



MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

GUIDELINES ON CLASSIFICATION OF SPA

1. DEFINITION OF SPA :

Premises that offers health treatment service and beauty by using **massaging** service method, and provides **water-based treatment** method.

2. **TERMS OF APPLICATION**

- a) Applicant shall have a permanent structured premises;
- b) Premise shall hold Business Licence from Local Authority (PBT);
- c) Shall become a member of any spa association recognised by Ministry of Tourism, Arts and Culture Malaysia (MOTAC) as stated in **Appendix A**;
- d) All products that are used have been approved by Ministry of Health Malaysia (KKM); and
- e) Minimum requirements to apply for spa classification are:-
 - i. shall have at least three **(3) massage beds**;
 - ii. shall offer **Urutan Malaysia**;
 - iii. shall provide **two types of water-base treatment**; and
 - iv. shall offer **at least one facial treatment**.

3. REQUIRED DOCUMENTS

- a) A copy of Business License from PBT;
- b) A copy of Association Membership Certificate recognized by MOTAC;
- c) A list of products used together with Notification of Product (NOT) approval from KKM.
- d) A copy of therapist qualification certificates as of followings:

LOCAL THERAPIST	
QUALIFICATION	RECOGNITION SOURCE
Shall be in the massaging/ beauty treatment field and equivalent; <p style="text-align: center;"><u>Or</u></p> Minimum one year and above in the massaging/ beauty treatment field and equivalent.	Skills certificate recognized by any government/ private institution certified by the Ministry of Human Resources (KSM); <p style="text-align: center;"><u>Or</u></p> Shall get verification letter from the previous employer.

FOREIGN THERAPIST	
ACADEMIC QUALIFICATION FIELD	RECOGNITION
Shall be in the massaging/ beauty treatment field and equivalent.	Skills certificate recognized by the Government of origin's Country and shall be verified by the association party.

- e) A copy of passport and valid working permit for those employing foreign workers.

Note:

Only involves premises that use foreign labour.

- f) A copy of Standard Operating Procedure (SOP), Training Manual, Spa *Marketing Collateral*, Treatment Menu and Business Card;

- g) A copy of health screening for SPA therapist:-

LOCAL THERAPIST	FOREIGN THERAPIST
A copy of health accreditation from government or private clinic.	A copy of health accreditation from Foreign Workers Medical Examination Monitoring Agency (FOMEMA)

4. **APPLICATION PROCEDURES**

- a) Complete the PUK classification application form details downloaded from the website at www.motac.gov.my.
- b) All documents as stated in para 3 and Application Form of Spa Classification shall be submitted to respective MOTAC State Office.

5. **PAYABLE FEE**

No fee is charged for classification application in the meantime.

6. **CLASSIFICATION MECHANISM**

- a) Premises inspection shall be done within the **period of 30 working days** after the completed classification application is received.
- b) Reclassification application shall be submitted **three (3) months before** the expiry date of certificate of rating.
- c) Classification application of premises that has been reviewed and completed will be brought to the **Panel Meeting of Spa Classification**.
- d) Decision letter of classification application **or / and** Certificate of Rating shall be received within the **period of 7 working days** after the decision of **Panel Meeting of Spa Classification** is issued.
- e) Premises may submit an **appeal** within the **period of 21 working days** from the date of issued decision letter.

7. SPA CERTIFICATE OF RATING

- a) Certificate of Rating shall be issued after the classification application is approved and signed by the Tourism Commissioner.
- b) Certificate shall be printed in the name of premises and address as of business licence.
- c) Validity period of certificate of rating shall not exceed the period of three (3) years.

8. LOSS OF CERTIFICATE OF RATING

Applicant shall submit official letter with justification for the purpose of issuance of certificate replacement.

9. CHANGE OF NAME OF PREMISES

- a) Applicant shall submit official letter as a notification of change of premises name; and
- b) New certificate of rating will be issued for the purpose of change of premises name. No fee is charged for replacment of certificate of rating in the meantime.

10. CHANGE OF OWNER OR NAME OF PREMISES

- a) Applicant shall submit new classification application to MOTAC State Office.
- b) New Certificate of Rating shall be issued after the classification application is approved and signed by the Tourism Commissioner.

11. APPROVAL CHARTER OF CLASSIFICATION APPLICATION

- a) MOTAC State Office level:
Classification inspection report (new/re-classification/self-assesment) that is complete, in an orderly manner and faultless shall be submitted to Headquarter based on the client charter from the date of the inspection is conducted as in **Appendix B.**
- b) MOTAC Putrajaya Headquarter level:
Certificate of Rating will be issued within the **period of seven (7) working days** after the Panel Meeting of Spa Classification is convened.

12. ENFORCEMENT DATE

This guideline shall come into effect beginning on **15th January 2021**

Tourism Licensing Division
Ministry of Tourism, Arts and Culture Malaysia

**LIST OF SPA AND PUK ASSOCIATIONS RECOGNISED BY
MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA**

1. Malaysian Association Of Wellness & Spa (MAWSPA)
2. Association of Malaysian Spas (AMSPA)

APPROVAL CHARTER OF CLASSIFICATION APPLICATION OF MOTAC STATE OFFICE BASED ON ZONE

MATTERS	ZONE A	ZONE B	ZONE C	REMARKS
STATES	Selangor and Wilayah Persekutuan Kuala Lumpur/ Putrajaya	Penang, Malacca, Johor, and Perak	Negeri Sembilan, Pahang, Terengganu, Kedah, Perlis, Sabah, Sarawak, Labuan and Kelantan.	-
CLASSIFICATION	21 Working days after the inspection is conducted	14 Working days after the inspection is conducted	10 Working days after the inspection is conducted	Application to take on workload is based on zone

Guidance:

Based on the numbers of classification application.