

OPERATIONS & DELIVERY
MODULE 18

Compliance, Risk & Professional Standards

The module that protects your guests, your team, and your career.

COMMERCIAL LEADERSHIP PROGRAMME
Spa Director & Spa Manager Development

Module Overview

The module that protects your guests, your team, and your career.

LESSON	TOPIC
Lesson 1	Health & Safety — Legal Obligations
Lesson 2	COSHH & Treatment Compliance
Lesson 3	Therapist Wellbeing

Lesson 1: Health & Safety — Legal Obligations

Under the Health and Safety at Work Act 1974, you have a duty of care to every person in your spa. The Five-Step Risk Assessment: identify hazards, decide who might be harmed, evaluate risks and precautions, record findings, review and update. Minimum annually and after any incident.

KEY POINTS

- Understand your legal duty of care under the 1974 Act
- Apply the five-step risk assessment process
- Document everything: written, dated, reviewed
- Review after every incident or change of process

Lesson 2: COSHH & Treatment Compliance

COSHH applies to every chemical product in your spa — treatment oils, peels, cleaning products, pool chemicals. You need assessments, safety data sheets, PPE, and documented training for every hazardous substance.

KEY POINTS

- Maintain COSHH assessments for all hazardous substances
- Keep safety data sheets accessible to all staff
- Provide appropriate PPE and documented training
- Audit compliance regularly

Lesson 3: Therapist Wellbeing

Therapists perform physically demanding work. RSI, back problems, skin reactions, and emotional labour are occupational hazards. Your duty of care includes proper workstation setup, mandatory breaks, maximum treatment hours, ergonomic training, and wellbeing check-ins.

KEY POINTS

- Prevent RSI through workstation setup and ergonomic training
- Enforce mandatory breaks between treatments
- Set maximum treatment hours per day
- Conduct regular physical and mental wellbeing check-ins

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.”

Practical Exercise

Conduct a full risk assessment of your spa using the five-step process. Complete a COSHH register for all hazardous substances. Design a therapist wellbeing policy. Audit compliance and identify the top five gaps.

YOUR NOTES

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
3. Design a therapist wellbeing policy
4. Audit compliance and build a remediation plan

SELF - A S S E S S M E N T

Rate your confidence in each outcome (1 = Not yet confident, 5 = Fully confident):

Outcome	1	2	3	4	5
Conduct a five-step risk assessment for all spa areas					
Build and maintain a COSHH register					
Design a therapist wellbeing policy					
Audit compliance and build a remediation plan					

Assessment

Complete the following submissions to demonstrate your learning:

Submission 1: Risk Assessment

Complete five-step assessment for your spa covering all areas.

Submission 2: Compliance Audit

COSHH register, wellbeing policy, and gap analysis with top five improvements.

MODULE COMPLETION

Name:	
Date:	
Assessor:	