



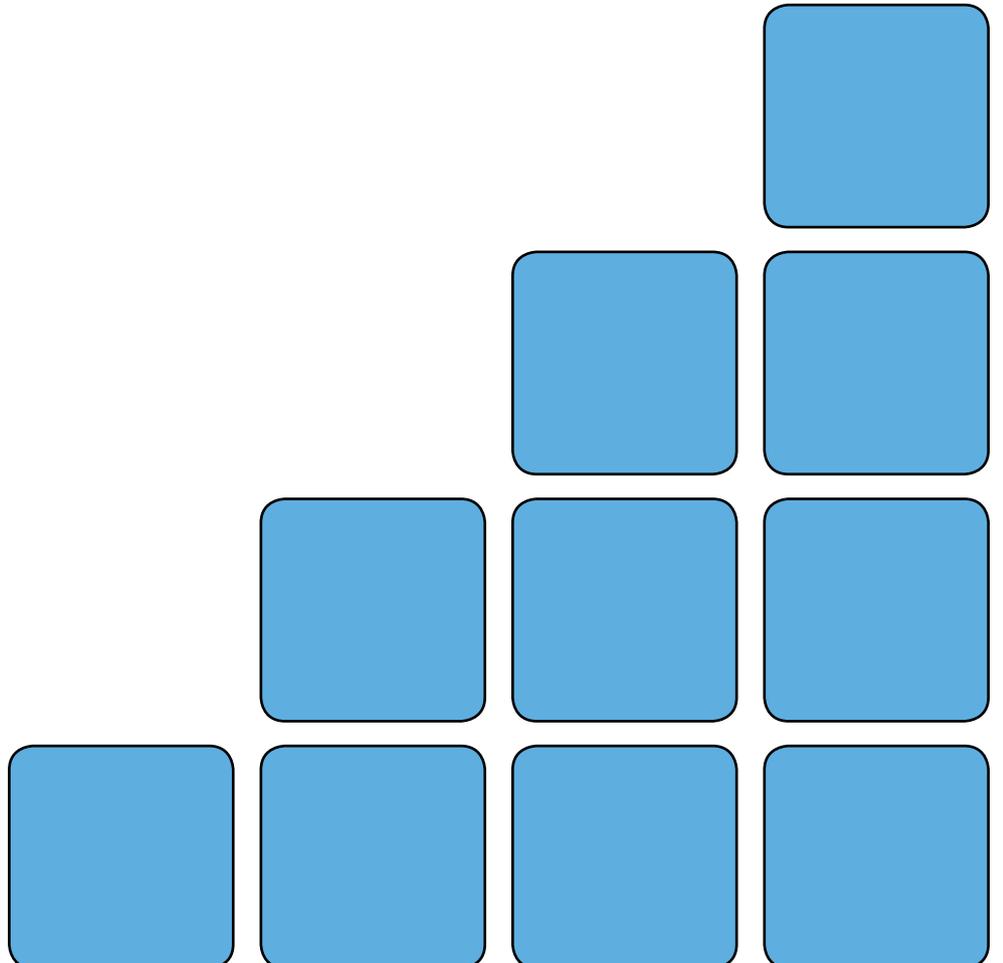
Assist with spa operations

UBT174

Learner name:

Learner number:

SVQ



UBT174

Assist with spa operations

This unit 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 unit 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 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 spa work areas
4. Shut down spa work areas

NOS

SKAST1

SCQF Level

4

SCQF Credit Points

4

Observation(s)

4

External paper(s)

1



Assist with spa operations

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when assisting with spa operations
2. Be able to clean and set up spa work areas
3. Be able to check and maintain spa work areas
4. Be able to shut down spa work areas
5. Know and understand how to maintain safe and effective methods of working when assisting with spa operations
6. Know and understand how to clean and set up spa work areas
7. Know and understand how to check, maintain and shut down spa work areas

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least four separate occasions, which must include wet areas and changing rooms.**

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKAST1 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for assisting with spa operations. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain safe and effective methods of working when assisting with spa operations

You must be able to:

- a. Maintain your responsibilities for health and safety throughout your work
- b. Follow the senior member of staff's instructions and seek assistance when necessary
- c. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- d. Use working methods that minimise the risk of cross-infection and harm or injury to yourself and others
- e. Follow manufacturers' instructions and organisational requirements for the use of equipment, products and materials
- f. Dispose of waste materials to meet legal requirements

** May be assessed by supplementary evidence.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Learning outcome 2

Be able to clean and set up spa work areas

You must be able to:

- a. Prepare and set up work areas to meet organisational procedures
- b. Use cleaning materials and methods specific to work areas
- c. Carry out cleaning operations for work areas at the required time intervals
- d. Make sure that environmental conditions are suitable for the client and the treatment
- e. Leave equipment and work areas in a clean and hygienic condition suitable for use

*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Learning outcome 3

Be able to check and maintain spa work areas

You must be able to:

- a. Check equipment and the condition of work areas at the required intervals
- b. Maintain stocks of resources and consumables throughout the working day
- c. Assist with water and temperature tests at the required intervals
- d. Check the client's wellbeing at regular intervals according to organisational policy
- e. Ensure spa operational records for which you are responsible are up-to-date, in line with organisational procedures

** May be assessed by supplementary evidence.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Learning outcome 4

Be able to shut down spa work areas

You must be able to:

- a. Ensure equipment and work areas are in a condition suitable for future treatments
- b. Assist with equipment and work area shut down
- c. Ensure shut down of spa treatment areas is to the satisfaction of the relevant member of staff

**May be assessed by supplementary evidence.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Observation range

You must practically demonstrate that you have:

Assisted with spa operations in all work areas	Portfolio reference
Wet areas	
Treatment areas	
Changing rooms	
Relaxation areas	
Services areas	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

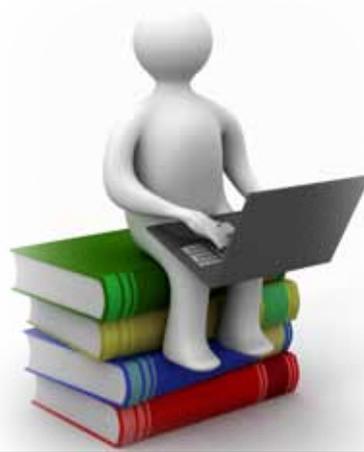
Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 5

Know and understand how to maintain safe and effective methods of working when assisting with spa operations

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation and local by-laws covering your job role	
b. Why it is important to follow a senior member of staff's instructions and the consequences of not doing so	
c. Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	
d. The type of personal protective equipment that should be worn for spa operations and why it is important to use personal protective equipment	
e. The manufacturers' instructions and organisational requirements for the use of equipment, products and materials	
f. The reasons for maintaining standards of hygiene and avoiding cross-infection	
g. The legal and organisational requirements for waste disposal	



Learning outcome 6

Know and understand how to clean and set up spa work areas

You must know and understand:	Portfolio reference
a. The cleaning regimes which must be followed in spa work areas to avoid the spread of infection	
b. The types of cleaning materials and equipment which must be used for the different spa areas	
c. The necessary environmental conditions for spa work areas and why these are important	
d. The recommended operating temperatures and humidity levels for wet and treatment areas	
e. The types of written instructions that must be placed in spa work areas	
f. How to test and interpret results of water and chemical concentrations	
g. The main types of air and waterborne infections that can affect spa environments and clients	



Learning outcome 7

Know and understand how to check, maintain and shut down spa work areas

You must know and understand:	Portfolio reference
a. The equipment checks required for spa work areas	
b. The importance of regularly maintaining stock levels and reporting any re-ordering requirements	
c. The client capacity levels for wet areas	
d. The importance of regularly checking client wellbeing	
e. The possible dangers of chemical and equipment misuse	
f. The importance of regular water intake during spa treatments for both staff and clients	
g. The recommended spa treatment times for wet areas and the potential risks of exceeding them	
h. The possible contra-actions which can occur spa treatment sessions and how to deal with them	
i. The legal and organisational requirements for the shut down of spa treatment areas and the completion of operational records for which you are responsible	



Knowledge range

You must know and understand:

Health and safety*	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Environmental conditions	Portfolio reference
Lighting	
Heating	
Ventilation	
General comfort	
Contra-actions	Portfolio reference
Feeling faint	
Nauseous	
Skin irritation	
Headaches	

*Where specific legislation and regulations are stated, please make these relevant to your nation.