



Provide spa treatments

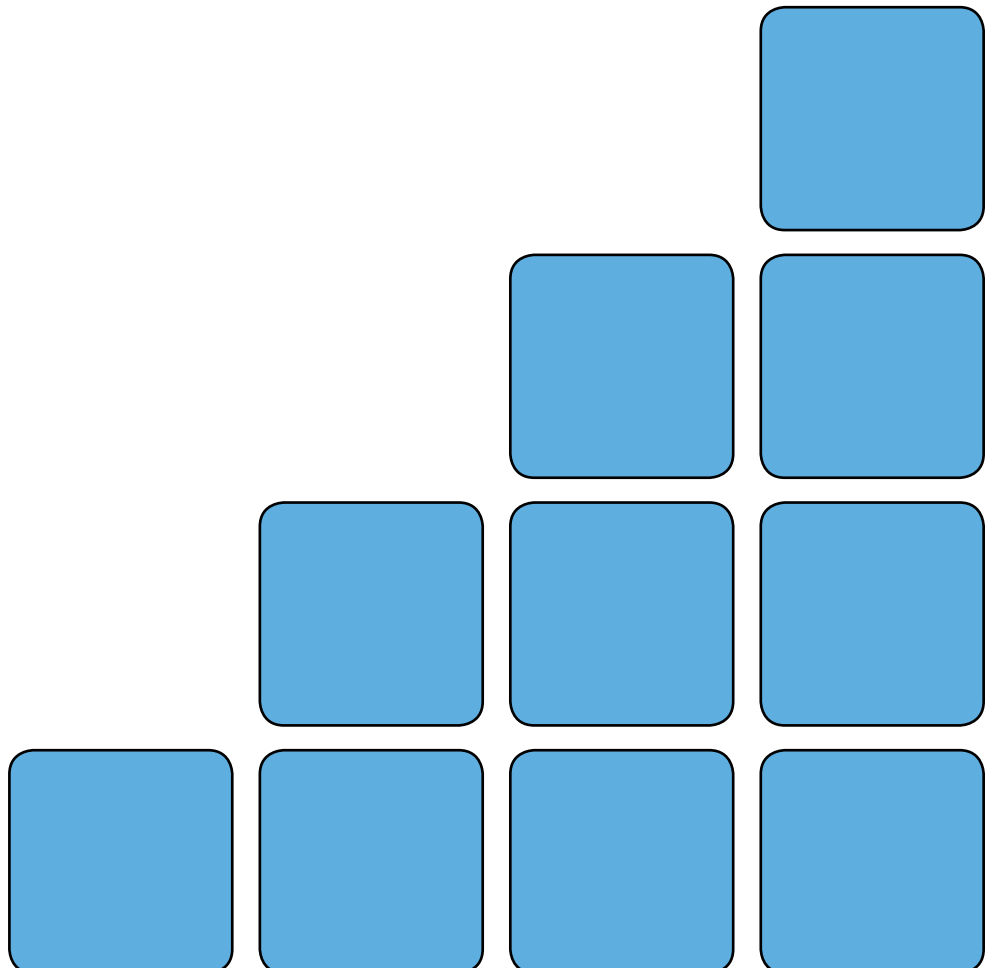
UV30448

K/601/4116

Learner name:

Learner number:

VRQ



UV30448

Provide spa treatments

This unit is about carrying out specialist body wrapping treatments and providing flotation and hydrotherapy treatments. You will learn how to prepare the treatment room, products and equipment. Client consultation and monitoring of the treatment room is also included. The ability to tailor aftercare advice to individual needs is required.

To carry out this unit you will need to monitor and maintain safe and effective methods of working.

Level

3

Credit value

7

GLH

48

Observation(s)

4

External paper(s)

1



Provide spa treatments

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for spa treatments
2. Be able to provide spa treatments

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 four 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

The following maximum service times apply to this unit:

Body wrap treatment	60 minutes
Body wrap treatment (with flotation)	90 minutes

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 for spa treatments

You can:

- a. Prepare yourself, the client and work area for spa treatments
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out body assessment and relevant tests
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs

** May be assessed through oral questioning.*

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



Outcome 2

Be able to provide spa treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs
- e. Complete the treatment to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

**May be assessed through oral questioning.*

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



Range

*You must practically demonstrate that you have:

Used all consultation methods	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Consulted clients on all lifestyle patterns	Portfolio reference
Diet	
Fluid intake	
Alcohol intake	
Exercise habits	
Smoking habits	
Current body care routine	
Carried out all types of skin preparation	Portfolio reference
Use of exfoliation products	
Body brushing techniques	
Pre-heat treatments	
Carried out all body wrapping treatment objectives	Portfolio reference
Slimming	
Detoxifying	
Skin nourishing	

*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:**

Used all wrapping materials		Portfolio reference
Fabric		
Plastic		
Foil		
Used all treatment products		Portfolio reference
Algae		
Oils		
Mud		
Gels		
Creams		
Provided all types of advice		Portfolio reference
Suitable aftercare products and their use		
Recommendations for changes to lifestyle patterns		
Post-treatment restrictions		
Recommended further 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 for spa treatments

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for spa treatments	
h. Describe the different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed body assessment and relevant tests	
j. Describe how to select products, tools and equipment to suit client treatment needs	
k. Explain the contra-indications that prevent or restrict spa treatments	

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

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide spa treatments

You can:	Portfolio reference / Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs	
l. Describe the effects and benefits of spa equipment and products on the skin and underlying structures	
m. Describe how treatments can be adapted to suit client treatment needs	
n. Explain the importance of keeping clients under observation while using spa equipment	
o. State the contra-actions that may occur during and following treatments and how to respond	
p. Explain the importance of completing the treatment to the satisfaction of the client	
q. Explain the importance of completing treatment records	
r. Describe the methods of evaluating the effectiveness of the treatment	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2 (continued)

Be able to provide spa treatments

You can:	Portfolio reference / Assessor initials*
S. Describe the aftercare advice that should be provided	
t. Describe the structure, growth and repair of the skin	
U. Describe skin conditions, diseases and disorders	
V. Describe the structure and function of the circulatory and lymphatic systems for the body	
W. Describe the structure and function of the nervous system for the body	
X. Describe how the ageing process, lifestyle and environmental factors affect the skin, body conditions and underlying structures	

**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 for spa treatments

Management of health and safety at work: Clean up spillages, report slippery surfaces, remove/report obstacles, ensure 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 (PAT).

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

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

Liability insurance – employers, 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 over exposure to chemicals, use chemicals correctly, follow storage handling use and disposal, correctly dispose of contaminated waste/products (in a closed top bin), check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions, no smoking, eating or drinking.

Health and safety legislation: Data protection, electricity at work, employers'

liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupiers' liability, 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 for spa treatments (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, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or 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, and 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.

Client preparation: Client relaxed and comfortable (posture), headband, appropriate clothing removed (protect against damage), removal of all jewellery and piercings, modesty and privacy protected, clean towels, gown provided, disposable slippers, disposable briefs, contact lenses removed, posture, client



Outcome 1: Be able to prepare for spa treatments (continued)

showered before use of equipment, skin exfoliated where appropriate, hair appropriately protected.

Consultation techniques:

Client requirements and therapist recommendations, client satisfaction, client expectations and aftercare, signatures of client and therapist, cleanse treatment area to identify condition of skin, visual, manual, question, listen, client card reference. Use a range of related terminology linked to spa treatments.

Body shapes:

Ectomorph – lean and angular.

Mesomorph – strong and athletic.

Endomorph – round body shape.

Body analysis: Muscle tone, metabolism, cellulite 'orange peel effect' lumpy nodules, cool to touch, common in thigh, buttock, knee and triceps, visually and manually assess skin, oedema, breast, abdomen.

Posture assessment:

Kyphosis – rounded shoulders leading to dowager's hump.

Scoliosis – one shoulder/hip higher than the other.

Lordosis – forwards or backwards tilt of the pelvic girdle.

Body fat percentage – skin callipers or manual measurement.

Body mass index – weight (kilos) x height (m²) use BMI index table.

Examples of contra-indications which may prevent treatment: Severe skin conditions, respiratory conditions, contagious skin conditions, loss of sensation, severe varicose veins,

claustrophobia, diabetes, pregnancy, epilepsy, history of thrombosis/embolism, impetigo, ringworm, skin disorders, high/low blood pressure, malignant melanoma, heart disease/disorders, pace maker, recent scar tissue, dysfunction of the nervous system, severe exhaustion, hepatitis, migraine, influence of alcohol or drugs, conditions under medical treatment, recent heavy meal or active exercise, failed skin sensitivity test.

Examples of contra-indications which may restrict treatment: Cuts and abrasions, bruising swelling, recent scar tissue, undiagnosed lumps or swellings, recent injuries to the area, mild eczema, mild psoriasis, menstruation, varicose veins, metal pins or plates, body piercings, diabetes, warts or moles, anxious/nervous clients.



Outcome 2: Be able to provide spa treatments

Skin sensitivity tests: All products and where on the body they are placed, recorded on record card, client signature and date.

Interpret results – client should be able to identify the difference between sharp/blunt and hot/cold, if the client can, treatment can go ahead, if client is unresponsive to tactile and thermal testing, then treatment should not be carried out.

Recommendations to client: Treatment process, expected sensations, skin reaction, outcomes, further treatments.

Tools and equipment: Distilled water – fill water tank (steam), 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 (protect cuts/abrasions).

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

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).

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 treatment needs and requirements: Improved skin and body condition, slimming (improved contours), lymphatic drainage, relaxation, skin type, duration, cost, treatment plan, body analysis, client's needs and suitability, client agreement, realistic outcome.

Treatment techniques:

Hydrotherapy – duration 15-20 minutes, position client to ensure jets work on target areas, client can hold handles to maintain balance, assist client in and out of bath, use hose to direct water over muscle groups to improve muscle tone/fatty tissue, hose must be kept under water whilst in use.

Wet flotation – neck support provided, ensure client can operate door, lighting, sound and panic alarm, correct positioning of client in water to enhance relaxation.

Dry flotation – application of spa body product, client lies on covered board which is lowered by therapist, massage carried out to head and scalp during treatment.

Body wraps – measurements taken and recorded (slimming treatment only), apply chosen treatment product using brush or hands, covering can be with bandages, plastic film, foil or heated blanket used to provide constant heat, check manufacturer's instructions for treatment time, remove product with body sponges



Outcome 2: Be able to provide spa treatments (continued)

or steamed towels, re-measure client (slimming treatment only).

Environmental conditions: Heating (warm), lighting (soft lighting), noise level and music selection (relaxing/calming), ventilation, pleasant aroma, privacy of work area, client comfort, drinking water provided, clean and hygienic work area.

Aftercare advice: No strenuous exercise (rest/relaxation), avoid UV treatments/heat treatments/swimming (for 24 hours), drink plenty of water and eat a healthy diet, exercise (for postural defects or to improve muscle tone), no other body treatments (for 24 hours), products (body exfoliants, body brushing, body moisturising cream, anti-cellulite creams, firming lotion), regular/further treatments, recommended intervals between treatments, lifestyle changes, possible diuretic effects of treatment, homecare leaflet, contra-actions and how to treat.

Examples of possible contra-actions: Erythema, aching/tenderness (pressure, technique adaptation), headache (drink water, rest, fresh air), dizziness (rest, deep breathing), nausea (rest, deep breathing), flu like symptoms (rest), changed sleep patterns, fatigue (rest, fresh air), thirst (drink water), heightened emotions (rest, relaxation, referral), increased urination (toxin release, drink water).

Action – treatment adaptation, discussion, advice, first aid responses.

Client satisfaction: Client agreement, client objectives, record on record card, results of treatment, future treatments, adjustment for next treatment.

Evaluation of treatment: Skin condition, weight loss (if appropriate), visual

examination, client feedback, monitor treatment for reactions, compare records for each visit, adjust treatment plan as a result of evaluation where necessary, where treatment results not achieved evaluate reasons why, ensure all records are documented accurately.

Effects on skin and underlying structures: Skin (cleansed, pores dilated, waste eliminated, increased sweating, improved desquamation, cellular regeneration, improved skin condition), underlying structures (increased circulation, muscles relaxed relief from aches and pains, relief from respiratory congestion, temporary weight loss, lymphatic drainage, reduction in stress and tension, improved sense of wellbeing).

Adaptation of treatment to suit client needs: Temperature, skin care products, treatment times, treatment plan, visual erythema, frequency of treatment.

Importance of keeping clients under observation: Health and safety regulations and spa policy, wellbeing of client, monitor for contra-actions, monitor time spent on equipment.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands-eccrine and apocrine, sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.



Outcome 2: Be able to provide spa treatments (continued)

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production, process of keratinisation.

Examples of skin diseases and disorders:

Congenital – eczema, psoriasis.

Bacterial – acne vulgaris, acne rosacea, folliculitis, boils (furuncles), impetigo.

Viral – warts, verruca, herpes simplex (HSV), herpes zoster.

Fungal – tinea (pedis, corporis, unguium).

Infestations – scabies, pediculosis (capitis, pubis).

Pigmentation – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port/wine stains.

Others – basal cell carcinoma, squamous cell carcinoma, malignant melanomas.

Cardiovascular system structure:

Heart – wall (endocardium, myocardium, pericardium), aorta, atria, bicuspid (mitral) valve, chordae tendineae, inferior and superior vena cava, papillary muscles, pulmonary artery, pulmonary vein, semilunar valves (aortic and pulmonary), septum, tricuspid valve, ventricles.

Blood vessels – arteries, arterioles, veins, venules, capillaries.

Circuits – pulmonary circulation, portal circulation, coronary circulation, systemic circulation.

Major arteries of the head and neck – carotid, facial, occipital, temporal.

Major veins of the head and neck – jugular, occipital, temporal, maxillary, facial.

Major arteries of the body – aorta, descending aorta, subclavian, carotid, pulmonary, hepatic, splenic, renal, mesenteric, iliac, vertebral, axillary, brachial, ulnar, radial, palmar arch, femoral, popliteal, anterior tibial, plantar arch.

Major veins of the body – vena cava (inferior and superior), pulmonary, hepatic, splenic, renal, iliac, axillary, brachial, basilica, cephalic, subclavian, saphenous (long and short), venous arch, femoral, popliteal, posterior tibial, anterior tibial.

Blood – plasma, leucocytes (granulocytes and agranulocytes), erythrocytes, thrombocytes.

Cardiovascular functions: Transport, defence, clotting, regulation and homeostasis.

Lymphatic system structure: Lymph, lymph capillaries, lymphatic vessels, lymph nodes, lymphatic trunks, lymphatic ducts (thoracic and right lymphatic duct), subclavian veins, nodes (axillary, cervical (superficial and deep), inguinal, intestinal, occipital, popliteal, post-auricular, parotid, supraclavicular), appendix, peyers patches, spleen, tonsils, thymus.

Lymphatic functions: Subsidiary circulation (lymph formation), immunity, return of lost plasma proteins to the blood, transport dietary lipids.

Nervous system structure:

Central Nervous System (CNS) – brain, spinal cord, white matter, grey matter, meninges (pia mater, arachnoid mater, subarachnoid space, dura mater), cerebrospinal fluid, blood brain barrier,



Outcome 2: Be able to provide spa treatments (continued)

cerebrum, cerebellum, thalamus, hypothalamus, pituitary, pineal.

Brain stem – midbrain, pons varoli, medulla oblongata).

Peripheral Nervous System (PNS) – spinal nerves (31 pairs), spinal nerve plexus (cervical, brachial, lumbar, sacral, coccygeal), cranial nerves (12 pairs).

Autonomic Nervous System (ANS) – sympathetic and parasympathetic divisions.

Nervous functions – sense internal/ external stimuli, interpret and respond to stimuli, maintain homeostasis, programming, instinctual behaviour, assimilation, memory, learning, intelligence.

Ageing process: Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone, poor circulation, waste product removal slows, less fatty tissue, irregular pigmentation.

Lifestyle factors: Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness. Premature ageing, poor skin condition, loss of muscle tone, dehydration, poor circulation, excess fatty tissue, increased cellulite, slow metabolism, cell regeneration and growth.

Environmental factors: UV light, weather, central heating, drugs, alcohol, serious illness, medication, occupation, dry, dehydrated, premature ageing, wrinkles and loss of elasticity, slower metabolism.

Notes

Use this area for notes and diagrams