

OPERATIONS & DELIVERY

MODULE 18

# Compliance, Risk & Professional Standards

*Not the exciting module. But the one that protects your guests, your team,  
and your career.*

## MODULE OVERVIEW

# What You'll Learn

### Lesson 1

## **Health & Safety — Your Legal Obligations**

### Lesson 2

## **COSHH & Treatment-Specific Compliance**

### Lesson 3

## **Therapist Wellbeing**

## LESSON 1

# Health & Safety — Your Legal Obligations

- Health and Safety at Work Act 1974: your duty of care
- The Five-Step Risk Assessment process
- Documentation requirements: written, dated, reviewed regularly
- Minimum annual review — and after any incident or change

## LESSON 2

# COSHH & Treatment-Specific Compliance

- COSHH assessment for every hazardous substance
- Safety data sheets accessible to all staff
- Appropriate PPE and documented training
- Regular audit and compliance checking

# Therapist Wellbeing

- Repetitive strain, back problems, skin reactions, emotional labour
- Proper workstation setup and ergonomic training
- Mandatory breaks and maximum treatment hours
- Regular wellbeing check-ins as a duty of care

KEY CONCEPT



*A risk assessment isn't paperwork. It's the difference between a near-miss that becomes a learning moment and an incident that becomes a legal case.*

# Apply What You've Learned

Conduct a full risk assessment of your spa. Complete a COSHH register. Design a therapist wellbeing policy. Audit your compliance and identify the top five gaps.

## LEARNING OUTCOMES

*By completing this module, you will be able to:*

- 1**  
• Conduct a five-step risk assessment for all spa areas
- 2**  
• Build and maintain a COSHH register with safety data sheets
- 3**  
• Design a therapist wellbeing policy covering physical and mental health
- 4**  
• Audit compliance and build a remediation plan

# Required Submissions

## **Risk Assessment**

Complete five-step assessment for your spa.

## **Compliance Audit**

COSHH register, wellbeing policy, and gap analysis.

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# Module 18 Complete

*Next: Module 19*