



## ASSESSMENT CRITERIA

### Module

### “Sustainable Development in Spa & Wellness company”

Intended Learning outcomes	Demonstration indicators (based on real work situations)	Levels of the Achieved Learning Outcomes		
		Satisfactory/pass (needs constant guidance and instruction)	Good (able to perform according to instructions)	Excellent (able to work independently and creatively)
The student is able to				
Provide the general overview of the terms “sustainability” and “sustainable tourism”.	Demonstrates to promote sustainability in wellbeing by following global standards for sustainable services.  Is able to take sustainable measures in his/her tasks.	Knows the global standards for making Spa services more sustainable and groups them according to the four main criteria: environment, social, cultural and management.  Names general sustainable measures that can be applied in his/her daily work.	Identifies the services offered by the Spa that can satisfy global sustainability standards.  Interprets the best sustainable measures to be taken in his/her tasks and provides some examples.	Independently applies global sustainability standards to the services provided in the Spa where he/she works.  Autonomously implements sustainable measures in his/her daily tasks; assesses the impact of measures undertaken at environmental, social, cultural or management level.
Define and classify elements of a sustainability' strategy for a Wellness	Able to implement measures to achieve sustainability within his/her	Knows sustainable measures based on sustainable assessment tools	Identifies and interprets sustainable measures/tools to be implemented	Independently apply sustainable measures /tools in his/her daily tasks.

<p>company.</p>	<p>tasks.</p> <p>Demonstrates his/her ability to implement actions that can maximize benefits for clients through a selection of compatible ingredients or suppliers.</p> <p>Is able to reduce the negative impact of his/her tasks on the environment (e.g. waste and management of water).</p> <p>Assesses the effects of his/her work critically in order to optimize sustainability.</p>	<p>in spa operation (Green Spa Toolkit).</p> <p>Knows about eco-friendly suppliers and Eco-friendly/Green products for spa and benefits of selecting them for maximizing guest sustainable experience.</p> <p>Knows measures to reduce water, waste, energy etc. usage within his/her tasks.</p> <p>Knows about sustainable assessment measures/tools within his/her tasks.</p>	<p>in spa operation within his/her tasks and provide examples.</p> <p>Determines eco - friendly suppliers and eco - friendly/green spa products and provide examples</p> <p>Interprets the best measures to reduce water, waste, energy etc. usage within his/her tasks and provide examples.</p> <p>Interprets sustainable assessment measures/tools within his/her work.</p>	<p>Independently makes selection of eco-friendly suppliers and eco-friendly/green spa products to be implemented within his/her tasks.</p> <p>Independently implements sustainable measures within his/her tasks.</p> <p>Independently and critically assesses the effects of his/her work and apply sustainable assessment measures within his/her work.</p>
<p>Assess the criteria for the sustainability of an enterprise and analyzation of economic, social and environmental dimensions of sustainable</p>	<p>Is able to select an effective long-term and clearly defined sustainability management system.</p> <p>Takes effective action maximises social and</p>	<p>Knows the three fundamental dimensions for sustainable Spa management.</p> <p>With guidance formulates measures to maximise social</p>	<p>Identifies possible fields of action for each dimension to ensure sustainable management of the Spa.</p> <p>Provides practical</p>	<p>Sets reasonable and concrete indicators for each field of action and applies them to his/her tasks.</p> <p>Implements autonomously effective actions</p>

<p>tourism.</p>	<p>economic benefits for the local community and minimise negative impacts.</p> <p>Demonstrates his/her ability to maximise environmental benefits and minimise negative impacts (Use of seasonal and regional products).</p>	<p>and economic benefits for staff and customers of the Spa.</p> <p>Names the products and services of the Spa that have a positive impact on the environment; knows the products and processes that may have a negative impact.</p>	<p>examples on how to implement actions to minimize negative impacts and maximise benefits at social and economic level.</p> <p>Determines the eco-friendly Spa products and processes providing practical examples.</p>	<p>aimed at maximizing benefits for the Spa staff and customers in relation to his/her daily tasks.</p> <p>Independently uses eco-friendly products and implements zero environmental impact services.</p>
<p>Implement measures to reduce the impact of climate change on the company.</p>	<p>Is able to identify and implement environmentally friendly measures in his/her work (use of water, heating, electricity, plastics, etc.)</p> <p>Demonstrate his/her ability to apply the measures to manage climate change risks in the daily work.</p>	<p>Knows the eco-friendly measures and with guidance is able to identify those can be applied to his/her work.</p> <p>Tries to apply at least one measure adopted by the Spa to reduce the risks of climate change to his/her work.</p>	<p>Determines the specific eco-friendly measures that can be implemented in his/her task.</p> <p>Is able to partially implement the measures adopted by the Spa to reduce the climate change risks.</p>	<p>Autonomously implements eco-friendly measures to his/her daily tasks.</p> <p>Independently applies all the measures to reduce climate change risks in the daily work (reduction of energy and hot water consumption, use of recycled</p>

				materials, etc).
Use an effective communication on sustainability.	<p>Demonstrate his/her ability to use the sustainability communication rules in his/her work.</p> <p>Is able to write an article/text effectively for sustainability of a company.</p> <p>Is able to adopt verbal approaches effectively with customers for promoting</p>	<p>Define communications objectives for company sustainability strategy.</p> <p>Make internal and external stakeholder groups.</p> <p>List all communication channels that can be used to communicate about sustainability.</p> <p>Know where to find information about company and retype company sustainability strategy for article/text.</p> <p>Explain to customers where to find information's about company's</p>	<p>Classify and prioritize communication objectives for company sustainability strategy.</p> <p>Identify key internal and external stakeholder groups for sustainability topics.</p> <p>Create annual report to present company sustainability strategy.</p> <p>Plan how to and regularly communicate about the status, sustainability activity and progress being made.</p> <p>Article/text for sustainability of a company is written as a story that capture what is unique about sustainability in company.</p> <p>Explain and interpret verbally to customer importance of</p>	<p>Create sustainability communication plan.</p> <p>Demonstrate ability to communicate with objective to progress sustainable development.</p> <p>Article/text for sustainability of a company is written as a story that capture what is unique about sustainability in company and formatted for different communication channels.</p> <p>Discuss with customers about active role in company</p>

	company's sustainability.	sustainability.	company sustainability strategy.	sustainability strategy.
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