

**Course Curriculum**

**Under  
SKILL DEVELOPMENT INITIATIVE SCHEME (SDIS)**

**Based on  
Modular Employable Skills (MES)**

**on  
SPA & WELLNESS SECTOR**

*SPA & WELLNESS SECTOR*



Designed in  
January 2011

**Government of India  
Ministry of Labour & Employment  
Directorate General of Employment & Training**

**Course Curriculum under Skill Development Initiative Scheme (SDIS)  
based on Modular Employable Skills (MES)**

**CONTENTS**

1. List of members attended the Trade Committee Meeting.....	3
2. Background .....	4
3. Frame Work for Skill Development based on Modular Employable Skills .....	4
4. Introduction.....	5
5. Age of Participants .....	5
6. Curriculum Development Process .....	6
7. Development of Core Competencies .....	6
8. Duration of the Programmes.....	6
9. Pathways to acquire Qualification .....	7
10. Methodology .....	7
11. Instructional Media Packages .....	7
12. Assessment.....	7
13. Certificate .....	7
14. <b>Course Matrix</b> .....	8
a) Level/I - Module I:	
b) Level/II - Module I:	

**List of members attended the Trade Committee Meeting for designing  
the course curriculum under Skill Development Initiative Skill (SDIS)  
based on Modular Employable Skills (MES) on  
SPA & WELLNESS SECTOR held on 11<sup>th</sup> JANUARY 2011**

**Sri Anil Kumar Director In Charge, CSTARI, KOLKATA**

<b>Sl. No.</b>	<b>Name and Designation S/Shri</b>	<b>Organization</b>	<b>Remarks</b>
1	Jesper Hougaard, CMD	Serena Spa Pvt. Ltd.	Chairman
2	Anil Kumar, Director In Charge	CSTARI, Kolkata	Member
3	D. K. Pawagi, Director In Charge	RDAT, Mumbai	Member
4	Madhu P. Nair, Jt. Director of Trg.	DGE&T, New Delhi	Member
5	C. H. Ravi, Dy. Director of Trg.	ATI, Mumbai	Member
6	L.K.Mukherjee, Dy. Director of Trg.	CSTARI, Kolkata	Member
7	D. K. Jatav, Assistant Director	RDAT, Mumbai	Member
8	Nicha Javai	Myrah Spa	Member
9	B. V. Ramparkar, Asst Appr. Adviser	DVE&T, Maharashtra	Member
10	Dr. Jhoomer Kulshrestha	Dr. Jhoomer Beauty Academy	Member
11	Dr.Sachin Kawde	Dr. Jhoomer Beauty Academy	Member
12	Nalini Kalra , General manager	Christine Valmy Institute	Member
13	Dr. Sushant Shetty	Simply SKIN Con. Dermatologist	Member
14	Rosa B Georg	Canossian Academy	Member
15	Shweta Bapat	Classic Spandan Solutions	Member
16	Disha Meher, Consultant,	Spa/Salon Academy, Mumbai	Member
17	Sabrina F Britto Hoogaard	Serena Spa Pvt. Ltd., Mangalore	Member
18	Pankaj Sharma, Managing Director	Power Spa Pvt. Ltd., Mumbai	Member
19	Suresh Sarda, Managing Director	Bio-Sols, Mumbai	Member
20	Gautam Dandekar, MD	Aqua Spa, India Spa Wellness Business	Member
21	R. N. Manna, Training Officer	CSTARI, Kolkata	Member

## Skill Development based on Modular Employable Skills (MES)

### Background

The need for giving emphasis on Skill Development, especially for the educated unemployed youth (both for rural & urban) has been highlighted in various forums. Unfortunately, our country's current education system does not give any emphasis on development of skills. As a result, most of the educated unemployed youths are found wanting in this area, which is becoming their Achilles heel.

As India is on the path of economic development and the share of service sector's contribution to the GDP of the country is increasing (53% of GDP) it is becoming imperative that Government of India along with other nodal agencies play an important role in providing employable skills, with special emphasis on Skills.

Hence, need of the hour is some policy change at Apex level which will address the needs of the changing economy and look at providing mandatory skills training to all educated unemployed youths, with a view to have them gainfully employed. This shift in policy will ultimately benefit all the stake holders, namely the individuals, industry, Government and the economy by way of providing employment, increasing the output/productivity and ultimately resulting in a higher GDP for the nation.

- **Frame work for skill development based on 'Modular Employable Skills (MES)'**  
Very few opportunities for skill development are available for the above referred groups (educated unemployed youth). Most of the existing skill development programmes are long term in nature. Poor and less educated persons cannot afford long term training programmes due to higher entry qualifications, opportunity cost, etc. Therefore, a new framework for skill development has been evolved by the DGET to address the employability issues.  
The **key features of new framework for skill development** are:
  - Demand driven short term training courses based on modular employable skills are decided in consultation with Industries.
  - Flexible delivery mechanism (part time, week ends, full time)
  - Different levels of programmes (foundation level as well as skill up gradation) to meet demands of various target groups
  - Central Government will facilitate and promote training while vocational training providers (VIPs) under the Govt. and Private Sector will provide training
  - Optimum utilization of existing infrastructure to make training cost effective.
  - Testing of skills of trainees by Independent Assessing Bodies (IABs) who would not be involved in conducting training programme, to ensure that it is done impartially.
  - Testing & Certification of prior learning (skills of persons acquired informally)

The Short Term courses would be based on "Modular Employable Skills (MES)".

The **concept for the MES** is:

- ✓ Identification of minimum skills set, which is sufficient to get an employment in the labour market.
- ✓ It allows skills up gradation, multi skilling, multi entry and exit, vertical mobility and life long learning opportunities in a flexible manner.
- ✓ It also allows recognition of prior learning (certification of skills acquired informally) effectively.
- ✓ The modules in a sector when grouped together could lead to a qualification equivalent to National Trade Certificate or higher.
- ✓ Courses could be available from level 1 to level 3 in different vocations depending upon the need of the employer organizations.
- ✓ MES would benefit different target groups like:

- Workers seeking certification of their skills acquired informally
- Workers seeking skill up gradation
- Early school drop-outs and unemployed
- Previously child Labour and their family

## **INTRODUCTION**

Economic growth in India is increasingly supported by robust growth of the service sector, hereunder the hospitality industry. Spa & Wellness Sector (Spa Therapist) is one of the relatively lesser known but significant sectors that support almost all of the new generation hospitality industry. However, notwithstanding its importance and size (Rs. 1,750 Crore according to “Global Spa Summit 2008), it has traditionally not been accorded the attention it deserves as a separate sector in itself. The level of inefficiency in Spa & Wellness Sector (Spa Therapist) activities in the country has been very high across all modes.

The required pace of efficiency and quality improvement will demand rapid development of capabilities of Spa & Wellness Sector (Spa Therapist) service providers. And with Spa & Wellness Sector (Spa Therapist) being a service oriented sector, skill development will emerge as a key capability.

This lack of focus on developing manpower and skills for the Spa & Wellness Sector (Spa Therapist) has resulted in a significant gap in the numbers and quality of manpower in the sector; it is estimated that the Spa & Wellness sector will require 7,500 Spa Therapists per annum over the coming 5 years.

This gap, unless addressed urgently, is likely to be a key impediment in the growth of the Spa & Wellness Sector in India and in consequence, could impact growth in the hospitality industry as well.

This underscores the need identifying areas where such manpower and skill gaps are critical, and developing focused action plans to improve the situation.

A look at the required initiatives for manpower development in the above sector makes it clear that sustainable development of the sector’s manpower requires a collaborative public private effort. The level of commitment demonstrated by each stakeholder would largely determine the direction that the sector heads towards.

### **Age of participants**

The minimum age limit for persons to take part in the scheme is 17 years but there is no upper age limit.

### **Curriculum Development Process**

Following procedure is used for developing course curricula

- Identification of Employable Skills set in a sector based on division of work in the Labour market.
- Development of training modules corresponding to skills set identified so as to provide training for specific & fit for purpose

- Organization of modules in to a Course Matrix indicating vertical and horizontal mobility. The course matrix depicts pictorially relation among various modules, pre requisites for higher level modules and how one can progress from one level to another.
- Development of detailed curriculum and vetting by a trade committee and by the NCVT

(Close involvement of Employers Organizations, State Governments and experts, Vocational Training Providers and other stakeholders are ensured at each stage).

### **Development of Core Competencies**

Possession of proper attitudes is one of the most important attributes of a competent person. Without proper attitudes, the performance of a person gets adversely affected. Hence, systematic efforts will be made to develop attitudes during the training programme.

The trainees deal with men, materials and machines. They handle sophisticated tools and instruments. Positive attitudes have to be developed in the trainees by properly guiding them and setting up examples of good attitudes by demonstrated behaviours and by the environment provided during training.

Some important core competencies to be developed are:

1. Communication skills
2. Better usage of English language/Vernacular
3. Presentation skills
4. Self management
5. Resume preparation
6. GD participation/facing techniques
7. Interview facing techniques

Following competencies should also be developed during level-II and higher courses:

1. Ability for planning, organizing and coordinating
2. Creative thinking, problem solving and decision-making
3. Leadership
4. Ability to bear stress
5. Negotiation

### **Duration of the Programme:**

Time taken to gain the qualification will vary according to the pathway taken and will be kept very flexible for persons with different backgrounds and experience. Duration has been prescribed in hours in the curriculum of individual module, which are based on the content and requirements of a MES Module. However, some persons may take more time than the prescribed time. They should be provided reasonable time to complete the course.

### **Pathways to acquire Qualification:**

**Access to** the qualification could be through:

- ✧ An approved training Programme.

### **Methodology**

The training methods to be used should be appropriate to the development of competencies. The focus of the programme is on “performing” and not on “Knowing”. Lecturing will be

restricted to the minimum necessary and emphasis to be given for learning through active participation and involvement.

The training methods will be individual centered to make each person a competent one. Opportunities for individual work will be provided. The learning process will be continuously monitored and feedback will be provided on individual basis.

Demonstrations using different models, audio visual aids and equipment will be used intensively.

### **Instructional Media Packages**

In order to maintain quality of training uniformly all over the country, Instructional Media Packages (Imps) will be developed by the National Instructional Media Institute (NIMI), Chennai.

### **Assessment**

DGE&T will appoint assessing bodies to assess the competencies of the trained persons. The assessing body will be an independent agency, which will not be involved in conducting the training programme. This, in turn, will ensure quality of training and credibility of the scheme. Keeping in view, the target of providing training/testing of one million persons through out the country and to avoid monopoly, more than one assessing bodies will be appointed for a sector or an area.

### **Certificate**

Successful persons will be awarded competency-based certificates issued by **National Council for Vocational Training (NCVT)**.

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# Course Matrix

**LEVEL-I**

**LEVEL-II**

***Module I***

***Module I***



## LEVEL- I Module- I

<b>1. Name of the Module</b>	<b>:SPA THERAPIST –I</b>
<b>2.CODE:</b>	<b>:SPW 101</b>
<b>3. Sector</b>	<b>: SPA &amp; Wellness Sector</b>
<b>4.Entry Qualification</b>	: 12 <sup>th</sup> Standard Passed
<b>5.Age</b>	: 17 years and above
<b>6.Terminal Competency</b>	: After completing the training, the candidate is able to combine the knowledge of anatomy/physiology, first aid, self-injury prevention, hygiene, sterilisation processes and spa products to perform Spa Beauty Treatments, including Swedish Massage, Waxing, Threading, Manicure, Pedicure, Facials and basic hair treatments.
<b>7. Duration</b>	: 632 hours
<b>8. Content</b>	

Sl. No.	Underpinning Knowledge(Theory)	Practical Competencies
<b>1.1</b>	<b>COURSE TITLE</b>	<b>PERSONAL DEVELOPMENT</b>
	<b>COURSE DESCRIPTION</b>	The students opting for this career need to be groomed, both physically and mentally to fit the service industry. The course aims at improving the students' personal skills such as confidence, leadership, self awareness, professionalism, interpersonal skills development and communication.
	Classroom Teaching: 16 hours	
	TOPICS: Grooming Personal Hygiene Uniform – Background and Purpose Personal & Social Etiquette Corporate Etiquette Self Management Confidence Building Body Language Relationship Management Communication Skills Anger Management	Practical Teaching: 04 hours  TOPICS: Role Modelling Body Language Practical Grooming Public Speaking
<b>1.2</b>	<b>COURSE TITLE</b>	<b>INTRODUCTION TO ANATOMY &amp; PHYSIOLOGY</b>
	<b>COURSE DESCRIPTION</b>	To give students a practical working knowledge of how the human body works in order to better understand the physical impact of typical massage and other spa treatments and their counter indications.
	Classroom Teaching: 120 hours	
	TOPICS: The course includes a general introduction to the Human Body as well as the ten major body systems: <ul style="list-style-type: none"> <li>o Skeletal</li> <li>o Muscular</li> <li>o Nervous</li> <li>o Endocrine</li> <li>o Cardiovascular</li> <li>o Lymphatic</li> </ul>	Practical Teaching: 00 hours

	<ul style="list-style-type: none"> <li>○ Respiratory</li> <li>○ Digestive</li> <li>○ Urinary</li> <li>○ Reproductive</li> </ul> <p>In addition the course includes lessons on chakras, Marma points, energy systems and other alternative anatomical systems.</p>	
<b>1.3</b>	<b>COURSE TITLE</b>	<b>FIRST AID</b>
	<b>COURSE DESCRIPTION</b>	First aid training should provide initial care for an illness or injury. It is designed to be performed by a non-expert person to a sick or injured casualty until definitive medical treatment can be accessed. The purposes of first aid are (1) to save life, (2) prevent further injury, and (3) to minimize or prevent infection. The knowledge of first aid, when properly applied, can mean the difference between temporary or permanent injury, rapid recovery or long-term disability, and the difference between life and death.
	Classroom Teaching: 18 hours	Practical Teaching: 06 hours
	<p>The training consists of a series of simple and in some cases, potentially life-saving techniques that an individual can be trained to perform with minimal equipment.</p> <p>TOPICS: Bleeding (Internal/External) Fractures, Sprains and Dislocations Head, Neck and Back Injuries Shock and Trauma Burns Electric Shock Heart Attack, Seizure Cardiac &amp; Respiratory Arrest Choking Loss of Consciousness Eye, Ear, Nose and Throat Emergencies Heat &amp; Cold Emergencies (Exhaustion, Heat stroke, Hypothermia) Poisoning, Bites &amp; Stings</p>	<p>Cardio Pulmonary Resuscitation Bleeding (External) First Aid Equipment handling Fire Fighting Equipment</p>
<b>1.4</b>	<b>COURSE TITLE</b>	<b>COMMUNICATIVE ENGLISH</b>
	<b>COURSE DESCRIPTION</b>	Enables the Student to follow the classes which are taught in English, communicate with fellow students and faculty and to subsequently be able to communicate effectively with clients in English.
	Classroom Teaching: 20 hours	Practical Teaching: 20 hours
	<p>TOPICS: Basic English phrases Basic Grammar</p>	<p>TOPICS: Basic English phrases Listening and Understanding Presentation Skills Reading Writing</p>

Sl. No.	Underpinning Knowledge(Theory)	Practical Competencies
<b>1.5</b>	<b>COURSE TITLE</b>	<b>INJURY PREVENTION</b>
	<b>COURSE DESCRIPTION</b>	To make the student understand that incorrect posture and excessive use of force may result in work related injuries. The course aims to teach the student how to avoid injuries so a long career can be enjoyed without disabling injuries.
	Classroom Teaching: 10 hours	Practical Teaching: 06 hours
	TOPICS: Stay in shape Posture Diet	TOPICS: Posture Breathing Techniques Balance your body Pressure without muscle
<b>1.6</b>	<b>COURSE TITLE</b>	<b>HISTORY OF SPA</b>
	<b>COURSE DESCRIPTION</b>	To give students an insight into the history of spas so they are able to understand different concepts, country specific types and evolution of spas and to be able to explain these to future clients.
	Classroom Teaching: 12 hours	Practical Teaching: 00 hours
	<p>Teachings will include European, Asian and local spa types and their brief history as well as the definition: "A spa is a place devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit" (International Spa Association).</p> <p>Also, the course must include an introduction to various types of spas, such as defined by ISPA (International Spa Association):</p> <p style="text-align: center;">           CLUB SPA            CRUISE SHIP SPA            DAY SPA            DESTINATION SPA            MEDICAL SPA            MINERAL SPRINGS SPA            RESORT/HOTEL SPA         </p>	
<b>1.7</b>	<b>COURSE TITLE</b>	<b>SPA AS A CAREER</b>
	<b>COURSE DESCRIPTION</b>	To showcase the many career option in the spa industry – and also the obstacles and challenges.
	Classroom Teaching: 12 hours	Practical Teaching: 00 hours
	TOPICS: Basic Requirements Remuneration/Earning Drive & Motivation Commitment Spa Career Options Typical Career Path How to Start Your Own Spa Business Job Opportunities – India and abroad	

Sl. No.	Underpinning Knowledge(Theory)	Practical Competencies
1.8	<b>COURSE TITLE</b>	<b>HOUSEKEEPING</b>
	<b>COURSE DESCRIPTION</b>	Hygiene is of utmost importance for a successful spa, not only to avoid infections, but also to ensure that spa clients feel comfortable. Good housekeeping also saves on waste, maintenance and repairs.
	Classroom Teaching: 12 hours	Practical Teaching: 24 hours
	<b>TOPICS:</b> <ul style="list-style-type: none"> <li>Cleaning Equipment</li> <li>Cleaning Agents</li> <li>Cleaning Procedures</li> <li>Handling of Chemicals</li> <li>Potential Infections</li> <li>Self-Protection</li> <li>Linen Handling and Maintenance</li> <li>Laundry Procedures</li> <li>Storage</li> <li>Inventory</li> <li>Fire Prevention</li> <li>Housekeeping Procedures</li> <li>Waste Management &amp; Pollutants</li> <li>Environmental Protection</li> </ul>	<b>TOPICS:</b> <ul style="list-style-type: none"> <li>Cleaning Equipment handling</li> <li>Cleaning Procedures</li> <li>Self-Protection practical</li> <li>Linen Handling</li> <li>Laundry Procedures</li> <li>Storage</li> <li>Inventory</li> <li>Housekeeping Forms</li> <li>Treatment Room Set-Up</li> <li>Treatment Room Cleaning</li> <li>Infection Control</li> </ul>
1.9	<b>COURSE TITLE</b>	<b>SPA PRODUCT KNOWLEDGE</b>
	<b>COURSE DESCRIPTION</b>	To teach the student what typical spa products contain and to understand the ingredients and their application and efficacy. Will also teach the student about product handling and safe disposal.
	Classroom Teaching: 32 hours	Practical Teaching: 04 hours
	<b>TOPICS:</b> <ul style="list-style-type: none"> <li>Herbs</li> <li>Essential Oils</li> <li>Aromatic Oils</li> <li>Preservatives</li> <li>Active Ingredients</li> <li>Carrier Oils &amp; Base Creams</li> <li>Pre Blended Oils</li> <li>Pre Blended Creams</li> <li>Soaps, Shampoos, Lotions</li> <li>Licensing (Drug Control)</li> <li>Product Testing</li> <li>Efficacy</li> <li>Shelf Life</li> <li>Storage</li> <li>Contamination</li> <li>Allergies</li> </ul>	<b>TOPICS:</b> <ul style="list-style-type: none"> <li>Product Handling</li> <li>Dispensing</li> <li>Self-Protection</li> </ul>

Sl.	Underpinning Knowledge(Theory)	Practical Competencies
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No.		
1.10	<b>COURSE TITLE</b>	<b>SWEDISH MASSAGE</b>
	<b>COURSE DESCRIPTION</b>	To impart a basic understanding of the history of Swedish Massage, the specific benefits and limitations as well as the distinct techniques employed. The course will include theory classes, instruction and hands-on practice.
	Classroom Teaching: 06 hours	
	Practical Teaching: 40 hours	
	TOPICS: History of Swedish Massage Essential massage steps Equipment Treatment Preparation Benefits Counter indications	TOPICS: Product Handling Dispensing Self-Protection
1.11	<b>COURSE TITLE</b>	<b>INTRODUCTION TO SPA COSMETHOLOGY</b>
	<b>COURSE DESCRIPTION</b>	To impart a basic understanding of the history of cosmetology treatments, the specific benefits and limitations as well as the distinct techniques employed. Many procedures may potentially create infections and the focus will be on hygiene, sterilisation techniques, potential sources of infection and self-protection through theory classes, instruction and practice.
	Classroom Teaching: 86 hours	
	Practical Teaching: 184 hours	
	TOPICS: Introduction 24 hrs Waxing 12 hrs Threading 00 hrs Hair Spa 08 hrs Manicure 12 hrs Pedicure 12 hrs Facials 18 hrs	Waxing 40 hrs. Threading 12 hrs Hair Spa 12 hrs Manicure 40 hrs Pedicure 40 hrs Facials 40 hrs  After completion of theory and instruction, each treatment must be performed on at least 10 times, each treatment evaluated in writing by the instructor.

### Tools and Equipments( For a batch of 20 trainees)

<b>Sl no</b>	<b>Name</b>	<b>Quantity</b>
1	Classroom with chairs and work platform (table or otherwise)	20 each
2	Whiteboard/Blackboard	01 no
3	LCD projector	01 no
4	Skeletal model	As required
5	Visual representations of main body systems Visual representations of Chakras, Marma points, energy systems	As required
6	Background literature for each topics	As required
7	First Aid dummy First Aid Kit	1 no each
8	Fire Extinguishers (water, CO2, blanket)	02 no each
9	English text books	As required
10	Massage Table	05 nos
11	Visual representations of various spa types	As required
12	Housekeeping equipment	10 nos of different housekeeping equipment
13	Treatment room with shower, steam room, water feature (shower, bathtub, Jacuzzi or similar)	01 no each
14	Laundry set-up	01 no
15	Linen storage room	01 no
16	Trash bin	01 no
17	Biomedical waste system	01 no
18	Selection of common spa cleaning agents	As required
19	Selection of main spa products (oils, creams, soaps, scrubs, cleansers etc.)	As required
20	Product Storage room, including refrigerator	1 no
21	Spa product brochures	As required
22	Spa Linen	As required
23	Spa Massage Table	10 nos
24	Massage oils	As required
25	Wax Heater	As required
26	Manicure/Pedicure implements	10 nos
27	Sterilising equipment	As required
28	Facial Steamer	03 nos
29	Magnifying Glass with light	03 nos
30	Manicure Stations	03 nos
31	Pedicure Stations	03 nos
32	Hair Washing Station (Back Wash)	04 nos
33	Hair Dryers	04 nos
34	Hair Stylist tools	04 sets

**LEVEL II**  
**Module-I**

- 1. Name of the Module** : **SPA THERAPIST –II**
- 2.CODE** : **SPW 202**
- 3. Sector** : **SPA & Wellness Sector**
- 4.Entry Qualification** : 12<sup>th</sup> Standard Passed  
and completed Spa Therapist Level I
- 5.Age** : 17 years
- 6.Terminal Competency** : After completing the training, the candidate is qualified to perform hydrotherapy, body treatments, deep tissue massage, reflexology, Thai massage, Hot Stone, seated massage and Lymphatic Drainage. The candidate also has knowledge of complementary treatments, nutrition and is able to perform basic front office procedures, sales and marketing.
- 7. Duration** : 610 hours
- 8.Content**

Sl. No.	Underpinning Knowledge (Theory)	Practical Competencies
<b>2.1</b>	<b>COURSE TITLE</b>	<b>YOGA FOR WELLBEING</b>
	<b>COURSE DESCRIPTION</b>	To teach basic techniques of yoga for the student to be able to stay fit, flexible and to improve both physical and mental stamina. With additional training and practice a person will be able to teach others at a basic level.
	Classroom Teaching: 04 hours	Practical Teaching: 44 hours
	TOPICS: History & Evolution of Yoga Schools of Yoga	TOPICS: Pranayam Asanas Mudras
<b>2.2</b>	<b>COURSE TITLE</b>	<b>INTRODUCTION TO COMPLEMENTARY SPA THERAPIES</b>
	<b>COURSE DESCRIPTION</b>	To teach the most common complementary spa therapies offered around the world. Although these are not core spa modalities they will often be part of a spa's services and should be known to a Spa Therapist.
	Classroom Teaching: 28 hours	Practical Teaching: 00 hours

	<p>TOPICS: Therapeutic Touch (for example Reiki) Spa Therapy Types (Massages, Body Treatments, Facials et cetera) Aromatherapy Chromo therapy Balneo therapy Physiotherapy Chiropractic Botox Liposuction Acupuncture / Acupressure Floatation Healing Kinesiology Neuro Linguistic Programming Past Life Regression Aura Reading</p>	
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Sl. No.	Underpinning Knowledge (Theory)	Practical Competencies
2.3	<b>COURSE TITLE</b>	<b>NUTRITION</b>
	<b>COURSE DESCRIPTION</b>	To learn how to help oneself and spa clients how to lead a longer, healthier life through correct nutrition. The course is designed to provide the student with the information required to live a healthier, happier lifestyle – and to advice others to do so as well. Also, the course includes an introduction to various types of lifestyle diseases, such as diabetes, obesity, joint problems et cetera.
	Classroom Teaching: 12 hours	Practical Teaching: 06 hours
	<p>TOPICS: Basic Food Groups Carbohydrates Proteins Lipids Vitamins Minerals Water Fibre Balanced Diet Calculation of BMI, IBW and calories Obesity, diabetes, hypertension, anorexia, bulimia Nutrition and Lifestyle Food Allergies</p>	The course includes practical cooking classes in which emphasis is put on healthy, energy saving food preparation with natural un-processed food items.
2.4	<b>COURSE TITLE</b>	<b>GUEST HANDLING &amp; FRONT OFFICE</b>
	<b>COURSE DESCRIPTION</b>	To understand basic administrative functions in a spa operations, to be able to handle guest interaction.
	Classroom Teaching: 18 hours	Practical Teaching: 18 hours
	<p>TOPICS: Telephone Handling Guest Appointments &amp; Booking Procedures Criticism and Appreciation Gratuity, Tips and Service Charges</p>	<p>TOPICS: Guest Orientation Basic Computer Operation Guest Intake Forms Guest Comments Billing Tax and VAT Calculation</p>
2.5	<b>COURSE TITLE</b>	<b>SPA SALES &amp; MARKETING</b>
	<b>COURSE DESCRIPTION</b>	This course will impart the right skills for communicating with the customer without feeling guilty, without being pushy and without feeling that sales is not my job.
	Classroom Teaching: 20 hours	Practical Teaching: 04 hours

<p>TOPICS: Difference between Sales and Marketing Vision and Mission Guest Consultation and Analysis Importance of product knowledge Approaching guest &amp; learning the needs Guest Sales Interaction before, during &amp; after treatment Handling of Sales Objections Home Care Sales Continued Sales &amp; Product Training Up-selling</p>	<p>TOPICS: Sales Role Play Product &amp; Merchandise Display</p>
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Sl. No.	Underpinning Knowledge (Theory)	Practical Competencies
<b>2.6</b>	<b>COURSE TITLE</b>	<b>INTRODUCTION TO SPA THERAPIES</b>
	<b>COURSE DESCRIPTION</b>	To impart a basic understanding of the history of each treatment type, the specific benefits and limitations as well as the distinct techniques employed. The course will include theory classes, instruction and practice.
	Classroom Teaching: 104 hours	Practical Teaching: 288 hours
	<p>TOPICS:    General Introduction       32 hrs               Hydrotherapy                 24 hrs               Body Treatments               12 hrs               Deep Tissue Massage         06 hrs               Reflexology                    06 hrs               Thai Massage                   06 hrs               Hot Stone Massage            06 hrs               Seated Massage               06 hrs               Lymphatic Drainage        06 hrs</p>	<p>TOPICS:    Hydrotherapy                08 hrs               Body Treatments         40 hrs               Deep Tissue Massage    40 hrs               Reflexology               40 hrs               Thai Massage             40 hrs               Hot Stone Massage      40 hrs               Seated Massage         40 hrs               Lymphatic Drainage    40 hrs</p> <p>After completion of theory and instruction, each treatment must be performed on at least 10 times, each treatment evaluated in writing by the instructor.</p> <p>Practical hydrotherapy training must include minimum two of the following: Vichy, Steam, Sauna, Jacuzzi, floatation, Scotch Hose, Hamam.</p>
<b>2.7</b>	<b>COURSE TITLE</b>	<b>INTRODUCTION TO AYURVEDA</b>
	<b>COURSE DESCRIPTION</b>	Teaching the history and basic principles of Ayurveda. In addition to the theoretical classes the student will learn at least one typical rejuvenating Ayurveda treatment which can be performed without a qualified doctor's supervision.
	Classroom Teaching: 36 hours	Practical Teaching: 28 hours
	<p>TOPICS:    The five elements of the body               PRITHVI (Earth)               VAYU (Air)               APA (Water)               AKASH (Space)               TEJAS (Fire)</p> <p>The seven body types:</p>	<p>Treatments:</p> <p style="text-align: center;">Abhyangam Indian Head Massage</p> <p>After completion of theory and instruction, each treatment must be performed at</p>

	VATA VATA – KAPHA PITA PITA – KAPHA KAPHA VATA – PITA – KAPHA VATA – PITA  The three types of Gunas: SATVIC RAJASIC TAMASIC	least 10 times, each treatment evaluated in writing by the instructor.
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### Tools and Equipments( For a batch of 20 trainees)

Sl no	Name	Quantity
1	Classroom with chairs and work platform (table or otherwise)	20 each
2	Whiteboard/Blackboard	01 no
3	LCD projector	01 no
4	Yoga mat	20 nos
5	Cooking Stations	6 nos
6	Background literature for each topics	As required
7	Cooking utensils	6 sets
8	Relevant text books for background knowledge	As required
9		
10	PC or Laptop with latest configuration	05 nos
11	Miscellaneous relevant forms and documents	As required
12	Products and product displays	As required
13	Hot Stone Heater Tables, chairs as required	04 nos
14	Spa Linen	As required
15	Massage oils, scrubs etc	As required
16	Different hydrotherapy equipment	01 no each
17	Biomedical waste system	01 no
18	Selection of common spa cleaning agents	As required
19	Selection of main spa products (oils, creams, soaps, scrubs, cleansers etc.)	As required
20	Spa Massage Table	10 nos

21	Massage oils	As required