

325

Monitor and maintain spa area

In this unit, you will learn how to set up, monitor and maintain the spa area, to include the sauna, steam, hydro therapy and flotation equipment. Health and safety is very important as the warm, moist environment is the ideal breeding ground for bacteria. You will need to know how to carry out water testing, as well as how to handle the chemicals used correctly. Surprisingly, the equipment itself can be dangerous if misused, so it is important for you to know the steps to take to keep your clients safe and healthy during these enjoyable and relaxing treatments.

Assignment mark sheet

Unit 325 Monitor and maintain spa area

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For the practical task a pass equals 1 mark, a merit equals 2 marks and a distinction equals 3 marks.

| What you must know | Tick when complete |
|---|--------------------|
| Task 1a: produce an information sheet | |
| Task 1b: produce a fact sheet | |
| Or tick if covered by an online test | |

| What you must do | Grade | Points |
|---------------------------------------|-------|--------|
| Task 2: Monitor and maintain spa area | | |
| Overall grade | | |

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



Image courtesy of Bluestone National Park Resort

What does it mean?

Some useful words are explained below

Active listening

Visibly paying close attention to what is being said.

Affusion shower

A hydrotherapy treatment during which the client lies down on a couch while water from micro jets above the client is applied.



Body language

Gestures, facial expressions, eye contact and postures which are often used unconsciously.



Caldarium

The hottest wet-heat steam room, which may use herbal essences to create a perfumed steam.

Closed questions

Questions which will result in an answer of 'yes' or 'no'. They are useful when specific factual information is needed.

Communication

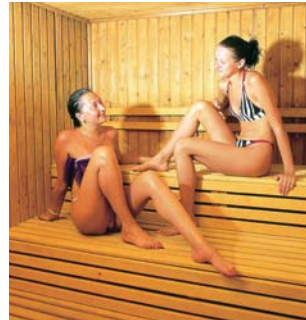
The giving, receiving and responding to information. This may include thoughts and feelings.

Dry flotation bed

This has a similar principle to a water bed – the client lies on and is protected by vinyl and then suspended on the warm water.

Feedback

Information and evaluation of a process, activity or performance.



Finnish sauna

A dry heat treatment where the air is heated by an electric stove containing coals.

Heat exhaustion

Symptoms such as dizziness, nausea, headaches and fainting caused by loss of fluids and body salts.

Humidity

The amount of water found in the air. The higher the level of water, the higher the humidity is said to be.



Hydrotherapy

The powerful use of water in a treatment, such as a hydrotherapy pool or bath.

Laconium sauna

Uses a milder heat than the Finnish sauna, which is usually created by underfloor heating.

Masseur

The term for a male qualified in massage.

Masseuse

The term for a female qualified in massage.

Open questions

These usually begin with who, when, where, why or what. They are useful when feelings or opinions are being sought.

What does it mean?

Some useful words are explained below (continued)

Power jet massager

The use of a powerful water hose on the client's body. The client is usually standing or sitting during the treatment.

Rapport

A relationship of understanding, trust and agreement between two or more people.



Relaxation area

A quiet area where clients can rest to allow their body temperature and blood pressure to return to normal.

Responsibilities

The duties that a person is expected to perform within a particular job.

Role

The actions and activities expected of a person within a particular job.

Spa therapist

A therapist who specialises in spa treatments such as hydrotherapy.



Team

A group of people organised to work together co-operatively.

Wet area

This is the area where all the spa facilities are housed.

Wet flotation tank

These use a high concentration of epsom salts diluted in water to allow the client to float, suspended in the water.



What you must know

You must be able to:

- 1 Describe salon requirements for preparing spa equipment and treatment area
- 2 Describe environmental conditions suitable for the spa treatment area
- 3 Explain the importance of carrying out detailed relevant tests according to organisational requirements and manufacturer's instructions
- 4 Explain the importance of monitoring the spa environment and equipment according to organisational requirements and manufacturer's instructions
- 5 Explain the importance of monitoring the client's safety and wellbeing in the spa area
- 6 Explain how to communicate and behave in a professional manner
- 7 Describe health and safety working practices
- 8 Explain the importance of using products, tools and equipment according to organisational requirements and manufacturer's instructions
- 9 Describe the effects and benefits of regular spa equipment maintenance
- 10 Explain the importance of completing spa equipment tests and keeping relevant records
- 11 Explain the importance of completing treatment records
- 12 Describe the methods of evaluating the effectiveness of the spa equipment tests
- 13 Explain why the spa area should be maintained following a spa session

Revision tip

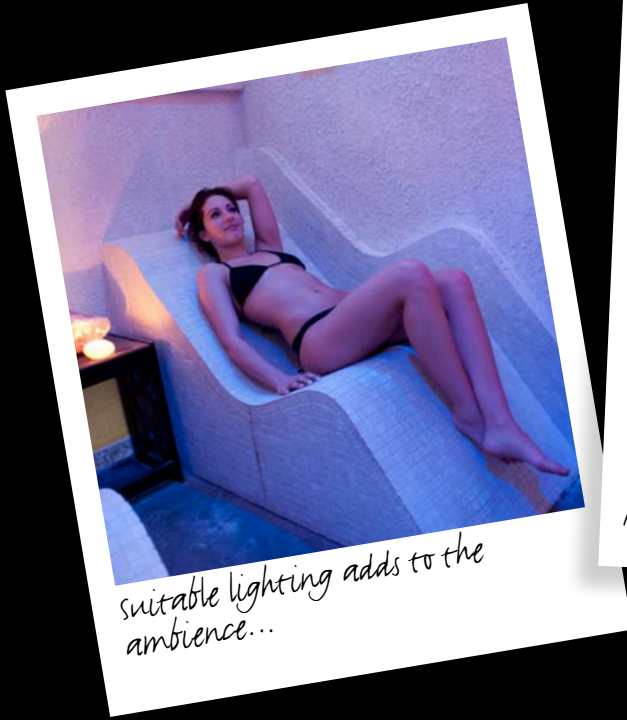
Steam rooms feel hotter at a lower temperature than saunas because perspiration can't evaporate and therefore cool the client down.

Always check the 'coals' in
the sauna for cracks before
turning it on.

Spa

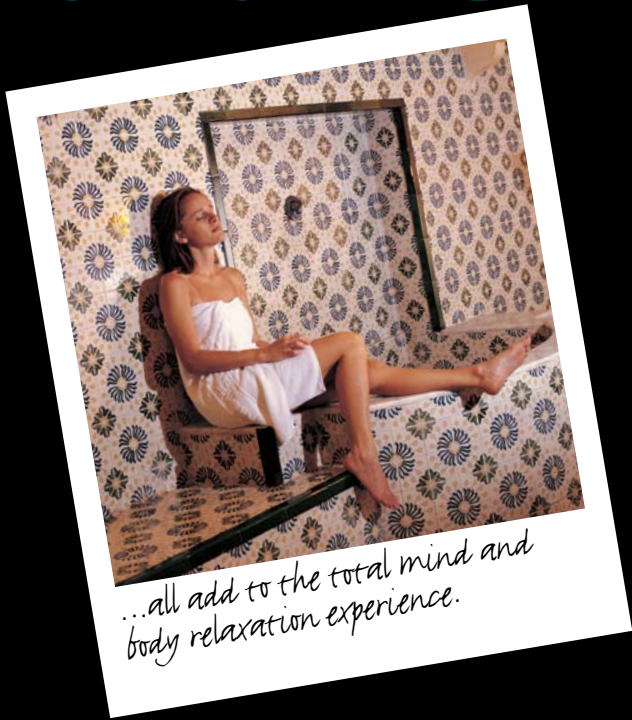


Water can soothe or invigorate...



areas

Jewellery can heat up and scald the client during heat treatments so check that they have removed it for a safe and comfortable treatment.



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *****.

Conversion chart

| Grade | Marks |
|-------------|-------|
| Pass | 7 |
| Merit | 8–9 |
| Distinction | 10–11 |

Please tick when all pre-observation requirements have been met

- 1 Prepare spa area for the treatment *
- 2 Carry out relevant tests on equipment according to organisational requirements and manufacturer's instructions and record the results correctly
- 3 Select and use products, tools and equipment according to organisational requirements and manufacturer's instructions
- 4 Monitor the spa environment and equipment according to organisational requirements and manufacturer's instructions *
- 5 Monitor client safety and wellbeing
- 6 Communicate and behave in a professional manner
- 7 Follow health and safety working practices

| Monitor and maintain spa area | | |
|-------------------------------|---|---|
| 1 | 2 | 3 |
| 1 | | |
| 1 | | |
| 1 | 2 | 3 |
| 1 | | |
| 1 | | |
| 1 | | |
| Total | | |
| Grade | | |
| Candidate signature and date | | |
| Assessor signature and date | | |

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

| | 1 mark | 2 marks | 3 marks |
|---|--|---|---|
| 1 Prepare spa area for the treatment | Basic preparation of the spa area including correct setting of equipment, carries out a hygiene check of the spa area. | Good preparation of the spa area including correct setting of equipment, carries out a hygiene check of the spa area and products/ consumables (eg distilled water, towels). | Good preparation of the spa area including correct setting of equipment, carries out a hygiene check of the spa area and products/ consumables (eg distilled water, towels), checks that monitoring documents are in place and ready for use. |
| 4 Monitor the spa environment and equipment according to organisational requirements and manufacturer's instructions | Basic check of the spa area, brief written records maintained, clients are monitored in the area. | Good visual check of the spa area, and good written records maintained including routine tests, monitoring checklists completed, clients are monitored in the area and their wellbeing confirmed. | Thorough visual check of the spa area, and detailed written records maintained including routine tests, monitoring checklists completed, clients are regularly monitored in the area and their wellbeing confirmed. |



Image courtesy of Apex City Quay Hotel & Spa

Comment form

Unit 325 Monitor and maintain spa area

This form can be used to record comments by you, your client, or your assessor.

Revision tip

Heat rises, so the higher up in the sauna the client is positioned, the hotter they will feel.



Image courtesy of Champneys Health Resorts, www.champneys.com