



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



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NAIROBI

CONDUCT BODY MASSAGE AND SPA OPERATIONS

UNIT CODE: COS/OS/BT/CR/03/6/B

UNIT DESCRIPTION

This unit covers the competencies required to conduct body massage and spa operations. It involves planning and organizing body massage and spa operations, setting up and preparing to provide body massage and spa services, providing body massage and spa services and carrying out post service procedures.

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

| ELEMENT | PERFORMANCE CRITERIA |
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| These describe the key outcomes which make up workplace function | These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i> |
| 1. Plan and organize body massage and spa operations | <ul style="list-style-type: none">1.1 Resource <i>requirements</i> for body massage and spa services are identified and their availability secured as per workplace policy.1.2 Staff is allocated tasks based on job description and their competencies.1.3 Operational <i>resources</i> are allocated based on the body massage and spa services offered and previous experience.1.4 Body massage and spa standard operating procedures are developed and disseminated as per workplace policy.1.5 Inexperienced staff is oriented and inducted as per workplace policy1.6 Staff is supervised as per workplace policy.1.7 Staff adherence to standard operating procedures is monitored as per workplace policy.1.8 Staff remuneration policy is developed and implemented based on organization's objectives.1.9 Laws related to starting and operating a business enterprise are identified and adhered to as per <i>legal requirements</i>. |
| 2. Set up and prepare to provide body massage and spa services | <ul style="list-style-type: none">2.1 Requirements for massage are identified and gathered as per workplace policy.2.2 <i>Safety and health</i> precautions are observed as per <i>legal requirements</i>.2.3 <i>Tools and equipment</i> are checked for serviceability as per manufacturers' instructions. |

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| | <p>2.4 Body massage products and supplies are checked for usability as per legal requirements and manufacturers' instructions.</p> <p>2.5 Personal protective gears are identified and gathered based on service requirements and manufacturer's instructions.</p> |
| 3. Provide body massage and spa services | <p>3.1 Personal protective gears are worn based on manufacturer's instructions.</p> <p>3.2 Client consultation is done as per workplace policy.</p> <p>3.3 Hygiene and sanitation principles are observed as per standard operating procedures.</p> <p>3.4 Skin analysis is conducted as per standard operating procedures.</p> <p>3.5 Disorders on skin are identified and action taken based on nature of the disorder.</p> <p>3.6 Products and supplies are used as per service required and manufacturers' instructions.</p> <p>3.7 Client is prepared for body massage as per standard operating procedures.</p> <p>3.8 Diverse types of body massage are performed as per clients' specifications and standard operating procedures.</p> <p>3.9 Spa services are performed as per clients' specifications and standard operating procedures.</p> <p>3.10 After care advise is given as per workplace policy and Standard operating procedures.</p> |
| 4. Carry out post service procedures | <p>4.1 Tools and equipment are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>4.3 Recyclable supplies are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>4.4 Non-recyclable supplies are managed disposed of as per manufacturer's instructions, workplace policy and legal requirements.</p> |

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| Variables | Range |
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| 1. Body massage and spa products and supplies may include but not limited to: | <ul style="list-style-type: none"> Assorted massage oils Massage creams Massage powders Massage lotions |

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| | <ul style="list-style-type: none"> • Assorted body scrubs • Assorted masks • Massage foils/ fling • Macintosh • Assorted towels • Gauzes • Gowns • Shower gels • Disposable pants |
| 2. <i>Body massage and spa tools and equipment</i> may include but not limited to: | <ul style="list-style-type: none"> • Assorted Massagers • Product applicators • Massage bed • Massage mats • Hot stone kits • Massage seat • Electric body suit |
| 3. <i>Client preparation for body massage</i> may include but not limited to: | <ul style="list-style-type: none"> • Bathing • Gowning • Draping |
| 4. <i>Types of body massage</i> may include but not limited to: | <ul style="list-style-type: none"> • Basic massages • Electric massages • Ethnic massages • Health related • Sports related |
| 5. <i>Basic body massages</i> may include but not limited to: | <ul style="list-style-type: none"> • Deep tissues • Holistic • Indian head |
| 6. <i>Sport body massages</i> may include but not limited to: | <ul style="list-style-type: none"> • Deep tissue • Hot stone |
| 7. <i>Electric body massages</i> may include but not limited to: | <ul style="list-style-type: none"> • Gyratory Faradic |
| 8. <i>Ethnic body massages</i> may include but not limited to: | <ul style="list-style-type: none"> • Indian head Thai • Shiatsu • Swedish • Chinese |
| 9. <i>Health related body massages</i> may include but not limited to: | <ul style="list-style-type: none"> • Lymphatic drainage • Reflexology • Aromatherapy |

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| 10. <i>Spa services</i> may include but not limited to: | <ul style="list-style-type: none"> • Body wrap • Body scrub • Hydro-therapy • Steam bath • Sauna • Jacuzzi |
| 11. <i>Legal requirements</i> may include but not limited to: | <ul style="list-style-type: none"> • OSH act • NEMA regulations • Public Health Act Cap 254 • EMCA 2015 • County by-laws • Labor laws • KRA act |
| 12. Recyclable supplies may include but not limited to: | <ul style="list-style-type: none"> • Aprons • Towels • Drapers |
| 13. <i>Non-recyclable</i> supplies may include but not limited to: | <ul style="list-style-type: none"> • Gloves • Applicator • Stencils • Wool |
| 14. Personal protective gears may include but not limited to: | <ul style="list-style-type: none"> • Aprons • Towels • Drapers |
| 15. <i>Disorders on skin</i> may include but not limited to: | <ul style="list-style-type: none"> • Infectious <ul style="list-style-type: none"> • Bacterial • Fungal • Viral • Non-infectious <ul style="list-style-type: none"> • Allergies • Cuts • Bruises • Burns |

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- People skills
- Time management
- Work culture
- Record keeping
- Telephone handling skills
- Complaints handling skills
- Conflict resolution skills
- Negotiation skills
- Analytical skills
- Problem solving
- Critical thinking
- Summarizing and paraphrasing
- Listening skills
- Observations skills
- Organizational skills

Technical skills

- Balancing
- Mixing
- Kneading
- Tapping
- Capping
- Hacking
- Pounding
- Wringing
- Draining
- Knuckling
- Effleurage
- Twisting
- Flexing
- Rotating
- Pulling
- Blending
- Pressure application
- Posturing
- Product application
- Technology skills

Required Knowledge

The individual needs to demonstrate knowledge of: Business operational resources

- Development of standard operating procedures
- Staff remuneration
- Principles of management
- Staff management
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin analysis
- Anatomy and physiology
- Massage theory
- Product knowledge
- Supplies in massage and spa
- Massage and spa tools and equipment
- Waste management
- Environmental management requirements
- Ethical issues in cosmetology

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

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| 1. Critical Aspects of Competency | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none">1 .1 Identified and secured resource requirements for body massage and spa operations.1 .2 Allocated duties and supervised staff.1 .3 Allocated operational resources appropriately.1 .4 Developed and disseminated body massage and spa standard operating procedures.1 .5 Developed and implemented staff remuneration policy1 .6 Demonstrated understanding of legal framework of starting and running of a business enterprise.1 .7 Observed safety and health precautions in service delivery.1 .8 Demonstrated abilities to use body massage and spa tools and equipment.1 .9 Consulted and negotiated with the client appropriately.1 .10 Appropriately conducted skin analysis and acted.1 .11 Demonstrated understanding of skin disorders.1 .12 Used body massage and spa products and supplies appropriately. |
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| | <p>1 .13 Demonstrated abilities to perform various body massage and spa procedures correctly.</p> <p>1 .14 Demonstrated understanding of body massage and spa procedures.</p> <p>1 .15 Managed and disposed waste appropriately.</p> <p>1 .16 Managed and stored recyclable supplies appropriately.</p> |
| 2. Resource Implications | <p>The following resources must be provided:</p> <p>2.1 A functional beauty therapy unit</p> |
| 3. Methods of Assessment | <p>Competency may be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Observation</p> <p>3.3 Oral questioning</p> <p>3.4 Interview</p> <p>3.5 Project</p> <p>3.6 Portfolio</p> <p>3.7 Third party report</p> |
| 4. Context of Assessment | <p>Assessment could be conducted:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p> |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |