

The qualification

Introduction

The Level 3 NVQ Diploma in Beauty Therapy Massage is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the knowledge, understanding and skills to work competently as an advanced beauty therapist specialising in massage. Throughout this qualification you will monitor procedures to safely control work operations, contribute to the planning and implementation of promotional activities, provide body massage treatments, provide Indian head massage, carry out massage using pre-blended aromatherapy oils and provide stone therapy treatments.

You will be assessed on your occupational competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.

Prerequisite

Learners who wish to undertake this qualification must also achieve the VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) for Beauty Therapy and Nail Services qualification or a regulated equivalent.



Progression

This is an approved qualification for working as an advanced beauty therapist specialising in massage. It also provides a sound platform for further learning or training.

This qualification provides progression opportunities to the following VTCT qualifications:

- Level 4 Diploma in Permanent Hair Removal and Skin Rejuvenation
- Level 4 Certificate in Laser and Intense Pulsed Light (IPL) Treatments
- Level 4 Diploma in Advanced Beauty Therapy
- Level 4 Award in Skin Blemish Removal
- Level 4 Award in Physiology for Advanced Beauty Therapy

Qualification structure

Total credits required - 51 (minimum)

All mandatory units must be completed.

Mandatory units - 44 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G22	Y/601/5875	Monitor procedures to safely control work operations	4	30
UG31H32	R/600/1277	Contribute to the planning and implementation of promotional activities	5	32
UB30B20	A/600/7462	Provide body massage treatments	10	79
UB30B23	D/600/7504	Provide Indian head massage	7	54
UB30B24	K/600/7523	Carry out massage using pre-blended aromatherapy oils	8	67
UB30B28	J/600/7545	Provide stone therapy treatments	10	88

Optional units - 7 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UB30B12	T/600/8755	Plan and provide airbrush make-up	8	62
UB30B26	Y/600/8764	Provide female intimate waxing services	5	44
UB30B27	D/600/8765	Provide male intimate waxing services	5	44
UB30B15	D/600/9012	Provide single eyelash extension treatments	5	44
UB30B21	K/600/7487	Provide UV tanning services	2	16
UB30B25	R/600/7533	Provide self-tanning services	3	27
UB30B13	Y/600/9090	Provide body electrical treatments	12	106
UB30B14	J/600/7562	Provide facial electrical treatments	12	106
UG31G11	T/600/1272	Contribute to the financial effectiveness of the business	4	26
UB300S2	H/600/9089	Monitor clients and the operation of sauna, steam and hydrotherapy treatments	7	59
UB300S3	D/600/9091	Provide body wrapping and flotation treatments	7	59

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets. Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete one external paper that covers all anatomy and physiology papers in this qualification.

The external paper title in Linx2Achieve is:

- NVQ 3 Massage Route Mandatory Anatomy and Physiology (Paper 1 of 2)
- NVQ 3 Massage Route Mandatory Anatomy and Physiology (Paper 2 of 2).

Once these papers have been achieved all unit external papers titled 'Paper 2 of 2' can be signed off by your assessor.

This only applies to mandatory units in this qualification. Paper 1 of 1 and Paper 2 of 2 must be completed for all optional units (where applicable).

Assessment explained

VTCT courses are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that have been learned. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete the qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to the outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UG31G22	Monitor procedures to safely control work operations	0	✓	✓
UG31H32	Contribute to the planning and implementation of promotional activities	0	✓	✓
UB30B20	Provide body massage treatments	2	✓	✓
UB30B23	Provide Indian head massage	2	✓	✓
UB30B24	Carry out massage using pre-blended aromatherapy oils	2	✓	✓
UB30B28	Provide stone therapy treatments	2	✓	✓



Optional units

		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Portfolio of evidence
UB30B12	Plan and provide airbrush make-up	1	✓	✓
UB30B26	Provide female intimate waxing services	1	✓	✓
UB30B27	Provide male intimate waxing services	1	✓	✓
UB30B15	Provide single eyelash extension treatments	1	✓	✓
UB30B21	Provide UV tanning services	1	✓	✓
UB30B25	Provide self-tanning services	1	✓	✓
UB30B13	Provide body electrical treatments	2	✓	✓
UB30B14	Provide facial electrical treatments	2	✓	✓
UG31G11	Contribute to the financial effectiveness of the business	0	✓	✓
UB300S2	Monitor clients and the operation of sauna, steam and hydrotherapy treatments	1	✓	✓
UB300S3	Provide body wrapping and flotation treatments	2	✓	✓

Unit glossary

Description	
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience; the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided Learning Hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time specified by Habia in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UG31G22

Monitor procedures to safely control work operations

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business, e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

This unit is about making sure that statutory and workplace instructions are being carried out.

NOS

G22

Level

3

Credit value

4

GLH

30

Observations

2

External paper(s)

0

Fire door
keep
shut

STAFF ONLY



**No
admittance
authorised
personnel
only**

Monitor procedures to safely control work operations

Learning outcomes

On completion of this unit you will:

1. Be able to check that health and safety instructions are followed
2. Be able to recommend changes to health and safety workplace instructions
3. Be able to make sure that hazards and risks are controlled safely and effectively
4. Know how to monitor procedures to safely control work operations

Evidence requirements

1. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
2. Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.
3. Evidence for outcomes relating to 'other people' may be drawn from a wide base of possibilities, e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health and safety procedures.
4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.
5. Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of assessment methods drawn from:
 - direct observation of the candidate in the workplace
 - witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
 - documentary and other product-based evidence
 - a personal report by the candidate endorsed by colleagues
 - questions
 - discussion
 - professional discussion.
6. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to check that health and safety instructions are followed

You can:

- a. Keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b. Conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions
- c. Confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met
- d. Communicate workplace instructions and receive feedback

** May be assessed through oral questioning.*

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		



Outcome 2

Be able to recommend changes to health and safety workplace instructions

You can:

- a. Respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements *
- b. Make recommendations for any changes to health and safety workplace instructions to the responsible people

* May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		



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Outcome 3

Be able to make sure that hazards and risks are controlled safely and effectively

You can:

- a. Maintain accurate records of workplace irregularities
- b. Check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them
- c. Confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety
- d. Review to make sure all recommended action has been taken
- e. Report any conflicts that still exist between workplace and legal requirements*

* May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		

Developing knowledge

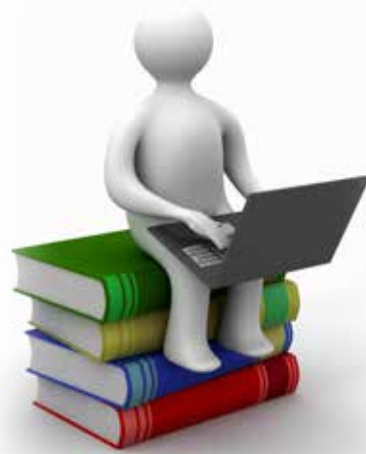
Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Know how to monitor procedures to safely control work operations

You can:	Portfolio reference / Assessor initials*
a. Explain employers' and employees' legal responsibilities for health and safety in the workplace	
b. Explain the difference between 'hazard', 'risk' and 'control'	
c. Describe the types of information available from reports and records covering the workplace	
d. Explain the importance of evaluating information from reports and records covering the workplace	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UG31H32

Contribute to the planning and implementation of promotional activities

This unit is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit.

NOS

H32

Level

3

Credit value

5

GLH

32

Observations

1

External paper(s)

0



Contribute to the planning and implementation of promotional activities

Learning outcomes

On completion of this unit you will:

1. Be able to contribute to the planning and preparation of promotional activities
2. Be able to implement promotional activities
3. Be able to participate in the evaluation of promotional activities
4. Understand the venue and legal requirements
5. Understand how to plan and prepare promotional events
6. Understand how to sell products and services
7. Understand communication techniques
8. Understand evaluation methods and techniques

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities.
3. Your assessor will make **1 observation** of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
 - developed both types of objectives
 - undertaken all the types of promotional activities listed.
5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standard and qualification.
6. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to contribute to the planning and preparation of promotional activities

You can:

- a. Make recommendations to the relevant person(s) for suitable promotional activities, identifying the potential benefits for the business
- b. Identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s)
- c. Agree requirements for the activity with all relevant person(s) in sufficient detail to allow the work to be planned
- d. Produce an agreed plan showing the:
 - type of promotional activity
 - objectives of the activity
 - roles and responsibilities of others involved
 - resource requirements
 - preparation and implementation activities
 - timescales
 - the budget
 - methods of evaluation
- e. Agree a plan that takes into account any legal requirements, when necessary
- f. Make sure resources are available to meet the planned timescale

** May be assessed through oral questioning.*

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



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Outcome 2

Be able to implement promotional activities

You can:

- a. Implement promotional activities to meet the agreed plan
- b. Adapt promotional activities, when necessary, in response to changed circumstances and/or problems
- c. Use resources effectively throughout the promotional activities
- d. Communicate the essential features and benefits of products and services to the target group
- e. Use methods of communication that are suitable for the type of promotional activity being undertaken
- f. Present information in logical steps
- g. Encourage the target group to ask questions about the services and products being promoted
- h. Respond to questions and queries in a way which promotes goodwill and enhances the salon's image
- i. Actively encourage the target group to take advantage of the services and products being promoted
- j. Clear away products and equipment at the end of the promotional activity, when necessary, to meet the requirements of the venue

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



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Outcome 3

Be able to participate in the evaluation of promotional activities

You can:

- a. Use the methods agreed in the promotional activity plan to gain feedback from the relevant sources
- b. Collate and record the information gained from the feedback using a clear and concise format and method of presentation*
- c. Draw accurate and clear conclusions on the effectiveness of the promotional activity in meeting the agreed objectives
- d. Participate in discussions giving a clear and well structured summary of the results of the evaluation
- e. Make recommendations for improvements to any future promotional activities based upon the outcomes of the evaluation

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	

Range



You must practically demonstrate you have:

Undertaken all the types of promotional activities listed		Portfolio reference
Demonstrations		
Displays		
Advertising campaigns		
Developed both types of objectives		Portfolio reference
Enhance salon image		
Increase salon business		

Developing knowledge

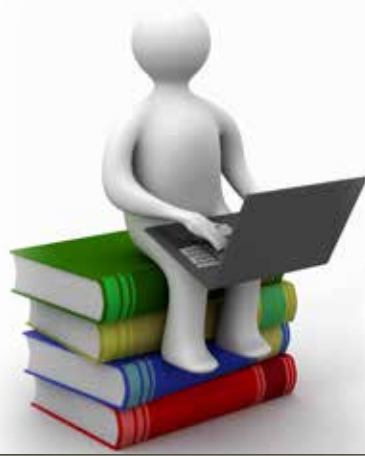
Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Understand the venue and legal requirements

You can:	Portfolio reference
a. Explain the practical requirements and restrictions of any venue	
b. Describe the contract requirements, local bye-laws and legislation which could restrict the promotional activity in any venue used	
c. Explain the importance of considering health and safety and other legal requirements	
d. Explain the health and safety procedures applicable to any venue used	
e. Explain the potential hazards that must be considered when working at any venue	
f. Describe the steps that should be taken to minimise risks when working at an external venue	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



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Outcome 5

Understand how to plan and prepare promotional events

You can:	Portfolio reference
a. Explain the purpose and value of detailed and accurate planning	
b. Explain the type of resourcing requirements necessary for promotional activities	
c. Explain how the nature of the target group can influence the choice of promotional activity	
d. Explain how to match types of promotional activities to objectives	
e. Describe how to present a plan for promotional activities	
f. Explain why it is important to consider methods of evaluation at the planning stage	
g. Explain how to write objectives that are Specific, Measurable, Achievable, Realistic and Time-bound (i.e. SMART objectives)	
h. Explain the importance of working to a budget	
i. Explain where and how to obtain resources	
j. Explain the importance of clearly defining the roles and responsibilities of those involved in promotional activities	
k. Describe the importance of allocating roles and responsibilities to match an individual's competence levels	
l. Explain the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity	
m. Explain the types of foreseeable problems that occur and ways of resolving them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 6

Understand how to sell products and services

You can:	Portfolio reference
a. Explain how to recognise buying signals and to close sales	
b. Identify the difference between the features of a product or service and the benefits of a product or service	
c. Describe the features and benefits of products and/or services being promoted	
d. Describe how to tailor the presentation of the benefits of products and/or services to meet individual needs and interests	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



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Outcome 7

Understand communication techniques

You can:	Portfolio reference
a. Explain how and when to participate in discussions	
b. Describe how to give a short presentation	
c. Compare different methods of presenting information	
d. Explain how and when to make openings to encourage others to ask questions	
e. Describe how to answer questions and manage queries in a way likely to maintain goodwill	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 8

Understand evaluation methods and techniques

You can:	Portfolio reference
a. Explain the purpose of evaluation activities	
b. Explain the areas of the promotional activity which should be evaluated	
c. Describe the most suitable methods of gaining feedback for the promotional activities in the range	
d. Explain how to collate, analyse and summarise evaluation feedback in a clear and concise way	
e. Explain suitable ways of formatting and producing an evaluation report	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.

UB30B20

Provide body massage treatments

This unit is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body as well as mechanical body massage techniques. The ability to adapt massage techniques to suit individual client needs is a crucial requirement of this unit.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B20

Level

3

Credit value

10

GLH

79

Observations

4

External paper(s)

2



Provide body massage treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing body massage treatments
 2. Be able to consult, plan and prepare to provide body massage treatments
 3. Be able to perform manual massage treatments
 4. Be able to perform mechanical massage treatments
 5. Understand organisational and legal requirements for protecting body massage treatments
 6. Understand how to work safely and effectively when providing body massage treatments
 7. Understand how to consult with clients
 8. Understand how to prepare to provide body massage treatments
 9. Understand anatomy and physiology related to body massage treatments
 10. Understand contra-indications and contra-actions that affect or restrict body massage treatments
 11. Understand how to carry out body massage treatments
 12. Understand how to provide aftercare advice
3. Your assessor will observe your performance on **at least 4 separate occasions, each on 4 different clients, which must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**
 4. From the range, you must practically demonstrate that you have:
 - used all types of equipment on suitable treatment areas
 - used all of the massage mediums
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least 1** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given all types of advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing body massage treatments.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 minutes

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing body massage treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all tools and equipments using the correct methods
- d. Position equipment and massage mediums for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury and for the treatment
- f. Use industry hygiene and safety practices throughout the treatment to minimise the risk of cross-infection
- g. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- h. Maintain the client's modesty, privacy and comfort throughout the treatment
- i. Complete the treatment within a commercially viable time
- j. Keep the records up to date, accurate, easy to read and signed by the client and practitioner
- k. Leave the treatment area and equipment in a suitable condition for future treatments

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare to provide body massage treatments

You can:

- a. Use consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor*
- c. Question the client to identify the client's medical history, physical characteristics and lifestyle pattern
- d. Consult with the client to identify any contra-indications to body massage treatments, recording the client's responses, taking any necessary action
- e. Provide client advice without referring to a specific medical condition and without causing undue alarm and concern*
- f. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- g. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- h. Clean and prepare the client's skin to suit the type of massage to be given
- i. Protect the client's clothing, hair and accessories prior to beginning massage
- j. Select equipment and related products to suit the treatment objectives

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to perform manual massage treatments

You can:

- a. Check that the client's body is suitably supported prior to and during the treatment
- b. Adapt massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment area(s)
- c. Vary the depth, rhythm and pressure of massage movements to meet treatment objective, treatment area(s) and client's physical characteristics and preferences
- d. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- e. Give the client sufficient post-treatment recovery time
- f. Apply and use massage oil medium to minimise waste
- g. Consult with the client to confirm the finished result is to the client's satisfaction and meets the agreed treatment objectives
- h. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 4

Be able to perform mechanical massage treatments

You can:

- a. Explain to the client the sensation created by the equipment used
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Check the client's body is suitably supported prior to and during the treatment
- d. Safely use the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e. Adjust the intensity and duration of the treatment to suit the client's physical characteristics and treatment area(s)
- f. Vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment area(s)
- g. Check the client's wellbeing throughout the mechanical massage treatment
- h. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- i. Give the client sufficient post-treatment recovery time
- j. Check the finished result is to the client's satisfaction and meets the agreed treatment objectives
- k. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Range

You must practically demonstrate you have:

Used all types of equipment on suitable treatment areas		Portfolio reference
Gyratory massager		
Audio sonic		
Infrared		
Used all of the massage mediums		Portfolio reference
Oil		
Cream		
Powder		
Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Reference to client records		
Dealt with all the client's physical characteristics		Portfolio reference
Weight		
Height		
Posture		
Muscle tone		
Age		
Health		
Skin condition		



You must practically demonstrate you have:

Dealt with at least 1 of the necessary actions		Portfolio reference
Encouraging the client to seek medical advice		
Explaining why the treatment cannot be carried out		
Modification of treatment		
Met all treatment objectives		Portfolio reference
Relaxation		
Sense of wellbeing		
Uplifting		
Anti-cellulite		
Stimulating		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Vibration		
Friction		



You must practically demonstrate you have:

Covered all treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Gluteals	
Legs and feet	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Healthy eating and exercise advice	
Suitable home care products and their use	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 5

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain own responsibilities under local authority licensing regulations for yourself and the premises	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain why minors should not be given treatments without informed and signed parental or guardian present	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain own responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
i. Explain the manufacturers' and organisational requirements for waste disposal	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 5 (continued)

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
j. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
k. Explain how to complete the client records and the reasons for keeping records of treatments and gaining client signatures	
l. Explain the organisation's requirements for client preparation	
m. Explain the organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time	
n. Explain own responsibilities and reasons for keeping own nails short, clean, well-manicured and free of polish for massage treatments	
o. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 6

Understand how to work safely and effectively when providing body massage treatments

You can:	Portfolio reference
a. Explain how to set up the work area for body massage treatments	
b. Explain the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the reasons for disinfecting hands and how to do this effectively	
d. Explain how to position yourself and the client for body massage treatments taking into account individual physical characteristics	
e. Explain what repetitive strain injury (RSI) is, how it is caused and how to avoid developing it when delivering massage treatments	
f. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on you and the outcome of the treatment	
g. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
h. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
i. Explain how to minimise and dispose of waste treatments	
j. Explain why it is important to check the client's wellbeing at regular intervals during mechanical massage	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Understand how to consult with clients

You can:	Portfolio reference
a. Explain how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders for this treatment	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and body massage treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routines	
h. Explain how to recognise different skin types and conditions	
i. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
j. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
k. Explain why it is important to maintain the client's modesty and privacy	
l. Explain the relationship between lifestyle patterns and effectiveness of treatment	
m. Explain the beneficial effects which can result from changes to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 8

Understand how to prepare to provide body massage treatments

You can:	Portfolio reference
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation for the treatment	
c. Explain how to select the appropriate massage medium suitable for skin type and condition	
d. Explain how to cleanse different areas of the body in preparation for treatment	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 9

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle	
c. Explain the positions and actions of the main muscle groups within the treatment areas of the body	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain how to recognise postural faults and conditions	
f. Explain the interaction of lymph and blood within the circulatory system	
g. Explain the structure and function of the lymphatic system	
h. Explain the basic principles of the central nervous system and autonomic system	
i. Explain the basic principles of the endocrine, respiratory, digestive and excretory systems	
j. Explain the structure and function of skin	
k. Compare the skin characteristics and skin types of different ethnic client groups	
l. Explain the structure and location of the adipose tissue	
m. Summarise the effects of massage on the individual systems of the body	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 9 (continued)

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
n. Explain the structure, function and location of blood and the principles of circulation, blood pressure and pulse	
o. Summarise the physical and psychological effects of body massage	
p. Explain how to recognise erythema and hyperaemia and its causes	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 10

Understand contra-indications and contra-actions that affect or restrict body massage treatments

You can:	Portfolio reference
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken, in specific areas and why	
c. Explain the possible contra-actions which may occur during and post-treatment, why and how to deal with them	
d. Explain what constitutes a contra-action	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 11

Understand how to carry out body massage treatments

You can:	Portfolio reference
a. Explain the preparation and application of the massage equipment	
b. Explain the benefits of using the massage equipment	
c. Explain the different types and uses of massage mediums	
d. Explain the types and benefits of pre-heat treatments which can be used prior to massage	
e. Explain why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	
f. Explain the correct use and application of massage techniques to meet a variety of treatment objectives	
g. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and client preferences for manual massage	
h. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage	
i. Explain how to adapt massage treatments for male and female clients	
j. Explain the areas of the body and body characteristics needing particular care when undertaking mechanical treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 11 (continued)

Understand how to carry out body massage treatments

You can:	Portfolio reference
k. Explain the advantages of mechanical and manual massage	
l. Evaluate the advantages of combining mechanical and manual massage	
m. Explain how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client	
n. Explain how and why support and cushioning would be used during the treatment	
o. Explain the importance of evaluating the effectiveness of body massage treatments	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference
a. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
b. Explain post-treatment restrictions and future treatment needs	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Explain how eating and exercise habits can affect the effectiveness of treatment	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UB30B23

Provide Indian head massage

This unit is about the skills involved in providing Indian head massage treatment. The ability to adapt massage techniques to suit individual client needs and the environment in which the massage takes place are crucial requirements. The ability to perform Indian head massages with and without the use of oils is also required.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance, hygiene and good communication with the client.

NOS

B23

Level

3

Credit value

7

GLH

54

Observations

3

External paper(s)

2



Provide Indian head massage

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing Indian head massage
 2. Be able to consult, plan and prepare for treatments with clients
 3. Be able to perform Indian head massage
 4. Understand organisational and legal requirements for providing Indian head massage
 5. Understand how to work safely and effectively when providing Indian head massage
 6. Understand how to consult with clients
 7. Understand how to prepare for providing Indian head massages
 8. Understand anatomy and physiology related to Indian head massages
 9. Understand contra-indications and contra-actions that affect or restrict body massage treatments
 10. Understand different Indian head massage mediums
 11. Understand the principles of Indian head massage
 12. Understand how to provide aftercare advice
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, 1 massage must include the use of massage oil and 1 massage which must exclude the use of oil.**
 4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least 1** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given all types of advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*
 5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
 6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing Indian Head massage treatment.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Indian Head Massage	45 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing Indian head Massage

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all tools and equipment using the correct methods
- d. Position equipment and massage medium for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury and in a way suitable for the treatment
- f. Use accepted industry hygiene and safety practices throughout the treatment to minimise cross-infection
- g. Adopt a positive, polite and reassuring manner towards the client at all times
- h. Maintain the client's modesty, privacy and comfort at all times
- i. Complete the treatment within a commercially viable time
- j. Keep records up-to-date, accurate, complete, legible and signed by the client and practitioner
- k. Leave the treatment area in a condition suitable for future treatments

**May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2

Be able to consult, plan and prepare for treatments with clients

You can:

- a. Use consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor*
- c. Explain to the client what the treatment entails in a way they can understand
- d. Identify the client's medical history, physical characteristics and lifestyle pattern by asking questions
- e. Consult effectively with the client to identify any contra-indications to massage treatments, recording the client's responses and take any necessary action
- f. Provide client advice without reference to a specific medical condition and without causing undue alarm or concern*
- g. Explain and agree the projected cost, duration and frequency of treatment needed
- h. Agree in writing the client's needs expectations and treatment objectives ensuring they are realistic and achievable
- i. Adapt client preparation procedures to suit the environment in which the massage is to be undertaken
- j. Protect clothing, hair and accessories prior to beginning massage
- k. Select suitable resources and massage medium to meet the treatment objectives

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 3

Be able to perform Indian head massage

You can:

- a. Provide suitable support and cushioning, as necessary, to specific areas of the body during the treatment
 - b. Adapt massage techniques, sequence and use of massage medium to meet the client's physical characteristics and treatment area(s)
 - c. Vary the depth, rhythm and pressure of massage movements to meet treatment objectives, treatment area(s) and client's physical characteristics and preferences
 - d. Co-ordinate breathing techniques with that of the client
 - e. Apply massage medium to ensure minimal waste
 - f. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
 - g. Allow the client sufficient post-treatment recovery time
 - h. Check that the finished result is to the client's satisfaction and meets the agreed treatment objectives
- i. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all the client's physical characteristics	Portfolio reference
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Hair condition	
Scalp condition	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Met all treatment objectives	Portfolio reference
Relaxation	
Sense of wellbeing	
Uplifting	
Improvement of hair and scalp condition	



You must practically demonstrate that you have:

Used all massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Friction	
Marma (pressure) points	
Covered all treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Back	
Chakras	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Suitable home care products and their use	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements for providing Indian head massage

You can:	Portfolio reference / Assessor initials*
a. Explain your responsibilities under current health and safety legislation, standards and guidance	
b. Explain your responsibilities under local authority licensing regulations for yourself and your premises	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
f. Explain why it is important, when treating minors under the age of 16, to have a parent present	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain manufacturers' and organisational requirements for waste disposal	
i. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
j. Explain how to complete client records and the reasons for keeping records of treatments and gaining client signatures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 4 (continued)

Understand organisational and legal requirements for providing Indian head massage

You can:	Portfolio reference / Assessor initials*
k. Explain your responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisation requirements	
l. Explain the organisation's requirements for client preparation	
m. Explain the organisation's service times for Indian head massage and the importance of completing the service in a commercially viable time	
n. Explain the organisation's requirements for treatment area maintenance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 5

Understand how to work safely and effectively when providing Indian head massage

You can:	Portfolio reference / Assessor initials*
a. Explain how to set up the work area for Indian head massage	
b. Explain the necessary environmental conditions for Indian head massage (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
d. Explain how to position yourself and the client for Indian head massage taking into account individual physical characteristics	
e. Explain what repetitive strain injury (RSI) is, how it is caused and how to avoid developing it when delivering massage treatments	
f. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	
g. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
h. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
i. Explain how to minimise and dispose of waste treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 6

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
a. Explain how to use consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders for this treatment	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to Indian head massage	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and recording the client's responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to visually assess the physical characteristics	
h. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine	
i. Explain how to recognise different skin types and conditions	
j. Explain how to recognise different scalp conditions and hair types	
k. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 6 (continued)

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
l. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
m. Explain why it is important to maintain client's modesty, privacy and comfort	
n. Explain the relationship between lifestyle patterns and effectiveness of treatment	
o. Explain the beneficial effects which can result to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Understand how to prepare for providing Indian head massages

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	
c. Explain how to select the appropriate massage oil suitable for skin, scalp and hair type and condition	
d. Explain how and when to adapt client preparation for working in different environments	
e. Explain how to practically and mentally prepare yourself for carrying out the treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 8

Understand anatomy and physiology related to Indian head massages

You can:	Portfolio reference / Assessor initials*
a. Explain the structure and function of muscles, including the types of muscles within the treatment areas	
b. Explain the positions and actions of the main muscle groups within the treatment areas	
c. Explain the position and action of the primary bones and joints of the skeletal system within the treatment areas	
d. Explain how to recognise postural faults and conditions within the treatment areas	
e. Explain the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse within the treatment areas	
f. Explain the interaction of lymph and blood within the circulatory system	
g. Explain the structure and function of the lymphatic system	
h. Explain the position and function of the sinuses	
i. Explain the basic principles of the central nervous system and autonomic system	
j. Explain the basic principles of the endocrine and respiratory systems	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 8 (continued)

Understand anatomy and physiology related to Indian head massages

You can:	Portfolio reference / Assessor initials*
k. Explain the structure and function of skin	
l. Compare the skin characteristics and skin types of different ethnic client groups	
m. Explain the effects of Indian head massage on the individual systems of the body	
n. Summarise the physical and psychological effects of Indian head massage	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 9

Understand contra-indications and contra-actions that affect or restrict body massage treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken, in specific areas and why	
c. Explain the possible contra-actions which may occur during and post treatment and how to deal with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 10

Understand different Indian head massage mediums

You can:	Portfolio reference / Assessor initials*
a. Explain how to store and maintain Indian head massage mediums in a safe and hygienic manner and why this is important	
b. Explain how to use Indian head massage mediums safely and effectively	
c. Explain the types of Indian head massage oils available and their beneficial properties e.g. mustard, coconut, olive and sesame	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 11

Understand the principles of Indian head massage

You can:	Portfolio reference / Assessor initials*
a. Explain the key aspects of the origins and traditions of Indian head massage	
b. Summarise the basic principles of Ayurveda	
c. Explain the principles of body, mind and spiritual wellness	
d. Explain the principles and practices of marma (pressure) points application (of which 37 are in the treatment area) and their purpose	
e. Explain the principles and practices of the 7 primary chakras and their importance in relation to the Indian head massage treatment	
f. Explain the importance of getting the client to remove their shoes before treatment	
g. Explain why it is important to maintain correct posture during Indian head massage and to complete stretching exercises to prevent repetitive strain injury	
h. Explain the correct use and application of Indian head massage techniques to meet a variety of treatment objectives	
i. Explain how to adapt the Indian head massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences	
j. Explain why effective client breathing is necessary prior to starting the treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 11 (continued)

Understand the principles of Indian head massage

You can:	Portfolio reference / Assessor initials*
k. Explain how own breathing techniques can enhance the effectiveness of the treatment process	
l. Evaluate the advantages of Indian head massage	
m. Explain how and why support and cushioning would be used during the treatment	
n. Explain the importance of evaluating the effectiveness of Indian head massage treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to give post-treatment advice	
b. Explain the benefits of a course of treatment	
c. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
d. Explain post-treatment restrictions and future treatment needs	
e. Explain products for home use that will benefit the client and those to avoid and why	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UB30B24

Carry out massage using pre-blended aromatherapy oils

This unit is about the skills involved in preparing clients for and delivery of massage using pre-blended aromatherapy oils. The ability to adapt the use of pre-blended oils and massage techniques to suit individual client needs are crucial requirements.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B24

Level

3

Credit value

8

GLH

67

Observations

4

External paper(s)

2



Carry out massage using pre-blended aromatherapy oils

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when carrying out massage using pre-blended aromatherapy oils
2. Be able to consult, plan and prepare for treatments with clients
3. Be able to massage the body using pre-blended aromatherapy oils
4. Understand organisational and legal requirements for carrying out massage using pre-blended aromatherapy oils
5. Understand how to work safely and effectively when carrying out massage using pre-blended aromatherapy oils
6. Understand how to consult with clients
7. Be able to prepare to carry out massages using pre-blended aromatherapy oils
8. Understand anatomy and physiology related to massage treatments
9. Understand contra-indications and contra-actions that affect or restrict massages using pre-blended aromatherapy oils
10. Understand how to use pre-blended aromatherapy oils
11. Understand the principles behind massage techniques using pre-blended aromatherapy oils
12. Understand how to provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing massage using pre-blended aromatherapy oils.
3. Your assessor will observe your performance on **at least 4 separate occasions, each on 4 different clients, which must include 2 full body massage treatments, incorporating the face.**
4. From the range, you must practically demonstrate that you have:
 - used all consultation techniques
 - dealt with all the clients' physical characteristics
 - dealt with **at least 1** of the necessary actions*
 - met all treatment objectives
 - used all massage techniques
 - covered all treatment areas
 - given all types of advice.

** However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 minutes

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when carrying out massage using pre-blended aromatherapy oils

You can:

- a. Set up and maintain the treatment area to meet organisational and manufacturers' instructions
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all equipment using the correct methods
- d. Position equipment and pre-blended oils for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury and in a way suitable for treatment
- f. Use accepted industry hygiene and safety practices throughout the treatment to minimise the risk of cross-infection
- g. Adopt a positive, polite and reassuring manner towards the client at all times
- h. Maintain the client's modesty, privacy and comfort at all times
- i. Complete the treatment within a commercially viable time
- j. Keep records up to date, accurate, easy to read and signed by the client and practitioner
- k. Leave the treatment area and equipment in a suitable condition for future treatments

**May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare for treatments with clients

You can:

- a. Use effective consultation techniques to determine the client's treatment needs
- b. Obtain signed, written, informed consent from the client or parent/guardian if the client is a minor prior to carrying out the treatment*
- c. Explain to the client the treatment procedure in a way they can understand
- d. Question the client to identify the client's medical history, physical characteristics and lifestyle pattern
- e. Consult with the client to identify any contra-indications to aromatherapy treatments, recording the client's responses, and take any necessary action
- f. Encourage clients to ask questions and clarify any points
- g. Carry out a sensitivity test to establish response and suitability for treatment
- h. Provide client advice without reference to a specific medical condition and without causing undue alarm or concern*
- i. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- j. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- k. Protect client's clothing, hair and accessories
- l. Select suitable pre-blended aromatherapy oils which meet the treatment objectives and which are fit for purpose

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to massage the body using pre-blended aromatherapy oils

You can:

- a. Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- b. Adapt massage techniques, sequence and use of pre-blended oil to meet the client's physical characteristics and treatment area(s)
- c. Vary the depth, rhythm and pressure of massage movements to meet treatment objectives, treatment area(s) and client's physical characteristics and preferences
- d. Apply and use pre-blended oil to minimise waste
- e. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- f. Give the client sufficient post-treatment recovery time
- g. Check that the finished result is to the client's satisfaction and meets the agreed treatment objectives
- h. Provide aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Range



You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all the clients' physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Met all treatment objectives	Portfolio reference
Relaxation	
Sense of well-being	
Uplifting	
Anti-cellulite	
Stimulating	



You must practically demonstrate that you have:

Used all massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Pressure point	
Covered all treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Gluteals	
Legs and feet	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Healthy eating and exercise advice	
Suitable home care products and their use	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements for carrying out massage using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain your responsibilities under current health and safety legislation, standards and guidance	
b. Explain your responsibilities under local authority licensing regulations for yourself and the premises	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. Explain the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain your responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
i. Explain the manufacturers' and organisational requirements for waste disposal	
j. Explain the importance of the correct storage of client records in relation to the Data Protection Act	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 4 (continued)

Understand organisational and legal requirements for carrying out massage using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
k. Explain how to complete client records, the importance of, and reasons for, keeping records of treatments and gaining client signatures	
l. Explain the organisation's requirements for client preparation	
m. Explain the organisation's service times for massage treatments and the importance of completing the service in a commercially viable time	
n. Explain the organisation's and manufacturers' requirements for the treatment area, maintenance and cleaning of equipment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 5

Understand how to work safely and effectively when carrying out massage using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain how to set up the work area for massage treatments	
b. Explain the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the importance of, and reasons for, disinfecting hands and how to do this effectively	
d. Explain how to position yourself and the client for massage treatments taking into account individual physical characteristics	
e. Explain what repetitive strain injury (RSI) is, its cause and how to avoid developing it when delivering massage treatments	
f. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment	
g. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
h. Explain why it is important to maintain high standards of hygiene and the principles of avoiding cross-infection	
i. Explain how to minimise and dispose of waste treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 6

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
a. Explain how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders for this treatment	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and body massage treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to assess visually the client's physical characteristics	
h. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine	
i. Explain how to recognise different skin types and conditions	
j. Explain how to effectively carry out a skin sensitivity test for allergies to pre-blended aromatherapy oils	
k. Explain the types of reactions that can occur as a result of using pre-blended aromatherapy oils and how to recognise them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 6 (continued)

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
l. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
m. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
n. Explain why it is important to maintain the client's modesty and privacy	
o. Explain the relationship between lifestyle patterns and effectiveness of treatment	
p. Summarise the beneficial effects which can result from changes to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Be able to prepare to carry out massages using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy	
c. Explain how to select the appropriate pre-blended aromatherapy oil suitable for skin type, condition and treatment objectives	
d. Explain how to cleanse different areas of the body in preparation for treatment (e.g. face and feet)	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 8

Understand anatomy and physiology related to massage treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle	
c. Explain the positions and actions of the main muscle groups within the treatment areas of the body	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain how to recognise postural faults and conditions	
f. Explain the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	
g. Explain the interaction of lymph and blood within the circulatory system	
h. Explain the structure and function of the lymphatic system	
i. Explain the basic principles of the central and autonomic nervous system	
j. Explain the basic principles of the endocrine, respiratory, olfactory, digestive and excretory system	
k. Explain the structure and function of the skin	
l. Explain the skin characteristics and skin types of different ethnic client groups	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 8 (continued)

Understand anatomy and physiology related to massage treatments

You can:	Portfolio reference / Assessor initials*
m. Explain the structure and location of the adipose tissue	
n. Summarise the effects of massage using pre-blended aromatherapy oils on the individual systems of the body	
o. Summarise the physical and psychological effects of massage using pre-blended aromatherapy oils	
p. Explain how to recognise erythema and its causes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 9

Understand contra-indications and contra-actions that affect or restrict massages using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken in specific areas and why	
c. Explain possible contra-actions which may occur during and post treatment, why they occur and how to deal with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 10

Understand how to use pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain how to store and maintain pre-blended aromatherapy oils in a safe and hygienic manner and why this is important	
b. Explain how to use pre-blended aromatherapy oils safely and effectively, including the effects of volatility	
c. Summarise the types of pre-blended aromatherapy massage oils available and their purpose	
d. Explain how to adapt your choice of pre-blended aromatherapy oils to meet specific clients' physical needs	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 11

Understand the principles behind massage techniques using pre-blended aromatherapy oils

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	
b. Explain the correct use and application of massage techniques to meet a variety of treatment objectives	
c. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences	
d. Explain how to adapt massage treatments for male and female clients	
e. Explain the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils	
f. Explain the advantages of massage using pre-blended aromatherapy oils	
g. Explain how and why support and cushioning would be used during the treatment	
h. Explain the limitations of using pre-blended aromatherapy oils and when to refer clients to a clinical aromatherapist and why	
i. Explain the importance of evaluating the effectiveness of massage using pre-blended aromatherapy oils	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference / Assessor initials*
a. Evaluate the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
b. Explain post-treatment restrictions and future treatment needs	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Explain how eating and exercise habits can affect the effectiveness of treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

UB30B28

Provide stone therapy treatments

This unit is about the skills involved in providing hot and cold stone therapy treatments. It covers both massage and the placing of stones on the head, face and body. The ability to adapt stone therapy treatments to suit individual client needs is a crucial requirement.

To carry out this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and good communication with the client.

NOS

B28

Level

3

Credit value

10

GLH

88

Observations

4

External paper(s)

2



Provide stone therapy treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing stone therapy treatments
 2. Be able to consult, plan and prepare for treatments with clients
 3. Be able to perform stone therapy treatments
 4. Understand organisational and legal requirements
 5. Understand how to work safely and effectively when providing stone therapy treatments
 6. Understand how to consult with clients
 7. Understand how to prepare for stone therapy treatments
 8. Understand anatomy and physiology related to stone therapy treatments
 9. Understand contra-indications and contra-actions that affect or restrict stone therapy treatments
 10. Understand how to use stone therapy equipment
 11. Understand the principles behind stone therapy techniques and how to use them
 12. Understand how to provide aftercare advice
2. You must practically demonstrate in your everyday work that you have met the standard for providing stone therapy treatments.
 3. Your assessor will observe your performance on **at least 4 separate occasions, each on 4 different clients, which must include 2 full-body stone therapy treatments, incorporating the face.**
 4. From the range, you must practically demonstrate that you have:
 - used all types of equipment
 - used all consultation techniques
 - dealt with all the client's physical characteristics
 - dealt with **at least 1** of the necessary actions*
 - met all treatment objectives
 - used **3 out of the 4** types of stones*
 - used all the stone therapy techniques
 - covered all treatment areas
 - given all types of advice.

**However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.*
 5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
 6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Full body stone therapy treatment (including the face)	75 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing stone therapy treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Remove and handle stones in a way which avoids injury to yourself and the client
- d. Clean all tools and equipment using the correct methods
- e. Disinfect stones after each treatment
- f. Heat, cool and store stones according to manufacturers' instructions and in a way which effectively energises them
- g. Position equipment and treatment products for safety and ease of use
- h. Use suitable materials to protect the client's skin against extremes of temperature during stone replacement
- i. Use accepted industry hygiene and safety practices throughout the treatment
- j. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- k. Maintain the client's modesty, privacy and comfort at all times
- l. Use treatment products to minimise waste
- m. Dispose of waste materials safely and correctly
- n. Carry out the treatment within a commercially viable time
- o. Keep records up to date, accurate, easy to read and signed by the client and practitioner
- p. Leave the treatment area and equipment in a suitable condition for future sessions

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare for treatments with clients

You can:

- a. Use consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent from the client or parent/guardian if the client is a minor prior to any service *
- c. Explain to the client what the treatment entails in a way they can understand
- d. Consult with the client to identify their medical history, physical characteristics and lifestyle pattern, recording their responses
- e. Consult with the client to identify if they have any contra-indications to stone therapy treatments, recording their responses and taking any necessary action
- f. Actively encourage clients to ask questions and clarify points
- g. Position yourself and the client to minimise the risk of fatigue and injury
- h. Carry out a test patch to determine the client's skin response to hot and cold temperature
- i. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern *
- j. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- k. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- l. Clean and prepare the client's skin to suit the areas to be treated
- m. Protect the client's clothing, hair and accessories
- n. Select types of stone suitable to meet the treatment objectives

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to perform stone therapy treatments

You can:

- a. Explain to the client the sensation created by the stones
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- d. Use suitable material to protect the client's skin against extremes of temperature during front and back placement
- e. Place suitable types of stone on the chakra points, when required, to meet the agreed treatment objectives
- f. Place suitable types of stone under the body, when required, ensuring client comfort
- g. Lubricate the skin to allow the smooth, continuous movement of the stones over the skin to avoid risk of overheating
- h. Use stone therapy techniques in a way which avoids alarm to the client, is suitable for their physical characteristics, the treatment area(s) and treatment objectives
- i. Adapt the treatment techniques and sequence to meet the client's physical characteristics and the requirements of the treatment area(s)
- j. Vary the depth, rhythm and pressure of treatment techniques to meet treatment objectives, the requirements of the treatment area(s) and the client's physical characteristics and preferences
- k. Check the client's wellbeing throughout the stone therapy treatment
- l. Handle stones to avoid excessive noise and disturbance to the client throughout the treatment
- m. Assist to reposition the client in a controlled manner to minimise disturbance of the treatment process
- n. Take prompt remedial action if contractions or discomfort occur during the course of treatment *
- o. Allow the client sufficient post-treatment recovery time
- p. Check that the finished result is to the client's satisfaction and meets the agreed treatment objectives
- q. Give the client aftercare advice

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Range



You must practically demonstrate that you have:

Used all types of equipment	Portfolio reference
Professional stone heater	
Stones	
Accessories	
Cooling systems	
Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all the client's physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	



You must practically demonstrate that you have:

Met all treatment objectives	Portfolio reference
Relaxing	
Balancing	
Uplifting	
Sense of well-being	
Local decongestion	
Relief from muscular tension	
Used 3 out of the 4 types of stones	Portfolio reference
Basalt	
Marine	
Marble	
Semi-precious stones	
Used all the stone therapy techniques	Portfolio reference
Rotation of stones	
Alternation of hot and cold stones	
Use of hot stones only	
Use of cold stones only	
Combination of stone types and sizes	
Temperature management	



You must practically demonstrate that you have:

Used all the stone therapy treatment techniques		Portfolio reference
Effleurage		
Petrissage		
Friction		
Tapping		
Tucking		
Placement		
Trigger point		
Covered all treatment areas		Portfolio reference
Face		
Head		
Neck, chest and shoulders		
Arms and hands		
Abdomen		
Back		
Legs and feet		
Given all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Modifications to lifestyle patterns		
Suitable home care products and their use		

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain own responsibilities under local authority licensing regulations for yourself and your premises	
c. Explain the importance of checking current insurance guidelines for the delivery of stone therapy treatment	
d. Explain the importance of and reasons for not discriminating against clients with illnesses and disabilities	
e. Explain the age at which an individual is classed as a minor and how this differs nationally	
f. Explain why it is important, when treating minors under 16 years of age, to have a parent present	
g. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
h. Explain the legal significance of gaining signed, informed consent to treatment	
i. Explain own responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	
j. Explain the manufacturers' and organisational requirements for waste disposal	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
l. Explain how to complete client records and the reasons for keeping records of treatments and obtaining client signatures	
m. Explain the organisation's requirements for client preparation	
n. Explain the organisation's service times for stone therapy treatments and the importance of completing the service in a commercially viable time	
o. Explain own responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for massage treatments	
p. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Understand how to work safely and effectively when providing stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain how to set up the work area for stone therapy treatments	
b. Explain the necessary environmental conditions for stone therapy treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the importance and reasons for disinfecting your hands and how to do this effectively	
d. Explain what contact dermatitis is and how to avoid developing it when carrying out stone therapy treatments	
e. Explain the importance of disinfecting stones after each treatment and how to do this effectively	
f. Explain how to position yourself and the client for stone therapy treatments taking into account individual physical characteristics	
g. Explain repetitive strain injury (RSI), how it is caused and how to avoid it when carrying out stone therapy treatments	
h. Evaluate the advantages to the therapist of using stone therapy as a means of avoiding RSI	
i. Explain the importance of using the correct-sized stones for the therapist's own hands and the client's physical characteristics	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5 (continued)

Understand how to work safely and effectively when providing stone therapy treatments

You can:	Portfolio reference / Assessor initials*
j. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the service	
k. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
l. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
m. Explain how to minimise and dispose of waste treatments	
n. Explain why it is important to check the client's well-being at regular intervals during stone therapy treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
a. Explain how to use effective consultation techniques for this treatment when communicating with clients of different ages, disabilities, genders and from diverse cultural and religious backgrounds	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and stone therapy treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to visually assess the client's physical characteristics	
h. Explain how to carry out and interpret thermal tests	
i. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the stone therapy treatment routine	
j. Summarise how to recognise different skin types and conditions	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6 (continued)

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
k. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
l. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	
m. Explain why it is important to maintain the client's modesty and privacy	
n. Evaluate the relationship between lifestyle patterns and effectiveness of treatment	
o. Evaluate the beneficial effects which can result from changes to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand how to prepare for stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation for the treatment	
c. Explain how to select the appropriate oil suitable for stone therapy treatment	
d. Explain how to cleanse different areas of the body in preparation for treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand anatomy and physiology related to stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle (i.e. voluntary and involuntary)	
c. Explain the positions and actions of the main muscle groups within the treatment areas	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain the position and function of the sinuses	
f. Explain how to recognise postural faults and conditions	
g. Explain the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	
h. Explain the interaction of lymph and blood within the circulatory system	
i. Explain the structure and function of the lymphatic system	
j. Explain the basic principles of the central nervous system and autonomic system	
k. Explain the basic principles of the endocrine, respiratory, digestive and excretory systems	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8 (continued)

Understand anatomy and physiology related to stone therapy treatments

You can:	Portfolio reference / Assessor initials*
l. Explain the structure and function of skin	
m. Explain the skin characteristics and skin types of different ethnic client groups	
n. Explain the structure and location of adipose tissue	
o. Summarise the effects of hot and cold stone therapy on the individual systems of the body	
p. Evaluate the psychological effects of hot and cold stone therapy treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand contra-indications and contra-actions that affect or restrict stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken in specific areas and why	
c. Explain possible contra-actions which may occur during and post-treatment, how to deal with them, and the importance of dealing with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how to use stone therapy equipment

You can:	Portfolio reference / Assessor initials*
a. Explain the types of safe, purpose-built stone heating equipment and how to use and position them safely	
b. Explain the insurance implications of using non-professional stone heating equipment	
c. Explain methods of cooling stones	
d. Explain the types of stone, their properties and uses	
e. Explain how to select the correct size and shape of stone for the client's physical characteristics and the area being treated	
f. Explain how to dry and store different types of stone in a way that will effectively energise them	
g. Explain the types of suitable material used to protect the client's skin against extremes of temperature during stone therapy treatment	
h. Explain the recommended operating temperatures for hot and cold stones	
i. Explain the types of oil suitable for stone therapy treatment and their purpose	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
a. Explain the historical and cultural background to stone therapy	
b. Explain the five elements of stone therapy	
c. Explain the basic principles and characteristics of the seven major chakras and their significance for the practice of stone therapy treatment	
d. Explain how to place stones on the seven major chakras to maximise client comfort and the benefits and purposes	
e. Explain how to place stones underneath the body to maximise their benefits, purposes and client comfort	
f. Explain how to place stones on the client's body during treatment and the importance of doing this in a careful, safe and considerate way	
g. Explain the importance of temperature and time management of the stones during treatment and how to carry this out	
h. Explain how to handle the stones safely to avoid excessive noise and disturbance during the treatment	
i. Explain how to recognise erythema and hyperaemia and their causes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11 (continued)

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
j. Explain why it is important to maintain correct posture during stone therapy treatment	
k. Explain the correct use and application of stone therapy techniques to meet a variety of treatment objectives	
l. Explain the importance of evaluating the effectiveness of stone therapy treatments	
m. Explain the correct use and application of stone therapy techniques to meet a variety of treatment objectives	
n. Summarise the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment	
o. Explain how to adapt and combine stone therapy treatment techniques, depth and pressure to suit different client physical characteristics, areas of the body and preferences	
p. Explain how to adapt a stone therapy treatment for male and female clients	
q. Explain the areas of the body and body characteristics needing particular care when undertaking stone therapy treatments	
r. Evaluate the advantages of stone therapy treatments	
s. Explain how and why support and cushioning would be used during the treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11 (continued)

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
t. Explain how and when to reposition the client safely during treatment and the type of assistance which should be provided by the therapist	
U. Explain how stone therapy may be used to enhance other treatments (e.g. manicure, pedicure, facial)	
V. Explain the recommended recovery times for stone therapy treatments and why this is important	
W. Explain recommended timings for stone therapy treatments and how these should be adapted to meet the client's individual needs and physical characteristics	
X. Explain the physical effects of hot and cold stone therapy treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference / Assessor initials*
a. Evaluate the lifestyle factors and changes that may be required to improve the effectiveness of the treatment (e.g. healthy eating, fluid intake and regular exercise)	
b. Explain activities which should be avoided post-treatment	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Recommend further treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.