

Qualifications Framework of Reference for the Spa Therapist

**TRANSFERT DE LA CERTIFICATION EUROPÉENNE
D'AGENT DE SOIN THERMAL
(PROJET THERM 134098 LLP 2007 BG LMP) THERM_2**

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INTRODUCTION

The main objective of the project “Transfert de la certification européenne d’Agent de soin thermal (projet THERM 134098 LLP 2007 BG LMP) THERM_2”, co-funded by the European Union under the Leonardo da Vinci Programme, one of the sectoral programmes of the Lifelong Learning Programme, was to answer the problematics around the evolution of competences of the profession of the Spa Therapist, which the professionals of the thermalism sector have been facing, providing a solution in terms of vocational training and professional qualification.

The traditional activities of thermalism, first created with a therapeutic goal, have been losing ground, these last years, in benefit of wellbeing activities. Nowadays thermal spas give more privilege to their wellbeing offer than their offer regarding therapeutic care. This displacement of activities implies an evolution of professional behaviours and skills, making it necessary to adapt to the new needs and expectations of the spa clients.

In this context, the innovative results of the project THERM 134098 LLP 2007 BG LMP were transferred to the beneficiary countries - Portugal and Turkey - enabling them to create, implement and/or adapt the Spa Therapist qualification and its modular training offer within their national qualifications framework, which will answer the needs identified by the professionals of thermalism. This transfer of innovation was piloted by two of the countries participating in the first THERM project – Bulgaria and France –, with the quality assurance and control of Italy.

The qualification is composed by several frameworks of reference or standards designed according to the Competency-Based Approach: Framework of Reference for the Professional Activities, Qualifications Framework of Reference, Knowledge Framework of Reference, and Certificative Units or Learning Outcomes Units. These frameworks of reference can be implemented in all countries wishing to follow the European policy of harmonization of qualifications.

The THERM_2 project consortium was composed of 12 partners with recognized experience in the vocational education and training, tourism and thermalism sectors - Escola Profissional de Espinho, Groupement d'Intérêt Public Formation et Insertion

Professionnelles de l'Académie de Grenoble, Greta Savoie, South-West University "Neofit Rilski", Instituto Superior de Espinho, Caldas da Felgueira, Aqua Hotel, Süleyman Şah Üniversitesi, Tuzla Termal Kaplıcaları, Kaplıca Talasso ve Kür Merkezleri Derneği, İstanbul İl Milli Eğitim Müdürlüğü, Università degli Studi dell'Aquila – which made possible to successfully achieve the following results in the beneficiary countries of the transfer:

- R1: Two qualification standards in accordance with national regulations, both comprising a vocational training offer articulated with the European Qualifications Framework.
- R2: A modular vocational training offer for Spa Therapists common to both beneficiary countries.
- R3: A training program for trainers of Spa Therapists in each beneficiary country.
- R4: A training program for nine trainers in the beneficiary countries of the transfer.
- R5: An experimentation of the training program contents created within this specific training program (qualification standard, modular training and training of trainers) through the implementation of a training program in each beneficiary country, aimed at training fifteen future Spa Therapists.
- R6: Tools for the diffusion of the outcomes: website, newsletters, posters, leaflets and CD-ROMs.

PURPOSE OF THE QUALIFICATIONS FRAMEWORK OF REFERENCE

The Qualifications Framework of Reference (QFR) of the Spa Therapist is the document that ensures the link between the world of work and the world of training. The QFR includes a list of skills that derive from the professional tasks, in full accordance with the FRPA - Framework of Reference for Professional Activities.

The QFR has two main functions:

- A function of mediation, as the QFR enables the training teams to permanently establish a link between the knowledge that is transmitted, the skills that progressively result from this knowledge, and the professional tasks that presuppose this knowledge and these skills. The QFR thus establishes the link between the professional and the learning activities, facilitating the formative assessment which leads the trainer to identify the trainee's progress and, if necessary, to remedy failure situations, in order to help the trainee measure his learning outcomes.
- An instrumental function in the assessment process of the trainees who wish to become hydrotherapy technicians: the QFR is not only a list of skills, it is also a tool, a qualifications framework of reference. For this purpose, the skills are complemented by the description of situations the applicants must face, within the skills assessment process. The qualifications framework of reference specifies both the conditions under which the skills are to be evaluated and the expected results. The QFR is thus the fundamental reference for the skills assessment. All tests designed for the certification of skills must meet the requirements of the qualifications framework of reference.

METHODOLOGY OF CONSTRUCTION OF THE QUALIFICATIONS FRAMEWORK OF REFERENCE

The construction of the qualifications framework of reference corresponds to the object of the second stage of the design/adaptation of the Spa Therapist qualification, following the framework of reference for the professional activities.

Two essential parts form the QFR:

- First, the QFR integrates the list of skills required for the Spa Therapist job type and the relationship between Tasks and Skills.
- Second, the QFR includes the information needed for the skills certification assessment.

In scope of the project THERM, and in order to conceive the QFR, the European QFR for the Spa Therapist was adapted to the national context and its formalization grids were included.

The first grid establishes the relationship between tasks and skills, enabling the link between the world of training and the world of work. All learning processes aimed at building skills are focused on the performance of professional tasks. This grid is the result of a process of “skills’ derivation”.

The second grid includes the skills’ description. Each skill is described by integrating the performance conditions, i.e., the external resources that are made available to the trainee, and the expected results in terms of the assessment – the criteria and indicators that must be satisfied for the skill certification. In order to complement the control of the assessment requirements and ensure the respective standardization, another tool was created besides the qualifications framework of reference, the description of the assessment tests, which will be better explained in the context of the Learning Outcomes’ Units or Certification Units.

GRID OF CORRESPONDENCE BETWEEN TASKS AND SKILLS

	TASKS LIST	SKILLS LIST
A1.T1	Consult and interpret the medical prescriptions of the thermal spa customers.	<p>C1. Read and interpret the medical prescriptions of the clinical staff and/ or higher health technicians.</p> <p>C2. Know, interpret and use technical terminology.</p>
A1.T2	Program and ensure the implementation of the prescribed thermal techniques, using the appropriate technical means and equipment.	<p>C3. Define and organize the activities, methods, techniques and resources related to the indicated therapeutic processes.</p> <p>C4. Prepare the conditions concerning the use of the equipment, tools and spaces, respecting the rules of cleanliness and hygiene, as well as of personal and environmental hygiene care.</p>
A2.T1	Receive and direct the thermal spa customers to the thermal technique, showing them the equipment to use and assisting them in the procedures.	<p>C5. Assess, direct and accompany the thermal spa customers, providing them with the necessary aid, according to the type of treatment and adapting the contact to the characteristics of their age group.</p> <p>C6. Apply the procedures concerning the preparation of the thermal spa customers for their treatments.</p>
A2.T2	Set the time, pressure and water temperature for each thermal spa customer, considering the thermal technique to be applied	<p>C7. Use the techniques for the natural mineral water regulation and for the preparation of the thermal techniques.</p>

	and the medical prescription.	
A2.T3	Use the equipment and apply the corresponding thermal techniques, respecting the medical prescription.	<p>C8. Apply and guide the implementation of Otorhinolaryngology and Pulmonology techniques.</p> <p>C9. Apply balneotherapy techniques (dipping, shower, steam).</p> <p>C10. Apply the thalassotherapy techniques.</p> <p>C11. Apply the hydrokinesiotherapy techniques.</p> <p>C12. Apply the electrotherapy techniques.</p> <p>C13. Apply the manual massage techniques.</p> <p>C14. Apply the sludge techniques.</p>
A2.T4	Ensure the thermal spa customers' well-being, when applying the thermal techniques.	<p>C15. Identify the needs and expectations of the thermal spa customers in terms of the prescribed therapeutic processes.</p> <p>C16. Detect signs or abnormal situations concerning the reaction of the thermal spa customers before the prescribed treatments.</p>
A2.T5	Ensure thermal spa customers maintain a balanced body temperature after the treatments, advising their cooling during a certain period of time.	<p>C17. Promote the satisfaction of the thermal spa customers' needs and ensure their welfare.</p>
A3.T1	Handle the equipment, utensils and materials related to each thermal technique.	<p>C18. Use the equipment, tools and materials related to each thermal technique, taking into account the medical prescription and usage rules.</p>

A3.T2	Ensure compliance with the rules concerning the use and operation of the equipment and thermal facilities.	C19. Give instructions on the proper use of the equipment and thermal facilities.
A3.T3	Ensure compliance with the rules concerning the hygiene of the equipment and thermal facilities.	C20. Apply the hygiene procedures concerning the equipment and thermal facilities.
A4.T1	Register the activities performed by the thermal spa customers.	C21. Record the data related to each treatment, considering the possibility of any further treatment by the competent services.
A4.T2	Register any occurrences observed by the technician and/or mentioned by the thermal spa customers.	C22. Use log supports, noting the activities and occurrences that are observed or referred to by the thermal spa customers, as well as their therapeutic evolution.
A5.T1	Identify the situation and act in accordance with the first-aid norms.	C23. Apply the procedures and first aid techniques in accident situations.

DESCRIPTION OF THE PROFESSIONAL SKILLS

C1. Read and interpret the medical prescriptions of the medical staff and/ or senior health technicians.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. 	<ul style="list-style-type: none"> • Interpret the medical prescriptions correctly, identifying the potential risks and reporting them to the hierarchy.
C2. Know, interpret and apply the technical terminology.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. 	<ul style="list-style-type: none"> • Interpret the medical prescriptions correctly, identifying the potential risks and reporting them to the hierarchy.
C3. Define and organize the activities, methods, techniques and resources related to the indicated therapeutic processes.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Individual planning of the thermal techniques. • Work instruction. • Professional conduct rules. 	<ul style="list-style-type: none"> • Give information to the thermal spa customers concerning their daily treatment plans. • Check the existence of the necessary conditions for the implementation of the techniques, the service provider and the thermal spa customers (necessary equipment and materials, and hygiene), solving any flaw.

C4. Prepare the conditions concerning the use of equipment, tools and spaces, respecting the rules of cleanliness and hygiene, as well as of personal and environmental hygiene care.

Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Individual planning of the thermal techniques. • Work instruction. • Professional conduct rules. 	<ul style="list-style-type: none"> • Give information to the thermal spa customers, concerning their daily treatment plans. • Check the existence of the necessary conditions for the implementation of the techniques, the service provider and the thermal spa customers (necessary equipment and materials, and hygiene), solving any flaw.

C5. Assess, direct and accompany the thermal spa customers, providing them with the necessary aid, considering the type of treatment and adapting the contact to the characteristics of their age group.

Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Individual planning of the thermal techniques. • Work instruction. 	<ul style="list-style-type: none"> • Receive and direct the thermal spa customers to the place where the techniques are implemented, adjusting the posture and language. • Giving information about the procedures related to each technique. • Respect the hygiene and safety procedures. • Position the thermal spa customers correctly, ensuring their comfort.

C6. Apply the procedures concerning the preparation of the thermal spa customers for their treatments.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Individual planning of the thermal techniques. • Work instruction. 	<ul style="list-style-type: none"> • Receive and direct the thermal spa customers to the place where the techniques are implemented, adjusting the posture and language. • Giving information about the procedures related to each technique. • Respect the hygiene and safety procedures. • Position the thermal spa customers correctly, ensuring their comfort.

C7. Use the techniques for the natural mineral water regulation and for the preparation of the thermal techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Technical data sheets of the equipment. • Instruments and control equipment (pressure gauge, thermometer, thermostat, timer, probes). 	<ul style="list-style-type: none"> • Check the correct conditions to perform the technique, alerting maintenance in case of non-compliance.

C8. Apply and supervise the implementation of Otorhinolaryngology and Pulmonology techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Equipment and specific material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Follow the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C9. Apply balneotherapy techniques (dipping, shower, steam).	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Follow the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C10. Apply the thalassotherapy techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Comply with the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C11. Apply the hydrokinesiotherapy techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Comply with the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C12. Apply the electrotherapy techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Comply with the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C13. Apply the manual massage techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Comply with the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C14. Apply sludge techniques.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Work instruction concerning each thermal technique. • Specific equipment and material concerning each technique. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Comply with the procedures and the medical prescription. • Comply with the hygiene and safety procedures, alerting maintenance in case of non-compliance.

C15. Identify the needs and expectations of the thermal spa customers in terms of the prescribed therapeutic processes.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Accompany the thermal spa customers, identifying possible changes in terms of their welfare. • Identify possible non-compliance, warning maintenance, if necessary.

C16. Detect anomalous signs or situations concerning the reaction of the thermal spa customers before the prescribed treatments.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Accompany the thermal spa customers, identifying possible changes in terms of their welfare. • Identify possible non-compliance, warning maintenance, if necessary.

C17. Promote the satisfaction of the thermal spa customers' needs and ensure their welfare.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Individual planning of the thermal techniques. 	<ul style="list-style-type: none"> • Accompany and direct the thermal spa customers to the resting zone, informing them of the need of resting.

C18. Use the equipment, tools and materials related to each thermal technique, taking into account the medical prescription and usage rules.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Handle the appropriate equipment and materials, ensuring their good condition. • Identify possible non-compliance, warning maintenance, if necessary.

C19. Give instructions on the proper use of the equipment and thermal facilities.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Medical prescription. • Technical data sheets of the equipment. 	<ul style="list-style-type: none"> • Transmit information concerning the proper use of the equipment and materials. • Collect and record the thermal spa customers' observations, concerning the equipment usage.

C20. Apply the hygiene procedures concerning the equipment and thermal facilities.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Technical data sheets concerning the preparation of the hygiene products. • Hygiene and safety procedures. 	<ul style="list-style-type: none"> • Comply with the rules concerning the preparation and packaging of hygiene products. • Use the appropriate products for each situation. • Comply with Hygiene and Safety procedures.

C21. Record the data related to each treatment, considering the possibility of any further treatment by the competent services.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Record sheets. 	<ul style="list-style-type: none"> • Register the verified situation.

C22. Use log supports, noting the activities and occurrences that are observed or referred to by the thermal spa customers, as well as their therapeutic evolution.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • Record sheets. 	<ul style="list-style-type: none"> • Register the occurrences verified by the technician. • Register the occurrences referred to by the thermal spa customers. • Ask the thermal spa customers about their needs and therapeutic evolution, ensuring the information is sent to superior decision-making.

C23. Apply the procedures and first aid techniques in accident situations.	
Implementation Conditions	Expected Results
<ul style="list-style-type: none"> • First Aid Manual. • Procedure in case of accident. • Occurrence 933261757record sheets. 	<ul style="list-style-type: none"> • Place the thermal spa customers safely, ensuring the provision of first aid until the arrival of medical personnel. • Monitor the process, recording the situation.



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