

S2

sauna, steam and hydrotherapy



This unit is about setting up, monitoring and shutting down sauna, steam and hydrotherapy treatments. It also includes providing induction, consultation, treatment care and advice to those using these facilities. To carry out this

unit you will need to monitor and maintain safe and effective methods of working. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.



Image courtesy of The Sanctuary, Covent Garden

Unit S2 (City & Guilds Unit 052)

Monitor clients and the operation of sauna, steam and hydrotherapy treatments

Optional



Sauna, steam, hydrotherapy

3

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for monitoring clients and the operation of sauna, steam and hydrotherapy 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 assessor will observe you on at least **three** separate occasions, each involving a different client. You must carry out correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

All the observations must be with real clients in a salon setting – simulation is **not** allowed for any performance evidence within this unit.

Most evidence of your performance will be gathered from 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.

When carrying out your work, all related health, safety and hygiene practices must be followed at all times.

This unit has four outcomes. As they are linked, you can be observed by your assessor for all four at the same time.

Outcome 1

Maintain safe and effective methods of working when monitoring the operation of sauna, steam and hydrotherapy treatments

Outcome 2

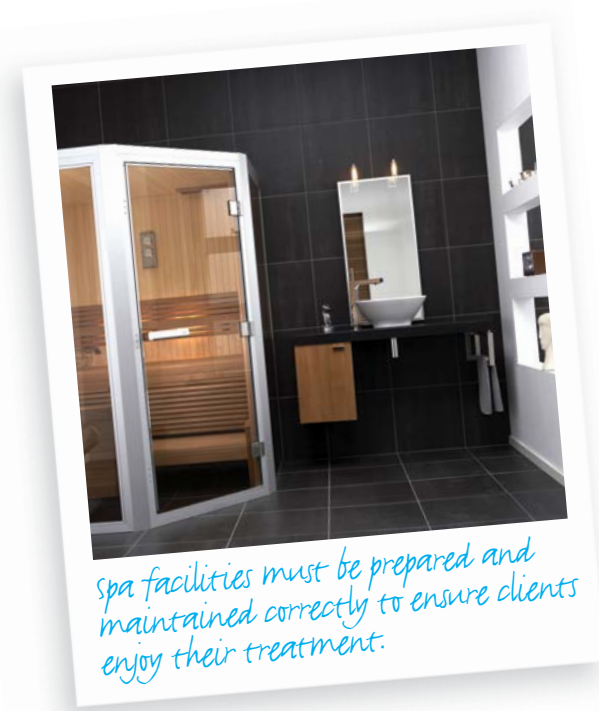
Prepare, maintain and monitor the spa environment

Outcome 3

Provide client consultation, care and advice

Outcome 4

Shut down treatment areas



spa facilities must be prepared and maintained correctly to ensure clients enjoy their treatment.



Unit S2 (City & Guilds Unit 052)

Monitor clients and the operation of sauna, steam and hydrotherapy treatments *Optional (continued)*

4

Level 3 NVQ/SVQ Spa

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:

Carried out all of the types of monitoring:

Temperature

Humidity

Water levels

Chemical concentration

Treatment time

Ventilation

Ambience of the environment

Lighting

Equipment client capacity

Prepared, maintained and shut down all spa treatment areas:

Sauna

Steam

Hydrotherapy

Showers

Relaxation room

Taken at least one of the following necessary actions*:

Encouraging the client to seek medical advice

Informing the relevant members of staff

Modifying the treatment

* However, you must prove to your assessor that you are able to deal with the other **two**.

Provided all types of advice:

Suitable aftercare products and their use

The contra-actions which may occur post-treatment and how to deal with them

Post-treatment restrictions

Recommended further follow-on treatments

Post-treatment rest and relaxation advice



“
The spa must be a hygienic environment to make your clients feel comfortable and confident in the treatments they will receive.
Anita Crosland

”

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

How to work safely and effectively when monitoring clients and the operation of spa treatment areas

Preparation, maintenance and monitoring

Client consultation and care

Sauna, steam and hydrotherapy treatments

Aftercare advice for clients

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 14–18.



Treatments can help your clients to float their tension away.

Image courtesy of Yu Spa, Dundee



Sauna, steam, hydrotherapy

5

Useful words

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

Affusion shower A treatment where the client lays down on a couch while water from micro jets above is applied.

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

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.

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

Hamman Used to purify and detox, this is traditionally a communal type of bath house.

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.

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.

Relaxation area A quiet rest area to allow the body temperature and blood pressure to return to normal.

Steam cabinet The client sits on a seat in a steam-infused cabinet with their head popping out of a hole in the top of the cabinet.

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.



Observation sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

What you must do

6

Level 3 NVQ/SVQ Spa

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **three** separate occasions involving at least **three** different clients.

Each time you achieve **all** the points listed below 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 monitoring clients and the operation of sauna, steam and hydrotherapy treatments by:

- a Ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- b Wearing the recommended personal protective equipment for the maintenance and cleaning of spa equipment
- c Using 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 Ensuring your own posture and position minimises fatigue and risk of injury whilst working
- e Maintaining accepted industry hygiene and safety practices
- f Disposing of waste materials safely and correctly

Continues on next page



Some manufacturers recommend a heat treatment before body wrapping procedures.

- g Giving clear and accurate instructions to anyone assisting you, when necessary
- h Ensuring that problems or difficulties are reported to the relevant person promptly in line with organisational procedures *
- i Ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner



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

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

Outcome 2

Prepare, maintain and monitor the spa environment by:

- a Setting up and **monitoring** the **spa treatment areas** to meet organisation procedures and manufacturers' instructions
- b Making sure that environmental conditions are suitable for the client and the treatment
- c Ensuring all tools and equipment are cleaned using the correct methods

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

Continues on next page



Observation sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments
What you must do (continued)

8

Level 3 NVQ/SVQ Spa



Maintaining the correct temperature is very important for client comfort.

“

Giving clients the correct aftercare advice is important as it will allow them to get the full benefit from their spa treatments.

Anita Crosland

”

Outcome 3

Provide client consultation, care and advice by:

- a Using suitable consultation techniques in a polite and friendly manner to determine the client's suitability for treatment
- b Obtaining signed, written informed consent from the client prior to carrying out the treatment
- c Ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment *
- d Ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16 **
- e Asking your client appropriate questions to identify if they have any contra-indications
- f Accurately recording your client's responses to questioning
- g Asking your client appropriate questions to identify their medical history, emotional and physical condition and life style
- h Encouraging clients to ask questions to clarify any points
- i Encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern ***
- j Fully inducting the client into the **spa treatment areas** following organisational policy

Continues on next page

- k Ensuring that the client understands the benefits, uses and restrictions applicable to each **spa treatment area**
- l Clearly highlighting to clients the location and content of written instructions for each **spa treatment area** and their associated risks
- m Maintaining the client's comfort at all times
- n Checking the client's wellbeing at regular intervals according to organisational policy
- o Taking the **necessary action** in response to any contra-actions occurring during the treatment ********
- p Ensuring the treatment is cost effective and is carried out within a commercially viable time



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

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
*** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
**** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

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Hints and tips

Certain skin disorders may be made worse by the salts used in some spa treatments. Refer the client to their GP if you are unsure of whether you should treat them.





Observation sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

What you must do (continued)

Outcome 4

Shut down treatment areas by:

- a Ensuring the **spa treatment areas** are shut down according to legal, organisational and manufacturer's requirements
- b Ensuring the **spa treatment areas** are in a condition suitable for future treatments
- c Promptly notifying the relevant person of the completion of shutdown procedures

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

Outcome 5

Provide aftercare advice by:

- a Giving **advice** and recommendations accurately and constructively
- b Giving your client suitable **advice** specific to their individual needs

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

Observation sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

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 type of monitoring carried out for each observation.

You must carry out **all** types of monitoring.

Monitoring

	1	2	3		
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemical concentration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ventilation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambience of the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment client capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Spa treatment areas

Tick the spa treatment area used for each observation.

You must prepare, maintain and monitor **all** spa treatment areas.

	1	2	3		
Sauna	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Steam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hydrotherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxation room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Continues on next page



Observation sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

What you must cover (continued)

Necessary action

Tick the necessary action taken for each observation.

You must deal with at least **one** of the necessary actions, but you must prove to your assessor that you are able to deal with the other **two**.

Encouraging the client to seek medical advice

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

Informing the relevant members of staff

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Modifying the treatment

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Aftercare advice

Tick the aftercare advice provided in each observation.

You must provide **all** types of aftercare advice.

Suitable aftercare products and their use

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

The contra-actions which may occur post-treatment and how to deal with them

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Post-treatment restrictions

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Recommended further follow-on treatments

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Post-treatment rest and relaxation advice

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Observation

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

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

Comment form

Unit S2



Sauna, steam, hydrotherapy

13

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

Comments

Date

1

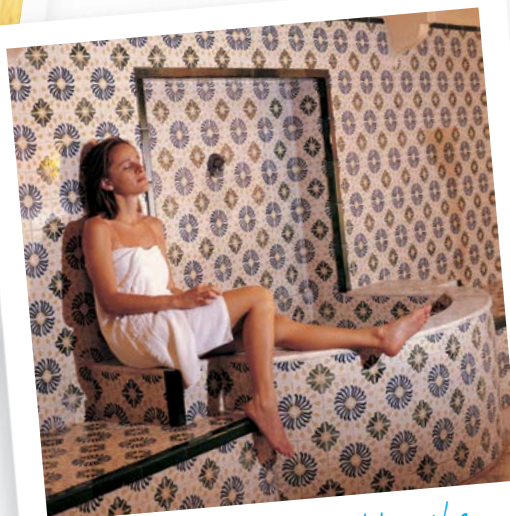
2

3

Images courtesy of Corinthia Palace Hotel & Spa



Clients can enjoy socialising in shared use facilities.



Peaceful surroundings add to the client's relaxation.



Knowledge sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

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 blue). 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
Organisational and legal requirements		
1	your responsibilities under relevant health & safety legislation	E3
2	your responsibilities under any local bye-laws relating to spa treatment areas	E3
3	the importance of not discriminating against clients with illnesses or disabilities and why (eg Disability Discrimination Act)	E3
4	the age at which an individual is classed as a minor and how this differs nationally	E3
5	the current legal and professional guidance relating to any age restrictions for these treatments	E3
6	why minors should not be given treatments without informed and signed parental or guardian consent	E3
7	why it is important, when treating minors under 16 years of age, to have a parent or guardian present	E3
8	the legal significance of gaining signed, informed client consent to treatment	E3
9	manufacturers', organisational and legal requirements for waste disposal	E3
10	the importance of the correct storage of client records in relation to the GDPR/Data Protection Act	E3
11	how to complete and maintain accurate records of water testing for hydrotherapy treatment areas	E4
12	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

Continues on next page

You need to understand:	Evidence type
13 your responsibilities, and reasons for, maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	E3
14 the organisation's requirements for client preparation	E3
15 your organisation's recommended service times for sauna, steam and hydrotherapy treatments	E3
16 your organisation's and manufacturers' requirements for the maintenance and monitoring of spa treatment areas	E3
17 your organisation's requirements and preferences for setting the ambience of the spa environment	E3
18 how to complete the client records used in your organisation and the importance of, and reasons for, keeping records of treatments and gaining client's signatures	E3
How to work safely and effectively when monitoring clients and the operation of spa treatment areas	
19 the type of personal protective equipment that should be available and used by yourself	E3
20 why it is important to use personal protective equipment	E3
21 what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa treatment areas	E4
22 the necessary environmental conditions for spa treatment areas (including lighting, heating, ventilation, sound and general comfort) and why these are important	E4
23 how to position the client for spa treatments	E3
24 reasons for maintaining client comfort during spa treatments	E3
25 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	E3
26 why it is important to check the client's wellbeing at regular intervals	E4



Hints and tips

Sprinkling water onto coals will create steam, which will increase the humidity of a sauna making it feel a lot hotter.

Continues on next page



Knowledge sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

What you must know (continued)

Hints and tips

Hydrotherapy may be enhanced with the use of seaweed extracts, sea salt, or essential oils. Always check with the manufacturer to ensure that the products will not damage the equipment.

You need to understand:	Evidence type
27 the importance of regular water intake during spa treatments for both staff and clients	E4
28 how to give clear instructions to others	E3
Preparation, maintenance and monitoring	
29 how to prepare and use the equipment for sauna, steam and hydrotherapy treatments	E3
30 the recommended operating temperatures and humidity levels for sauna, steam and hydrotherapy equipment	E4
31 the importance of following manufacturer's instructions for client capacity levels for sauna, steam and hydrotherapy equipment	E3
32 the possible dangers of chemical and equipment misuse	E4
33 the maintenance and monitoring requirements for sauna, steam and hydrotherapy equipment	E3
34 the recommended treatment times and the potential risks of exceeding them	E4
35 how to test and interpret results of water and chemical concentrations	E3
36 the main types of air and water borne infections that can affect spa environments and clients	E4
37 the cleaning regimes which must be used in the treatment area to avoid the spread of infection and the nature of air and water borne infection	E3
Client consultation and care	
38 why it is important to encourage and allow time for clients to ask questions	E3

Continues on next page

You need to understand:	Evidence type
39 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment	E3
40 how to give effective advice and recommendations to clients	E3
41 those contra-indications that will prevent sauna, steam and or hydrotherapy treatments and why (eg pregnancy, circulatory disorders, respiratory disorders, skin diseases or disorders etc)	E4
42 those contra-indications that will restrict sauna, steam and or hydrotherapy treatments and why (eg diabetes, epilepsy, etc)	E4
43 the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E3
44 the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	E3
45 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
46 the importance of questioning clients to establish any contra-indications	E3
47 why it is important to record client responses to questioning and gain their signature	E3
48 the legal significance of client questioning and recording the client's responses	E3
49 how cultural background impacts on the delivery of sauna, steam and hydrotherapy treatments	E3
Sauna, steam and hydrotherapy treatments	
50 the different types and uses of equipment available for sauna treatments (eg Finnish, laconium)	E3



Sauna, steam, hydrotherapy

Hints and tips

Always check the sauna coals for damage before use, and remember they should be changed about every six months, depending on the amount of use.

Continues on next page



Knowledge sign-off sheet

Unit S2 Monitor clients and the operation of sauna, steam and hydrotherapy treatments

What you must know (continued)

You need to understand:	Evidence type
51 the different types and uses of equipment available for steam treatments (eg steam room, steam cabinet, hamman)	E3
52 the different types and uses of equipment available for hydrotherapy treatments (eg bath – manual, automated, spa pool, powerjet massage)	E3
53 the physiological and psychological effects of sauna treatments	E4
54 the physiological and psychological effects of steam treatments	E4
55 the physiological and psychological effects of hydrotherapy treatments	E4
56 the different physiological and psychological effects of hot and cold spa treatments on the skin and body	E4
Aftercare advice for clients	
57 products for home use that will benefit the client and those to avoid and why	E3
58 the contra-actions that could occur after sauna, steam and hydrotherapy treatments and what advice to give to clients	E4
59 the post-treatment restrictions applicable to sauna, steam and hydrotherapy treatments	E3
60 suitable types of follow-on treatments, their benefits and costs	E3
61 the importance of water intake post treatment	E3
62 the nature, duration and importance of rest periods post treatment	E3
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

Hints and tips

Heat rises, so the higher the client sits when having a heat treatment the hotter it will be.

Unit S2 (City & Guilds Unit 052)

Provide male intimate waxing services

Optional

About City & Guilds

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