

VTCT Level 2 Award in Head Massage

Accreditation start date: **1 August 2010**
Credit value: **4**
Total Qualification Time (TQT): **40**
Guided learning hours (GLH): **30**
Qualification number: **500/8632/7**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory unit				
UV20400				

The qualification

Introduction

The VTCT Level 2 Award in Head Massage is a qualification that has been specifically designed to develop your practical skills in providing the relaxing and stress relieving treatment of head massage.

You will learn about the condition of the hair and scalp and classical massage techniques using shampoo, oils and conditioner.

You will also learn about the contra-indications to head massage, as well as the physiological benefits of the treatment.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification 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.



Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 3 NVQ Diploma in Beauty Therapy Massage

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 3 Diploma in Massage Therapy
- Level 3 Diploma in Spa and Body Treatments
- Level 3 Certificate in Swedish Massage
- Level 3 Certificate in Stone Therapy Massage
- Level 3 Certificate in Indian Head Massage
- Level 3 Certificate in Massage Using Pre-Blended Aromatherapy Oils

This qualification may lead directly into employment in a salon as a beauty therapist.

Qualification structure

Total credits required - 4

All mandatory units must be completed.

Mandatory unit - 4 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20400	H/601/4356	Head massage	4	30

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). 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.

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 you have learnt. 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 this 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 unit 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)	Observation(s)	Assignment(s)
UV20400	Head massage	0	✓	✓

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 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.

UV20400

Head massage

This unit is about providing head massage services, using a variety of massage techniques and massage mediums. You will also learn about health and safety and client care in this unit.

Level

2

Credit value

4

GLH

30

Observation(s)

2

External paper(s)

0

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Head massage

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for head massage
2. Be able to provide head massage

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
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.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Head massage	30 minutes
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Observations

Outcome 1

Be able to prepare for head massage

You can:

- a. Prepare yourself, the client and work area for head massage
- b. Use suitable consultation techniques to identify treatment objectives
- c. Advise the client on how to prepare for the treatment
- d. Identify influencing factors
- e. Provide clear recommendations to the client based on factors

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to provide head massage

You can:

- a. Communicate and behave in a professional manner
- b. Position yourself and the client correctly throughout the treatment
- c. Select and use products, equipment and techniques, taking into account identified factors
- d. Follow safe and hygienic working practices
- e. Identify contra-actions and take appropriate action during treatment
- f. Provide suitable aftercare advice
- g. Complete the treatment to the satisfaction of the client
- h. Evaluate the results of the treatment with the client

*May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encourage the client to seek medical advice	
Explain why the treatment cannot be carried out	
Modification of treatment	
Met a minimum of 1 of the treatment objectives	Portfolio reference
Relaxation	
Uplifting	
Improvement of hair and scalp condition	
Used a minimum of 3 massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Friction	
Treated all areas	Portfolio reference
Face	
Head	
Neck	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

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 1

Be able to prepare for head massage

You can:	Portfolio reference / Assessor initials*
f. Describe salon's requirement for client preparation, preparing yourself and the work area	
g. Identify different consultation techniques used to identify treatment objectives	
h. Describe the factors that need to be considered when selecting techniques, products and equipment	
i. Describe the environmental conditions suitable for head massage treatment	
j. Describe the safety considerations that must be taken into account when providing head massage treatment	
k. Identify the range of equipment used for head massage treatment	
l. Identify products used and their key ingredients	
m. Describe contra-indications that prevent or restrict head massage treatment	

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

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide head massage

You can:	Portfolio reference / Assessor initials*
i. Describe how to communicate and behave in a professional manner	
j. State the importance of positioning yourself and the client correctly throughout the treatment	
k. Describe safe and hygienic working practices	
l. Describe contra-actions which might occur during and following the treatment and how to respond	
m. Describe the aftercare advice that should be provided	
n. State the importance of completing the treatment to the satisfaction of the client	
o. State the methods of evaluating the effectiveness of the treatment	
p. Describe the basic structure and function of the skin	
q. Describe the basic structure and functions of the bones of the neck and skull	
r. Describe the functions of the muscles of the scalp and neck	
s. Describe the massage movements used in head massage treatments	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for head massage

Management of health and safety at work: Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

Manual handling: Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels: Clean for every client, place dirty towels in covered bin.

Awareness of liability insurance: Employer's, public, professional indemnity.

Awareness of reporting of injuries, diseases and dangerous occurrences: Accident book, reporting diseases, local by-laws, code of conduct, risk assessment.

Awareness of control of substances hazardous to health: Correct storage, handling, use and disposal of products, check end date, packaging, store away from heat, damp and direct sunlight, no smoking, eating or drinking.

Awareness of health and safety legislation: Data protection, electricity at work, employer's liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupier's liability, local byelaws.

Awareness of Regulations: Control of substances hazardous to health, management of health and safety at work,

manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Employer responsibility: Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

Hazards: Something with potential to cause harm, level of responsibility, report, nominated personnel, duty to recognise hazards.

Security (cash): Staff training, point of sale, regular banking, in transit.

Security (people): Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

Risk: Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

Reasons for risk assessment: Staff, visitors, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.



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Outcome 1: Be able to prepare for head massage (continued)

Hygiene (general): Sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Therapist posture and deportment: Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture (even weight distribution), client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure technician positioning delivers appropriate techniques, appropriate space between client and technician, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment

systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the end of the treatment, update at each visit, maintained electronically, paper records.

Professional appearance: Clean professional uniform, closed-in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, question, listen, client card reference. Use a range of related terminology linked to head massage.



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Outcome 1: Be able to prepare for head massage (continued)

Contra-indications:

Examples of contra-indications that may prevent treatment – during chemotherapy and radiotherapy, severe skin diseases and disorders, hair and scalp diseases and disorders/conditions, inflammation or swelling of the skin, severe bruising, cuts and abrasions, severe bruising.

Examples of contra-indications that may restrict treatment – minor bruising, recent scar tissue, epilepsy, minor eczema, and minor psoriasis, diabetes, high and low blood pressure, product allergies, sebaceous cysts, acne, any condition for which the client is under medical supervision.



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Outcome 2: Be able to provide head massage

Products: Shampoo, conditioner, oils.

Tools: Hair clip, brush, comb, mirror.

Equipment: Suitable chair, towels, tissue.

Preparation of the client: Prepare the client for different types of treatment, protect clothing, ensure client positioned correctly.

Factors: Hair condition, scalp condition, unusual features of the scalp, hair length, hair density, degree of curl of the hair, sensitivity of the skin and scalp, adverse skin, hair and scalp conditions, client wishes.

Physiological effects: Increasing the blood supply, stimulation and toning of underlying tissue, stimulation and soothing of nerves.

Massage movements: Effleurage, petrissage, friction, vibration.

Psychological effects: Relaxation of the client relieves tension.

Aftercare advice: Restrictions following treatment (suitable rest periods, avoid stimulants, alcohol, smoking, food and fluid intake).

Examples of possible contra-actions: Erythema, light-headedness, headache.

Head and neck muscles: Frontalis, platysma, temporalis, occipitalis, sternocleidomastoid, trapezius.

Bones of the head and neck: Occipital, parietal, frontal, temporal, neck (cervical vertebrae).

Skin:

Epidermis – basal cell layer, prickle cell layer, granular layer, clear layer, horny layer.

Dermis – blood and lymph supply, collagen, elastin, hair, sebaceous glands, arrector pili muscle, sweat glands, sensory nerve endings.

Hypodermis – fat cells.

Awareness of the basic functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of Vitamin D, melanin production.