

Model Curriculum

Spa Therapist

SECTOR: BEAUTY AND WELLNESS
SUB-SECTOR: REJUVENATION
OCCUPATION: SPA THERAPY
REFERENCE ID: BWS/Q1002, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

BEAUTY AND WELLNESS SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Spa Therapist'** QP No. **'BWS/Q1002, V1.0, NSQF Level 4'**

Date of Issuance: 1st April 2018

Valid up to: 31st March 2020

* Valid up to the next review date of the Qualification Pack



Chairperson
(Beauty & Wellness Sector Skill Council)

TABLE OF CONTENTS

1.	<u>Curriculum</u>	01
2.	<u>Trainer Prerequisites</u>	06
3.	<u>Annexure: Assessment Criteria</u>	07

Spa Therapist

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Spa Therapist**”, in the “**Beauty and Wellness**” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Spa Therapist		
Qualification Pack Name & Reference ID.	BWS/Q1002, v1.0		
Version No.	1.0	Version Update Date	15-05-18
Pre-requisites to Training	Class X + Level 03- Assistant Spa Therapist/ Advance Spa Therapist Course under MES		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare and maintain work area: Select and set up the suitable equipment for spa therapy adhering to health, safety and hygiene requirements. Explain treatment procedure to the client while providing information about oils and creams used during treatment. • Conduct the spa treatment: Conduct the spa treatments to the satisfaction of the guest in a commercially acceptable time. • Maintain health and safety of work area: Adhere to the health and safety standards laid out by the manufacturer and organization. Maintain first aid kit and keep oneself updated on the first aid procedures. • Create a positive impression at work area: Maintain good appearance and behaviour. Execute tasks as per organization’s standards. Communicate and record the information. 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of **“Spa Therapist”** Qualification Pack issued by **“Beauty and Wellness Sector Skill Council”**.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Identify the career opportunities within the beauty & wellness sector List the various spa services Identify suitable equipment and products required for the respective services 	<ul style="list-style-type: none"> Projector Laptop
2	<p>Prepare and maintain work area</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9001</p>	<ul style="list-style-type: none"> Prepare the products for services in adherence to the spa procedures and product/equipment guidelines Place the products in a trolley or area convenient for service delivery State the process of sterilizing and disinfecting equipment/ tools Sterilize and disinfect the tools as per organisational standards and recommended conditions Follow manufacturer’s instructions related to equipment and product use Ensure adherence to customer service principles related to the privacy and modesty of the customers Explain the importance of keeping accurate records of services, clients and product usage (inventory) Store materials and equipment securely in line with the organisation’s policies Dispose waste materials in adherence to the spa’s and industry standards 	<ul style="list-style-type: none"> Treatment Couch Trolley Steam Room or Steam Cabinet Sauna Hydrotherapy Showers Wrapping Materials (Fabric, Foils, Plastics) Professional Stone Heater Treatment Stones Cooling Systems Herbal Compresses Linen Couch Tissues Gown Slippers Disposable Briefs Headband Towels Spatulas Brushes Thermal Blanket Bandages Thin Mattress (Thai or Shiatsu) Pillows Thai Massage Suit
3.	<p>Conduct the spa treatment</p>	<ul style="list-style-type: none"> Identify the need for spa services Identify the different types of spas 	<ul style="list-style-type: none"> First Aid Kit Fire Extinguishers

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 40:00</p> <p>Practical Duration (hh:mm) 268:00</p> <p>Corresponding NOS Code BWS/N1002</p>	<ul style="list-style-type: none"> • State the benefits and features of various spa procedures • Explain basic ailments, contra-indications, contra-actions • Prepare service plans for various spa services to the clients • Differentiate between different types of skin • Identify specific rejuvenation products for different skin types • Apply products based on skin types, such as oily, dry, normal, sensitive • Carry out basic spa therapy procedures and techniques • Provide various massage services as per requirement such as Indian Head massage, Swedish massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, Neuromuscular technique (NMT), Thai massage, Foot Ritual • Identify the client's medical history, contra-indications, emotional and physical condition and lifestyle pattern details that would be relevant to selection of spa procedures • Encourage clients with suspected contra-indications to seek medical advice without reference to specific conditions or causing undue alarm or concern • Advise the client on the features and benefits of various spa procedures such as exfoliation, scrub, wrap, cocoon, soak, massage, sauna, steam and jacuzzi • Explain the steps in various spa procedures • Provide information about oils and creams used during treatment • Consult with client regarding spa procedure to be conducted (schedule and sequence of activities, time required and pre and post treatment requirements) • Assist clients in preparing for treatment • Take necessary actions in case of contra-indications while preparing the client for spa procedure • Arrange tools, products and other materials that are safe for the treatment, based on the guidelines • Use working methods that minimise the risk of cross-infection 	<ul style="list-style-type: none"> • Sterilizers • Hot Cabinets • Waste Disposal Bins • Back Massage Chair • Facial Steamer with Ozone Foot Ladder • Hair Dryer (Hand Held) • Manicure Bowl • Manicure Chair for Therapist • Manicure/ Pedicure Set*(cutters, filers, cleaners, cuticle pushers, nail brush, pumice stone, wooden & steel scraper, etc.) • Manicure / Pedicure Station • Pedicure Stool • Thai massage Mat 220*250 cm • Wax Heater • Trolley

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Prepare massage oil or cream and other equipment • Use the products economically • Ensure safe and comfortable position while giving treatment • Ensure customer privacy and protection throughout the procedure • Identify the areas of the body that may require support and cushioning during the treatment • Follow treatment plan as agreed with the client, as far as possible, and seek permission from client for any deviation • Monitor the treatment area conditions and functioning of equipment at required intervals to ensure effective treatment • Ensure that problems or difficulties are reported to the line manager promptly in line with organisational procedures • Ensure sufficient post-treatment recovery time • Complete the treatment within a commercially viable time period • Provide suitable aftercare and home care advice • Share future procedures and appointments with client as per plan • Provide the client with a copy of the schedule, as per organisational policies • Record the therapy accurately and store information securely in line with the organisation's policies • Adhere to the health and safety standards laid out by the manufacturer and organisation • Dispose of waste materials to meet legal requirements • Keep accurate records of services, clients and product usage (inventory) • Store the products, tools and equipment as per product/equipment guidelines 	<ul style="list-style-type: none"> • Record Book

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4.	<p>Maintain health and safety of work area</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9002</p>	<ul style="list-style-type: none"> • Sterilize and disinfect equipment/ tools and products • Maintain hygienic and safe work area • Develop appropriate procedures and policies to address the risk • Dispose the waste material properly 	<ul style="list-style-type: none"> • First Aid Kit • Fire Extinguishers • Sterilizers • Hot Cabinets • Waste Disposal Bins
5.	<p>Create a positive impression at work area</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code BWS/N9003</p>	<ul style="list-style-type: none"> • Display behaviour that demonstrates elements of personal grooming • Carry out procedures in accordance to organisational standards • Maintain client and treatment records • Use verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, gender and with disabilities • Use different kinds of communication equipment (email, phone, etc.) effectively • Provide additional services/products to clients 	<ul style="list-style-type: none"> • Record Book
<p>Total Duration: 360</p> <p>Theory Duration 56:00</p> <p>Practical Duration 304:00</p>		<p>Unique Equipment Required: Treatment Couch and Trolley, Steam Room or Steam Cabinet, Sauna, Hydrotherapy, Showers, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone Heater, Treatment Stones, Cooling Systems, Herbal Compresses, Linen, Couch Roll, Tissues, Bin, Gown, Slippers, Disposable Briefs, Headband, Towels), Spatulas, Brushes, Thermal Blanket, Bandages, Thin Mattress (Thai or Shiatsu), Pillows, Thai Massage Suit, First Aid Kit, Fire Extinguishers, Sterilisers, Hot Cabinets, Waste Disposal Bins</p>	

Grand Total Course Duration: **360 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Beauty & Wellness Sector Skill Council](#))

Trainer Prerequisites for Job role: “Spa Therapist” mapped to Qualification Pack: “BWS/Q1002, V1.0”

Sr. No.	Area	Details
1	Job Description	The Spa Therapist is responsible to provide a range of professional Spa services agreed with the guests in accordance with the approved organization’s brand standards of performance and sequences of services.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Graduate with Spa / Beauty & Wellness certificate OR 10th/12th pass with Diploma in beauty /spa with knowledge of anatomy & physiology of human body /any international diploma in Body Spa of 6 months duration with 3 year experience as a spa therapist (full body therapist).
4a	Domain Certification	Certified for Job Role: “ Spa Therapist ” mapped to QP: BWS/Q1002 . Minimum accepted score is 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%.
5	Experience	3 years of experience as a Spa Therapist in Five star hotel spa/ High-end Day spa. Good knowledge of sector related services/processes with prior experience in training/teaching.

Annexure : Assessment Criteria

Spa Therapist	
Job Role	Spa Therapist
Qualification Pack	BWS/Q1002, VERSION 1.0
Sector Skill Council	Beauty and Wellness Sector Skill Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOSs.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6	To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
1. BWS/N9001 (Prepare and maintain work area)	PC1. ensure that environmental conditions are suitable for the client and the treatment to be carried out in a hygiene and safe environment	100	15	3	12
	PC2. select suitable equipment and products required for the treatment		19	5	14
	PC3. set up the equipment and prepare the products for treatments in adherence to the organization procedures and product/ equipment guidelines		20	4	16
	PC4. place the products in the trolley for the treatment		11	1	11
	PC5. Sterilize, disinfect and place the tools on the tray		14	4	10
	PC6. Dispose waste materials in adherence to the organization's and industry requirements		10	2	8
	PC7. store records, materials and equipment securely in line with the organisation's policies		10	2	8
		Total	100	29	71
2. BWS/N1002 (Conduct the spa treatment)	PC1. greet the client, and ensure the guest is comfortable	100	5	1	4
	PC2. consult with the client to identify factors that may influence the therapy objectives (contra indications)		10	5	5
	PC3. advise the client on the benefits of sauna, steam and jacuzzi		5	1	4

Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC4. explain treatment procedure and provide information about oils and creams used during treatment		5	1	4
	PC5. assist clients in preparing for treatment by providing them with gowns and putting away their clothing		5	1	4
	PC6. arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		10	5	5
	PC7. prepare massage oil or cream and other equipment		5	1	4
	PC8. position self and client throughout treatment to ensure privacy, comfort and wellbeing		10	5	5
	PC9. perform and adapt the treatment (exfoliation, wraps and soaks) using materials, equipment and techniques correctly and safely to meet the needs of the client		10	2	8
	PC10. identify contra-actions and adapt the treatment to suit the client needs		10	5	5
	PC11. provide body massage using a range of mediums and techniques to achieve the desired results		5	1	4
	PC12. complete the therapy to the satisfaction of the client in a commercially acceptable time		5	1	4
	PC13. provide suitable aftercare and home care advice		5	1	4
	PC14. record the therapy accurately and store information securely in line with the organization's policies		5	1	4
	PC15. adhere to the health and safety standards laid out by the manufacturer and organization		5	1	4
		Total	100	32	68

Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
3. BWS/N9002 (Maintain health and safety of work area)	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	10	3	7
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		10	3	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		15	3	12
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		10	4	6
	PC8. report health and safety risks/ hazards to concerned personnel		10	3	7
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		10	3	7
		Total	100	27	73
4. BWS/N9003 (Create a positive impression at work area)	PC1. maintain good health and personal hygiene	100	8	2	6
	PC2. comply with organisation's standards of grooming and personal behaviour		9	6	3
	PC3. meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4. stay free from intoxicants while on duty		6	1	5
	PC5. wear and carry organisation's uniform and accessories correctly and smartly		6	1	5
	PC6. take appropriate and approved actions in line with instructions and guidelines		6	2	4

Assessment Criteria for Outcomes		Out Of	Theory	Skills Practical
PC7.	record details related to tasks, as per procedure	5	2	3
PC8.	participate in workplace activities as a part of the larger team	5	1	4
PC9.	report to supervisor immediately in case there are any work issues	3	1	2
PC10.	use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	7	2	5
PC11.	communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	7	2	5
PC12.	communicate role related information to stakeholders in a polite manner and resolve queries, if any	7	2	5
PC13.	assist and guide clients to services or products based on their needs	4	1	3
PC14.	report and record instances of aggressive/ unruly behavior and seek assistance	4	1	3
PC15.	use communication equipment (phone, email, etc.) as mandated by your organization	4	1	3
PC16.	carry out routine documentation legibly and accurately in the desired format	4	1	3
PC17.	file routine reports and feedback	4	1	3
PC18.	maintain confidentiality of information, as required, in the role	6	2	4
Total		100	30	70