

SKASTS2 (SQA Unit Code - F9L3 04)

Monitor clients and the operation of sauna, steam and hydrotherapy treatments



Overview

This unit is about setting up, monitoring and shutting down sauna, steam and hydrotherapy treatments. It also includes providing induction, consultation, treatment care and advice to those using these 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 monitoring the operation of sauna, steam and hydrotherapy treatments
2. prepare, maintain and monitor the spa environment
3. provide client consultation, care and advice
4. shut down treatment areas
5. provide aftercare advice

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Performance criteria

You must be able to:

- P1 Maintain safe and effective methods of working when monitoring clients and the operation of sauna, steam and hydrotherapy treatments 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:
 - P1.4. minimise the risk of cross-infection
 - P1.5. make effective use of your working time
 - P1.6. ensure the use of clean resources
 - P1.7. minimise the risk of harm or injury to yourself or others
 - P1.8. ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - P1.9. maintaining accepted industry hygiene and safety practices
 - P1.10. disposing of waste materials safely and correctly
 - P1.11. giving clear and accurate instructions to anyone assisting you, when necessary
 - P1.12. ensuring that problems or difficulties are reported to the relevant person promptly in line with organisational procedures
 - P1.13. ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner

You must be able to:

- P2 Prepare, maintain and monitor the spa environment by**
- P2.1. setting up and **monitoring** the **spa treatment areas** to meet organisation procedures and manufacturers' instructions
 - P2.2. making sure that environmental conditions are suitable for the client and the treatment
 - P2.3. ensuring all tools and equipment are cleaned using the correct methods

You must be able to:

- P3 Provide client consultation, care and advice by**
- P3.1. using suitable consultation techniques in a polite and friendly manner to determine the client's suitability for treatment
 - P3.2. obtaining signed, written informed consent from the client prior to carrying out the treatment
 - P3.3. ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
 - P3.4. ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
 - P3.5. asking your client appropriate questions to identify if they have any contra-indications

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- P3.6. accurately recording your client's responses to questioning
- P3.7. asking your client appropriate questions to identify their medical history emotional and physical condition and lifestyle
- P3.8. encouraging clients to ask questions to clarify any points
- P3.9. encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern
- P3.10. fully inducting the client into the **spa treatment areas** following organisational policy
- P3.11. ensuring that the client understands the benefits, uses and restrictions applicable to each **spa treatment area** and their associated risks
- P3.12. clearly highlighting to clients the location and content of written instructions for each **spa treatment area** and their associated risks
- P3.13. maintaining the client's comfort at all times
- P3.14. checking the client's wellbeing at regular intervals according to organisational policy
- P3.15. taking the **necessary action** in response to any contra-actions occurring during the treatment
- P3.16. ensuring the treatment is cost effective and is carried out within a commercially viable time

You must be able to:

P4 Shut down treatment areas

- P4.1. ensuring the **spa treatment areas** are shut down according to legal, organisational and manufacturers' requirements
- P4.2. ensuring the **spa treatment areas** are in a condition suitable for future treatments
- P4.3. promptly notifying the relevant person of the completion of shutdown procedure

You must be able to:

P5 Provide aftercare advice

- P5.1. giving **advice** and recommendations accurately and constructively
- P5.2. giving your clients suitable **advice** specific to their individual needs

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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 areas
- K3 the importance of not discriminating against clients with illnesses or disabilities and why (eg Disability Discrimination Act)
- K4 the age at which an individual is classed as a minor and how this differs nationally
- K5 the current legal and professional guidance relating to any age restrictions for these treatments
- K6 why minors should not be given treatments without informed and signed parental or guardian consent
- K7 why it is important, when treating minors under 16 years of age, to have a parent or guardian present
- K8 the legal significance of gaining signed, informed client consent to treatment
- K9 manufacturers', organisational and legal requirements for waste disposal
- K10 the importance of the correct storage of client records in relation to the Data Protection Act
- K11 how to complete and maintain accurate records of water testing for hydrotherapy treatment areas
- K12 your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for spa treatments
- K13 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
- K14 the organisation's requirements for client preparation
- K15 your organisation's recommended service times for sauna, steam and hydrotherapy treatments
- K16 your organisation's and manufacturers requirements for the maintenance and monitoring of spa treatment areas
- K17 your organisation's requirements and preferences for setting the ambience of the spa environment
- K18 how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining clients' signatures

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You need to know and understand:

How to work safely and effectively when monitoring clients and the operation of spa treatment areas

- K19 the type of personal protective equipment that should be available and used by yourself
- K20 why it is important to use personal protective equipment
- K21 what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa treatment areas
- K22 the necessary environmental conditions for spa treatment areas (including lighting, heating, ventilation, sound and general comfort) and why these are important
- K23 how to position the client for spa treatments
- K24 reasons for maintaining client comfort during spa treatments
- K25 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
- K26 why it is important to check the client's wellbeing at regular intervals
- K27 the importance of regular water intake during spa treatments for both staff and clients
- K28 how to give clear instructions to others

You need to know and understand:

Preparation, maintenance and monitoring

- K29 how to prepare and use the equipment for sauna, steam and hydrotherapy treatments
- K30 the recommended operating temperatures and humidity levels for sauna, steam and hydrotherapy equipment
- K31 the importance of following manufacturers' instructions for client capacity levels for sauna, steam and hydrotherapy equipment
- K32 the possible dangers of chemical and equipment misuse
- K33 the maintenance and monitoring requirements for sauna, steam and hydrotherapy equipment
- K34 the recommended treatment times and the potential risks of exceeding them
- K35 how to test and interpret results of water and chemical concentrations
- K36 the main types of air and waterborne infections that can affect spa environments and clients
- K37 the cleaning regimes which must be used in the treatment area to avoid the spread of infection and the nature of air and waterborne infection

You need to know and understand:

Client consultation and care

- K38 why it is important to encourage and allow time for clients to ask questions
- K39 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K40 how to give effective advice and recommendations to clients

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- K41 why it is important to encourage and allow time for clients to ask questions
- K42 those contra-indications that will prevent sauna, steam and or hydrotherapy treatments and why (eg pregnancy, circulatory disorders, respiratory disorders, skin diseases or disorders etc)
- K43 those contra-indications that will restrict sauna, steam and or hydrotherapy treatments and why (eg diabetes, epilepsy, etc)
- K44 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- K45 the reasons why it is important to encourage clients with suspected contra- indications to seek medical advice
- K46 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
- K47 the importance of questioning clients to establish any contra-indications
- K48 why it is important to record client responses to questioning and gain their signature
- K49 the legal significance of client questioning and recording the client's responses
- K50 how cultural background impacts on the delivery of sauna, steam and hydrotherapy treatments

Sauna, steam and hydrotherapy treatments

You need to know and understand:

- K51 the different types and uses of equipment available for sauna treatments (eg Finnish, laconium)
- K52 the different types and uses of equipment available for steam treatments (eg steam room, steam cabinet, hamman)
- K53 the different types and uses of equipment available for hydrotherapy treatments (eg bath – manual, automated, spa pool, powerjet massage)
- K54 the physiological and psychological effects of sauna treatments
- K55 the physiological and psychological effects of steam treatments
- K56 the physiological and psychological effects of hydrotherapy treatments
- K57 the different physiological and psychological effects of hot and cold spa treatments on the skin and body

Aftercare advice for clients

You need to know and understand:

- K58 products for home use that will benefit the client and those to avoid and why
- K59 the contra-actions that could occur after sauna, steam and hydrotherapy treatments and what advice to give to clients
- K60 the post-treatment restrictions applicable to sauna, steam and hydrotherapy treatments
- K61 suitable types of follow-on treatments, their benefits and costs
- K62 the importance of water intake post treatment

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K63 the nature, duration and importance of rest periods post treatment

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Additional Information

Scope/range related to performance criteria

1. **monitoring** covers:
 - 1.1. temperature
 - 1.2. humidity
 - 1.3. water levels
 - 1.4. chemical concentration
 - 1.5. treatment time
 - 1.6. ventilation
 - 1.7. ambience of the environment
 - 1.8. lighting
 - 1.9. equipment client capacity

2. **spa treatment areas** are:
 - 2.1. sauna
 - 2.2. steam
 - 2.3. hydrotherapy
 - 2.4. showers
 - 2.5. relaxation room

3. **necessary action** covers:
 - 3.1. encouraging the client to seek medical advice
 - 3.2. informing the relevant members of staff
 - 3.3. modifying the treatment

4. **advice** covers:
 - 4.1. suitable aftercare products and their use
 - 4.2. the contra-actions which may occur post-treatment and how to deal with them
 - 4.3. post-treatment restrictions
 - 4.4. recommended further follow-on treatments
 - 4.5. post-treatment rest and relaxation advice

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