



TECHNICAL &  
VOCATIONAL  
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TRAINING  
AUTHORITY

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# **National Competency Standard for Health and Wellness Standard Code: SOC09S15V1**

*[Endorsed by the MALDIVES QUALIFICATIONS AUTHORITY (MQA)]*

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## Preface

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were

developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

SOC09S15V1 is the first version of the NCS for Health and Wellness, and has been developed and endorsed in the year 2015. This standard includes one Qualification at Level 3 of Maldivian National Qualifications Framework.

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Director

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**National Competency Standard for Health and Wellness has been endorsed by**

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Date of Endorsement

## Key for coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector ( <b>CON</b> ) Fisheries and Agriculture Sector ( <b>FNA</b> ) Transport sector ( <b>TRN</b> ) Tourism Sector ( <b>TOU</b> ) Social Sector ( <b>SOC</b> ) Foundation ( <b>FOU</b> )
Competency Standard	<b>S</b>
Occupation with in a industry Sector	<b>Two digits 01-99</b>
Unit	<b>U</b>
Common Competency	<b>1</b>
Core Competency	<b>2</b>
Optional/ Elective Competency	<b>3</b>
Assessment Resources Materials	<b>A</b>
Learning Resources Materials	<b>L</b>
Curricula	<b>C</b>
Qualification	<b>Q1, Q2 etc</b>
MNQF level of Qualification	<b>L1, L2 etc</b>
Version Number	<b>V1, V2 etc</b>
Year of endorsement of standard, qualification	<b>By two digits Example- 07</b>

<b>Endorsement Application for Qualification 01</b>	
<b>NATIONAL CERTIFICATE III IN HEALTH AND WELLNESS</b>	
<b>Qualification code:</b> SOCo9SQ1L315	<b>Total Number of Credits : 100</b>
<b>Purpose of the qualification</b> The holders of this qualification are expected to work as a Spa Host/Spa Hostess and will be working under the supervision of the Spa Manager.	
<b>Regulations for the qualification</b>	National Certificate III in Health and Wellness will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15
<b>Schedule of Units</b>	
<b>Unit</b>	<b>Unit Title</b>
1.	Observe personal and work place hygiene practices
2.	Practice health, safety and security Practices
3.	Provide effective customer care
4.	Practice effective workplace communication
5.	Perform computer operations
6.	Provide first aid
7.	History of Spa
8.	Ergonomics injury and prevention
9.	Spa product knowledge
10.	Common spa modalities
11.	Common spa cosmetology modalities
12.	Guest handling and front office
13.	Sales and marketing
14.	Spa as a career
<b>Accreditation requirements</b>	The training provider should have the required training facility to provide the trainees the hands-on experience related to this qualification
<b>Recommended sequencing of units</b>	As appearing under the section 06

## Units Details

Unit	Unit Title	Code	Level	No of credits
1.	Observe personal and work place hygiene practices	SOC08S1U01V1	03	05
2.	Practice health, safety and security Practices	SOC08S1U02V1	03	05
3.	Provide effective customer care	SOC08S1U03V1	03	05
4.	Practice effective workplace communication	SOC08S1U04V1	03	05
5.	Perform computer operations	SOC08S1U05V1	03	05
6.	Provide first aid	SOC08S1U06V1	03	05
7.	History of Spa	SOC08S2U07V1	03	05
8.	Ergonomics injury and prevention	SOC08S2U08V1	03	05
9.	Spa product knowledge	SOC08S2U09V1	03	05
10.	Common spa modalities	SOC08S2U10V1	03	05
11.	Common spa cosmetology modalities	SOC08S2U11V1	03	05
12.	Guest handling and front office	SOC08S2U12V1	03	05
13.	Sales and marketing	SOC08S2U13V1	03	05
14.	Spa as a career	SOC08S2U14V1	03	05

**Packaging of National Qualifications:**

National Certificate III in Health and Wellness will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14

Qualification Code: SOCo9SQ1L315

## Competency Standard for

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### HEALTH AND WELLNESS

Unit No	Unit Title
1.	Observe personal and work place hygiene practices
2.	Practice health, safety and security Practices
3.	Provide effective customer care
4.	Practice effective workplace communication
5.	Perform computer operations
6.	Provide first aid
7.	History of Spa
8.	Ergonomics injury and prevention
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10.	Common spa modalities
11.	Common spa cosmetology modalities
12.	Guest handling and front office
13.	Sales and marketing
14.	Spa as a career



## Description of a SPA

Spas are places devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit.

## Description of a SPA Therapist

A spa therapist is a professional who works in a spa setting such as a day spa or resort spa, and delivers treatment modalities such as body scrubs, massages, facials, beauty treatments, therapeutic baths and more.

## Description of a SPA HOST/HOSTESS

A SPA HOST/HOSTESS is a professional who assists in all non-therapeutic aspects of the spa operation such as front desk, back-office, housekeeping, spa treatment preparation and set-up, preparation of spa consumables and serving of guest refreshments as well as limited guest interaction.

## Competency Standard Development Process

The competencies were determined based on the analysis of the tasks required for the operation of spas in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of spa training in Maldives. Competency standards used for similar type of training in other countries were also examined

## Unit 01

<b>UNIT TITLE</b>	Observe personal and work place hygiene practices				
<b>DESCRIPTOR</b>	<p>This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard.</p> <p>This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.</p>				
<b>CODE</b>	CON09S1U01V1	Level	3	Credit	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1. Hygiene procedures followed in line with procedures and legal requirements 2.2. Hygiene standards maintained in line with procedures
3. Identify and avoid hygiene risks	3.1. Hygiene risks understood and avoided in line with general standards and guidelines

### Range statement

Procedures included

- Grooming and personal presentation
- Personal and work place hygiene

Tools, equipment and materials required may include:

Nil

## Assessment guide

### Form of assessment

- Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- Any written or oral examinations may include questions related to hygiene, illness and personal grooming standard.

### Assessment context

Assessment may be done in workplace or a simulated work environment.

### Critical aspects

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Maintaining adequate level of all aspects of personal hygiene and cleanliness
- Following cleaning procedures for effective cleaning of work areas
- Immediately reporting any symptoms of illness
- Undertaking routine medical checkupscheck-ups
- This unit may be assessed in conjunction with all and units which form part of the normal job role

### Assessment conditions

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.

Assessment of hygienic work practices must be constantly evaluated.

## Underpinning knowledge and skills

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of common terminologies used in hygiene including personal hygiene</li><li>• Knowledge on general symptoms of different types of diseases</li><li>• Detailed knowledge and importance of illness and injury reporting procedures</li></ul>	<ul style="list-style-type: none"><li>• Ability to follow procedures and instructions</li><li>• Competent to work according to relevant hygiene regulations and procedures</li><li>• Competent to work to meet requirements for personnel hygiene and hygienic practices</li><li>• Communication skills</li><li>• Interpersonal skills</li></ul>

## Unit 02

<b>UNIT TITLE</b>	Practice health, safety and security Practices				
<b>DESCRIPTOR</b>	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
<b>CODE</b>	CONo9S1Uo2V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task 4.3 Undertakes sterilization 4.4 Understands infection control procedures
5. Secure work premises	5.1 Work premises closed and locked at the end of work, in line

	with enterprise procedures
6. Follow first aid procedures	6.1 Emergency and first aid procedures understood and followed.
7. Handling laundry	7.1 Laundry procedures followed 7.2 Check condition of laundered linen as per specifications, sorting and reporting of defects. 7.3 Linen well maintained before and after treatment
8. Inventory and storage	8.1 Inventory maintained 8.2 Equipment stored according to the set procedures

### Range Statement

Procedures included:

- Guidelines for safe handling of equipment of utensils
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Cleaning and decontamination procedures
- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures
- Linen handling and maintenance procedures
- Laundry procedures
- Maintaining storage and inventory

Tools, equipment and materials required may include:

- Relevant procedure manuals

### Assessment guide

#### *Forms of assessment*

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

#### *Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

#### *Critical aspects (for assessment)*

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.

- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.
- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

### Assessment conditions

Assessment must reflect and events processes that occur over a period of time

### Resources required for assessment

The following should be made available:

- A workplace or simulated workplace
- Situations requiring safe working practices
- Instructions on safe working practice
- Hazardous chemicals and/or dangerous goods information
- Common food services equipment with their usage guideline

### Underpinning knowledge and skills

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"> <li>• General knowledge on safe practices</li> <li>• Communication procedures</li> <li>• Relevant workplace procedures and guidelines</li> <li>• Infection control</li> <li>• sterilisation</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake safe manual handling jobs</li> <li>• Competent to follow safety regulations</li> <li>• Competent to work safely with workplace equipments, materials and colleagues</li> <li>• Competent in linen handling and maintenance</li> <li>• Laundry procedures</li> <li>• Competent to setup the treatment room</li> <li>• Competent in treatment room cleaning</li> <li>• Sterilization</li> <li>• Maintaining storage and inventory</li> </ul>

## Unit 03

<b>UNIT TITLE</b>	Provide effective customer care				
<b>DESCRIPTOR</b>	This unit addresses the importance of caring for customers in the hospitality industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
<b>CODE</b>	CON09S1U03V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures, job position and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1. Customer needs identified, assessed and prioritized effectively. Customers informed correctly. 2.2. Personal limitations identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1. Quality services provided to customers in line with enterprise procedures 3.2. Personal limitations identified and assistance from proper sources sought when required
4. Handle inquiries	4.1. Customer queries handled promptly and properly 4.2. Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1. Responsibility for handling complaints taken within limit of responsibility 5.2. Personal limitations identified and assistance from proper sources sought when required 5.3. Operational procedures to handling irate or difficult customers followed correctly 5.4. Details of complaints and comments from customers properly recorded



### Range statement

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries

### Tools, equipment and materials required may include:

- Relevant procedure manuals

### Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

### Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

### Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

### Assessment conditions

Assessment must reflect both events and processes over a period of time.

### Special notes for assessment

Evidence of performance may be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements

### Resources required for assessment

The following should be made available:

- A workplace or simulated workplace
- Simulated work place scenarios

### Underpinning knowledge and skills

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of the implications on efficiency, morale and customer relations</li><li>• General knowledge of ways of caring for customers</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer related communications</li><li>• Competent in providing customer care</li></ul>

## Unit 04

<b>UNIT TITLE</b>	Practice effective workplace communication				
<b>DESCRIPTOR</b>	This unit addresses the need for effective communication in the spa environment. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition it also highlights the need for cleaning telephone equipment.				
<b>CODE</b>	CON09S1U04V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>		<b>PERFORMANCE CRITERIA</b>	
1.	Communicate with customers and colleagues	1.1.	Proper channels and methods of communication used
		1.2.	Workplace interactions with customers and colleagues appropriately made
		1.3.	Appropriate non-verbal communication used
		1.4.	Appropriate lines of communication followed
2.	Participate in workplace meetings and discussions	2.1.	Meetings and discussions attended on time
		2.2.	Procedures to expressing opinions and following instructions clearly followed
		2.3.	Questions asked and responded to effectively
		2.4.	Meeting and discussion outcomes interpreted and implemented correctly
3.	Handle relevant work related documentation	3.1.	Conditions of employment understood correctly
		3.2.	Relevant information accessed from appropriate sources
		3.3.	Relevant data on workplace forms and other documents filled correctly
		3.4.	Instructions and guidelines understood and followed properly
		3.5.	Reporting requirements completed properly
4.	Handle telephone	4.1.	Procedures for taking messages and making outgoing calls followed correctly
		4.2.	Incoming calls answered correctly
		4.3.	Calls put on hold and transferred properly
		4.4.	Outgoing calls made efficiently
		4.5.	Communication in both English and Dhivehi

	demonstrated correctly
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### Range statement

Procedures included:

- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

### Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

### Assessment guide

#### *Forms of assessment*

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

#### *Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

#### *Critical aspects (for assessment)*

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role.

#### *Assessment conditions*

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

#### *Special notes for assessment*

Evidence of performance may be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements

*Resources required for assessment*

The following should be made available:

- A workplace or simulated workplace
- Materials and equipment

**Underpinning knowledge and skills**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of English and Divehi grammar</li><li>• General knowledge of common telephone equipment</li><li>• General knowledge on effective communication</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Fluency in English and Dhivehi language usage</li></ul>

## Unit 05

<b>UNIT TITLE</b>	Perform Computer Operations				
<b>DESCRIPTOR</b>	This unit covers the knowledge, skills and attitudes and values needed to perform computer operations that include inputting, accessing, producing and transferring data using the appropriate hardware and software.				
<b>CODE</b>	CON09S1U05V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Input data into computer	1.1. Data entered into the computer using appropriate program/application in accordance with company procedures 1.2. Accuracy of information checked and information saved in accordance with standard operating procedures 1.3. Input data stored in storage media according to requirements
2. Access information using computer	2.1. Correct program/application selected based on job requirement 2.2. Program/application containing the information required accessed according to company procedures 2.3. Desktop icons correctly selected, opened and closed for navigation purposes
3. Produce/output data using computer system	3.1. Entered/stored data processed using appropriate software commands 3.2. Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 3.3. Files and data transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures

## Range Statement

This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage. Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

## Tools, equipment and materials required may include:

- Storage device
- Different software and hardware
- Personal computers system
- Laptop computer
- Printers
- Scanner
- Keyboard
- Mouse
- Disk drive /CDs, DVDs, compressed storage device

## Assessment guide

### *Forms of assessment*

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

### *Assessment context*

Assessment may be conducted out of the workplace preferably in a computer classroom

### *Critical aspects (for assessment)*

Assessment must show that the candidate:

- Selected and used hardware components correctly and according to the task requirement
- Identified and explain the functions of both hardware and software used, their general features and capabilities
- Produced accurate and complete data in accordance with the requirements
- Used appropriate devices and procedures to transfer files/data accurately

### *Assessment conditions*

Assessment may be conducted out of the work environment and may include assignments and projects.

### *Special notes for assessment*

During the assessment the trainees shall:

- Carry out all the tasks according to the industry and organizational policies and procedures
- Meet the performance criteria of all competence
- Demonstrate accepted level of performance determined by the assessors

*Resources required for assessment*

Computer hardware with peripherals and appropriate software

**Underpinning knowledge and skills**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Basic ergonomics of keyboard and computer use</li><li>• Main types of computers and basic features of different operating systems</li><li>• Main parts of a computer</li><li>• Storage devices and basic categories of memory</li><li>• Relevant software</li><li>• General security and computer Viruses</li></ul>	<ul style="list-style-type: none"><li>• Reading skills required to interpret work instruction</li><li>• Communication skills</li><li>• Keyboard skills</li></ul>

## Unit 06

<b>UNIT TITLE</b>	Provide First Aid				
<b>DESCRIPTOR</b>	This unit deals with the skills and knowledge required for the provision of essential first aid in recognizing and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required. It is assumed the person providing first aid is working under supervision and/or according to established workplace first aid policies and procedures.				
<b>CODE</b>	SOC08S1U06V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Assess the situation	4.1. physical hazards and risks to personal and others' health and safety identified 4.2. Immediate risks to self and casualty's health and safety minimized by controlling hazards in accordance with occupational health and safety requirements. 4.3. The situation assessed and decides on actions required, promptly. 4.4. Assistance sought from appropriate others, as required and at the appropriate time.
2. Apply basic first aid techniques	4.5. Casualty's physical condition assessed by visible vital signs. 4.6. First aid provided to stabilise the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognised first aid procedures. 4.7. Available first aid equipment used as appropriate.
3. Monitor the situation	4.8. back-up services appropriate to the situation identified and notified promptly 4.9. Information about the patient's condition conveyed accurately and clearly to emergency services personnel or health professionals.



4. Prepare required documentation	4.10. Documented emergency situations according to enterprise procedures. 4.11. Reports which are clear, accurate provided within required time frames.
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## Range Statement

This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. First aid treatment is that defined in Common Law as emergency assistance provided to a second party in the immediate absence of medical or paramedical care.

Established first aid principles include:

- checking and maintaining the casualty's airway, breathing and circulation
- checking the site for danger to self, casualty and others and minimising the danger.

Physical and personal hazards may include:

- workplace hazards such as fire, floods, violent persons
- environmental hazards such as electrical faults, chemical spills, fires, slippery surfaces, floods, wild animals, fumes,
- proximity of other people
- hazards associated with the casualty management processes.

Risks may include:

- worksite equipment, machinery and substances
- bodily fluids
- risk of further injury to the casualty
- risks associated with the proximity of other workers and bystanders.

First aid management will need to account for:

- location and nature of the work environment
- environmental conditions and situations, such as electricity, biological risks, weather and terrain, motor vehicle accidents,
- the level of knowledge, skills, training and experience of the person administering first aid
- familiarity with particular injuries
- legal issues that affect the provision of first aid in different industry sectors
- the characteristics of the site where the injury occurs
- the nature of the injury and its cause
- infection control procedures
- availability of first aid equipment, medications and kits or other suitable alternative aids
- proximity and availability of trained paramedical and medical/health professional assistance
- the patient's cardio-vascular condition as indicated by vitals signs such as body temperature, pulse rate and breathing rates
- unresolved dangers such as fire, chemical contamination or fume toxicity of the area where the injury occurs.

Vital signs include:

- breathing
- circulation
- consciousness.

Injuries may include:

- abdominal trauma
- allergic reactions
- bleeding
- chemical contamination
- choking
- cold injuries

- cardio-vascular failure
- dislocations and fractures
- drowning
- poisoning and toxic substances
- medical conditions including epilepsy, diabetes, asthma
- eye injuries
- head injuries
- minor skin injuries
- neck and spinal injuries
- needle stick injuries
- puncture wounds and cuts
- crush injuries
- shock
- smoke inhalation
- sprains and strains
- substance abuse
- unconsciousness
- infections
- inhalation of toxic fumes and airborne dusts
- bone and joint injuries
- eye injuries
- burns and scalds, thermal, chemical, friction and electrical

Injuries may involve:

- unconsciousness
- confusion
- tremors
- rigidity
- numbness
- inability to move body parts
- pain
- delirium
- external bleeding

- internal bleeding
- heat exhaustion
- hypothermia
- pre-existing illness.

Appropriate others from whom assistance may be sought may include:

- emergency services personnel
- health professionals
- colleagues
- customers
- passers by.

Assistance may include, as appropriate to emergency situations:

- maintaining site safety and minimizing the risk of further injury or injury to others
- making the casualty comfortable and ensuring maximum safety
- assessment of injury situations
- providing first aid including managing bleeding through the application of tourniquets, pressure and dressings
- giving CPR and mouth-to-mouth resuscitation
- giving reassurance and comfort
- raising the alarm with emergency services or health professionals
- removing debris

**Tools, equipment and material used in this unit may include:**

- first aid kit
- pressure and other bandages
- thermometers
- eyewash
- pocket face masks
- rubber gloves
- dressings

- flags and flares
- fire extinguishers
- communication equipment such as mobile phones

## ASSESSMENT GUIDE

### Forms of assessment

Assessment methods must be chosen to ensure that obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- practical demonstration of the use of commonly-used equipment and first aid supplies
- explanation about management of a variety of common simulated injury situations
- questions to test knowledge of injury situations, types of injury and management of injury situations
- review of portfolios of evidence and third party reports of performance of first aid by the candidate

### Assessment context

**This unit may be assessed in a simulated environment**

### Critical aspects (for assessment)

Assessment must ensure:

- use of real first aid equipment
- ability to assess situations requiring first aid and to decide on a plan of action including seeking help
- ability to apply established first aid principles including:
  - checking and maintaining the casualty's airway, breathing and circulation
  - checking the site for danger to self, casualty and others and minimising the danger

### Assessment conditions

Assessment must ensure:

- use of real first aid equipment
- use of dummies

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• basic anatomy and physiology</li><li>• resuscitation</li><li>• bleeding control</li><li>• care of the unconscious</li><li>• airway management</li><li>• basic infection control principles and procedures</li><li>• legal requirements</li><li>• duty of care</li><li>• Reporting requirements.</li></ul>	

## Unit 07

<b>UNIT TITLE</b>	History of Spa				
<b>DESCRIPTOR</b>	This unit gives an insight into the history of spas. This ensures understanding of different concepts, country specific types and evolution of spas as well as benefits of spa usage.				
<b>CODE</b>	SOC08S2U07V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Definition of spa	1.1 Understands the definition of spa as required by the International Spa Association
2. Types of spa	2.1 Demonstrate understanding of different types of spa with brief history and evolution of each type 2.2 Distinguish between different types of spa
3. Country specific types of spa	3.1 understands the different country specific types of spas 3.2 Has knowledge of brief history of country specific types of spas 3.3 Evolution of country specific types of spas 3.4 Understands spa traditions that are special in various parts of the world

## Range Statement

This unit applies to the history of spa. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Definition of Spa according to International Spa Association is,

- Spas are places devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit.

Types of spa may include;

- Club spa
- Cruise ship spa
- Day spa
- Destination spa
- Medical spa
- Mineral spring's spa
- Resort/ Hotel spa

Country specific types of spas may include;

- European spa types
- Asian spa types
- Local spa types

Tools, equipment and material used in this unit may include:

Extracts from ISPA Resource Book:



## Spa: A Comprehensive Introduction (Textbook)

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### ASSESSMENT GUIDE

#### Forms of assessment

Assessment methods must be chosen to ensure that obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- Definition of spa as specified by the International Spa Association
- Questions to test knowledge of history and evolution of different types of spa
- Distinguishing the different types of spa required according to different situations
- Questions to test knowledge of country specific spas with their history and evolution
- Questions to test knowledge of spa industry in the Maldives
- Explaining spa traditions that are special in various parts of the world and unique spa modalities and ingredients especially applicable to Maldives.

#### Assessment context

This unit may be assessed in a simulated environment

#### Critical aspects (for assessment)

Assessment must ensure:



- ability to define spa as required by International Spa Association
- ability to apply the knowledge on history and evolution of spa
- ability to explain the different types of spa

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• Definition of spa</li><li>• Types of spa</li><li>• History of different types of spa</li><li>• Evolution of different types of spa</li><li>• spa traditions that are special in this part of the world</li></ul>	<ul style="list-style-type: none"><li>• Types of spa and their relevant application</li><li>• spa traditions that are special in this part of the world</li></ul>

## Unit 08

<b>UNIT TITLE</b>	Ergonomics and injury prevention				
<b>DESCRIPTOR</b>	This unit gives working knowledge on incorrect posture and excessive use of force that may result in work related injuries. In addition ways to avoid injury will also be explained				
<b>CODE</b>	SOC08S2U08V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Posture	1.1 Knowledge of perfect posture 1.2 Understanding of incorrect postures and the resulting injuries 1.3 Knowledge of basic injury prevention techniques 1.4 Understands the correct posture to be used during treatment and lifting 1.5 Knowledge of exercises that help prevent injury
2. Ergonomics	2.1 Understands basic knowledge of ergonomics 2.2 Basic knowledge of breathing techniques 2.3 Demonstrates understanding of balancing the body 2.4 Understands the concept of pressure without muscle 2.5 Basic knowledge on diet

### Range Statement

This unit applies to ergonomics and injury prevention while working in the spa.

Tools, equipment and material used in this unit may include:

### ASSESSMENT GUIDE

#### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Demonstrate understanding of the correct posture during treatment and while lifting
- Describing the exercises that will help in injury prevention
- Explaining the perfect postures to use for treatment and lifting
- Explanation of the incorrect postures and resulting injuries
- Explaining the basic injury prevention techniques
- Explaining the basics of ergonomics
- Demonstrating understanding of basic breathing techniques
- Demonstrating understanding of how to balance the body
- Explaining the concept of pressure without muscle
- Having basic knowledge on diet

### Assessment context

This unit may be assessed in a simulated environment

### Critical aspects (for assessment)

Assessment must ensure:

- Ability to demonstrate understanding of the correct posture during treatment and while lifting
- Ability to describe the exercises that will help in injury prevention
- Ability to explain the perfect postures to use for various job elements, including lifting, cleaning and walking
- Ability to explain the incorrect postures and resulting injuries
- Ability to explain the basic injury prevention techniques
- Ability to explain the basics of ergonomics
- Ability to demonstrate the understanding of basic breathing techniques
- Ability to demonstrate the understanding of how to balance the body
- Ability to explain basic knowledge on diet

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• Correct posture during treatment and lifting</li><li>• incorrect postures and the resulting injuries</li><li>• basic injury prevention techniques</li><li>• correct posture to be used during various job situations</li><li>• exercises that help prevent injury</li><li>• basic knowledge of ergonomics</li><li>• balancing the body</li><li>• concept of pressure without muscle</li><li>• Diet</li></ul>	<ul style="list-style-type: none"><li>• Correct posture during treatment and lifting</li><li>• basic injury prevention techniques</li><li>• correct posture to be used during the job performance</li><li>• exercises that help prevent injury</li><li>• balancing the body</li></ul>

## Unit 9

<b>UNIT TITLE</b>	Spa product knowledge				
<b>DESCRIPTOR</b>	This unit is essential for the spa therapist to understand the ingredients used in spa treatment, both when preparing fresh ingredients and when dispensing ready-made products.				
<b>CODE</b>	SOC08S2U09V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Product handling	1.1 Able to handle spa products according to the specific product specifications, spa policies and procedures 1.2 Able to check products appropriately prior to use
2. Product storage	2.1 Able to store spa products according to the product specifications, spa policies and procedures 2.2 Understands benefits and limitations of products 2.3 Has knowledge of shelf life 2.4 Uses first in first out procedure of products as per company policies
3. Product labelling	3.1 Able to label spa products according to the spa policies and procedures
4. Product application	4.1 Understands the correct use and benefits of essential ingredients such as oils, creams and scrubs.
5. Allergies	5.1 Understands the various allergies that clients may face due to the use of certain products

## Range Statement

This unit applies to spa product knowledge. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Ingredients may include;

- Herbs
- Essential oils
- Aromatic oils
- Preservatives
- Active ingredients
- Carrier oils
- Fresh produce, such as fruits, vegetables, milk, honey, pulses, nuts

- Base creams
- Pre blended oils
- Pre blended creams
- Soaps
- Shampoos
- lotions

### Tools, equipment and material used in this unit may include:

- Selection of pre-packaged products (oils, creams, soaps, shampoos etc.)
- Product labels and specific information relating to use, benefits, limitations, shelf life, licensing for products used.
- Tools, equipment and ingredients for preparation of fresh produce, such as fruit and vegetable based body wraps, body scrubs, facials
- Relevant storage facilities for products

## ASSESSMENT GUIDE

### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Describing how to test a product prior to using it
- Describing the method used in storage of products
- Explaining licensing of products
- Explanation of the labelling procedures used
- Explaining the use and benefits of essential ingredients such as oils, creams and scrubs
- Explaining the allergies that clients may face due to certain products

### Assessment context

This unit may be assessed in a simulated environment

### Critical aspects (for assessment)

Assessment must ensure:

- Ability to describe how to test a product prior to using it
- Ability to describe the method used in storage of products

- Ability to explain licensing of products
- Ability to explain the labelling procedures used
- Ability to explain the use and benefits of essential ingredients such as oils, creams and scrubs
- Ability to explain the allergies that clients may face due to certain products

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• basic knowledge of handling spa products</li><li>• licensing of products</li><li>• counter indications</li><li>• shelf life</li><li>• first in first out</li><li>• use and benefits of essential ingredients such as oils, creams and scrubs</li><li>• allergies that clients may face due to certain products</li></ul>	<ul style="list-style-type: none"><li>• handling spa products</li><li>• product testing</li><li>• storing spa products</li><li>• counter indications</li><li>• labeling spa products</li><li>• Benefits of essential ingredients such as oils, creams and scrubs</li></ul>

## Unit 10

<b>UNIT TITLE</b>	Common spa modalities				
<b>DESCRIPTOR</b>	This unit gives a basic understanding of the history of each treatment type, the specific benefits and limitations as well as the distinct techniques employed				
<b>CODE</b>	SOC08S2U10V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Common spa modalities	1.1 Understand the background, origin and uniqueness of the common spa modalities 1.2 Has knowledge of the benefits of each common spa modality 1.3 Understands the limitations of each common spa modality 1.4 Understands the distinct techniques employed in each common spa modality

## Range Statement

This unit applies to common spa modalities. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Common spa modalities may include;

- Typical spa treatment
- Hydrotherapy
- Body treatments
- Scrubs and wraps
- Swedish massage
- Deep tissue massage
- Reflexology
- Thai massage
- Hot stone massage
- Ayurveda
- Facials
- Other beauty treatments, such as mani- and pedicure

**Tools, equipment and material used in this unit may include:**

- Sampling of various spa modalities
- Spa library with sufficient and clear description of various spa modalities
- Internet search facility



## ASSESSMENT GUIDE

### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Giving an introduction of the technique used
- Explaining the benefits and limitations of the common spa modalities
- Demonstrating the different characteristics of each type of massage

### Assessment context

This unit may be assessed in a simulated environment

### Critical aspects (for assessment)

Assessment must ensure:

- Ability to give a verbal introduction of each type of massage
- Ability to explain the benefits and limitations of the common spa modalities
- Ability to demonstrate the different characteristics of each type of massage

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• basic knowledge of the background, origin and uniqueness of common spa modalities</li><li>• benefits of the common spa modalities</li><li>• limitations in each common spa modality</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate the techniques of each common spa modality</li></ul>

<ul style="list-style-type: none"> <li>distinct techniques used in each common spa modality</li> </ul>	
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## Unit 11

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Basic administrative functions in spa operations	1.1 Perform basic computer operations 1.2 Perform billing procedures according to spa policies and procedures 1.3 Calculation of T-GST and other direct taxes 1.4 Calculation of Service Charge 1.5 Able to maintain stock according to spa policies and procedures
2. Handling guest interactions	2.1 Handle telephone calls 2.2 Make guest appointments 2.3 Perform booking procedures according to spa policies and procedures 2.4 Fill the guest intake form 2.5 Address to guest comments according to spa policies and procedures 2.6 Handle criticism and appreciation according to spa policies and procedures 2.7 Handle gratuity and service charges according to spa policies and procedures

<b>UNIT TITLE</b>	Guest handling and front office				
<b>DESCRIPTOR</b>	This unit helps to understand basic administrative functions in spa operations, with the ability to handle guest interactions				
<b>CODE</b>	SOC08S2U11V1	<b>Level</b>	3	<b>Credit</b>	5

## Range Statement

This unit applies to handling guests and the front office while working in a spa.

**Tools, equipment and material used in this unit may include:**

## ASSESSMENT GUIDE

### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Performing basic computer operations
- Performing billing procedures according to spa policies and procedures
- Calculating tax and Vat
- Maintaining stock according to spa policies and procedures
- Addressing guest comments according to spa policies and procedures
- How to handle telephone conversations
- Procedures to follow when making guest appointments
- Performing booking procedures according to spa policies and procedures
- How to fill the guest intake form
- How to handle criticism and appreciation
- How to handle gratuity and service charges according to spa policies and procedures

### Assessment context

This unit may be assessed in a simulated environment

## Critical aspects (for assessment)

Assessment must ensure:

- Ability to perform basic computer operations
- Ability to perform billing procedures according to spa policies and procedures
- Ability to calculate tax and Vat
- Ability to maintain stock according to spa policies and procedures
- Ability to address guest comments according to spa policies and procedures
- Ability to handle telephone conversations
- Understanding of the procedures to follow when making guest appointments
- Ability to perform booking procedures according to spa policies and procedures
- Ability to fill the guest intake form
- Ability to handle criticism and appreciation
- Ability to handle gratuity and service charges according to spa policies and procedures

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• basic computer operations</li><li>• Billing procedures</li><li>• Stock maintenance according to spa policies and procedures</li><li>• address guest comments</li><li>• making guest appointments</li><li>• booking procedures</li><li>• handle gratuity and service charges according to spa policies and</li></ul>	<ul style="list-style-type: none"><li>• basic computer operations</li><li>• Billing procedures</li><li>• Calculating tax and vat</li><li>• Stock maintenance according to spa policies and procedures</li><li>• address guest comments</li><li>• handle telephone conversations</li><li>• making guest appointments</li><li>• booking procedures</li></ul>

<b>UNIT TITLE</b>	Sales and marketing				
<b>DESCRIPTOR</b>	This unit gives the right skills for communicating with the customer in a positive way				
<b>CODE</b>	SOC08S2U12V1	<b>Level</b>	3	<b>Credit</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Undertaking sales and marketing	1.1 Arrange the product display in an attractive manner 1.2 Understands the basics of sales and guest potential evaluation 1.3 Handle guest queries about products 1.4 Closes sales with complete confidence and

procedures	<ul style="list-style-type: none"> <li>• filling guest intake form</li> <li>• handling criticism and appreciation</li> <li>• handle gratuity and service charges according to spa policies and procedures</li> </ul>
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## Unit 12

	conviction 1.5 Has efficient product knowledge 1.6 Able to approach guests effectively and understands their needs 1.7 Handles sales objections 1.8 Perform home care sales as part of a spa experience
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## Range Statement

This unit applies to sales and marketing while working in a spa.

**Tools, equipment and material used in this unit may include:**

## ASSESSMENT GUIDE

### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Arranging the product display in an attractive manner
- Understanding of the basics of sales and guest potential evaluation
- Handling guest queries about products
- Closing sales with complete confidence and conviction
- Having efficient product knowledge
- Approaching guests effectively and understands their needs
- Handling sales objections
- Performing home care sales as part of a spa experience

### Assessment context

This unit may be assessed in a simulated environment

### Critical aspects (for assessment)

Assessment must ensure:

- Ability to arrange the product display in an attractive manner
- Able to understand the basics of sales and guest potential evaluation
- Ability to handle guest queries about products
- Ability to close sales with complete confidence and conviction
- Having efficient product knowledge
- Ability to approach guests effectively and understands their needs
- Ability to handle sales objections
- Ability to perform home care sales as part of a spa experience

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"> <li>• Arranging the product display in an attractive manner</li> <li>• The basics of sales and guest potential evaluation</li> <li>• Guest consultation and analysis</li> <li>• Handling guest queries about products</li> <li>• Closing sales with complete confidence and conviction</li> <li>• product knowledge</li> <li>• Approaching guests effectively and understanding their needs</li> <li>• Handling sales objections</li> <li>• home care sales</li> </ul>	<ul style="list-style-type: none"> <li>• Arranging the product display in an attractive manner</li> <li>• The basics of sales and guest potential evaluation</li> <li>• Guest consultation and analysis</li> <li>• Handling guest queries about products</li> <li>• Closing sales with complete confidence and conviction</li> <li>• product knowledge</li> <li>• Approaching guests effectively and understanding their needs</li> <li>• Handling sales objections</li> <li>• home care sales</li> </ul>

## Unit 13

<b>UNIT TITLE</b>	Spa as a career				
<b>DESCRIPTOR</b>	This unit showcases the career options in the spa industry along with their obstacles and challenges				
<b>CODE</b>	SOC08S2U13V1	<b>Level</b>	3	<b>Credit</b>	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Career opportunities in spa industry	1.1 Knowledge of Basic career requirements 1.2 Understands the drives and motivation in establishing a career 1.3 Importance of commitment and money in career 1.4 Knowledge of spa career options 1.5 Knowledge on typical career path in spa industry 1.6 Understands how to start your own spa business 1.7 Knowledge of job opportunities in spa industry in Maldives and abroad

### Range Statement

This unit gives knowledge on spa as a career

**Tools, equipment and material used in this unit may include:**

### ASSESSMENT GUIDE

#### Forms of assessment

Assessment methods must be chosen to ensure that the obtained knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit

- Explaining the Basic career requirements
- Explaining the drives and motivation in establishing a career
- Explaining the importance of commitment and money in career



- Explaining the spa career options
- Demonstrate understanding of typical career path in spa industry
- Demonstrate understanding of how to start your own spa business
- Demonstrate understanding of job opportunities in spa industry in Maldives and abroad

### Assessment context

This unit may be assessed in a simulated environment

### Critical aspects (for assessment)

Assessment must ensure:

- Ability to explain the Basic career requirements
- Ability to explain the drives and motivation in establishing a career
- Ability to explain the importance of commitment and money in career
- Ability to explain the spa career options
- Ability to show understanding of typical career path in spa industry
- Ability to demonstrate understanding of how to start your own spa business
- Ability to demonstrate understanding of job opportunities in spa industry in Maldives and abroad

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• Basic career requirements</li><li>• Drives and motivation in establishing a career</li><li>• Importance of commitment and money in career</li><li>• Spa career options</li><li>• typical career path in spa industry</li><li>• how to start your own spa business</li><li>• job opportunities in spa industry in Maldives and abroad</li></ul>	