Overview

This unit will enable learners to develop the knowledge and skills required to prepare for and provide steam, sauna and hydrotherapy treatments to clients, whilst following salon requirements. Learners will also develop an understanding of the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of steam, sauna and hydrotherapy treatments.

Learning outcomes

On completion of this unit learners will:

LO1 Know the salon requirements for steam, sauna and hydrotherapy treatments
LO2 Understand the effects and indications of steam, sauna and hydrotherapy treatments
LO3 Be able to prepare the client, self and work area for steam, sauna and hydrotherapy treatments
LO4 Be able to provide steam, sauna and hydrotherapy treatments
Assessment requirements

Learners must complete all four assessment requirements related to this unit:

1. Treatment portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Treatment portfolio

Learners must produce a treatment portfolio that includes evidence of practical treatments carried out with proficiency.

At a minimum the treatment portfolio for this unit must include client consultation and treatment records covering all of the following:

- Carried out a minimum of
  - 1 sauna, 1 steam and 1 hydrotherapy treatment should be recorded in the treatment portfolio
- Used all equipment
  - Steam room or steam cabinet
  - Sauna
  - Hydrotherapy
  - Showers
  - Relaxation room
- Covered all treatment needs/objectives
  - Relaxation
  - Stimulation
  - Easing of muscular tension and stiffness
  - All types of monitoring
  - Temperature
  - Humidity
  - Hydrotherapy equipment tests
  - Testing and interpreting results of water and chemical concentration levels
  - Treatment time
  - Ventilation
  - Client comfort
  - Hazards and risks
- Given all types of advice
  - Aftercare
  - Possible contra-actions
  - Post treatment restrictions
  - Additional products and services

Evidence from the graded practical assessment must also be presented in the treatment portfolio.

The treatment portfolio must be completed prior to learners undertaking the practical skills test. Whilst treatment portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).
2. Graded practical assessment

Learners must carry out a complete treatment which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Treatment – one full client treatment covering the use of the steam room or steam cabinet, sauna, hydrotherapy pool or flotation
- All types of monitoring, temperature, humidity, hydrotherapy equipment tests, testing and interpreting results of water and chemical concentration levels, treatment time, ventilation, client comfort, hazards and risks

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

3. External examination

Whilst the theory content of LO1 and LO2 may be naturally assessed in the graded practical assessment they will be tested by external examinations at the end of the period of learning.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all treatments will be covered over time.

VTCT will set a brief for centres which will detail the treatments to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally quality assured by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.
Unit content

LO1 Know the salon requirements for steam, sauna and hydrotherapy treatments

Learners must know how to prepare and set up the work area:
- All surfaces are clean and wiped over with a suitable detergent as recommended by the manufacturer
  - Adequate ventilation is provided to prevent the build up of carbon dioxide and stale odours
  - Clean, protective, non-slip coverings are placed onto the floor
  - Floor surfaces are cleaned with hot water and detergent and disinfected with a suitable product
  - Relaxing atmosphere provided if possible with dimmed lighting and soft music
  - Wooden seating within the sauna is cleaned by scrubbing with water
  - Steam room or bath are cleaned with disinfectant, detergent and water and fully rinsed
  - Showerheads are clean
  - Hydrotherapy area is clean and water checks carried out
- Ensure a safe working environment
  - Clean and hygienic work area
  - Equipment should be of adequate strength and rigidity to be able to take the weight of the client
  - No trailing wires; machinery in a safe working condition
  - Written information should be displayed for the client detailing operating and usage instructions

Learners must know how professional therapists present themselves:
Clean professional uniforms create a positive impression of a therapist and the salon. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment.
- Therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back and any fringe secured
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene (including clean teeth, fresh breath), are all important elements of professional presentation

Learners must know the salon requirements for 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)
- Skin sensitivity tests, adaptations and modifications, recommendations
- Treatment plan, update record at the end of the treatment, update at each visit, maintained electronically, paper records
Learners must know the insurance and licensing requirements for steam, sauna and hydrotherapy treatments:

- Requirements for licensing are applied at local council level. Each council will have slightly different requirements but as a general rule both the therapist and the premises will need to be licensed. The most current information on licensing is available on local authority websites and from professional membership association groups.

- As a minimum a salon should hold where applicable employers liability insurance as well as public liability insurance and professional indemnity insurance.

Learners must know the legal requirements for providing treatments to minors:

- The age at which an individual is classed as a minor and how this differs nationally.
LO2 Understand the effects and indications of steam, sauna and hydrotherapy treatments

Learners must recognise the contra-indications that may require either GP referral, restrict or prevent steam, sauna and hydrotherapy treatments:

- Example of contra-indications that may prevent treatment from going ahead:
  Contagious diseases and disorders, pregnancy, fever, cancer if client is undergoing chemotherapy or radiotherapy, disorders to the nervous system, rheumatoid arthritis in acute phase, if client is under the influence of alcohol, deep vein thrombosis (DVT) 3-6 months after diagnosis, severe haemophilia, acute hepatitis, claustrophobia, recent waxing or epilation treatments

- Examples of contra-indications that may restrict treatment resulting in GP referral:
  Cardiovascular disorders, epilepsy, diabetes, high blood pressure if not controlled by medication, lymphatic disorders,

- Examples of contra-indications that may restrict treatment resulting in the client proceeding with caution due to restriction in local area: skin disorders and diseases, cuts, abrasions, varicose veins, dilated capillaries, recent scar tissue to local area, sunburn, hypersensitive skin

Learners must know how to refer the client to a health practitioner and why:

- If a client presents with symptoms that are not identifiable the learner must not diagnose but refer the client to a health care practitioner for appropriate care and diagnosis

- A referral letter should be written, which not only enhances client care, but is an important legal and ethical principle for therapists

Learners must know the uses of and different types of sauna treatments available:

Saunas originated in Finland and were originally small log cabins, which contained open braziers that were used to heat stones to a high temperature. Other Baltic countries have a history of using similar heat cabins. Where saunas originally used open fires, modern day saunas use electric heating elements to heat stones, although some use infrared heating elements. A sauna is an enclosed cabin, often made from log pines or panels of pine with a space in between which is filled with insulating material to keep the heat in the sauna. The wood absorbs the heat produced and radiates it back into the sauna increasing the temperature with the cabin. The interior fittings within the sauna are also made of pine as any metal would become hot and burn the client. The heat is produced by an electric stove where heat-retaining stones are warmed to high temperatures, which then radiate heat within the confines of the room. The heater is controlled by a thermostat and a thermometer is used to measure the temperature in the sauna. The air temperature can vary between 60-120°C. Water can be poured onto the stones to produce steam to increase humidity and temperature. Though the basic concept is the same, saunas have a long history and they do vary according to what area of the world they are in.

- Bio sauna is a cross between a regular sauna, a tepidarium and a multi-sensory room. Wet and dry heat distributes herbal aromas to the sauna, and the whole experience is made even more relaxing by gently changing coloured fibre optic lights

- Caldarium would have been one of the hottest of Roman baths heated by the Romans original under-floor heating system. The caldarium was a steam room that featured a hot plunge pool

- Finnish/Swedish sauna has an automatic water spray onto the heated coals, similar to a Swedish sauna, Scandinavians advise that this hot sauna is followed with a quick plunge into a pool of cold water or a roll in the snow

- Laconium gives a gentle heat compared to most saunas and is designed to gradually raise your body temperature. It can be more soothing experience than other saunas

- Rock sauna is a type of Finnish sauna but the walls are constructed from rock rather than wood, varying the type of heat that is experienced
• Tepidarium is a warm seating area where relaxation can occur between treatments
• Tyrolean sauna is a wood-lined cabin, this sauna was established in the Tyrol region of Austria, it is advised to follow the heat treatment with an ice shower

Learners must know the uses and different types of steam treatments available:
The original steam rooms were Turkish or Romans baths and were large buildings with many different rooms of varying temperature where people met socially for relaxation. Today there are different types of steam treatments available, a steam room and a steam cabinet being the most common. They both produce the same effect of wet heat; however they are different in size. Both are usually constructed of fibreglass. A steam cabinet can only accommodate one person at a time. Beneath the seat of the steam cabinet, at floor level, is a water tank which is heated by an electric element; steam is produced when the water is heated. A temperature gauge sets the steam cabinet to the correct temperature. A steam room contains an external steam generator which boils water and releases steam into the air. A steam room is nearly airtight so the humidity builds to 100 percent with a temperature of 38°C – 52°C. In many steam rooms there is a degree of control over the temperature and intensity of the steam by using a tap in the steam room. Steam rooms are usually finished in ceramic tiles and the ceiling must be slanted so that the steam build up does not drip from the ceiling onto the client. Both a steam cabinet and a steam room use a combined thermometer and hygrometer to measure the temperature and humidity. Though the basic concept is the same, steam rooms do vary.

• Aroma room is a warm tiled or rock-lined room allowing aromatic steam from essential oils to be released into the room
• Caldarium has a heated floor that keeps the environment at a high internal temperature and along with the steam is very humid
• Balinese multi-steam bath releases steam which is infused with subtle aromas of jasmine oil, which is believed to soothe the spirit
• Hammam is also known as the Turkish hamam or Turkish bath, it is the Middle Eastern variant of a steam bath. In UK spas it is usually a single steam room, with central water taps and recessed bench-seats, decorated in blue, silver and gold-tinged tiles in the style of the Turkish Ottoman bath
• Japanese salt-steam bath uses steam from gently-heated mineral water which has been infused with herbs and plants. The gentle heating of this salty water produces a really bracing, salty, aromatic mist

Learners must know the uses and different types of hydrotherapy treatments available:
A hydrotherapy treatment is primarily the use of water to treat illness, help with physical therapy, or provide other beneficial effects. There are many types of hydrotherapy treatment, all using the properties of water to benefit the client in some way. A hydrotherapy treatment can be anything from a cold plunge pool, to a jetted spa pool or flotation; it all depends on the type of treatment that is offered

• A spa pool contains water which is usually heated to 36 – 40°C, and uses hydrotherapy jet circulation with or without air induction bubbles
  - The idea of a hydrotherapy pool is an ancient one, many ancient cultures used ritual and therapy-enhanced bathing as an attempt to cure or treat illness. The city of Bath is the greatest historic centre of hydrotherapy. The hydrotherapy pools in Bath included a series of cold to hot pools called the frigidarium, tepidarium, and calderium, which were meant to cure disease and invigorate the weary by alternate exposure to extreme temperature changes
  - The most common type of hydrotherapy pool is the spa or whirlpool which was invented over 40 years ago in America. These pools use heated water and jets of water, which are usually placed at different heights and areas of the pool so they can target specific parts of the body to help provide relaxation, as well as relief from joint or musculature problems
- The weight of the spa pool is quite considerable when filled with water so the floor must be tanked, drained and reinforced sufficiently to take the full weight. A spa pool should have an efficient filtration system, a heavy duty control panel and two types of massage systems which can be used separately or together. The wet area around the spa pool must have a non-slip surface to prevent accidents and have good drainage facilities

- Floatation is where the body is suspended, floats or is supported to induce physical or mental relaxation. There are 2 types of floatation - wet or dry
  - Wet floatation is the use of a bath or tank; they are commonly capsule shaped, constructed from fibre glass and the inside is lined with resin or a flotation pool can be used
  - Wet floatation is designed to block out all external distractions such as sights, sounds, tactile sensations and gravity
  - The inside of the pool is softly lit and gentle meditation music may be played
  - Epsom salts are dissolved into the water at a high concentration, which enables the body to float and be suspended in the water, and the salt-water solution is heated to skin temperature (34.5 – 35.5°C)
  - The buoyancy created by the Epsom salt solution effectively removes the effects of gravity on the body. This will make the client feel almost completely weightless, letting every single muscle in the body fully relax
  - Dry floatation is the use of a warm tank of water which is covered by flexible polymer membrane:
    - The client has no direct contact with the water but instead lies on a mattress filled with water. This allows the client to stay warm and comfortable whilst simultaneously experiencing a sensation of weightlessness akin to that experienced when floating on water
    - The dry floatation treatment may also be accompanied by relaxing music and special lights. Therapeutic products may be applied to the client’s skin and wrapped to maintain heat and absorption of the products

- Cold plunge pools are usually situated next to spa pools or saunas for the purpose of cold-plunge therapy
  - Small cold-water pools have been used for thousands of years in Chinese medicine and were also popular with the ancient Romans
  - A 30-second dip in a cold plunge pool after a sauna or spa treatment is enough to bring a host of therapeutic benefits. It produces a stimulating effect throughout the whole body including the circulation, joints, muscles and immune system

Learners must know the uses and the different types of relaxation rooms available:
The relaxation room enables the client to rest between treatments. It allows the body temperature and blood pressure to lower gradually. The air should be ambient close to the body temperature 30 – 40°C and dry to enhance the body immune system. Relaxation rooms tend to be divided into two kinds:

- Rooms where the client can talk quietly and rooms where the client should stay silent. The rooms will usually have chairs, loungers, bean-bags or, in some cases, hanging pods or hammocks. Most relaxation rooms are subtly-lit and decorated in soft tones such as candlelight to give a soft, warm glow; the dancing flame and moving shadows create a distraction for the mind and can induce a pleasant trance-like state
Learners must know the safety factors associated with sauna, steam and hydrotherapy treatments:

Sauna, steam and hydrotherapy treatments are often communal treatments and involve heat and moisture that provide ideal breeding conditions for harmful microorganisms. It is important that all furnishings are regularly cleaned and disinfected as recommended by the manufacturers’ instructions.

- **Sauna treatments**
  - The sauna area furnishing and floor must be cleaned routinely with disinfectant and as recommended by manufacturers’ instructions. The wooden bucket must be emptied when not in use to prevent any mould formation.

- **Steam treatments**
  - The steam cabinet or room must be cleaned routinely with disinfectant, paying particular attention to the internal walls and floor furnishing to remove any surface grease and prevent any stale body odours, always following manufacturers’ instructions.

- **Hydrotherapy treatments**
  - The agitated water in a spa pool is usually maintained at a relatively high temperature. Such factors place a high demand on the spa pool’s disinfection and filtration systems and this can lead to an increase in microbial growth and a consequent risk of infection. The spa pool must therefore be managed carefully to ensure water quality does not deteriorate. Inadequate management can lead to illness for the client, people in the vicinity or passing near the spa pool. Such illnesses include Legionnaires’ disease which can be fatal. It is essential the spa water is monitored constantly and kept within safe limits for the client.
  - Back washing is also important to filter out harmful micro-organisms not killed by disinfectant.
  - The wet flotation tank must be cleaned routinely and the pH of the water tested to ensure ideal readings of pH 7.2 – 7.6. The water should be filtered between sessions. Epsom salts must be added regularly to maintain water density according to manufacturer’s instructions.
  - The dry flotation bed must be cleaned after each client with the recommended disinfectant.

- **Water testing**
  - The pH level in hydrotherapy treatments is regularly tested to ensure the water is at the acceptable levels of pH 7.2 – 7.8, but the ideal range is pH 7.4 – 7.6.
  - The pH level is the degree of acidity or alkalinity measured on a pH scale. The scale goes from 0 – 14 and a pH of 7 is neutral. The lower the range (pH 0 – 6.9) the greater the acidity and above the range of pH7 the greater the alkalinity.
  - Water is regularly tested and is controlled by following stringent cleaning and water tests to check for water balance pH, hardness, temperature and to conform to the local health authority requirements. It is tested according to the chemical disinfectant selected to ensure it is safe, effective and balanced.
  - The Palintest Water Balance Index is used to measure the water samples as it is a simplified version of the Langelier Saturation Index and was created with the aim of making it applicable and easy for use in pools.
  - Water samples are compared against acceptable operating levels. The quantity of disinfectant agents required will depend upon the hydrotherapy pool usage and the results of the water testing.
Learners must know the physiological and psychological effects of a sauna treatment:
The body can tolerate the high temperature of a sauna as the dry air enables the body sweat to evaporate in the dry heat, thus cooling the body. Sauna treatments offer many health and relaxation benefits:
- The production of sweat has a cleansing effect
- Increase in blood circulation causing erythema
- Increasing the body temperature speeding up the metabolism and excretion of waste
- Vasodilation occurs, increasing blood circulation; as the blood vessels expand there is a reduction in systolic and diastolic blood pressure and increased flow of nourishment to the area
- Soothing effect on sensory nerve ending due to the mild heating producing an analgesic effect
- It allows the muscles to be warmed and relaxed; this allows them to be more responsive to further treatments
- It helps relieve muscular pain or pain in joints
- Induces the feeling of deep relaxation
- Helps relieve stress through the increased production of the ‘feel-good’ hormone endorphin and the reduction of adrenalin and noradrenalin

Learners must know the physiological and psychological effects of a steam treatment:
The body cannot tolerate a high temperature within a steam treatment as the wet air does not allow the body sweat to evaporate so the body cannot cool itself down. Steam treatments offer many health and relaxation benefits
- Increase in blood circulation causing erythema
- Increasing the body temperature speeding up the metabolism and excretion of waste
- Vasodilation occurs increasing blood circulation; as the blood vessels expand there is a reduction in systolic and diastolic blood pressure and increased flow of nourishment to the area
- Soothing effect on sensory nerve ending due to the mild heating producing an analgesic effect
- It allows the muscles to be warmed and relaxed, this allows them to be more responsive to further treatments
- It helps relieve muscular pain or pain in joints
- Induces the feeling of deep relaxation
- Helps relieve stress through the increased production of the ‘feel-good’ hormone endorphin and the reduction of adrenalin and noradrenalin
- The skin is softened and the skin texture is improved

Learners must know of the physiological and psychological effects of a hydrotherapy treatment:
Hydrotherapy is chiefly used to tone up the body, to stimulate digestion, the circulation and the immune system and to bring relief from pain. Being immersed, buoyant or massaged in water can bring about a variety of benefits
- Increasing the elimination of waste thus assisting detoxification
- Increasing the metabolic rate and digestion activity
- Hydrating the cells, improving skin tone
- Boosting the immune system, allowing it to function more efficiently
• Improving the function of the internal organs by stimulating blood supply
• It allows the muscles to be warmed and relaxed; this allows them to be more responsive to further treatments
• It helps relieve muscular pain or pain in joints
• Induces the feeling of deep relaxation

Learners must know which air and water-borne infections may affect sauna, steam and hydrotherapy treatments:
• Athlete’s foot is an unpleasant condition caused by the fungus tinea pedis that typically causes itchy, flaking skin around the toes and feet and would therefore be easily spread if the client did not wear protective foot coverings
• E. coli and coliform bacteria can often be present in water and could cause sickness and upset stomachs
• Legionnaires’ disease is a potentially fatal form of pneumonia that is spread in water and is passed on through inhalation of the bacteria; the symptoms are very similar to ‘flu. To prevent the bacteria from forming, a stringent disinfecting regime must be followed for hydrotherapy treatments
• Spa pool folliculitis is a bacterial skin condition that can arise either hours or a few days after bathing in spa pools. The result is an eruption of scattered, small, red, itchy or tender bumps, some of which are pustular. They mainly occur in areas that were covered by the swimming costume. Rarely spa pool folliculitis can lead to other symptoms such as earache, sore throat, nausea and vomiting, headache and/or mild fever
• A verruca is a plantar wart (also known as “verruca plantaris”), a wart caused by the human papilloma virus (HPV) occurring on the sole or toes of the foot. HPV infections in other places are called warts. The viral infections can be easily spread if the client does not wear protective foot coverings due to the plantar skin becoming slightly soggy and maybe damaged by slight irregularities of the floor, resulting in the virus being implanted

Learners must know why written instructions must be displayed for equipment usage with sauna, steam and hydrotherapy treatments:
A prominent sign should be displayed to inform the client of the effects and methods of use for each piece of equipment. The ISRM (Institute of Sport and Recreation Management) has produced posters for sauna, steam and hydrotherapy that give clear guidelines for use. Remember that different types/makes of equipment will have different manufacturer’s guidelines for use. It is very important that written instructions are displayed because:
• Learners must be fully aware of the guidelines for that particular piece of wet or dry heat equipment
• Verbal instruction can easily be forgotten; displaying written instructions ensures that the client has an additional source of reference and will therefore fully understand all instructions
• The client will often be undressed before they realise that they are unsure of something; with the instructions clearly displayed they can easily read the information that they require

Learners must know how diverse needs can impact the delivery of sauna, steam and hydrotherapy treatments:
A professional therapist must have the associated skills to work with diverse cultures and trends. The therapist must understand that each client is unique and recognise individual client differences. These can be along the dimensions of culture, gender, age, physical abilities, religious beliefs, or other ideologies.
LO3 Be able to prepare the client, self and work area for steam, sauna and hydrotherapy treatments

Prepare and check the client, work area, equipment and products prior to a steam, sauna and hydrotherapy treatment:

- Prepare treatment area according to salon requirements.
- Provide a gown for the client and disposable protective footwear
- Check the client by completing a consultation
- PPE is used by the learner when carrying out water testing
- Ensure the sauna is clean, working safely and has been heated before use to the correct operating temperature between 60°C – 120°C or as advised by the manufacturer. Ensure air vents are open, the wooden bucket is filled with water and clean towels are provided for the client to place over the seating area
- Ensure the steam bath is clean and working safely. The water tank must be filled with enough water to cover the heating element and be safely pre-heated prior to treatment. The water is at the correct operating temperature between 38°C - 52°C or as advised by the manufacturer. The opening of the bath must be covered with a clean towel to prevent heat loss. Clean towels are provided for the client to place over the seating area and the floor of the bath
- Ensure the steam room is clean, working safely and has been heated before use and is at the correct operating temperature between 38°C - 52°C or as advised by the manufacturer
- Ensure the hydrotherapy area is clean, the water has been tested and filtered according to manufacturer’s instructions. The water is at the correct operating temperature between 36 - 40°C or as advised by the manufacturer
- Ensure the dry flotation bed has been raised, is clean, working safely and has been heated before use and the preferred temperature is selected as advised by the manufacturer. Ensure the polymer membrane of the bed is covered
- Ensure the wet flotation area is clean, the water has been tested, filtered and is at the preferred temperature of 34.5 – 35.5 °C or as advised by the manufacturer. The client has been provided with ear plugs to prevent water entering the ears
- Ensure the relaxation area is clean and at an ambient temperature prior to use. Clean towels are available for client use, along with fresh drinking water

Agree the treatment and check for contra-indications:

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Ensure visual and manual checks are carried out to identify any contra-indications. Tactfully ask relevant questions, document and record the client feedback
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contra-actions from any previous treatments. Carry out thermal skin sensitivity test and record the results
- Outline benefits of treatment and client expectations
Explain the treatment procedure to the client:
- Explain how long the treatment will take, the expected sensations the client may feel during the treatment and the necessary safety procedures the client must adhere to during the treatments (for example not to exceed the recommended timings for treatments and what to do if they feel unwell during the treatment). Discuss the client’s expectations from the treatment and how this may influence steam, sauna and hydrotherapy treatments. Explain the importance of showering before and after the treatments.

Instruct the client on clothing removal and positioning for steam, sauna and hydrotherapy treatments:
- Removal of clothing and the importance of wearing swimwear, removal of jewellery, glasses and contact lenses; provide a gown for the client, protective footwear and emphasise the importance of tying up long hair for hydrotherapy treatments.
LO4 Be able to provide steam, sauna and hydrotherapy treatments

Prepare the client’s skin for steam, sauna and hydrotherapy treatments:
- Instruct the client to shower before treatment to cleanse and remove cosmetics from the skin
- Conduct thermal sensitivity skin tests

Perform a steam or sauna and hydrotherapy treatment safely and effectively:
- Always follow the manufacturers’ instructions
- Check the sauna, steam room/cabinet or hydrotherapy equipment is at the correct working temperature
- Ensure the client is made fully aware of the written guidelines for the sauna, steam, hydrotherapy equipment and they are aware of what to do if they feel unwell
- Inform the client the recommended treatment timing is 15 – 20mins depending on the reaction to treatment
- Advise the client the air temperature in the sauna is slightly cooler on the lower benches
- Ensure in the steam cabinet that the height of the seat is adjusted to the height of the client, that the client has a clean towel to sit on and one on the floor of the cabinet and the client is made fully aware the water heater is under the client seat. Allow the client to enter the cabinet, ensuring the hinged door is closed, and place a towel around the neck of the bath to avoid steam loss. Advise the client that in a steam room they will need to acclimatise to the wet heat
- Explain that halfway through a sauna or steam treatment time it is advisable for the client to take a shower to cool the skin
- If using the spa pool explain the configuration of the jets and, if applicable, how to start the jet timer, allow the client to enter the spa pool and relax
- If using the wet flotation, ensure the client has ear plugs; show how the client should position themselves in the water to facilitate total relaxation. Provide a neck cushion to support client’s neck
- If using dry flotation, inform the client to lie on top of the flotation board which will be lowered to give the feeling of floating in water and raised at the end of the treatment. Offer the client a head and scalp massage to induce further relaxation
- Supervise the client at all times checking the client comfort throughout the treatment
- On completion of the treatment provide the client with water for rehydration and inform the client they should rest in the relaxation room after the final shower to allow the body temperature to return slowly to normal

Complete the treatment to the client’s satisfaction and in a commercially acceptable time:
- Complete the steam, sauna or hydrotherapy treatment in a commercially acceptable time
- Ensure the client’s treatment needs have been met and the client is satisfied with the treatment
- Record any improvements which could be made for future treatments to meet the needs of the client
- Recommended treatment timings for
  - Sauna
    ▪ 15 -20mins depending on client reaction to treatment
  - Steam
    ▪ 15-20mins depending on the type of unit used and client reaction
  - Hydrotherapy
    ▪ 15-20mins depending on type of treatment
Provide suitable aftercare advice to the client:
- Advise on the possible contra-actions that may occur such as a skin reaction, headache, dizziness, sickness, dehydration, nose bleed, cramp
- Increase water intake to flush out toxins, this will prevent a headache or nausea after treatment
- Rest to allow the body temperature and blood pressure to return to normal
- Recommend healthy eating and advise on fluid intake to ensure the client’s skin is at the optimum health and receptive to future treatment
- Recommend improvements to lifestyle activities individual to the client such as stopping smoking or reducing alcohol intake
- Offer advice and guidance on a suitable skin care regime and homecare treatments to suit client’s skin type and conditions
- Advise on retail products such as dry body brush for cellulite or body creams
- Offer recommendations for rebooking future treatments such as body exfoliation or body massage

Maintain accurate client records:
- Record the outcomes of the treatment ensuring records are up to date with the timings of treatment, any reactions from the treatment, aftercare given and feedback from the client

Prepare the area for the next treatment:
- Shut down the sauna, steam and hydrotherapy equipment, ensuring the hygiene and cleaning of the areas follows legal and organisational procedures. Ensure all equipment is turned off from the mains supply (apart from the pump for the spa pool) A final water test is recommended on hydrotherapy equipment and records updated. Any waste is disposed of in a bin, used towels placed in laundry, any consumables tidied away following salon requirements. Ensure the area is left clean and prepared for the next treatment
Employability skills to be demonstrated throughout the graded practical assessment and synoptic assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions; offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:
- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycling where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment is turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote to repeat/new clients any loyalty schemes or special offers and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.
Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf
Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relates to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

<table>
<thead>
<tr>
<th>Learning outcome learners must:</th>
<th>Pass learners can:</th>
<th>Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:</th>
<th>Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LO3</strong> Be able to prepare the client, self and work area for steam, sauna and hydrotherapy treatments</td>
<td><strong>P1</strong> Prepare and check the client, work area, equipment and products prior to, steam, sauna and hydrotherapy treatments</td>
<td><strong>M1</strong> Adapt and tailor interpersonal communication to the client</td>
<td><strong>D1</strong> Evaluate the overall effectiveness of the treatment provided and recommendations for future sauna, steam and hydrotherapy treatments</td>
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<td></td>
<td><strong>P2</strong> Agree the treatment with the client and check for contra-indications</td>
<td><strong>M2</strong> Ensure optimum client comfort and protection of the client’s modesty throughout the treatment</td>
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<td></td>
<td><strong>P3</strong> Explain the treatment procedure to the client</td>
<td><strong>M3</strong> Use effective strategies to promote and sell products and additional treatments</td>
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<tr>
<td></td>
<td><strong>P4</strong> Instruct the client on clothing removal and positioning for steam, sauna and hydrotherapy treatment</td>
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<tr>
<td><strong>LO4</strong> Be able to provide steam, sauna and hydrotherapy treatments</td>
<td><strong>P5</strong> Prepare the client’s skin for steam, sauna and hydrotherapy treatment</td>
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<td><strong>P6</strong> Perform a steam or sauna and hydrotherapy treatment safely and effectively</td>
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<td><strong>P7</strong> Complete the treatment to the client’s satisfaction and in a commercially acceptable time</td>
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<td><strong>P8</strong> Provide suitable aftercare advice to the client</td>
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<td><strong>P9</strong> Maintain accurate client records</td>
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<td></td>
<td><strong>P10</strong> Prepare the area for the next treatment</td>
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</table>
**Assessment guidance**

Assessors must use the amplified assessment guidance in this section to judge whether practical assessment criteria have been achieved in the graded practical assessment.

<table>
<thead>
<tr>
<th>P1 Prepare and check the client, work area, equipment and products prior to steam, sauna and hydrotherapy treatments</th>
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</thead>
<tbody>
<tr>
<td>Learners must demonstrate that they have set up the treatment area in line with the treatment requirements and have met the health and safety requirements (e.g. the equipment is safe to use and at the desired temperature). PPE has been used when water testing has been conducted, results have been recorded accurately.</td>
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<tr>
<th>P2 Agree the treatment with the client and check for contra-indications</th>
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<tbody>
<tr>
<td>Learners must demonstrate that they have consulted with the client using appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications and skin sensitivity. Learners must explain the treatment in full to the client and ascertain the client's treatment expectations, establishing if adaptations to the treatment are required.</td>
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<tr>
<th>P3 Explain the treatment procedure to the client</th>
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<tbody>
<tr>
<td>Learners must explain the sauna, steam and hydrotherapy treatments step by step to the client. At a minimum the explanation should include the sensation the client may experience from the treatment, the necessary safety procedures the client must adhere to during the treatments, what to do if they feel unwell during the treatment, the benefits and the expected outcome of the treatment.</td>
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</table>

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<tr>
<th>P4 Instruct the client on clothing removal and positioning for steam, sauna and hydrotherapy treatment</th>
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<tbody>
<tr>
<td>Learners must instruct the client that swimwear must be worn at all times, gowns will be provided and where to store clothing. The client's jewellery must be removed and stored safely. Contact lenses must be removed, protective footwear used; emphasise the importance of tying up long hair for hydrotherapy treatments explained.</td>
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<tr>
<th>P5 Prepare the client's skin for steam, sauna and hydrotherapy treatment</th>
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<tbody>
<tr>
<td>Learners must correctly carry out thermal skin sensitivity test. Learners must instruct the client to shower before the treatment to cleanse and remove cosmetics from the skin.</td>
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</table>
P6 Perform a steam or sauna and hydrotherapy treatment safely and effectively

Learners must demonstrate that they can check the sauna, steam room/cabinet and hydrotherapy equipment is at the correct working temperature prior to and during the treatment. For hydrotherapy treatments the learner must have safely carried out and recorded water tests according to the manufacturers’ instructions. If using the spa pool the learner must explain the configuration of the jets and, if applicable, how to start the jet timer. If using the wet flotation the learner must ensure the client has ear plugs, explain how the client should position themselves in the water to facilitate total relaxation and provide a neck cushion to support the client’s neck. If using dry flotation the learner must safely lower and raise the flotation board and offer the client a head and scalp massage to induce further relaxation. If using the steam cabinet the learner must adjust the height of the seat to suit the height of the client and ensure the client has clean towels to sit on and on the floor of the cabinet for steam cabinets. The learner must place a towel around the neck of the bath to avoid steam loss. The learner must supervise the client at all times and check the client’s comfort throughout the treatment. On completion of the treatment the learner must provide the client with water for rehydration and inform the client to rest in the relaxation room after the final shower to allow the body temperature to return slowly to normal.

P7 Complete the treatment to the client’s satisfaction and in a commercially acceptable time

Learners must complete the treatment in a commercially acceptable time, (recommended timings sauna, steam or hydrotherapy 15-20mins). Learners must ensure the client’s treatment needs have been met by asking for feedback on the treatment, ensuring the client is satisfied with the treatment and recording any improvement for future treatments.

P8 Provide suitable aftercare advice to the client

Learners must demonstrate that they can provide feedback and aftercare to the client; at a minimum the learner must describe any findings from the sauna, steam and hydrotherapy treatments, provide information on further treatment options, explaining the importance of a healthy diet, explaining the modifications to lifestyle to enhance treatment results, providing advice on retail products to enhance treatment benefits and describing possible contra-actions that may incur.

P9 Maintain accurate client records

Learners must fully complete the treatment records to meet the salon requirements and show an understanding of the legal requirements for record keeping. The information which is kept on a client’s record card must be kept confidential. Under the Data Protection Act the salon or therapist could face prosecution if the confidentiality of a client’s record card is broken. All client records must be kept up to date, accurate, relevant and secure.
## P10 Prepare the area for the next treatment

Learners must demonstrate they can shut down the sauna, steam and hydrotherapy equipment ensuring the hygiene and cleaning of the areas follows legal and organisational procedures. Learners must ensure all equipment is turned off from the mains supply (apart from the pump for the spa pool). Learners must ensure waste is disposed of in a bin, used towels placed in the laundry, any used consumables tidied away following salon requirements. Ensure the area is left clean and prepared for the next treatment.

## M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example if the client indicates that he/she would like to chat and engage in conversation the learner should engage in unobtrusive friendly conversation with the client. However the learner must try to promote relaxation and avoid asking the client questions and promote a relaxing atmosphere. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive, inoffensive and of the appropriate content.

## M2 Ensure optimum client comfort and protection of the client’s modesty throughout the treatment

Learners must demonstrate that they have checked with the client at regular intervals throughout the treatment to ensure the client’s comfort. Learners must demonstrate that they have taken action to protect the client’s modesty prior to and after the treatment, ensuring the client has privacy to undress before the treatment and dress after the treatment. Learners must also demonstrate that they have responded to the client’s comfort needs throughout, for example advising the client to move onto the lower bench in the sauna if the air temperature is too high, to shower halfway through the treatment to cool down the body temperature.

## M3 Use effective strategies to promote and sell products and additional treatments

Learners must provide advice on body/skin care products to the client to promote the effectiveness of the treatment. Learners could recommend further follow-on, alternative or additional beauty treatments (e.g. if through conversation the client expressed concerns about having muscular tension, the learner should advise the client on the benefits of having a massage treatment). The learner must offer to re-book the client for the next appointment.

## D1 Evaluate the overall effectiveness of the treatment provided and recommendations for future sauna, steam and hydrotherapy treatments

Learners must demonstrate clear reflection and evaluation of the effectiveness of the treatment (e.g. did the hydrotherapy treatment meet all the client’s treatment needs and how? What improvements could have been made to meet the client’s treatment needs?). Learners must demonstrate they are able to record the client’s physiological reactions from the sauna, steam and hydrotherapy treatments and the longer term needs of the client.
Resources
The special resources for this unit are access to a real or realistic working environment which supports the provision of sauna, steam or hydrotherapy treatments. Learners must have access to health and safety standards and manufacturers’ instructions.

Delivery guidance
Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competence and product, tools and equipment usage sauna, steam or hydrotherapy treatments
- Work experience within a commercial spa so they can practise to hone their skills in a real environment
- Using interactive information and technology systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids for sauna, steam or hydrotherapy treatments

Links with other units
This unit is closely linked with the following units:

UCO28M Health and safety in the salon
The Health and safety unit will provide knowledge and understanding of the responsibilities for health and safety as defined by any specific legislation covering the role of the professional therapist. This unit greatly underpins all practical unit delivery. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing sauna, steam or hydrotherapy treatments in a real or realistic working environment.

UBT90M Client care and consultation
Client consultation before all sauna, steam or hydrotherapy treatments is actually a legal requirement and failure to consult properly with clients prior to treatment could invalidate a therapist’s insurance. It is essential that professional therapists elicit information from their clients about their medical history, including any allergies, as well as checking for contra-indications. The client consultation unit underpins all technical units within this qualification and should be delivered prior to any sauna, steam or hydrotherapy therapy units.

UBT95M Anatomy and physiology for the face and body systems
Knowledge of the structure and function of the systems of the body, as well the diseases and disorders, most significantly underpins the knowledge and practical skills gained in this unit. Other elements of anatomy and physiology are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.

UBT96M Swedish massage
This unit enables learners to develop the knowledge and skills required to prepare for and provide a professional Swedish massage treatment to clients, whilst following salon requirements. Learners develop an understanding of classical massage movements, the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of Swedish massage treatments.
UBT98M History and origins of massage therapies
This unit enables learners to develop theory, knowledge and understanding associated with the history, origins and the philosophy of massage therapies, the role of massage therapies and other massage traditions.

UBT99M/UBT99X Mechanical massage
This unit enables learners to develop the knowledge and skills required to prepare for and provide a professional mechanical massage or infrared treatment to a client, whilst following salon requirements. Learners also develop an understanding of the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of mechanical massage or infrared treatments.

UBT100M/UBT100X Indian head massage
This unit allows learners to develop the knowledge and skills required to prepare for and provide Indian head massage treatments to clients whilst following salon requirements. Learners also develop their understanding of possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of Indian head massage treatments.

UBT101M/UBT101X Stone therapy
This unit allows learners to develop the knowledge and skills required to prepare for and provide stone therapy treatments to clients whilst following salon requirements. Learners also develop their understanding of possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of stone therapy treatments.

Graded synoptic assessment
At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner’s ability to identify and use effectively, in an integrated way, an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to suitably prepare learners for their final graded assessment.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>v8</td>
<td>Skin cancer awareness page added</td>
<td>13/06/17</td>
</tr>
</tbody>
</table>