



Monitor and maintain spa areas

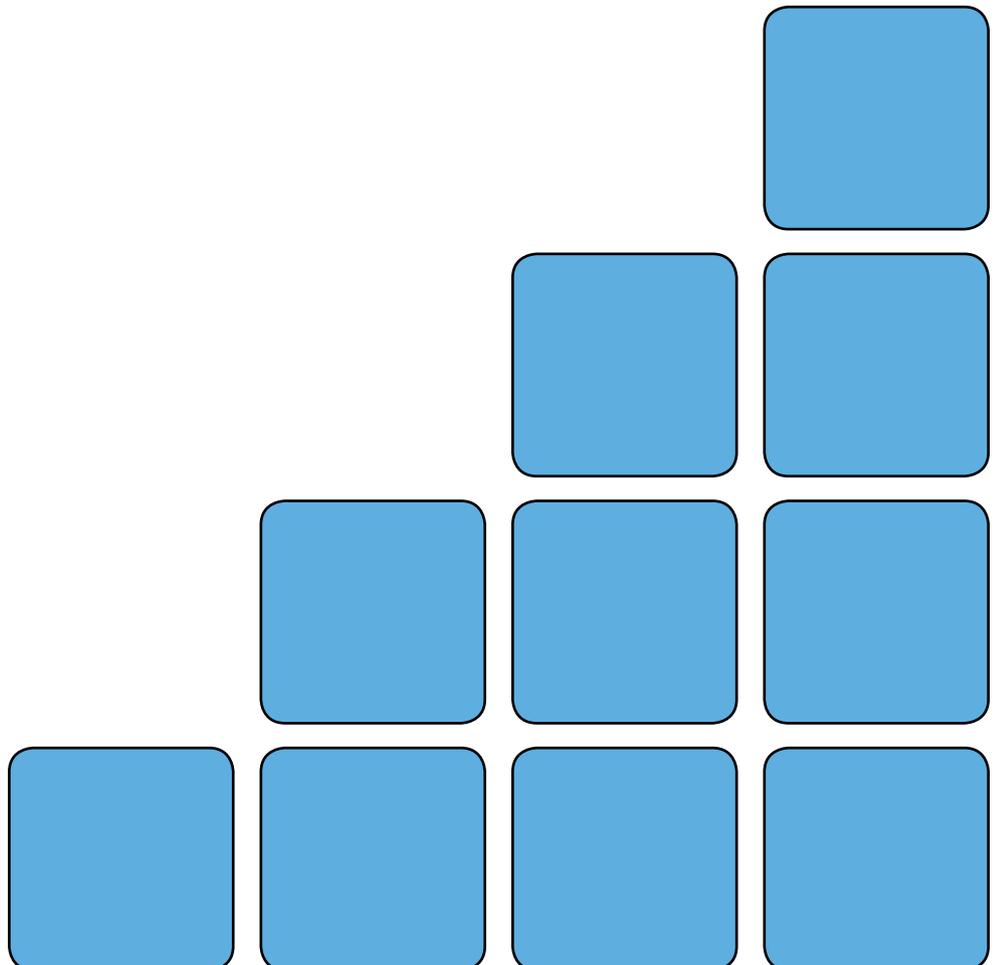
UV30447

D/601/4212

Learner name:

Learner number:

VRQ



UV30447

Monitor and maintain spa areas

This unit is about setting up, monitoring and shutting down sauna, steam, hydrotherapy and flotation treatments. It also includes providing induction, consultation, treatment care and advice to those using the facilities. To carry out this unit you will need to monitor and maintain safe and effective methods of working.

Level

3

Credit value

5

GLH

45

Observation(s)

3

External paper(s)

1



Monitor and maintain spa areas

Learning outcomes

On completion of this unit you will:

1. Be able to prepare and monitor the spa area
2. Be able to maintain the spa area

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
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. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and 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. The criteria that make up this paper are highlighted in white throughout this unit. **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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

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.



Observations

Outcome 1

Be able to prepare and monitor the spa area

You can:

- a. Prepare spa area and equipment
- b. Carry out relevant tests on equipment and record results according to organisational requirements and manufacturers' instructions
- c. Monitor client safety and wellbeing

** May be assessed through oral questioning.*

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



Outcome 2

Be able to maintain the spa area

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Use products, tools and equipment according to organisational requirements and manufacturers' instructions
- d. Evaluate and record the results of the spa equipment tests

*May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Carried out all types of monitoring	Portfolio reference
Temperature	
Humidity	
Water levels	
Chemical concentration	
Treatment time	
Ventilation	
Ambience and environment	
Lighting	
Equipment client capacity	
Prepared, maintained, monitored and shut down all spa treatment areas	Portfolio reference
Sauna	
Steam	
Hydrotherapy equipment	
Showers	
Relaxation room	
Body wrap treatment room	
Dry and wet flotation equipment	
Taken a minimum of 1 necessary action	Portfolio reference
Informing relevant members of staff	
Maintaining health and safety procedures	

*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.



***You must practically demonstrate that you have:**

Given all types of advice	Portfolio reference
Suitable aftercare products and their use	
The contra-actions which may occur after treatment and how to deal with them	
Post-treatment restrictions	
Recommended follow on treatments	
Post-treatment rest and relaxation advice	

*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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

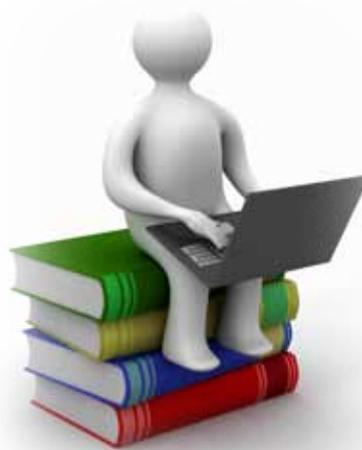
Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare and monitor the spa area

You can:	Portfolio reference / Assessor initials*
d. Describe the spa environment and equipment according to organisational requirements and the manufacturers' instructions	
e. Describe salon requirements for preparing spa equipment and treatment area	
f. Describe environmental conditions suitable for the spa treatment area	
g. Explain the importance of carrying out detailed relevant tests according to organisational requirements and manufacturers' instructions	
h. Explain the importance of monitoring the spa environment and equipment according to organisational requirements and manufacturers' instructions	
i. Explain the importance of monitoring clients' safety and wellbeing in the spa area	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to maintain the spa area

You can:	Portfolio reference / Assessor initials*
e. Explain how to communicate and behave in a professional manner	
f. Describe health and safety working practices	
g. Explain the importance of using products, tools and equipment according to organisational requirements and manufacturers' instructions.	
h. Describe the effects and benefits of regular spa equipment maintenance	
i. Explain the importance of completing spa equipment tests and keeping relevant records	
j. Describe the methods of evaluating the effectiveness of the spa equipment tests	
k. Explain why the spa area should be maintained following a spa session	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare and monitor the spa area

Management of health and safety

at work: Cleaning up spillages, report slippery surfaces, remove/report obstacles, good all round access to trolleys and equipment, sterilise/disinfect (tools, equipment and work surfaces), wear personal protective equipment.

Electricity at work – checking/visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock, lifting, working heights, unpacking, posture, deportment, balance, weight, preserve back, prevent slouching.

Towels – clean for every client, dirty towels in covered bin.

Liability insurance – employer's, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, local by-laws, code of conduct, risk assessment.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage/handling/use/disposal, correct disposal of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat/damp/direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety: Data protection, electricity at work, employer's liability

(compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability legislation, local by-laws.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, requiring immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).



Outcome 1: Be able to prepare and monitor the spa area (continued)

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, dirty towels in covered bin, disposable towels, dispense products with a spatula/pump/spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Disposal of waste – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Work area: Clean and hygienic, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment

systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.

Professional appearance: Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

Prepare spa area and equipment:

Hygiene procedures, legislation and industry codes of practice, daily safety checks to include identification of any hazards.

Tests on equipment and record results: Water testing (carried out for pH, hardness, temperature), chlorine checks (record



Outcome 1: Be able to prepare and monitor the spa area (continued)

results in accordance with spa policy), tests available for local authority checks, control measures checked daily/weekly/monthly basis in accordance with spa policy, legislation and manufacturer's instructions, monitor results of tests and make adjustments to equipment where necessary, evaluation of results (use spa policy and manufacturer's guidelines to carry out correct tests, measure against Langelier index or Palintest balanced water index), free from contamination, potential hazards, prevention of scaling/staining/corrosion, maintain water quality.

Water tests: Hands are clean, use a thermometer to check water temperature, water sample pH level should read 7.2-7.8 using phenol red tablet, for chlorine reading use colour match against DPD1 and DPD3 tablets, record results accurately, follow manufacturer's instructions.

Spa environment: Comfortable working temperature levels maintained, humidity levels, ventilation, lighting appropriate to the area, music appropriate to client and treatment, shower facilities, all areas of the spa clean and hygienic, clean towels and robes provided, disposable slippers provided, hair and body shampoos provided, drinking water provided, record cards completed, all areas of spa regularly checked and checks documented to meet all health, safety and hygiene requirements.

Monitor client safety and wellbeing: Client closely monitored throughout treatment, look for signs of contra-actions throughout treatment and monitor client condition, duration of use of equipment, client modesty, privacy and comfort, maximum benefits from treatment,

reassurance to client, ensure safety limits and client's needs are met, monitor client in relation to suitable temperatures.



Outcome 2: Be able to maintain the spa area

Monitor and maintain:

Sauna – all surfaces cleaned with appropriate disinfectant, check wooden surfaces for splinters, ensure bucket is replenished with fresh water, sauna door should remain open when not in use, clean towels provided.

Steam – clean internal and external walls and floors with appropriate disinfectant, clean towels provided, water should be replenished.

Hydrotherapy – ensure all surfaces and surrounding areas are cleaned with appropriate disinfectant, following manufacturer's instructions, clean towels provided, jets checked.

Flotation – water checks carried out, surfaces cleaned with appropriate disinfectant, clean towels provided.

Equipment – all equipment meets electrical safety checks, equipment tested prior to use, waste disposed of, spillages and floor surfaces free from hazards and regularly maintained to prevent slips, filters cleaned.

Tools and equipment: Use distilled water to fill water tank (steam) and to place over coals (sauna), essence (steam, sauna, pine, eucalyptus).

Products: Hair and body shampoo (cleansing client prior to treatment), hygiene, exfoliating products (body wraps), hydrotherapy products (algae, milk, salt, aromatherapy oils), body wrap mediums (algae, mud, clay, peat, milk products, sand, wine, hay, herbs), petroleum jelly (protects cuts/abrasions).

Post-treatment: Relaxation area, water provided, heat treatments (shower to return

blood pressure to normal).

Equipment:

Body wraps – treatment couch (suitable height), couch roll, tape measure, bowls, plastic film, spatulas, brushes, hot towels, towels (client modesty), thermal blanket, foil, linen bandages.

Sauna – sauna cabinet, clean towels (modesty), couch roll, wooden pail, temperature gauge, electric stove, hygrometer, distilled water (place over coals), essence (pine, eucalyptus).

Steam – steam cabinet, clean towels (over seat to protect client's legs from element), cover cabinet opening, modesty, couch roll, client guidance instructions, distilled water (fill water tank), essence (pine, eucalyptus).

Hydrotherapy – duck board, clean towels (modesty), temperature gauge (34-38°C).

Flotation (wet) – flotation tank/pool, neck support, Epsom salts (maintain water density), water purifying chemicals, clean towels (modesty), ear plugs, temperature gauge (33°C).

Flotation (dry) – flotation bed, couch roll, clean towels (modesty), guidance instructions.

Client preparation: Gown, slippers, disposable briefs, headband, towels, ear plugs (wet flotation), visit toilet, record card.

Tools and equipment:

Maintenance – work surfaces/equipment/seats/couches/floor surfaces are cleaned/disinfected/sanitised/sterilised where appropriate, water tests carried out regularly, electrical equipment checked for plugs/leads/loose connections/damage, regular temperature and humidity checks,



Outcome 2: Be able to maintain the spa area (continued)

panic alarms checked regularly, ventilation, floor surfaces checked for slip/damage, health and safety requirements, avoidance of cross-infection, avoidance of build-up of micro-organisms, maintain equipment.

Shut down – work surfaces cleaned and sanitised/sterilised, water vessels emptied, water supplies and power switched off, water checks carried out, water jets turned off, backwash required for readings over 1500 total dissolved particles in water, shut down in accordance with manufacturer's instructions.