order to pass this Unit.

Carrying out a simulated or real booking, consultation and explanation to a client may assess many of the skills required in this Unit. Candidates should produce a case history consultation pro forma and answer questions based on a case study or on workplace experience. Candidates should also be able to produce a workable appointments page on paper or using IT for multiple treatment rooms and staff members. Consideration should be given to common types of spa management software available. This part would lend itself well to distance learning. It is possible to break this Unit down into separate Outcomes to be assessed individually. Assessment should be carried out in controlled conditions in respect to Outcomes 1 and 2 only. Assessment on consultation and explanation to client should be carried out in the style of an actual consultation and last no less than thirty minutes. Candidates should be assessed on knowledge of treatments and facilities by giving a presentation of 3–5 minutes on a selection of treatments or facilities from the list given in the support notes. Making bookings is best assessed by observation in a working environment. Demonstration of knowledge of physical needs, management and review of spa efficiency should be given in an appropriate format in around 1,000 words. Likewise with reducing risks and understanding best practice in the spa environment is best assessed in some cases by samples of working documents, role-play and producing improvement plans with photographic evidence. Please note candidates must achieve all of the minimum evidence specified for each Outcome. When assessing the candidate on Health and safety, prior work place assessment and reporting is required with the actual assessment being the candidate explaining and discussing the ethos.

Higher National Unit specification: statement of standards

Unit title: Spa Therapies: Scheduling and International Code of Practice

Unit code: DP3K 34

The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Demonstrate ability in organising a spa schedule

Knowledge and/or skills

- ◆ types of diary, hard copy or IT system
- ◆ communicating appointments and information to therapist and clients
- ◆ client requirements for single or multiple treatments on a daily or ongoing basis

Evidence requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ show ability to consider room availability and suitability for different treatment types
- ◆ demonstrate ability to match client's requirements to therapist skills and room availability
- ◆ show ability to utilise conventional diary or IT booking system
- ◆ show awareness of frequency of treatments, generic contra indications and prohibited or incompatible treatment sequences
- ◆ manage and match manning levels to customer demands
- ◆ demonstrate ability to review practice to improve spa efficiency
- ◆ demonstrate understanding of staff training requirements and abstraction

The above items refer to the points listed under knowledge and skills and must be assessed on each assessment occasion. Candidates must produce a satisfactory response to all four items in the form of appropriate answers to specific questions in a way that a client with no previous knowledge would understand.

Evidence should be generated through an assessment event under controlled conditions. Candidates may not bring textbooks or handouts. A list of treatments available and case history pro forma prepared by the candidate may be used. These should be handed in at the end of the assessment.

Higher National Unit specification: statement of standards (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Assessment guidelines

The assessment of this Outcome can be combined with Outcomes 2, 3 and 4 as part of a single assessment for this Unit. It may however be more practicable to assess each Outcome individually to ensure that all evidence requirements are completed as required. Produce appointments page. Produce client list with special needs or info highlighted for each therapist. (See notes under Outcome 2.)

Outcome 2

Explain factors influencing timing of appointments and allocation of therapist to client

Knowledge and/or skills

- ◆ roles of therapists, specialists, reception staff and assistants
- ◆ types of treatments available
- ◆ type of facilities required
- ◆ awareness of individual needs of clients in terms of gender, culture and physical condition
- ◆ demonstrate knowledge of full treatment process including, consultation, treatment, preparation, changing and transit times

Evidence requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ outline the function of all team members in the spa setting and explain how they work together
- ◆ demonstrate knowledge of each facility within the spa environment
- ◆ demonstrate sensitivity, an understanding and appreciation of clients needs and an ability to communicate clearly with the client and other staff to provide a quality experience for all concerned
- ◆ carry out a pre treatment consultation with the client and give an explanation of itinerary and spa etiquette, including a tour of the facility
- ◆ know when to refer to an alternative service provider or medical practitioner
- ◆ update client records accordingly after each treatment

The above items refer to the points listed under knowledge and skills and must be assessed on each assessment occasion. Candidates must produce a satisfactory response to all four items in the form of written or verbal answers to specific questions in a way that a client with no previous knowledge would understand.

Evidence should be generated through an assessment event under controlled conditions. Candidates may not bring textbooks or handouts. A list of treatments available and case history pro forma prepared by the candidate may be used. These should be handed in at the end of the assessment.

Higher National Unit specification: statement of standards (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Assessment guidelines

The assessment of this Outcome can be combined with Outcomes 1, 3 and 4 as part of a single assessment for this Unit. It may however be more practicable to assess each Outcome individually to ensure that all evidence requirements are completed as required.

In the assessment clients will be required to produce case history pro forma questionnaire including medical and lifestyle information, carry out consultation, explanation to client and discuss various facilities clearly. They will also be required to produce a workable appointments page for multiple rooms and staff members to show understanding of the principles. This may be supplemented with questions on treatment and etiquette to ensure coverage of all aspects of evidence requirements. The format of the case history form and appointments page is not part of the mandatory evidence requirement for this Outcome and it may be presented in any suitable way since in the workplace situation candidates will have to adapt to local procedures. Likewise responses to client's questions will generally be verbal in nature.

Where a case study is used as part of an assessment it should relate to relevant beauty therapy, complementary therapy or spa related work. It should include background information on the facility and client.

Candidates who have access to a suitable workplace can base their assessment work on a suitable situation drawn from their place of work. They should however be able to demonstrate knowledge of facilities, which are not limited to those available within the workplace but to the spa environment generally. The situation could be one with which they are familiar although perhaps not directly involved. If this approach is adopted it should be clear to candidates from the outset that this will be the case.

Where a workplace situation is used, care should be taken to ensure that it would provide candidates with sufficient opportunity to meet the evidence requirements of the Unit. It may be appropriate for the lecturer or trainer concerned to ensure beforehand that a particular workplace will allow candidates to generate sufficient and suitable evidence. Care should also be taken to ensure the validity and integrity of the evidence produced and the source is the candidate.

It should meet the following criteria:

- ◆ should be a realistic work environment where spa treatments are carried out
- ◆ the candidate should be able to observe and source the required information eg booking and recording appointments, assimilating personal information and client handling
- ◆ the workplace should allow for all items listed under knowledge and skills for each Outcome to be covered

These criteria can be met in a large or small organisation although in a small operation particular attention must be paid to the ability to schedule appointments for more than one therapist or room at a time.

Higher National Unit specification: statement of standards (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Outcome 3

Demonstrate an understanding of a safe, healthy and enjoyable spa environment within the framework of current legislation

Knowledge and/or skills

- ◆ Current Health and Safety at work legislation
- ◆ RIDDOR
- ◆ COSHH
- ◆ First Aid requirements
- ◆ Electricity at work Regulations
- ◆ Risk identification and Assessment
- ◆ Risk Reduction
- ◆ Training and accident prevention
- ◆ Certificated First Aid (advisable)

Evidence requirements

Evidence for the knowledge and/or skills in this Outcome will be provided on a sample basis. This evidence may be presented as part of a report or with examples of identified improvements they have made to any existing policy, document or procedure.

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Identify all Health and safety risks within a spa and assess them individually to a quantifiable level, this level should be a combination of severity vs probability with a framework for reassessment. In conjunction to these risk assessments, incorporate any historical accident records or guest or staff comments to produce a clearly identified plan for improvement and reduction must be provided. This is likely to be 80 words per high risk hazard with possible use of photographic evidence showing the risks involved. The likely effect of any risk reduction options considered in reducing the hazard should be included.
- ◆ Show how health and safety is incorporated into the culture of an organisation with examples of its inclusion in **all** of the following: job descriptions, staff handbooks, induction of new team members, work checklists, training timetable, appraisals, team meetings and guest consultation.
- ◆ Provide a breakdown in an appropriate format of the contraindications to the range of treatments and products used that will be highlighted at consultation of guests. Provide a sample consultation form and evidence of how the team are monitored — such evidence can be anecdotal.

Higher National Unit specification: statement of standards (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Assessment guidelines

The safety of guests and staff is of clear fundamental importance to any code of practice. While legislation will vary from country to country the candidate is being asked to demonstrate not just their underpinning knowledge, but how this should be incorporated in all aspects of spa management.

While samples and reports are required in an appropriate format, these might be based on an existing establishment or one that is being planned. While these samples are important the candidate should show an understanding that accidents don't just happen and often when one does take place the accident often actually "first took place" at the planning and development stage of the environment itself, sometimes years before a client has a chance to use it. Handrails, signs etc are often afterthoughts when a spa is developed with aesthetic considerations sometimes given higher priority. Access and Egress to the premises is often also overlooked, as are display screen equipment and manual handling of stock.

Training and the systems in place for the team to work with, will if monitored be paramount to a safe system of work. Risk Assessments alone do not ensure a safe environment but will assist to identify and prioritise improvements. If every member of the spa team is involved in the assessment process and review then this can support an ethos that safety is everyone's responsibility.

To summarise in addition to providing examples of: Risk Assessments, accident history, personnel documents, procedural documents and guest consultation. The candidate must focus primarily on a clearly identified plan for improvement and reduction of hazards. This might be 40–150 words per hazard and can incorporate photographic examples of high-risk areas that can be improved. Factors that might be included in such an assessment could be; age of user, wet surfaces, uneven surfaces, light conditions, and even mood of guest — when a guest is coming out of a hydro pool they might feel disorientated, all should be considered. It might also be appropriate for the candidate to show some consideration to any cost that might be incurred in reducing the risk.

Outcome 4

Explain the importance of maintaining international code of practices

Knowledge and/or skills

- ◆ examples of customer care excellence
- ◆ the role of consultations to determine contraindications and client needs
- ◆ spa etiquette and consideration of different religious and ethnic expectations
- ◆ communicating and comfort of guests' expectations while ensuring their welfare
- ◆ ways of working with health care professionals
- ◆ how codes of practice can be used to develop your team

Higher National Unit specification: statement of standards (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Evidence requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Demonstrate the ability to meet guests in an appropriate manner this is to be by observation.
- ◆ Demonstrate effective consultation and contraindication management. An example should also be given of how to handle a guest who is dissatisfied with the interpretation of their contraindications, showing how the situation has professionally handled to satisfactory conclusion. Role-play should be used.
- ◆ In an appropriate format give a summary of the different ethnic sensitivities when considering, dress code and behaviour. With examples of how this is communicated to the guests prior to arrival in the therapy room and its inclusion in the staff hand book and personnel procedures. 200 words.
- ◆ In an appropriate format give an example of guidance notes that could be given to a guest to assist their understanding of the type of products used and the treatments on offer, 200 words.
- ◆ In an appropriate format demonstrate the key underlying aspects to be incorporated under each of the following main features in a code of conduct. Such aspects could include — why its important, who its important to, what might occur should this not be maintained:
 - guest satisfaction
 - health and safety
 - potential ethical and cultural considerations for guests
 - staff professionalism, training and satisfaction.
 - legislative compliance

Include a review procedure to the code, which would incorporate consultation of the team. 200 words are expected.

Assessment guidelines

There are many important aspects to consider in a code of practice or standards of excellence. In this output we are ensuring the candidates underpinning knowledge regarding those that relate to the spa industry and will ensure if maintained the industries future success. Included in this is the British International Spa Associations wave grading scheme.

Role play may be used in this Outcome however if there is access and availability to a type or style of spa that might offer an environment to demonstrate an Outcomes delivery then this is preferred.

Different religions allow for different interpretations of what is acceptable. The candidate is being asked to demonstrate their appreciation of these sensitivities, which may become more apparent when working in or with guests from a different culture.

Administrative Information

Unit code:	DP3K 34
Unit title:	Spa Therapies: Scheduling and International Code of Practice
Superclass category:	HK
Original date of publication:	August 2005
Version:	04 (November 2007)

History of Changes:

Version	Description of change	Date
03	Outcome 1 — wording changed. Outcome 2 — Evidence requirements — second last bullet point — ‘specialist’ deleted and replaced by fuller/clearer wording. Outcome 2 — Assessment guidelines — third paragraph ‘relevant beauty therapy’ added.	30/08/07
04	Addition of Core Skills	November 2007

Source: SQA

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SQA acknowledges the valuable contribution that Scotland’s colleges have made to the development of Higher National qualifications.

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Higher National Unit specification: support notes

Unit title: Spa Therapies: Scheduling and International Code of Practice

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is primarily intended to prepare candidates for running a spa facility effectively from an operational perspective. As a result candidates are likely to work primarily with simulations or case studies and use this to consider the role of a spa therapist and evaluate their effectiveness. It is very applicable to those who already have relevant work experience. If this experience is as a spa therapist then the Unit could be helpful to assess how they carried out this role and suggesting ways in which their contribution could be improved.

Candidates taking this Unit in the context of the Diploma in Spa Therapies course are eligible for candidate membership of BISA Spa Association, a professional body dedicated to the improvement of standards in the spa industry. On completion of the course they are eligible for full membership of this internationally recognised body. There is scope to progress through this course onwards to degree level.

Outcome 1 (Demonstrate ability to organise spa schedule.) looks at the practical aspects of operating a booking system to maintain an efficient spa. In addition to minimising waiting times and maximising profits cognisance should be given to the types of therapies and strains on individual therapists. Having one therapist giving body massages all day while another performs predominantly lighter treatments is unfair and unhealthy to the therapist doing the harder physical work and could lead to reduced effectiveness for the clients later in the day.

Outcome 2 (Explain factors influencing timing of appointments and allocation of therapist to client.) Looks at the practical situations and considerations of operating the spa and providing treatments. Where the treatment itself may take an hour the client will require time to change, recover from previous treatments or transit to a different part of the facility. The therapist may also need preparation time or rest between treatments even for a few minutes for a comfort break etc. Each of these factors may only be a few minutes, however the cumulative effect could significantly disrupt the timings if insufficient time is allowed in the planning process.

Outcome 3 (Demonstrate an understanding of a safe, healthy and enjoyable spa environment within the framework of current legislation.) This Outcome is designed to raise industry safety standards and provide a quality experience for everyone. Health and safety is everyone's responsibility from planning to operation.

Outcome 4 (Explain the importance of maintaining international code of practice.) This Outcome focuses on customer service, guest satisfaction and evaluating the candidates in a role-play environment in a confrontational situation. Consideration is also given here to protecting the therapist's, establishment's and industry's reputation.

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Where work is carried out away from the training providers premises the candidate should be tested as to their understanding of the work to ensure that even if templates are adapted from outside sources or workplace models, they have the ability to complete the tasks competently.

References and testimonials can also be considered alongside observation of practical tasks and other forms of assessment to establish the candidates progress.

Candidates should be able to demonstrate knowledge of a range of treatments and facilities and should be assessed by providing a short explanation of a selected number. Therapists will require a deeper understanding than a receptionist, however anyone who has input to the booking system will require some knowledge.

Facilities and treatments will be dependant on the work environment, but should include some of the following:

Type of facility available:

- ◆ whirlpool/jacuzzi
- ◆ hydrotherapy pool/bath
- ◆ flotation pool/bath
- ◆ steam/Turkish
- ◆ sauna
- ◆ swimming pool with controlled aqua aerobics or similar
- ◆ foot/hand spa
- ◆ underwater massage
- ◆ Vichy shower
- ◆ blitz shower
- ◆ snail shower
- ◆ Kneipp system
- ◆ mud/herbal/ mineral bath.
- ◆ Rasual/mud steam bath system
- ◆ Sitz spa
- ◆ swiss shower
- ◆ Thalasso therapy treatment
- ◆ mineral soak bath
- ◆ rest area
- ◆ plunge pool
- ◆ liquid sound, (sound, vibration and light in pool)

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Treatments:

- ◆ Acupressure
- ◆ Alexander Technique
- ◆ Algae treatments
- ◆ Aqua Aerobics
- ◆ Aromatherapy
- ◆ Ayurveda
- ◆ Bach Flower Remedy
- ◆ Balneotherapy
- ◆ Body Composition Analysis
- ◆ Boreh
- ◆ Breathing Techniques
- ◆ Colonic Irrigation
- ◆ Cranio Sacral Therapy
- ◆ Dead Sea Mud Treatments
- ◆ Dead Sea Flotation Therapy
- ◆ Dry Flotation Therapy
- ◆ Electrotherapy
- ◆ Exfoliation
- ◆ Fango
- ◆ Flotation Tank Therapy
- ◆ Gommage
- ◆ Herbal Wrap
- ◆ Holistic Health
- ◆ Homeopathy
- ◆ Hydrotherapy
- ◆ Indian Head Massage
- ◆ Kneipp System
- ◆ Kundalini
- ◆ Laser Therapy
- ◆ Stone Therapy
- ◆ Lymphatic Drainage
- ◆ Mandi Lulur
- ◆ Meditation
- ◆ Moor Peat Bath
- ◆ Phytotherapy
- ◆ Pilates
- ◆ Reflexology
- ◆ Reiki
- ◆ Rolfing
- ◆ Roman Baths
- ◆ Sauna
- ◆ Scotch Douche/Scottish Shower (Jet/Blitz)
- ◆ Seaweed Therapy
- ◆ Shiatsu
- ◆ Shirodhara
- ◆ Sitz Bath
- ◆ Aqua tonic Therapy
- ◆ Solah Shringar
- ◆ Sound Therapy
- ◆ Spinning
- ◆ Sports Massage
- ◆ Steam Therapies
- ◆ Stretching
- ◆ Swedish Massage
- ◆ Tai Chi
- ◆ Taking of natural mineral /thermal waters
- ◆ Thalassotherapy
- ◆ Turkish Bath/Hammam
- ◆ Ultra Sound
- ◆ Vichy shower treatments
- ◆ Visualisation Therapy
- ◆ Aqua massage
- ◆ Yoga

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Candidates should make reference to BISA code of best practice for guidance.

There are no specific sources of reference on cultural, religious or ethnic guidance for therapists or handling clients. The emphasis is on sensitivity and understanding that differences in attitudes exist and standards of dress etc will vary from place to place. Imagination and creativity may be required to overcome individual difficulties and reference should be made to SQA guidelines on equal opportunities.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the delivery and assessment of this Unit

Outcomes 1 and 2

While examples of scheduling practice can be given by the candidate, recognition should be given that the candidate is likely to be already working with existing scheduling practices. The assessor could ask the candidate some of the following questions to assist in assuring the candidate full understanding of the Outcomes.

- ◆ Has consideration been allowed for?
 - client changing
 - therapist and treatment room preparation time
 - comfort breaks
 - absenteeism
 - late clients
 - negative contraindication resulting in a change of treatment
 - profitability of spa and the value of time
 - multiple treatment appointments — transit time, rest time after a heat treatment
 - communication to clients of unforeseen circumstances

Outcome 3

The delivery of the Unit is a combination of collecting support evidence, reports and assessments. With reference to the risk assessments candidates are asked to quantify identified risks. To support this below is a risk matrix and table A which could be used in conjunction with a risk assessment to quantify the 'degree of risk'. This should then be incorporated into a risk assessment, already existing or created by the candidate to help a consistent "view" of the risk. Risk assessments should not be done by just one person, people become less aware of the risks the more familiar they are to them. When involving other members of the team then it is important to consistently quantify the degree of risks.

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Table A			
Probability		Severity	
9	Inevitable — certain or almost certain more than just very likely	9	Fatalities (single or multiple)
8	Very likely to occur — is expected	8	Very significant injuries possible total incapacity
7	Reasonably likely to occur — not a surprise	7	Severe incapacity
6	Probable — above normal chance of it happening	6	Slight incapacity
5	Every chance of it happening	5	Absent from work for more than seven days and less than four weeks
4	Possible less than even chance of it happening	4	Absent from work for more than three days but less than seven days
3	Improbable — but it has happened before	3	Minor injury — needs skilled first aid treatment, off work less than three days.
2	Very improbable — fairly unlikely to happen	2	Minor injury with a few hours away from work
1	Highly unlikely — improbable incident	1	Minor injury/ near miss requires none or very basic first aid. With no lost time
Multiply the two figures to identify the overall degree of risk in the chart below			

Risk Matrix, with the total score from table A of the Degree of Risk use the matrix below to quantify the level of risk by using the shading to quantify the Outcome

P R O B A B I L I T Y	9	9	18	27	36	45	54	63	72	81
	8	8	16	24	32	40	48	56	64	72
	7	7	14	21	28	35	42	49	56	63
	6	6	12	18	24	30	36	42	48	54
	5	5	10	15	20	25	30	35	40	45
	4	4	8	12	16	20	24	28	32	36
	3	3	6	9	12	15	18	21	24	27
	2	2	4	6	8	10	12	14	16	18
	1	1	2	3	4	5	6	7	8	9
			1	2	3	4	5	6	7	8
	SEVERITY									

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

High risk Where the calculated figure falls into the dark shaded area of the matrix, take action to reduce risk as soon as possible

Medium Risk Where the calculated figure falls into the medium shaded area of the matrix, control or minimise the risks

Low Risk Where the risk falls within the clear area of the matrix the risk may not be a priority. Deal with other risks unless it is easy and/or cost effective to reduce the risk

Remember Low risk is not the same as no risk, every risk can be reduced further, at management level you should be deciding which to prioritise first. Focus should also be given to risks that ‘have always been there’, it may take greater effort to reduce these which may even involve changes to the physical layout of the area. While these can take more effort consider the number of people that could over time have or would have been exposed to the risk. Accident history is helpful in assessing probability.

A good example of how this Outcome could be answered is after carrying out all the assessments a summary of medium and high risks is produce. Then the candidate could select one or two to reduce risk. Imaginative thinking can be used as there may be examples of risks that might have been present for a long time (since it was built). Remember reducing just the probability or the severity can have an effect on the degree of risk. Thinking this way can help in finding alternative ways at reduction eg training of staff or incorporating a point on a guest consultation form highlighting the risk might help reduce the problem. Think also of All Scenarios that the risk can take place in — are cleaning staff as aware of a specific risk as a therapist who works in that area all the time is? Maintenance teams, new employees or contractors can also be not as clear of the associated risks involved in the area than an existing employee. Often because of the familiarity to this risk, risks can get ignored, at management and senior therapist level however you must look beyond this for the benefit of all who use the organisation.

Outcome 4

Guest satisfaction is key while the candidate may have the theoretical knowledge. The spa industry is and always will be guest service lead and the candidate must be able to demonstrate this ability to establish a rapport with the client. Role Play is to be used.

Spas and our guest’s interpretation of how they act in them differ from one culture to the next. What should be worn and the way they should conduct themselves while undergoing a treatment is important to avoid embarrassment and frustration, for guest and staff alike.

The type of treatment requested may not be suitable for the client. The way this is communicated is important. Consider any essential oils in the products used and pregnancy. Consider also the strength of any water jets that the guest might come across in light of any operation that the guest might have under gone.

Higher National Unit specification: support notes (cont)

Unit title: Spa Therapies: Scheduling and International Code of Practice

Opportunities for developing Core skills

There are opportunities to develop a sophisticated level of oral communication skills in formative and practical work with clients, when interaction must be professional, sensitive and empathic.

Communicating appropriate complex information will be an essential aspect of competence.

Candidates should be fully aware of a range of listening techniques in order to relate and respond to a range of others in the most appropriate and effective way. They will use and adapt language, register and style to show consideration of different cultural and ethnic needs and expectations.

Candidates should be encouraged to develop skills in computerised record keeping and be made aware of the importance of saving materials and performing back ups. Practice in recording, coding and storing outline notes and schedules for ease of reference is recommended. Support in developing an effective search strategy for accessing and evaluating paper based and electronic sources of complex information on current legislation and professional issues may be helpful.

Although written communication skills are not formally assessed candidates should be expected to produce and present reports to a professional standard and to express essential information coherently, using a suitable format. The availability of suitable software packages could further assist accuracy and presentation.

Open learning

Elements of the theory involved in this Unit could be delivered by distance learning. However, as this is a very practical Unit requiring close interaction between candidate and tutor, it should not be offered on an open/flexible learning basis.

For further information and advice please refer to *Assessment and Quality Assurance for Open and Distance Learning (SQA, February 2001— publication code A1030)*.

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

General information for candidates

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This Unit is designed to enable you to recognise the main issues that effect the operation of a spa in the context of scheduling and best practice. It will prepare you for this role by giving you the underpinning knowledge to carry out this type of managerial responsibility effectively. It is primarily intended for those who wish to work in a spa environment as a senior therapist or spa manager. It would also be relevant for those in a specialist reception role. If you are already a therapist or manager you will still be able to make use of this Unit to enhance your professional knowledge.

On completion of the Unit you will be able to:

- 1 Demonstrate ability to organise spa schedule.
- 2 Explain factors influencing timing of appointments and allocation of therapist to client.
- 3 Demonstrate an understanding of a safe, healthy and enjoyable spa environment within the framework of current legislation.
- 4 Explain the importance of maintaining international code of practices.

In order to complete this Unit successfully you will be required to achieve satisfactory levels of performance in all areas. You will be required to produce reports, give a short presentation, complete a client consultation and demonstrate understanding of appointment making principles. Some of this may be done in the working environment with reference materials to hand, while other parts will be under controlled conditions with no references.

Codes of practise examples can be collect for reference from BISA, Investors in People and other sources which may prove helpful.

If you do not have relevant workplace experience assessments will be based on simulations and practical exercises. It will cover the type of situations you will encounter in the workplace and include dealing with staff, clients and the physical environment of the spa. If you do have relevant experience you will be advised on how to make use of this in your assessment.