
Overview

This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**. This standard is for a spa attendant assisting with cleaning, maintenance and operations of spa facilities under the direction and supervision of a senior member of staff. The standard should be used in conjunction with a senior member of staff carrying out **SKAS3 - Monitor and provide wet spa services** and/or **SKAS2 - Monitor and provide dry spa services**. Duties will include cleaning and replenishing resources to maintain optimum cleanliness and efficiency of spa facilities and assisting with spa operations.

Performance criteria

You must be able to:

Maintain safe and effective methods of working when cleaning and replenishing resources within spa facilities

1. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines, to include:

1.1 follow instructions from the senior member of staff and seek assistance when necessary

Monitor, clean and maintain the spa facilities

2. clean and maintain the effective use of the **spa facilities** in accordance with manufacturer instructions and organisational policies and procedures, to include:

2.1 the use of cleaning products and personal protective equipment in accordance with manufacturer instructions

2.2 monitor and replenish resources and stock

2.3 adhere to set time intervals

2.4 update maintenance records in accordance with organisational policies and procedures

2.5 monitor environmental conditions

Operations

3. check the individuals' wellbeing at regular intervals, to include:

3.1 in the event of an adverse incident, implement the emergency response procedure in accordance with organisational policies and procedures

3.2 in the event of an adverse reaction, alert the relevant personnel

3.3 take appropriate action in accordance with organisational policies and procedures

4. update spa operational records for which you are responsible, in accordance with organisational policies and procedures

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5. clean the spa facility in accordance with manufacturer instructions and organisational policies and procedures in preparation for further use

Knowledge and understanding

You need to know and understand:

1. the importance of listening and taking direction and instructions from a senior member of staff
2. your role and responsibilities in cleaning and maintaining spa facilities and the importance of working within your competence
3. why you must comply with ethical practice and work within the legislative requirements
4. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
5. the relative and absolute contraindications related to spa services, to include:
 - 5.1 the common air and waterborne infections that can affect spa environments and individuals'
6. the importance to refer to manufacturer instructions and organisational requirements for the safe use and maintenance of equipment and spa facilities
7. the cleaning materials suitable for spa facilities and equipment and the importance to use in accordance with manufacturer instructions
8. the necessary environmental conditions for spa facilities and why these are important
9. the recommended operating temperatures and humidity levels for wet and dry spa facilities
10. the written instructions and associated risks for each spa facility, to include:
 - 10.1 first aid
 - 10.2 the importance of displaying them clearly
11. how to maintain spa facilities and equipment
12. the importance of frequently maintaining stock levels and reporting low stock to a senior member of staff timely, to include:

12.1 how to maintain sustainability

13. the recommended durations for each spa facility, in accordance with manufacturer instructions, to include:

13.1 the associated risks of exceeding recommended use

14. the importance of checking the health and wellbeing of individuals' during and post the spa service

15. the importance of maintaining hydration for both staff and individuals' within the spa areas

16. the **adverse reactions** and importance of taking appropriate action in accordance with the organisational policies and procedures

17. the legislative and regulatory requirements of completing and storing the spa service records

18. the expected outcomes of using each spa facility

19. the instructions and advice, pre and post the spa service

Scope/range

**Spa facilities **

1. wet
2. dry
3. wellbeing experiences and facilities
4. relaxation area
5. changing area
6. service area
7. treatment area

Adverse reactions

1. feeling faint
2. nauseous
3. skin irritation
4. headaches
5. allergies
6. anaphalaxis
7. anxiety response

Glossary

Absolute contraindication

An absolute contraindication is a condition that prevents the service from being carried out and may require referral.

Adverse reaction

An adverse reaction is an 'unexpected' reaction or outcome following a service, i.e. fainting

First aid

First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.

Relaxation Area

Room or area in the spa which allows the client time to relax, rest and cool down between treatments in a safe environment. This area allows clients to consume water/liquids to rehydrate the body and read quietly.

Rel^{ative} contraindication*

A relative contraindication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.

Wellness and experience facilities

Wellness facilities can include areas such as, relaxation area, changing rooms, solarium, gyms, exercise classes and treatment environments.

Links to other NOS

SKAHDBRBNST1, SKAHDBRBNS1, SKAS2, SKAS3, SKABS1, SKABBR2, SKAB4, SKABS1, SKABS2, SKABS3, SKABS4, SKABS5, SKABS6, SKABS7, SKAHDBRBNS2, SKAHDBRBNS3, SKAHDBRBNST2, SKAHDBRBNST3

SKAS1

Assist with the cleaning, maintenance and operation of spa facilities



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