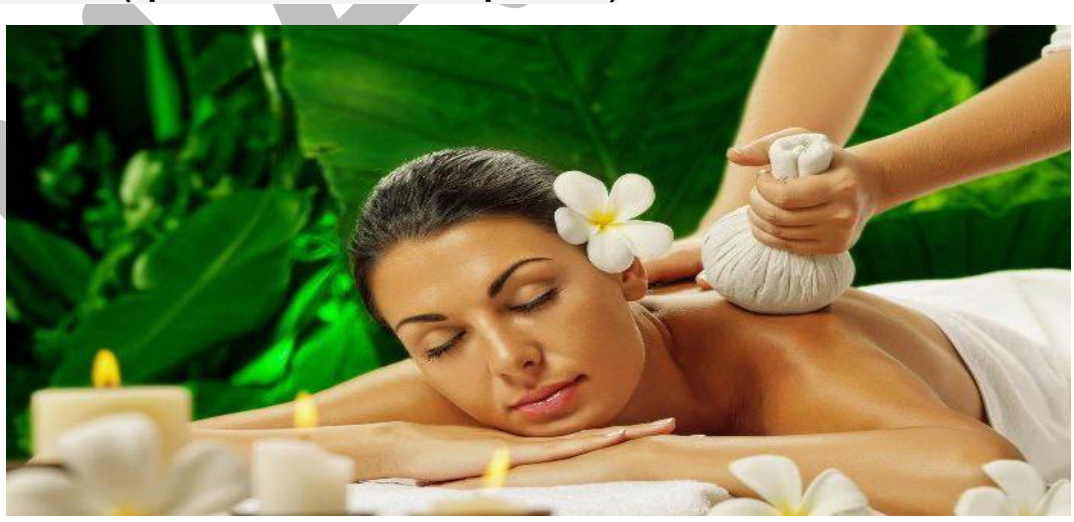
SPA & LEISURE TOURISM OPERATIONS ASSISTANT

Source: National Competency Standard
Competency Standards Code: H55S009

Packaging for National Vocational Qualifications (NVQ)

- **National Certificate at NVQ Level 04(four) in the occupation of Spa & Leisure Tourism Operations Assistant will be awarded to those who are competent with these units**
  U01 + U02 + U03 + U04- H55S009Q1L4 Spa and Leisure Tourism Operations Assistant (Spa and Leisure Tourism Operations)

- **National Certificate at NVQ Level 04(four) in the occupation of Spa & Leisure Tourism Operations Assistant will be awarded to those who are competent with these units**
  U05 + U06 + U07 + U08- H55S009Q2L4 Spa and Leisure Tourism Operations Assistant (Spa and Leisure Tourism Operations)



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NAITA

Unit of competency	Element Number	Elements of Competence
1. Make prearrangements for the spa treatment H55S009U01	**1.1**	Ensure the safety of guest/client, environment and Therapist
	1.2	Ensure the cleanliness of room for the treatment
	1.3	Ensure the equipment and facilities are in order
	1.4	Receive and arrange products required for the treatments
2. Attend to Spa treatment H55S009U02	**2.1**	Welcome client/guest to the treatment room and verify the treatment to be given
	2.2	Explain the treatment, product and built up a good relationship with client/guest
	2.3	Undertake the treatment
	2.4	Attend to post treatment procedure
	2.5	Rearrange the treatment room
3. Make prearrangements for the Ayurveda treatment H55S009U03	**3.1**	Ensure the safety of client/guest, environment and Therapist
	3.2	Ensure the cleanliness of room for the treatment
	3.3	Ensure the equipment and facilities are in order
	3.4	Obtain Doctors consultation report/Treatment plan
	3.5	Receive and arrange products required for the treatment
4. Attend to Ayurveda treatment H55S009U04	**4.1**	Welcome client/guest to the treatment room
	4.2	Explain the treatment and product and built up a good relationship with client/guest
	4.3	Undertake the treatment
	4.4	Attend to post treatment procedure
	4.5	Rearrange the treatment room
5. Coordinate with guest/client to perform water sports H55S009U05	**5.1**	Identify clients need
	5.2	Provide basic information to client
	5.3	Coordinate sports activities in water

Unit of competency	Element Number	Elements of Competence
	5.4	Hand over the equipment to organization
6. Conduct pool games and daytime activities H55S009U06	**6.1**	Make aware of clients about day-time animation programmes
	6.2	Client invited to the relevant location
	6.3	Conduct the activity as planned in the pool
	6.4	Conduct the pool games
	6.5	Conduct outdoor games
7. Conduct or coordinate relaxation, meditation and evening entertainment activities H55S009U07	**7.1**	Plan and prepare a schedule of relaxation/meditation/eve ning entertainment activities
	7.2	Coordinate with service providers/performers
	7.3	Prepare a budget
	7.4	Conduct entertainment, relaxation/meditation/ activities
8. Make arrangements for the guest to use Gym facilities H55S009U08	**8.1**	Ensure safety of client/guest
	8.2	Ensure cleanliness of Gym
	8.3	Ensure equipment and facilities are in order