

OCCUPATIONAL QUALIFICATION STANDARD

Spa Therapist, level 4

An occupational qualification standard is a document that describes professional activities and provides the competency requirements (the set of skills, knowledge and attitudes) necessary for successful work.

The occupational qualification standard of a Spa Therapist is the basis for both compiling the respective training and study programs and for competence assessment.

Professional title	Estonian Qualification Framework (EstQF) level
<i>Spa Therapist</i>	<i>4</i>

Part A
DESCRIPTION OF THE OCCUPATIONAL QUALIFICATION

A.1 Description of the work

The purpose of the work of a spa therapist is to provide spa services to the client, taking into account his/her wishes, needs and health condition and the means of the enterprise. A spa therapist is a provider of personal services who has passed a broad-based training and works in an enterprise that offers spa services. A spa therapist performs spa treatments that improve health and that have a relaxing effect; a spa therapist does not solve health issues. Spa treatments provide the customer with a sense of emotional and physical well-being.

The main tasks of a spa therapist include advising the customer on the choice of spa treatments; preparing devices, tools, rooms and customers; performing beauty and well-being treatments, water and sauna procedures and health treatments.

A spa therapist recommends care products and treatments suitable for home use based on the customer's character and treatments performed at the spa.

A.2 Parts of the job

4. The job of a 4th level spa therapist consists of 6 compulsory parts and 1 elective part.

PARTS OF THE JOB:

A.2.1 Customer service:

- 1) making contact with customer;
- 2) observing customer well-being;
- 3) Introducing and selling spa services and products.

A.2.2 Organizing spa services:

- 1) preparing rooms for spa treatments;
- 2) maintaining devices and tools;
- 3) keeping track of stock reserves.

A.2.3 Performing spa treatments:

- 1) preparing customer for treatment;
- 2) sauna treatments;
- 3) water treatments;
- 4) heat treatments;
- 5) mud treatments;
- 6) special treatments.

A.2.4 Performing body treatments:

- 1) massage treatments;
- 2) body treatments.

A.2.5 Performing facial treatments:

- 1) facial treatments.

ELECTIVE PARTS OF THE JOB:

A.2.6 Performing active physical activities:

- 1) guiding morning exercises;
- 2) guiding Nordic Walking groups.

A.3 Working environment and characteristics of the work

The work is generally performed in a room that is adapted specifically for spa treatments – it is ergonomically furnished, clean, bright, ventilated and warm in order to invoke positive emotions in the customer and make them feel safe. Working hours are flexible, if necessary, employees must come in on holidays and work in different work environments. When performing his/her work tasks, a spa therapist has direct contact with different devices and materials (cosmetic products, essential oils etc.) that can cause allergies. When performing their work tasks, a spa therapist may come into contact with different devices and substances of both high and low temperatures and must follow safety instructions in the use thereof.

A.4 Working equipment

The working equipment of a spa therapist consists of different protection tools, chemicals, cosmetic products, massage products, instruments, different devices and body treatment capsules, bath systems and exercise tools needed for various treatments.

A.5 Necessary personal traits: abilities and characteristics

The spa therapist occupation presumes a directed and creative work attitude, flexibility, good communication skills and taking responsibility for the results of one's work.

Empathy, delicacy and tolerance, together with a sense of responsibility and an ability to collaborate, think analytically and adapt, are equally important.

The work requires customer service readiness, precision, stress tolerance, physical capabilities and living a healthy lifestyle.

Practical skills, precision and speed of movements as well as good coordination are important.

Chronic diseases and allergies inhibit a spa therapist's work.

The special nature of this occupation presumes an inevitable physical contact with the customer, creating a delicate situation where the customer is expected to feel safe.

A.6 Documentation required for working in this profession

One can study to become a spa therapist at a vocational institution, adult vocational training courses and/or on the job.

A.7 Possible business titles

Spa therapist.

Part B

COMPETENCY REQUIREMENTS

B.1. Competencies required when applying for an occupational qualification

4. When applying for the level 4 spa therapist occupational qualification, the acquisition of compulsory competencies B.2.1-B.2.5 ja B.2.7-B.2.910 (recurrent competencies) has to be certified. Certification of the competency B.2.6. is optional.

B.2 Competencies

COMPULSORY COMPETENCIES

B.2.1 Customer service:

EstQF level 4

Activity indicators:

- 1) listens carefully to customer wishes and expectations regarding the service, answers questions intelligibly, communicates amicably with customers, is helpful and if needed, guides customers around the spa facilities; redirects customers to a cosmetician or health care worker if and when needed (in case of infections, eczemas, birth marks etc.);
- 2) follows customer service best practices while taking into account the service standards established by the company, exhibits professional appearance;
- 3) redirects the customer to the spa treatment room, explains the treatment procedure, prepares the customer for the treatment by providing him/her with the necessary equipment;
- 4) observes the customer all throughout the treatment, asks questions regarding customer satisfaction and comfort in order to ensure customer well-being and safety;
- 5) informs the customer about the end of the treatment and finishes it, all the while observing the customer's condition and asking for feedback; makes sure the customer is satisfied;
- 6) introduces products and services, is aware of packages and special offers offered by the company;
- 7) advises the customer and solves service related problems to the extent of his/her field of responsibility, ensures customer satisfaction;
- 8) advises the customer on matching different spa treatments and points out the possible health risks;
- 9) recommends additional services or products based on customer wishes and needs.

Evaluation method(s): test and/or practical work and/or service situation.

B.2.2 Organizing spa services	EstQF level 4
<u>Activity indicators:</u>	
<ol style="list-style-type: none"> 1) prepares rooms for spa treatments by creating a relaxing atmosphere with the use of suitable music and decorative elements that ensure customer satisfaction; 2) monitors the cleanliness and tidiness of the facilities, makes sure the necessary materials and tools are there and if needed, brings/orders more; 3) checks and prepares the devices, apparatus and other tools in accordance with the specifics of each treatment and makes sure they are in proper working order; 4) cleans all tools, devices and facilities before and/or after their use, depending on the specifics of each treatment, and maintains them in accordance with requirements; 5) makes sure the equipment is operational, notices the encountered technical problems and if needed, passes this information to a specialist or other person concerned; 6) monitors the stock reserve of products, depending on the specifics of each treatment, and ensures the existence of tools needed for performing work tasks; 	
<u>Evaluation method(s):</u> test and/or practical work and/or service situation.	
B.2.3 Performing spa treatments:	EstQF level 4
<u>Activity indicators:</u>	
<ol style="list-style-type: none"> 1) makes sure the tools needed for performing spa treatments are ready to use, depending on the specifics of each treatment; 2) follows the conditions set for each spa treatment (temperature, shelf life of products, duration of treatment); 3) performs the spa treatment chosen by the customer and/or appointed by a health care worker; 4) ascertains customer wishes and health condition and based on this information, advises customer on the choice of sauna procedures; prepares the sauna according to the specifics of each type of sauna; 5) prepares and performs different water and bath procedures (pearl baths, aromatherapy baths and other bath treatments, shower treatments), taking into account customer wishes and special character; 6) prepares and performs paraffin and ozocerite treatments, clay and peat treatments, taking into account customer wishes and special character; 7) Prepares and performs mud baths, mud wraps and/or mud applications, taking into account customer wishes and special character; 8) prepares and performs special treatments (salt therapy, cold treatment, solarium, massage chair, waterbed, phototherapy etc.), taking into account customer wishes and special character. 	
<u>Evaluation method(s):</u> test and/or practical work and/or service situation.	

B.2.4 Performing body treatments:	EstQF level 4
<u>Activity indicators:</u>	
<ol style="list-style-type: none"> 1) visually assesses customer's health condition and ascertains the special characteristics of customer's skin and body type, indications and contraindications; in the case of eventual contraindications, advises the customer on further care and if needed, redirects the customer to a cosmetician or a health care worker; 2) performs body treatments (except for instrument-aided therapy) by using proper body care products and following the body treatment method; 3) before starting a massage treatment, ascertains customer's health condition, indications and contraindications; in the case of eventual contraindications, advises the customer on further care and if needed, redirects the customer to a masseuse or a health care worker; 4) performs massage treatment by using classical hand massage techniques and tools (i.e oils, moisturizers), depending on the special character of the customer. 5) performs hand and foot care treatments by scrubbing and massaging hands and feet, using proper 	

tools, techniques and products.

Evaluation method(s): test and/or practical work and/or service situation.

B.2.5 Performing facial treatments

EstQF level 4

Activity indicators:

- 1) visually assesses the condition of customer's facial skin, in case of eventual contraindications redirects the customer to a cosmetician or a health care worker;
 - 2) performs skin surface cleaning in the facial, neck and décolletage area and performs facial treatment, using proper products;
- performs facial treatments without using mechanical tools or instruments; treatments invoke harmony and well-being and increase the skin's natural resilience.

Evaluation method(s): test and/or practical work and/or service situation.

ELECTIVE COMPETENCIES

B.2.6 Performing active physical activities

EstQF level 4

Activity indicators:

- 1) Instructs morning exercises in groups or individually and advises the customer on the use of suitable techniques, taking into account customer's interests, age and abilities; monitors customer safety;
- 2) instructs Nordic Walking groups or individuals and advises the customer on the use of suitable techniques; taking into account customer's interests, age and abilities; monitors customer safety.

Evaluation method(s): test and/or practical work and/or service situation.

KNOWLEDGE:

- 1) spa terms and terminology;
- 2) principles of reasonable consumption of spa treatments;
- 3) effective sales principles;
- 4) customer service fundamentals;
- 5) first aid;
- 6) human anatomy, physiology – beginners level
- 7) skin diseases – beginners level;
- 8) effects, indications and contraindications of different massage techniques – beginners level;
- 9) effects of products that are used at the spa – beginners level;
- 10) basic knowledge about the use of aromatherapy in body care;
- 11) different body care products (oils, salts, body scrubs, mud, peat, clay etc.);
- 12) ergonomics.

Description of levels of knowledge and skills:

Beginners level – knowledge of terms, facts and principles; general command of basic work techniques.

Intermediate level – interpretation and comparison of terms and facts, making connections, general command of various work techniques.

Expert level – analysis based on connected facts, prognosis, making conclusions, generalising, assessing; general command of various complicated work techniques.

RECURRENT COMPETENCIES

B.2.7 Occupational safety

EstQF level 4

Activity indicators:

- 1) follows occupational safety and hygiene requirements in all work processes (washes and disinfects

tools, avoids the spread of skin diseases, bacteria and viruses), uses resources sustaining himself/herself and the environment;

- 2) follows the environmental safety and waste management requirements, taking into account the surrounding people and environment;
- 3) uses personal protective equipment in order to ensure occupational safety and to avoid possible hazards, follows the instructions and maintenance manual of protective equipment;
- 4) in case of an accident, provides emergency care, seeks professional assistance and notifies the employer and/or other person in charge of the accident;
- 5) knows how to act in emergency and special situations, seeks for professional assistance, if needed, and notifies the employer and/or other person in charge.

B.2.9 Language skills

Activity indicators:

- 1) Estonian language at level B1;
- 2) English language at level B1;
- 3) can explain himself/herself fluently in an additional foreign language.

B.2.10 Communication skills

- 1) communicates amicably and properly with co-workers and customers and resolves conflict situations in a peaceful and constructive way, following the best practises of customer service;
- 2) respects the principle of confidentiality when communicating with third parties;
- 3) understands and is tolerant of cultural diversity.

Evaluation method(s):

The recurrent competences are evaluated in an integrated manner in the course of evaluating the competences of all other competences stated in the occupational qualification standard.

Part C
GENERAL INFORMATION AND ANNEXES

C.1 Information about compilation and approval of an occupational qualification standard and about awarding bodies, and reference to the location of the occupational qualification standard in the classifications	
1. Designation of the occupational qualification standard in the register of occupational qualifications	To be filled out by an employee of the register of occupational qualifications
Compilers of the occupational qualification standard:	Anne Ast, <i>Laulasmaa SPA</i> Aire Toffer, Estonian Spa Association Irene Targem, <i>Gospa OÜ</i> Irene Väli, Spa Hotel Laine, Estonian Spa Association Ly Voolaid, Kubija hotel – Nature Spa Marella Kakkum, Pädaste Mõis OÜ, Kuressaare Regional Training Centre
Approver of the occupational qualification standard (name of the sector skills council)	Teeninduse Kutsenõukogu
No. of the professional council's decision	
Date of the professional council's decision	
6. The occupational qualification standard is valid until (date)	
7. The occupational qualification standard version No (1-n)	
8. Reference to the Standard Classification of Occupations (ISCO 08) (min 2, max 4 numbers)	51 spa therapist
9. Reference to the European Qualifications Framework (EQF)	4
C.2 Professional title in foreign language	
In English: spa therapist	
C.3 Annexes	
Annex 1 Scale for language skills assessment	