

1. Title	Understand the general development of spa therapy
2. Code	BEZZHC203A
3. Range	Understand the general development and mode of operation of spa therapy, and correctly answer customers' general enquiries at places providing spa therapy.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the general development and mode of operation of spa therapy</p> <ul style="list-style-type: none"> <li>◆ Understand the origin and definition of the term “SPA”</li> <li>◆ Understand the general development and characteristics of spa therapy in <ul style="list-style-type: none"> <li>• Ancient Rome</li> <li>• Europe</li> <li>• America</li> <li>• Asia</li> <li>• Current development</li> <li>• Future development</li> </ul> </li> <li>◆ Understand the characteristics of general spa therapy business and its mode of operation such as: <ul style="list-style-type: none"> <li>• Day Spa</li> <li>• Hotel Spa</li> <li>• Resort Spa</li> <li>• Wellness Spa</li> </ul> </li> </ul> <p>6.2 Apply the knowledge of the development of spa therapy industry</p> <ul style="list-style-type: none"> <li>◆ Master the general development of spa therapy, explain to customers the characteristics and general development of spa, and answer general enquiries from customers</li> <li>◆ Refer advanced questions to the supervisors or relevant staff</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the general development of spa therapy industry; and</p> <p>(ii) Capable to explain to customers the characteristics and general development of spa therapy and answer customers' general enquiries on spa therapy.</p>
8. Remarks	