



**Course Name:** Level 1 Certificate of Spa Concierge

**Total Hours:** 220

**Qualification:** ITEC

**Course Requirement:** It is recommended that Candidates should have achieved a basic level of education prior to commencing this course.

**Course Information:**

☉ **Guided learning Hours:**

Professional Conduct in the Spa – 25 hours

Communication in the Spa – 25 hours

Arranging and Booking Appointments in the Spa – 25 hours

Client Care and Hygiene and its Importance in Spa Treatments – 25 hours

Assisting with Spa Treatments – 120 hours

☉ **Understand and explain the following topics:**

- Professional Appearance, grooming, deportment and good manners.
- The confidentiality requirements.
- The importance and use of a record card
- The meaning of retail service
- The terms of Hazard and Risk
- The necessary to have an accident book
- The Health & Safety regulations
- The important and methods of promotions
- Demonstrate ability to communicate effectively with clients
- Why conversation should be ethical and client led
- Demonstrate ability to communicate politely and effectively on the telephone
- The meaning and how to deal with negative feedback
- Demonstrate good working relationship
- Demonstrate knowledge of how to maintain the reception area
- The meaning of stock control
- The different types of spas
- Demonstrate knowledge of spa treatment on offer and the cost of treatments
- The benefits of offering courses of treatments
- Demonstrate how to schedule appointments
- Demonstrate basic understanding of consultation and contraindication
- How to record basic details from clients prior to a full consultation



- The different methods of payment and demonstrate accurate handling
  - The different hygiene terms and methods of sterilization/ sanitization available in a spa.
  - Various ways in which water is treated to maintain hygiene.
  - The correct hygiene and client care for body treatments.
  - All aspect of waste disposal for the spa
  - The important of suitable environmental conditions for the clients
  - How to prepare the treatment room for treatment before and after treatment
  - The terms Client Modesty, Towel Management and Client Care
  - Demonstrate appropriate general client care
  - The basic structure and function of the skin
  - How to recognize the basic skin types
  - How to prepare the client for spa treatments
  - Briefly understand the various methods of exfoliation and body masks/wraps, and when to use them
  - How to use exfoliation products
  - Briefly understand steam and sauna treatments and when to use them
  - How to care for the client after steam/ sauna and hydrotherapy treatment
  - How to complete the spa treatments
- ☉ **Assignment Guidance:**
- Practical Assessment
    - All candidates will be access via a practical examination of their technical skills and treatment techniques
  - Theory Assessment