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# Model Curriculum

## Assistant Spa Therapist

**SECTOR: BEAUTY AND WELLNESS**  
**SUB-SECTOR: REJUVENATION**  
**OCCUPATION: SPA THERAPY**  
**REFERENCE ID: BWS/Q1001 VERSION 1.0**  
**NSQF LEVEL: 3**

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## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/Qualification Pack: **'Assistant Spa Therapist'** OP No. **BWS/Q1003, Level 3**

Date of Issuance: 30<sup>th</sup> December 2015

Valid up to: 29<sup>th</sup> December 2016

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



Chairperson  
(Beauty & Wellness Sector Skill Council)

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# Assistant Spa Therapist

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>Assistant Nail Technician</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	Assistant Spa Therapist BWS/Q1001		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	30-12-2015
<b>Pre-requisites to Training</b>	Class X		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• select and set up the suitable equipment for spa therapy adhering to health, safety and hygiene requirements</li> <li>• explain treatment procedure to the client while providing information about oils and creams used during treatment</li> <li>• prepare massage oil or cream and other equipment</li> <li>• assist the Spa Therapist to conduct the therapy to the satisfaction of the guest in a commercially acceptable time</li> <li>• assist the Spa Therapist to record the therapy accurately and store information securely in line with the organization’s policies</li> <li>• adhere to the health and safety standards laid out by the manufacturer and organization</li> <li>• maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>• Maintain good appearance and behaviour</li> <li>• Execute tasks as per organization’s standards</li> <li>• Communicate and record the information</li> </ul>		

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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Prepare and maintain work area</b></p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9001</p>	<ul style="list-style-type: none"> <li>Identify the career opportunities and working methods within the beauty &amp; wellness sector</li> <li>Identify and list the various spa services</li> <li>Able to understand the environmental conditions required and expected for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.</li> <li>Know types of products, materials and equipment required for the respective services Know the process and products to sterilize and disinfect equipment/ tools</li> <li>Able to read &amp; follow the manufacturer's instructions related to equipment and product use and cleaning</li> <li>Able to identify risks to customer privacy and modesty and take actions (precautions) to maintain the same in the salon</li> <li>Able to maintain accurate records of services, clients and product usage (inventory)</li> <li>Identify ways to dispose of waste correctly.</li> </ul>	<p>treatment Couch and trolley</p> <p>Steam room or steam cabinet</p> <p>Sauna Hydrotherapy Showers</p> <p>Wrapping materials (Fabric, Foils, Plastics)</p> <p>Professional stone heater</p> <p>Treatment stones</p> <p>Cooling systems      Herbal compresses</p> <p>linen, Couch roll, Tissues,</p> <p>Bin</p> <p>Gown, slippers, disposable briefs, headband, towels), spatulas, brushes thermal blanket, bandages</p> <p>thin mattress(Thai or Shiatsu)</p> <p>pillows,</p> <p>Thai massage suit</p>

<p>2</p> <p><b>Carry out simple spa services and assistive tasks for advanced spa services</b></p> <p><b>Theory Duration</b> (hh:mm) 41:00</p> <p><b>Practical Duration</b> (hh:mm) 170:00</p> <p><b>Corresponding NOS Code</b> BWS/N1001</p>	<ul style="list-style-type: none"> <li>Understand structure of the skin and differences in the structure of the skin for different client groups</li> <li>the structure of skin: The layers of the epidermis: the dermis, the subcutaneous layer; the hair follicle, the hair shaft, the sebaceous gland, arrector pili muscle, sweat gland, and sensory nerve endings</li> <li>functions of the skin Functions: Sensitivity, heat regulation, absorption, protection, excretion, secretion and vitamin D production</li> <li>purpose, components and layout of the cardio-vascular-circulatory, lymphatic and nervous system of the human body</li> <li>understand the basic ailments, contraindications, contra actions, service plans.</li> <li>perform &amp; understand basic spa therapy techniques (range of body massages, wraps etc.) Wraps: foil, plastic, fabric Massages: Indian head massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, neuromuscular technique (NMT), Thai massage, etc. Massage techniques: Effleurage, petrissage, tapotement, friction, vibration</li> <li>know range of rejuvenation products, procedure for product selection, different skin types and application of products based on skin types</li> <li>procedure to apply exfoliation techniques including applying and removing products and wraps</li> <li>how to carry out a foot ritual</li> <li>know the procedure for dry brushing</li> <li>know the importance of proper storage of products, tools and equipment</li> <li>know the contra indication and contra actions for various spa services</li> <li>perform actions to be taken for various contra indications and actions</li> </ul>	<p>First aid kit Fire extinguishers 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 &amp; steel scraper etc.) Manicure / Pedicure station Pedicure Stool Thai massage Mat 220*250 cm Wax Heater Wooden Trolley Yoga Mats</p>
<p>3</p> <p><b>Maintain health and safety of work area</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p>	<ul style="list-style-type: none"> <li>identify the contra-indications related to spa treatments</li> <li>Understand the process and products to sterilize and disinfect equipment/ tools</li> <li>Maintaining a hygienic and safe work area</li> <li>Developing appropriate procedures and</li> </ul>	<p>First aid kit Fire extinguishers Sterilizers Hot cabinets Waste disposal bins</p>

	<p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9002</p>	<p>policies to address the risk.</p> <ul style="list-style-type: none"> <li>know the disposal techniques of waste</li> </ul>	
4.	<p><b>Create a positive impression at work area</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9003</p>	<ul style="list-style-type: none"> <li>Maintain personal grooming</li> <li>Carry out procedures in accordance to organizations standards</li> <li>Maintain client and treatment records</li> <li>Ability to use verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</li> <li>Maintain different formats on which information is to be recorded KB4. importance to maintain security and confidentiality of information</li> <li>carry out different kinds of communication equipment (email, phone etc) available and their effective use</li> <li>understand selling/ influencing techniques to provide additional services/products to clients</li> </ul>	
	<p><b>Total Duration</b></p> <p><b>Theory Duration 50:00</b></p> <p><b>Practical Duration 200:00</b></p> <p><b>OJT 50:00</b></p>	<p><b>Unique Equipment Required:</b> 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, Sterilizers, Hot cabinets, Waste disposal bins</p>	

Grand Total Course Duration: **300 Hours, 0 Minutes** *(This syllabus/ curriculum has been approved by Beauty & Wellness Sector Skill Council)*

## Trainer Prerequisites for Job role: “Assistant Spa Therapist” mapped to Qualification Pack: BWS/Q1001

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service , mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q1001 Version 1.0
2	<b>Personal Attributes</b>	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	<b>Minimum Educational Qualifications</b>	CIDESCO/CIBTAC/BABTEC/CITY & GUILDS certification in Body Therapy/Massage therapy
4a	<b>Domain Certification</b>	Certified for Job Role: “Assistant Spa Therapist” mapped to QP: BWS/Q1001. Minimum accepted score is 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score is 70%
5	<b>Experience</b>	2 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

<b>Assistant Spa Therapist</b>	
<b>Job Role</b>	<b>Assistant Spa Therapist</b>
<b>Qualification Pack</b>	<b>BWS/Q1001Version 1.0</b>
<b>Sector Skill Council</b>	<b>Beauty and Wellness Sector Skill Council</b>
<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
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	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and 50% in overall QP
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
	<b>Total</b>	<b>100</b>	<b>21</b>	<b>79</b>	
BWS/N1001 Carry out simple spa	PC1.check and prepare the service area is prepared as per Spa therapist's requirement for service and organisational standards	100	4	1	3

services and assistive tasks for advanced spa services	PC2.ensure all equipment is safe for use, clean and prepared as per service requirement		3	0	3
	PC3.arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		3	0.5	2.5
	PC4.prepare massage oil or cream and other equipment for spa services as per manufacturer's guidelines		4	1	3
	PC5.prepare the post care product tray		4	1	3
	PC6.greet the client, and ensure the client is comfortable		3	0.5	2.5
	PC7.identify any contra indications on client, if any that may restrict services, act according to organisational standards to address these, verify with the supervisor where required		3	1	2
	PC8.provide the client appropriate materials in preparation for service procedures		3	1	2

PC9.guide the client to the service area safely and politely	4	1	3
PC10.perform foot ritual including foot cleaning, disinfecting and wiping	5	1	4
PC11.position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service	3	0.5	2.5
PC12.explain accurately the service procedure and provide information about products used (oils and creams) to the customer, prior to service	5	1.5	3.5
PC13.provide correct products, tools, materials and other items to the spa therapist as required during the service	3	1	2
PC14.take precautions and work in a manner to maintain guest privacy and modesty during the service	3	1	2
PC15.prepare the service area for exfoliations services	3	0.5	2.5
PC16.carry out exfoliation services under supervision of the massager (masseur) using various wrap materials	4	1	3
PC17.carry out dry brushing	3	0.5	2.5
PC18.apply mask and body wrap, remove without making the area messy	3	0.5	2.5
PC19.ensure client is not left unattended at any stage	3	0.5	2.5
PC20.identify contra-actions and necessary subsequent actions	3	1	2
PC21.robe the client and guide for bathing and other services	3	0.5	2.5
PC22.accurately record the therapy details and store information securely in line with the organization's policies	3	0.5	2.5
PC23.shut down equipment safely, and as per manufacturer's instructions	3	1	2
PC24.ensure work area is left clean, post service	3	0	3
PC25.dispose waste materials safely and hygienically as per organisational standards	3	0	3

	PC26.adhere to the health and safety standards laid out by the manufacturer and organization		3	1	2
	PC27.record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC28.store information securely in line with the salon's policies		3	1	2
	PC29.ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC30.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		3	1	2
		<b>Total</b>	<b>100</b>	<b>24</b>	<b>76</b>
BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	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		9	2	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		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
		<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>
BWS/N9003 Create a positive impression at the workplace	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5
	PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
	PC6.take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
	PC7.record details related to tasks, as per procedure		5	3	2
	PC8.participate in workplace activities as a part of the larger team		7	2	5

	PC9.report to supervisor immediately in case there are any work issues		5	1	4
	PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5
	PC11.communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		6	1	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		6	2	4
	PC14.report and record instances of aggressive/ unruly behavior and seek assistance		5	2	3
	PC15.use communication equipment (phone, email etc.) as mandated by your organization		6	3	3
	PC16.carry out routine documentation legibly and accurately in the desired format		7	3	4
	PC17.file routine reports and feedback		5	2	3
	PC18.maintain confidentiality of information, as required in the role		6	2	4
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>



## Beauty and Wellness Sector Skill Council

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