

# SKASTS1 (SQA Unit Code - F9KF 04)

## Assist with spa operations



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### Overview

This unit is about setting up, checking and maintaining the general condition and appearance of a wide range of spa areas. Included are cleaning, replenishing consumables, setting up and shutting down work areas, water testing and maintaining client hospitality facilities.

To carry out this unit you will need to monitor and maintain safe and effective methods of working. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

The main outcomes of the unit 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 the spa work areas
4. shut down work areas

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### Performance criteria

*You must be able to:*

**P1 Maintain safe and effective methods of working when assisting with spa operations by**

- P1.1. ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P1.2. wearing the recommended personal protective equipment for the maintenance and cleaning of spa equipment
- P1.3. using working methods that:
  - minimise the risk of cross-infection
  - make effective use of your working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to yourself or others
- P1.4. disposing of waste materials safely and correctly
- P1.5. ensuring your own posture and position minimises fatigue and risk of injury whilst working
- P1.6. maintaining accepted industry hygiene and safety practices
- P1.7. ensuring that any problems or difficulties are reported to the relevant person promptly in line with organisational procedures

*You must be able to:*

**P2 Clean and set up spa work areas by**

- P2.1. setting up **work areas** to meet organisation procedures and any given instructions
- P2.2. using the correct cleaning materials and equipment specific to **work areas** following manufacturer's recommendations and any given instructions
- P2.3. ensuring all tools and equipment for treatments are prepared using the correct sterilisation and disinfection methods
- P2.4. effectively carrying out cleaning operations for **work areas** at the required time intervals following manufacturers' recommendations and given instructions
- P2.5. making sure that environmental conditions are suitable for the client and the treatment
- P2.6. leaving equipment and **work areas** in a clean and hygienic condition suitable for use and to meet organisational requirements

*You must be able to:*

**P3 Check and maintain the spa work areas by**

- P3.1. ensuring written instructions are in good condition, complete and displayed in the required place
- P3.2. checking equipment and the condition of **work areas** at the required intervals according to manufacturers' instructions and organisational procedures
- P3.3. taking and correctly conducting water and temperature tests at the

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- required intervals
- P3.4. reporting any chemical concentration problems and temperature fluctuations to the relevant person
- P3.5. maintaining stocks of resources and consumables at the required levels throughout the working day
- P3.6. promptly reporting any resources and consumables that need reordering to the relevant person
- P3.7. checking the client's wellbeing at regular intervals according to organisational policy
- P3.8. recognising any contra-actions occurring during the treatment and informing the relevant person
- P3.9. ensuring spa operational records for which you are responsible are up-to-date, accurate, complete and legible in line with organisational procedures

*You must be able to:*

### **P4 Shut down work areas**

- P4.1. ensuring equipment and **work areas** are shut down according to legal, organisational and manufacturers' requirements
- P4.2. ensuring equipment and **work areas** are in a condition suitable for future treatments
- P4.3. promptly notifying the relevant person of the completion of shutdown procedures
- P4.4. ensuring shut down has been completed to the satisfaction of the relevant member of staff

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### Knowledge and understanding

*You need to know and understand:*

#### **Organisational and legal requirements**

- K1 your responsibilities under relevant health and safety legislation
- K2 your responsibilities under any local bye-laws relating to spa treatment work areas
- K3 manufacturers', organisational and legal requirements for waste disposal
- K4 the importance of keeping maintenance records for audit purposes
- K5 your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for spa treatments
- K6 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
- K7 your organisation's and manufacturers' requirements for the cleaning, maintenance, checking and shut down of spa treatment work areas
- K8 your organisation's requirements and preferences for setting the condition and ambience of the spa work areas
- K9 your organisation's requirement for the completion of operational records for which you are responsible
- K10 the person to whom you should report any problems

*You need to know and understand:*

#### **How to work safely and effectively when assisting with spa operations**

- K11 the type of personal protective equipment that should be available and used by yourself
- K12 why it is important to use personal protective equipment
- K13 what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa work areas
- K14 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
- K15 why it is important to check the client's wellbeing at regular intervals
- K16 the importance of regular water intake during spa treatments for both staff and clients

*You need to know and understand:*

#### **Cleaning, setting up and checking equipment and spa work areas**

- K17 the necessary environmental conditions for spa work areas (including lighting, heating, ventilation, sound and general comfort) and why these are important
- K18 how to safely clean and set up equipment and spa work areas, including the requirements for resources and consumables
- K19 the types of cleaning materials and equipment which must be used for the different work areas in the range and why
- K20 the recommended operating temperatures and humidity levels for wet

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- and treatment areas
- K21 where and why written instructions should be placed in spa work areas
- K22 the importance of following manufacturers' instructions for client capacity levels for wet areas
- K23 the possible dangers of chemical and equipment misuse
- K24 the maintenance and monitoring requirements for spa work areas
- K25 the recommended treatment times for wet areas and the potential risks of exceeding them
- K26 how to test and interpret results of water and chemical concentrations
- K27 the ideal operating temperatures for wet area equipment and how to accurately take temperature readings
- K28 the main types of air and water borne infections that can affect spa environments and clients
- K29 the cleaning regimes which must be used in spa work areas to avoid the spread of infection and the nature of air and water borne infection

*You need to know and understand:*

### **Client care**

- K30 the importance of regularly checking client wellbeing
- K31 the possible contra-actions which can occur during water, temperature and spa treatment sessions (including feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them

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### Additional Information

**Scope/range  
related to  
performance  
criteria**

1. **work areas** are:
  - 1.1. wet areas
  - 1.2. treatment areas
  - 1.3. changing rooms
  - 1.4. relaxation areas
  - 1.5. service areas

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**Developed by** SkillsActive

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**Version number** 1

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**Date approved** June 2009

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**Indicative review date** June 2011

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**Validity** Current

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**Status** Original

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**Originating organisation** Habia

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**Original URN** Spa - S1

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations

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**Suite** Spa Therapy 2009

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**Key words** spa, setting up, checking, maintaining, spa areas, cleaning, replenishing