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# SI assist with spa treatments



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Spa treatments have been used to relax, revive and restore wellbeing for over 5000 years. In this unit you will learn how to set up, check, maintain the general condition and shut down the work areas of a range of spa areas. You will learn how to prepare the clients for the spa treatments, and monitor their well-being throughout their treatment.

Spa therapy is an area of the industry that is constantly growing, particularly as our lives get busier and more demanding. The benefits of spa treatments have been known for centuries and you will learn how to assist with soothing the bodies and calming the minds of your clients.



# Unit S1 (City & Guilds Unit 051)

## Assist with spa operations

### *Optional*



Assist with spa treatments

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### Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for providing specialist spa treatments.

The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. Simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present. This will involve your assessor observing your performance on at least **four** separate occasions, which must include **wet areas** and **changing rooms**.

**This unit has four outcomes.**

**Outcome 1**

**Maintain safe and effective methods of working when assisting with spa operations**

**Outcome 2**

**Clean and set up spa work areas**

**Outcome 3**

**Check and maintain the spa work areas**

**Outcome 4**

**Shut down work areas**

#### Hints and tips

*Chemical disinfectants keep the water free from potential hazards. Regular testing of water and maintenance are essential parts of spa operation.*



*It's important to keep an eye on stock levels so you can replenish when necessary.*



# Unit S1 (City & Guilds Unit 051)

## Assist with spa operations

### *Optional (continued)*

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### What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

#### **Assisted with spa operations in all of the following work areas:**

Wet areas

Treatment areas

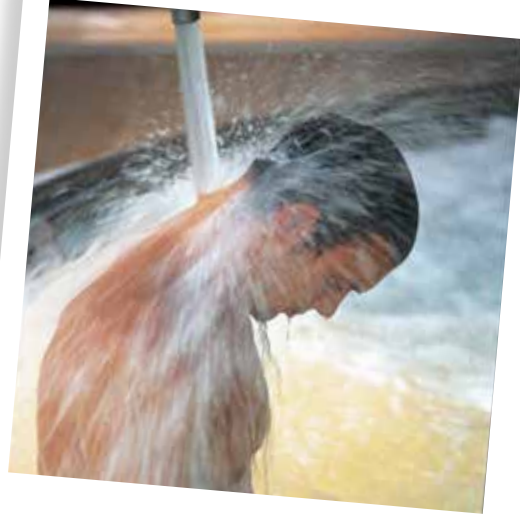
Changing rooms

Relaxation areas

Service areas

#### Hints and tips

*Always follow supplier guidelines on product and equipment usage.*



*Clients should always be monitored closely in a spa environment.*

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## What you must know

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You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when assisting with spa operations

Cleaning, setting up and checking equipment and spa work areas

Client care

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This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 12–14.



Image courtesy of Champneys



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## Useful words

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Some terms that you will come across in this unit are explained below.

**Body wrap** A treatment where the body is wrapped in bandages, plastic sheets or thermal blankets to achieve effects including stimulation of the circulation, detoxification and relaxation.

**Consultation** Assessment of client needs using different techniques including questioning, observation and reference to client records.

**Consumables** These are items used during treatments.

**Cross-infection** The passing of an infection from one person to another.

**Flotation** A spa treatment where the body is suspended (wet flotation) in a bath or tank or supported (dry flotation) on a polymer covered warmed tank of water, inducing relaxation.

**Humidity** This is the number of tiny water droplets present in the air.

**Hydrotherapy** Spa treatments where water is used for its therapeutic effect.

**Relaxation room** A room of ambient temperature to induce relaxation.

**Sanitisation** The equipment you use should be in a hygienic condition before use, which means sanitising and sterilising it. Methods of doing this include using a UV cabinet.

**Sauna** A treatment room of timber construction where the air is heated to produce a therapeutic effect or, if infrared is used, the body is heated directly through infrared radiators in the sauna.

**Shower** Used to cleanse the skin, regulate body temperature or as a spa treatment itself.

**Steam** Water is heated to create steam, applied for its therapeutic effect. This can be individually in a steam bath or communally in a steam room.

**Temperature gauge** Equipment used to measure temperature.

**Water testing kit** Method for testing and maintaining the quality of water in the spa area.

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# Observation sign-off sheet

## Unit SI Assist with spa operations

### What you must do

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Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **four** separate occasions, including wet areas and changing rooms.

Each time you achieve **all** the points below listed within a single client service, your assessor will tick the circle and enter the date.



### Outcome 1

#### Maintain safe and effective methods of working when assisting with spa operations

- a Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- b Wear the recommended personal protective equipment for the maintenance and cleaning of spa equipment
- c Use working methods that:
  - minimise the risk of cross infection
  - make effective use of your working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to yourself or others
- d Dispose of waste materials safely and correctly
- e Ensure your own posture and position minimises fatigue and risk of injury whilst working
- f Maintain accepted industry hygiene and safety practices
- g Ensure that any problems or difficulties are reported to the relevant person promptly in line with organisational procedures

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

Image courtesy of Champneys

*Continues on next page*

## Outcome 2

### Clean and set up spa work areas

- a Set up **work areas** to meet organisation procedures and any given instructions
- b Use the correct cleaning materials and equipment specific to **work areas** following manufacturer's recommendations and any given instructions
- c Ensure all tools and equipment for treatments are prepared using the correct sterilisation and disinfection methods
- d Effectively carry out cleaning operations for **work areas** at the required time intervals following manufacturer's recommendations and given instructions
- e Make sure that environmental conditions are suitable for the client and the treatment
- f Leave equipment and **work areas** in a clean and hygienic condition suitable for use and to meet organisational requirements



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Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

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# Observation sign-off sheet

Unit SI Assist with spa operations

## What you must do (continued)

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Level 2 NVQ/SVQ Beauty

### Timing tip

*A suggested service time for a sauna is 30 mins and for a steam 15–20 mins.*

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*Attention to detail is the one thing that can make or break a spa treatment. By paying attention to small touches like room temperature, water temperature and client comfort you can make a huge difference to the treatment experience.*

Jo Evans

”

### Outcome 3

#### Check and maintain the spa work areas

- Ensure written instructions are in good condition, complete and displayed in the required place
- Check equipment and the condition of **work areas** at the required intervals according to manufacturer's instructions and organisational procedures
- Take and correctly conduct water and temperature tests at the required intervals
- Report any chemical concentration problems and temperature fluctuations to the relevant person
- Maintain stocks of resources and consumables at the required levels throughout the working day
- Promptly report any resources and consumables that need reordering to the relevant person\*

*Continues on next page*



*Water can be very relaxing, but only at the right temperature.*

- g Check the client's wellbeing at regular intervals according to organisational policy
- h Recognise any contra-actions occurring during the treatment and informing the relevant person \*\*
- i Ensure spa operational records for which you are responsible are up-to-date, accurate, complete and legible in line with organisational procedures



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						

- \* Covered by observation  Date
- Covered by oral questioning  Date
- \*\* Covered by observation  Date
- Covered by oral questioning  Date

## Outcome 4

### Shut down work areas

- a Ensure equipment and **work areas** are shut down according to legal, organisational and manufacturer's requirements
- b Ensure equipment and **work areas** are in a condition suitable for future treatments
- c Promptly notify the relevant person of the completion of shutdown procedures
- d Ensure shut down has been completed to the satisfaction of the relevant member of staff

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IV signature (if sampled)						



# Observation sign-off sheet

## Unit SI Assist with spa operations

### What you must cover

**Before ticking the circles below, you must make sure that you have achieved what you must cover in **all** the outcomes in which it occurs.**

Tick the work areas in which you assisted with spa operations.  
You must assist in **all** of the work areas.

#### Work areas

- Wet areas
- Treatment areas
- Changing rooms
- Relaxation areas
- Service areas

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Observation
- Achieved
- Date
- Candidate signature
- Assessor signature
- IV signature  
(if sampled)

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Timing tip

*A suggested service time for a hydrotherapy pool and for a hydro bath is **15–20 mins.***



# Comment form

## Unit SI



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This form can be used to record oral questioning, or for assessor/candidate comments, if required.

**Comment**

**Date**

1

2

3

4

Image courtesy of Champneys



*Whether clients are visiting at lunch or for an all-day session, ensure that they are comfortable and cared for.*

“

*Always remember that it's not only the treatment that makes a customer return – client care and aftercare advice are just as important.*

Kerry Symons

”



# Knowledge sign-off sheet

## Unit S1 Assist with spa operations

### What you must know

You will be assessed on your knowledge and understanding of **all** the following points. This will be completed by your assessor through oral questions (evidence type E3) and a mandatory test (E4). These will be online tests.

The form tells you which evidence type is needed for each point.

Some areas appear in more than one unit (shaded in darker pink). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
1	your responsibilities under relevant health & safety legislation	E3
2	your responsibilities under any local bye-laws relating to spa treatment work areas	E3
3	manufacturers', organisational and legal requirements for waste disposal	E3
4	the importance of the keeping maintenance records for audit purposes	E3
5	your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for spa treatments	E4
6	your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
7	your organisation's and manufacturers' requirements for the cleaning, maintenance, checking and shut down of spa treatment work areas	E3
8	your organisation's requirements and preferences for setting the condition and ambience of the spa work areas	E3
9	your organisation's requirement for the completion of operational records for which you are responsible	E3
10	the person to whom you should report any problems	E3
<b>How to work safely and effectively when assisting with spa operations</b>		
11	the type of personal protective equipment that should be available and used by yourself	E3
12	why it is important to use personal protective equipment	E3

*Continues on next page*

You need to understand:	Evidence type
13 what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa work areas	E4
14 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E4
15 why it is important to check the client's wellbeing at regular intervals	E3
16 the importance of regular water intake during spa treatments for both staff and clients	E3
<b>Cleaning, setting up and checking equipment and spa work areas</b>	
17 the necessary environmental conditions for spa work areas (including lighting, heating, ventilation, sound and general comfort) and why these are important	E3
18 how to safely clean and set up equipment and spa work areas, including the requirements for resources and consumables	E3
19 the types of cleaning materials and equipment which must be used for the different work areas in the range and why	E3
20 the recommended operating temperatures and humidity levels for wet and treatment areas	E4
21 where and why written instructions should be placed in spa work areas	E3
22 the importance of following manufacturer's instructions for client capacity levels for wet areas	E3
23 the possible dangers of chemical and equipment misuse	E4
24 the maintenance and monitoring requirements for spa work areas	E3
25 the recommended treatment times for wet areas and the potential risks of exceeding them	E3
26 how to test and interpret results of water and chemical concentrations	E4
27 the ideal operating temperatures for wet area equipment and how to accurately take temperature readings	E4



*Continues on next page*



# Knowledge sign-off sheet

## Unit SI Assist with spa operations

### What you must know (continued)

You need to understand:		Evidence type
28	the main types of air and water borne infections that can affect spa environments and clients	E4
29	the cleaning regimes which must be used in spa work areas to avoid the spread of infection and the nature of air and water borne infection	E4
<b>Client care</b>		
30	the possible contra-actions which can occur during water, temperature and spa treatment sessions (including; feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them	E4
Tick if E3 was an online test		<input type="radio"/> Date
Tick if E4 was an online test		<input type="radio"/> Date
Tick if cross-unit knowledge was an online test		<input type="radio"/> Date

**Timing tip**

*A suggested service time for a flotation treatment (wet or dry) is 20–60 mins.*



*If you give good client care they will keep coming back to you, and will bring their friends with them!*

# Supplementary notes

## Unit SI



Your assessor may use this space for any additional comments they may have about your work.

**Comment**

**Date**

Comment	Date

## Unit sign-off

**This section must be signed when the unit is complete.**  
We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Assessor signature \_\_\_\_\_ Date \_\_\_\_\_

IV signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

EV signature (if sampled) \_\_\_\_\_ Date \_\_\_\_\_

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