

nqual.

Level 3

Diploma in
Massage Therapy
(610/4433/7)



Specification Pack

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ABOUT NQUAL

NQual provides high-quality vocational and occupational qualifications designed to meet the needs of learners and employers.

At NQual we are committed to certificating current and relevant qualifications that meet the demands of today's ever-changing industries. Our dedication to staying at the forefront of knowledge ensures that our qualifications reflect the latest trends in your field of interest.

QUALIFICATION SPECIFICATION

Qualification Specifications are used to inform and guide centres to deliver the qualification set out within this document. Information within this specification includes a qualification overview, unit breakdowns, assessment guidance and learning outcomes.

Alongside the specification, you will also find a qualification 'Fact Sheet'. These are used as handy tools to provide an overview of the qualifications.

QUALIFICATION INFORMATION

The NQual Level 3 Diploma in Massage Therapy is regulated by Ofqual.

- Qualification number: 610/4433/7

Overview

The NQual Level 3 Diploma in Massage Therapy is designed to provide learners with knowledge and skills relating to massage therapy. It will provide individuals with the chance to develop knowledge and gain skills to seek employment or progression onto higher level qualifications.

This qualification allows learners to pursue a career in various settings, including spas, salons, wellness centres, or even start your own practice.

The units specified within this document cover a variety of areas and topics relevant to the sector, including health and safety, body massage, hot stone therapy, holistic head massage and the anatomy & physiology knowledge needed to accompany these practical skills. This qualification will support progression within the beauty industry.

This qualification has been mapped to the current National Occupational Standards: www.ukstandards.org.uk/en

Entry Requirements

- Minimum age: 16

There are no further entry requirements for this qualification.

Unit Guidance

Learners must achieve all mandatory units. The total credit value for this qualification is 59.

Mandatory Units

Learners must achieve all of the mandatory units totalling 59 credits.

| Unit Reference | Title | Level | GLH | Credit Value |
|----------------|---|-------|-----|--------------|
| K/651/2313 | Anatomy & Physiology Relating to Massage Therapy Treatments | 3 | 63 | 7 |
| A/651/2850 | Health and Safety Practices in the Workplace | 3 | 54 | 6 |
| T/651/2308 | Explore the Origins of Massage and the Principles of Complementary Therapies | 3 | 63 | 7 |
| Y/651/2057 | Provide Body Massage Using Advanced Techniques | 3 | 81 | 9 |
| F/651/3185 | Provide Holistic Head, Neck and Shoulder Massage Treatments | 3 | 54 | 6 |
| F/651/2310 | Provide Body Massage Using Thermal Therapy Techniques | 3 | 63 | 7 |
| A/651/3192 | Provide Therapeutic Wellbeing and Holistic Treatments Blending Essential Oils | 3 | 45 | 5 |
| J/651/2863 | Provide Basic Business Support and Services | 3 | 63 | 7 |
| Y/651/2327 | Professional Development and Personal Well-being | 3 | 45 | 5 |

Guided Learning Hours

These hours are made up of contact time, guidance or supervision from course tutors, trainers, or training providers. The Guided Learning Hours for this qualification is 531.

Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of understanding required for the award of this qualification. This includes the Guided Learning Hours and time spent completing the independent study.

The Total Qualification Time for this qualification is 590

Delivery Options

NQual allows qualifications to be delivered both online and face-to-face. Please check the additional requirements with your Centre EQA if delivering qualifications online.

Grading and Assessment

Assessment is used to measure a learner's skill or knowledge against the standards set in this qualification. This qualification is internally assessed and externally quality assured.

The assessment consists of:

- An internally assessed Portfolio of Evidence and externally quality assured by NQual.

A Portfolio of Evidence can contain:

- Observation Records
- Professional Discussion and/or Q&A records
- Written answers
- PowerPoint Presentations
- Feedback forms
- Worksheets
- Audio/ video recordings
- Images
- Witness Testimony

Please note this is not an exhaustive list.

Learners should have opportunities to practice skills-based criteria and outcomes, outside of their programme delivery.

Observations are favourable to demonstrate skills-based criteria however we also accept other assessment methods to demonstrate the ability to complete services/treatments.

Approved Centre

To deliver any NQual qualification, each centre must be approved by NQual and meet the qualification approval criteria. The recognition process requires centres to implement policies and procedures to protect learners when undergoing NQual qualifications.

Approved centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have the resources, including staff, and processes in place to deliver and assess the qualification.

Once approved to offer this qualification, centres must register learners before any assessment takes place. Centres must follow NQuals procedures for registering learners.

Support From NQual

NQual support all new and existing approved centres. We respond to all communication within 48 hours and hold regular information webinars. If you would like to book our next webinar, please visit the 'News & Events' section on our website.

Initial Assessment

It is part of the enrolment process by the approved centre to complete an initial assessment. Approved centres must ensure everyone undertaking an NQual qualification complete some form of initial assessment. This will be used to inform the tutor/trainer of current knowledge and understanding.

Reasonable Adjustment

NQual is committed to providing fair and reasonable adjustments for learners to help reduce the effect of a disability or difficulty that places the learners at a disadvantage during an assessment. For more information on Reasonable Adjustments, please see our Reasonable Adjustments and Fair Access Policy.

Responsibilities

Assessor

It is important to note, that to assess qualification content, the assessor must be occupationally competent to assess skills-based competence and/or occupationally knowledgeable to assess knowledge-based content.

Assessors who deliver NQual qualifications must possess a qualification appropriate for the level they are delivering. Examples of these can include at least one of the following:

- D32 Assess Candidate Performance and D33 Assess Candidate Using Differing Sources of Evidence
- A1 Assess Candidate Performance Using a Range of Methods and A2 Assessing Candidates' Performance through Observation
- Level 3 Award in Assessing Competence in the Work Environment (for competence/skills learning outcomes only)
- Level 3 Award in Assessing Vocationally Related Achievement (for knowledge learning outcomes only)
- Level 3 Certificate in Assessing Vocational Achievement
- HEI Certificate in Education
- Qualified Teacher Status Certificate in Education in Post Compulsory Education (PCE)
- Post Graduate Certificate in Education
- Teaching Certificate in Teaching in the Lifelong Learning Sector (CTLTS)
- Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
- L&D9DI - Assessing workplace competence using Direct and Indirect methods (Scotland)
- L&D9D - Assessing workplace competence using Direct methods (Scotland)
- Level 4 Certificate in Education and Training
- Level 5 Diploma in Education and Training
- Level 3 Learning and Skills Assessor Apprenticeship
- Level 5 Learning and Skills Teacher Apprenticeship

Examples of evidence for subject knowledge can include:

- Qualification at the same level or above, the qualification you are delivering
- Extensive experience at the same level or above, the qualification you are delivering

Internal Quality Assurer

Centre staff who complete Internal Quality Assurance for NQual qualification must possess or be working towards a relevant qualification. Examples of these can include at least one of the following:

- D34 Unit **Internally verify the assessment process**
- V1 Verifiers Award
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice or
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Examples of evidence for subject knowledge must include at least one of the following:

- Qualification at the same level or above, the qualification you are quality assuring

Extensive experience at the same level or above, the qualification you are quality assuring

MANDATORY UNITS

Unit: Anatomy & Physiology Relating to Massage Therapy Treatments

Unit Code: K/651/2313

Level: 3

| <p>Learning Outcomes To achieve this unit a learner will:</p> | <p>Assessment Criteria Assessment of these outcomes demonstrates a learner can:</p> |
|--|--|
| <p>1. Understand the anatomy & physiology relating to massage therapy treatments</p> | <p>1.1 Identify general body types</p> <p>1.2 Describe the different types of body Fat</p> <p>1.3 Outline common postural faults</p> <p>1.4 Describe the structure and the main functions of the following body systems in relation to massage:</p> <ul style="list-style-type: none"> • Skin • Skeletal • Muscular • Cardio-vascular • Lymphatic • Nervous • Digestive • Urinary • Endocrine <p>1.5 Describe the main diseases and disorders of body systems</p> <p>1.6 Describe the structure and the main functions of body systems</p> <p>1.7 Describe the main diseases and disorders of body systems</p> <p>1.8 Describe the structure, function, position and action of the muscles of the body</p> <p>1.9 Describe the location, function and structure of the bones of the body</p> <p>1.10 Describe the structure and functions of the skins</p> <p>1.11 Describe the structure and function of the circulatory and lymphatic systems for the body</p> <p>1.12 Describe skin types, conditions, diseases and disorders</p> <p>1.13 Describe the structure and function of the hair</p> <p>1.14 Describe the structure of the neck, upper back and arms</p> <p>1.15 Explain the position and action of the muscles in the upper back, neck and arms</p> <p>1.16 Describe the structure, function and supply of the blood and lymph to the head</p> |

Unit: Health and Safety Practices in the Workplace

Unit Code: A/651/2850

Level: 3

| <p>Learning Outcomes To achieve this unit a learner will:</p> | <p>Assessment Criteria Assessment of these outcomes demonstrates a learner can:</p> |
|--|---|
| <p>1. Understand health and safety practices in the workplace</p> | <p>1.1 Describe your responsibilities for health and safety as defined by any specific legislation covering your job role</p> <p>1.2 Explain the local authority's rules and conditions, licensing and/or registration requirements for yourself and your premises</p> <p>1.3 Explain why you must comply with ethical practice and work within legislative requirements</p> <p>1.4 State the importance to comply with a professional code of conduct in the workplace, in accordance with organisational policies and procedures</p> <p>1.5 Describe how and when to seek further advice and support outside the practitioner's remit, regarding compliance with data legislation</p> <p>1.6 Describe how to carry out a risk assessment and controls to be implemented</p> <p>1.7 Describe how and why you must comply with infection prevention and control procedures</p> <p>1.8 State the use of hard surface disinfectants, and explain the chemical compositions and associated risks with using them</p> <p>1.9 Describe how the contact times of hard surface disinfectants impact the effectiveness</p> <p>1.10 Explain the causes and risks of microbial contamination and methods of infection prevention</p> <p>1.11 State the use of skin disinfectants, and explain:</p> <ul style="list-style-type: none"> • The chemical compositions • Associated risks with using • The impact on the pH scale and barrier function • How contact times impact the effectiveness <p>1.12 Explain the legislative, organisational and manufacturer safety instructions for equipment, materials and products, in relation to:</p> <ul style="list-style-type: none"> • Storage • Handling • Usage • Disposal • Record keeping |

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| <p>2. Understand the importance of a positive work environment</p> | <p>2.1 Identify the legislative requirements for waste disposal</p> <p>2.2 Explain the causes, hazards of accidental exposure to clinical waste and state how to respond</p> <p>2.3 Explain the legislative and organisational requirements for the individual's protection, preparation, dignity and privacy</p> <p>2.4 Describe how safe positioning techniques and working practices can prevent work related injury and ill health</p> <p>2.5 Explain the importance of ensuring the working environment is in line with legislative requirements, in relation to:</p> <ul style="list-style-type: none"> • Lighting and illumination • Heating • Ventilation • Fixtures, fittings and equipment • Facilities and amenities • Audit and accountability <p>2.6 Explain the hazards and risks associated with working environment, equipment, materials, products and the controls to be implemented</p> <p>2.7 Describe the range of environmental and sustainable working practices</p> <p>2.8 Describe your current insurance and indemnity requirements, relevant to the procedure</p> <p>2.9 Describe why you must source equipment and products compliant with legislative requirements and manufacturer instructions, to:</p> <ul style="list-style-type: none"> • Ensure products sourced are for cosmetic use • Avoid the risk of toxicity <p>2.10 Outline the legislative requirements for tests prior to procedures, taking into account:</p> <ul style="list-style-type: none"> • The purpose of tests • How and when to carry out tests <p>2.11 Explain the audit and accountability of working practices and procedures</p> <p>2.12 Describe the reasons for adhering to the *service protocol *</p> <p>2.13 Explain your responsibility and the reporting procedures for suspected malpractice</p> <p>2.14 Explain your own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely</p> |
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| <p>3. Be able to Follow Health & Safety procedures</p> | <p>3.1 Conduct yourself in the workplace in line with health and safety pre, during and post procedure, in accordance with legislation and other relevant regulations, directives and guidelines</p> <p>3.2 Carry out risk assessment(s) prior to undertaking the procedure</p> <p>3.3 Record the outcome of the risk assessments</p> <p>3.4 Implement control methods and take appropriate action</p> <p>3.5 Apply infection prevention and control measures in accordance with legislation and other relevant regulations, directives and guidelines, including:</p> <ul style="list-style-type: none"> • Universal precautions and standard precautions <p>3.6 Prepare the working environment in accordance with legislative requirements and organisational policies and procedures</p> <p>3.7 Prepare and protect yourself and others within the working environment according to legislation, organisational policies and procedures, including:</p> <ul style="list-style-type: none"> • Personal hygiene • Personal presentation • Personal protective equipment <p>3.8 Position the individual in accordance with the service protocol</p> <p>3.9 Use working practices that:</p> <ul style="list-style-type: none"> • Minimise fatigue and the risk of injury to yourself and others • Use environmental and sustainable working practices • Minimise risk and maintain the individuals' safety <p>3.10 Source and select equipment, materials and products to meet the individual's needs, area to be treated and are fit for purpose</p> <p>3.11 Use equipment, materials and products, in accordance with the service plan, legislative requirements and manufacturer guidance</p> <p>3.12 Carry out tests to establish suitability for the procedure when required</p> <p>3.13 Assess and dispose of waste to meet legislative requirements</p> |
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Unit Overview:

This unit in health and safety practices in the workplace equips individuals with the knowledge and skills to identify, assess, and control health and safety risks within an organisation.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

1. Working environment
2. Health and safety
3. Risk management plan
4. Infection prevention and control
5. Service plan
6. Informed consent
7. Test outcomes
8. Manufacturer instructions
9. Additional advice and support
10. Data management
11. Pre and post instructions and advice
12. Sustainability
13. Waste management
14. Evidence-base practice
15. Reflective practice* *

Range

| | Portfolio Reference |
|---|---------------------|
| Health and Safety | |
| Health and safety legislation, regulations, directives and guidelines | |
| Local authority legislation, licensing and/or registration schemes | |
| Environmental protection | |
| Cosmetic products enforcement | |
| Safeguarding Policy | |
| Infection Prevention and Control Procedures | |
| Aseptic techniques | |
| Single use items | |
| Universal precautions | |
| Standard precautions | |

| Work Related Injury and Ill Health | |
|--|--|
| Physical injuries | |
| Disorders | |
| Diseases | |
| Mental Health | |
| Fatigue | |
| Environmental and Sustainable Working Practices | |
| Environmental waste management | |
| Energy use | |
| Environmental core practices | |
| Working to commercial times | |
| Use bio-degradable and compostable options or products | |
| Aware of your own and business carbon footprint | |

Unit: Explore the Origins of Massage and the Principles of Complementary Therapies

Unit Code: T/651/2308

Level:

| <p>Learning Outcomes <i>To achieve this unit a learner will:</i></p> | <p>Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i></p> |
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| <p>1. Understand the development and diversity of massage</p> | <p>1.1 Explain the origins of massage 1.2 Explain the development of the different forms of massage</p> |
| <p>2. Understand the differences between complementary, alternative and allopathic medicine</p> | <p>2.1 Interpret the terms complementary, alternative and allopathic medicine 2.2 Explain the concepts of complementary and alternative medicine compared to allopathic medicine 2.3 Critically compare the differences between complementary, alternative and allopathic medicine 2.4 Explain the importance of government guidelines in relation to education, training and regulation of complementary and alternative medicine</p> |
| <p>3. Understand progression routes when working in complementary and alternative medicine</p> | <p>3.1 Evaluate training and career pathways in the complementary and alternative medicine field 3.2 Explain the importance of identifying related sectors in terms of further career progression</p> |

Unit Overview:

This unit will provide learners with the understanding around the origins of massage and different complementary and alternative medicines.

Unit: Provide Body Massage Using Advanced Techniques

Unit Code: Y/651/2057

Level: 3

| <p>Learning Outcomes To achieve this unit a learner will:</p> | <p>Assessment Criteria Assessment of these outcomes demonstrates a learner can:</p> |
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| <p>1. Understand the principles of using advanced techniques to provide body massage</p> | <p>1.1 Identify your role and responsibilities in providing advanced body massage treatments and the importance of working within your competence</p> <p>1.2 Explain the relative and absolute contraindications relevant to the beauty treatment</p> <p>1.3 Explain the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional</p> <p>1.4 Identify the purpose, use and limitations of advanced body massage treatments, in relation to:</p> <ul style="list-style-type: none"> • Past and current medical history • Relevant lifestyle profile • Medication and medical conditions • Postural faults and conditions <p>1.5 Identify the adverse reactions associated with an advanced body massage treatment and explain how to respond</p> <p>1.6 State the health and safety responsibilities in line with legislation before, during and after the advanced body massage treatment</p> <p>1.7 Explain why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the advanced body massage treatment plan</p> <p>1.8 Identify the fee structures and treatment options</p> <p>1.9 State the importance of adhering to the advanced body massage treatment protocol</p> <p>1.10 Describe how to carry out and interpret pre-treatment tests</p> <p>1.11 State the frequency of providing advanced body massage treatments and the potential impact on the professional's health and wellbeing, including:</p> <ul style="list-style-type: none"> • Ways in which risks to health and wellbeing can be avoided • Avoidance of work-related injuries • Maintaining your own personal wellbeing |

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| <p>2. Understand how to provide body massage using advanced techniques</p> | <p>2.1 Explain the importance of maintaining your own posture and stance throughout a massage treatment</p> <p>2.2 Explain how posture and stance support the flow and effectiveness of the treatment</p> <p>2.3 Describe how to maintain the individual's comfort and care throughout the treatment in accordance with the advanced body massage</p> <p>2.4 Describe how the environment promotes calming or stimulation of the multisensory perceptions of the body</p> <p>2.5 Explain the importance of carrying out a body and skin analysis to determine the treatment plan</p> <p>2.6 Explain why it's important to identify individual's postural faults and conditions and how they can be improved</p> <p>2.7 Identify the types of hygiene products for the skin and explain the importance of following manufacturer instructions</p> <p>2.8 Summarise the massage mediums used in advanced body massage and their effects</p> <p>2.9 Identify the types, benefits and limitations of pre-treatments carried out prior to an advanced body massage treatment</p> <p>2.10 Explain the types, benefits and limitations of advanced massage techniques and non-thermal hand held tools used within an advanced body massage treatment, including the associated risks and how to respond</p> <p>2.11 Explain the types and effects of advanced body massage techniques</p> <p>2.12 Describe how advanced body massage techniques can be adapted to create therapeutic effects</p> <p>2.13 Describe how to prepare and use products and equipment in accordance with the advanced body massage treatment protocol</p> <p>2.14 Explain why it is important to explain the treatment process and sensation to the individual</p> <p>2.15 Explain the importance of monitoring the health and wellbeing of the individual during and post the treatment</p> <p>2.16 Explain the importance of allowing recovery time for the individual post the advanced body massage treatment</p> <p>2.17 Identify the expected outcomes of advanced body massage treatments</p> <p>2.18 Identify the instructions and advice, pre and post the advanced body massage treatment</p> |
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| <p>3. Be able to provide body massage using advanced techniques</p> | <p>3.1 Carry out a concise and comprehensive consultation with the individual</p> <p>3.2 Maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines</p> <p>3.3 Discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the advanced body massage treatment plan, to include:</p> <ul style="list-style-type: none"> • Treatment history • Recent activities • Current skincare regime • Lifestyle profile • Alternative treatment options <p>3.4 Confirm and agree with the individual, they have understood the proposed advanced body massage treatment, to include:</p> <ul style="list-style-type: none"> • Expected outcomes • Contra-actions • Adverse reactions • Physical sensation <p>3.5 Obtain and record the individual's informed consent for the advanced body massage treatment in accordance with organisational and insurance requirements</p> <p>3.6 Carry out a pre-treatment test(s) to determine skin sensitivity</p> <p>3.7 Prepare the individual's treatment area in accordance with the advanced body massage treatment protocol</p> <p>3.8 Maintaining the individual's modesty and comfort</p> <p>3.9 Carry out a skin and body analysis, to include:</p> <ul style="list-style-type: none"> • Body type classification • Body characteristics • Posture analysis <p>3.10 Carry out a pre-treatment in accordance with the advanced body massage treatment protocol</p> <p>3.11 Select a massage medium and tools and equipment to be used in accordance with the advanced body massage treatment protocol</p> <p>3.12 Apply the massage medium and carry out advanced body massage techniques using application techniques in accordance with the advanced body massage treatment protocol</p> <p>3.13 Maintaining your own posture and stance</p> <p>3.14 Check the pressure, rhythm and flow of the massage with the individual, and adapt the manual advanced body massage techniques in accordance with the individual's needs</p> |
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| | <p>3.15 Monitor the individual's health, wellbeing and skin reaction throughout the advanced body massage treatment</p> <p>3.16 Implement the correct course of action in the event of an adverse reaction</p> <p>3.17 Conclude the treatment in accordance with the advanced body massage treatment protocol, legislative requirements and organisational policies and procedures</p> <p>3.18 Complete the individual's treatment record and store in accordance with data legislation</p> <p>3.19 Provide instructions and advice to the individual, pre and post the treatment</p> |
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Unit Overview:

This unit provides learners with the understanding and skills to confidently provide advanced body massage treatments. The advanced techniques will include the use of non-thermal handheld tools and alternative massage techniques.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

- Working environment
- Health and safety
- Infection prevention and control
- Treatment plan
- Informed consent
- Data management
- Test outcomes
- Manufacturer instructions
- Audit and accountability
- Instructions and advice
- Sustainability
- Waste management
- Evidence-based practice
- Reflective practice

| | Observation 1 | Observation 2 | Observation 3 | Optional |
|---------------------|---------------|---------------|---------------|----------|
| Date Achieved | | | | |
| Portfolio Reference | | | | |
| Assessor Signature | | | | |
| Learner Signature | | | | |

Range

| | Portfolio Reference |
|----------------------------|---------------------|
| Lifestyle Profile | |
| Genetics | |
| Diet | |
| Occupation | |
| Sleep | |
| Wellbeing | |
| Stress level | |
| Adverse Reactions | |
| Hyperaemia | |
| Bruising | |
| Allergy | |
| Oedema | |
| Excessive healing response | |
| Body Characteristic | |
| Muscle tone | |
| Muscle tension | |
| Hair density | |
| Sluggish circulation | |
| Skin classifications | |

| | |
|---|--|
| Skin conditions | |
| Lox elasticity | |
| Posture | |
| Pre-Treatment | |
| Deep cleanse | |
| Exfoliation | |
| Skin warming treatments | |
| Massage Medium | |
| Oil | |
| Cream | |
| Oil Free | |
| Powder | |
| Tools and Equipment | |
| Skin warming devices | |
| Non-thermal handheld tools | |
| Application Techniques | |
| Hands | |
| Elbows | |
| Forearms | |
| Wrists | |
| Use of non-thermal handheld tools | |
| Advanced Body Massage Techniques | |
| Effleurage | |
| Petrissage | |
| Tapotement | |
| Frictions | |
| Vibrations | |

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|---|--|
| Pressure point | |
| Lymphatic drainage | |
| Deep tissue | |
| Light touch | |
| Passive movements | |
| Instructions | |
| The individual and practitioner's rights and responsibilities | |
| Pre and post treatment instructions and care | |
| Restrictions and associated risks | |
| Future treatments | |
| Work Related Injuries | |
| Repetitive strain injury | |
| Postural | |
| Dermatitis | |
| Dehydration | |
| Fatigue | |
| Therapeutic effects | |
| Detoxification | |
| Stimulating | |
| Toning | |
| Relaxation | |
| Improved sense of wellbeing | |
| Mild pain relief | |
| Improve immune function | |
| Improves neurological function | |

Unit: Provide Holistic Head, Neck and Shoulder Massage Treatments

Unit Code: F/651/3185

Level: 3

| <p>Learning Outcomes <i>To achieve this unit a learner will:</i></p> | <p>Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i></p> |
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| <p>1. Understand the principles of providing holistic head, neck and shoulder massage treatments</p> | <p>1.1 Identify your role and responsibilities in performing head massage treatments and the importance of working within your competence</p> <p>1.2 Explain how traditional eastern ayurvedic principles and Indian head massage has evolved to incorporate diverse needs of individuals and environment</p> <p>1.3 Explain how to incorporate these principles in practice and adapt the position of the individual</p> <p>1.4 Identify the purpose, use and limitations of head massage treatment, relating to:</p> <ul style="list-style-type: none"> • Past and current medical history • Relevant lifestyle factors • Medication and medical conditions • Individual's expectations <p>1.5 Identify the adverse reactions associated with a head massage treatment and explain how to respond</p> <p>1.6 Describe why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the head massage treatment plan</p> <p>1.7 Identify the fee structures and treatment options</p> <p>1.8 State the importance of adhering to the head massage treatment protocol</p> |
| <p>2. Understand how to provide holistic head, neck and shoulder massage treatments</p> | <p>2.1 Describe how to carry out and interpret pre-treatment tests</p> <p>2.2 State the frequency of providing head massage treatments and the potential impact on the professional's health and wellbeing, including:</p> <ul style="list-style-type: none"> • Ways in which risks to health and wellbeing can be avoided • Avoidance of *work related injuries * • Maintaining your own personal well being <p>2.3 Explain the importance of maintaining your own posture and stance throughout a head massage treatment</p> <p>2.4 Describe how to maintain the individual's comfort and care throughout the treatment, in accordance with the head massage treatment protocol</p> <p>2.5 Describe how to ensure the environment promotes calming or stimulation of the multisensory perceptions of the body, in accordance with the head massage treatment protocol</p> |

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| | <p>2.6 Explain the importance of carrying out a hair, skin and scalp analysis to determine the head massage treatment plan</p> <p>2.7 Identify the types of hygiene products for the skin and the importance of following manufacturer instructions</p> <p>2.8 Identify the massage mediums used in head massage and explain their effects</p> <p>2.9 State when it is appropriate to carry out head massage without the use of a massage medium</p> <p>2.10 Identify the types and effects of massage techniques used in head massage treatments</p> <p>2.11 Explain how head massage techniques can be adapted to create therapeutic effects</p> <p>2.12 Describe how to prepare and use products and equipment in line with the head massage treatment protocol</p> <p>2.13 Explain why it is important to explain the treatment process and sensation to the individual</p> <p>2.14 Explain the importance of monitoring the health and wellbeing of the individual during, and post the treatment</p> <p>2.15 Explain the importance of allowing recovery time for the individual post the head massage treatment</p> <p>2.16 State the expected outcomes of head massage treatment</p> <p>2.17 Identify the instructions and advice, pre and post the head massage treatment</p> |
| <p>3. Be able to provide holistic head, neck and shoulder massage treatments</p> | <p>3.1 Carry out a concise and comprehensive consultation with the individual</p> <p>3.2 Discuss and establish the individual's objectives, scalp, skin and hair concerns, expectations and desired outcomes to inform the head massage treatment plan, including</p> <ul style="list-style-type: none"> • Treatment history • Recent activities • Current skincare regime • *Lifestyle profile * • Alternative treatment options <p>3.3 Confirm and agree with the individual, they have understood the proposed head massage treatment, including:</p> <ul style="list-style-type: none"> • Expected outcomes • Contra-actions • Adverse reactions • Physical sensation <p>3.4 Obtain and record the individual's informed consent for the head massage treatment in accordance with organisational and insurance requirements</p> |

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| | <p>3.5 Carry out a pre-treatment test(s) to determine skin sensitivity</p> <p>3.6 Prepare and cleanse the individual's treatment area in accordance with the head massage treatment protocol</p> <p>3.7 Maintain the individual's modesty and comfort</p> <p>3.8 Carry out a hair, skin and scalp analysis, including:</p> <ul style="list-style-type: none"> • Skin type • Skin classification • Skin condition • Hair classification, condition and density • Scalp condition <p>3.9 Select a massage medium to be used in accordance with the treatment protocol for the:</p> <ul style="list-style-type: none"> • Face, neck décolleté and upper shoulders • Scalp <p>3.10 Apply the massage medium and carry out head massage techniques as agreed in the head massage treatment plan</p> <p>3.11 Check the pressure of the head massage with the individual and adapt the massage techniques in accordance with the individual's needs</p> <p>3.12 Monitor the individual's health, wellbeing and skin reaction throughout the head massage treatment</p> <p>3.13 Implement the correct course of action in the event of an adverse reaction</p> <p>3.14 Complete the individual's treatment records and store in accordance with data legislation</p> <p>3.15 Provide instructions and advice to the individual, pre and post the treatment</p> |
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Unit Overview:

This unit will provide learners with the understanding and skills to provide holistic scalp, Face, neck, décolleté and upper shoulder massage treatments.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

- Working environment
- Health and safety
- Infection prevention and control
- Service plan
- Informed consent

- Data management
- Test outcomes
- Manufacturer instructions
- Audit and accountability
- Instructions and advice
- Sustainability
- Waste management
- Evidence-based practice
- Reflective practice

| | Observation 1 | Observation 2 | Observation 3 | Optional |
|---------------------|---------------|---------------|---------------|----------|
| Date Achieved | | | | |
| Portfolio Reference | | | | |
| Assessor Signature | | | | |
| Learner Signature | | | | |

Range

| | Portfolio Reference |
|--------------------------|---------------------|
| Lifestyle Profile | |
| Genetics | |
| Diet | |
| Occupation | |
| Sleep | |
| Wellbeing | |
| Stress level | |
| Adverse Reactions | |
| Hyperaemia | |
| Bruising | |
| Allergy | |

| | |
|------------------------------|--|
| Excessive healing response | |
| Skin Classification | |
| Fitzpatrick scale | |
| Lancer scale | |
| Phenotype and genotype | |
| Massage Medium | |
| Oil | |
| Cream | |
| Oil Free | |
| Massage Techniques | |
| Effleurage | |
| Petrissage | |
| Tapotement | |
| Friction | |
| Vibrations | |
| Pressure point | |
| Lymphatic drainage | |
| Adapted pressure | |
| Eastern ayurvedic techniques | |
| Work Related Injuries | |
| Repetitive strain injury | |
| Postural | |
| Dermatitis | |
| Dehydration | |
| Fatigue | |
| Therapeutic Effects | |
| Detoxification | |

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|---|--|
| Stimulating | |
| Toning | |
| Relaxation | |
| Improved sense of wellbeing | |
| Mild pain relief | |
| Improve immune function | |
| Improves neurological function | |
| Instructions | |
| The individual and practitioner's legal rights and responsibilities | |
| Pre and post treatment instructions and care | |
| Restrictions and associated risks | |
| Future treatments | |

Unit: Provide Body Massage Using Thermal Therapy Techniques

Unit Code: F/651/2310

Level: 3

| <p>Learning Outcomes <i>To achieve this unit a learner will:</i></p> | <p>Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i></p> |
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| <p>1. Understand the principles of providing body massage using thermal therapy techniques</p> | <p>1.1 Identify your role and responsibilities in providing thermal therapy massage treatments and the importance of working within your competence</p> <p>1.2 Identify the purpose, use and limitations of thermal therapy massage treatment, in relation to:</p> <ul style="list-style-type: none"> • Past and current medical history • Relevant lifestyle profile • Medication and medical conditions • Postural faults and conditions <p>1.3 Identify the adverse reactions associated with a thermal therapy massage treatment and explain how to respond</p> <p>1.4 State the health and safety responsibilities in line with legislation before, during and after the thermal therapy massage treatment</p> <p>1.5 Explain why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the thermal therapy treatment plan</p> <p>1.6 Identify the fee structures and treatment options</p> <p>1.7 Explain the importance of adhering to the thermal therapy massage treatment protocol</p> |
| <p>2. Understand how to provide body massage using thermal therapy techniques</p> | <p>2.1 Explain how to carry out and interpret pre-treatment tests</p> <p>2.2 Identify the frequency of providing thermal therapy massage treatments and the potential impact on the professional's health and wellbeing, including:</p> <ul style="list-style-type: none"> • Ways in which risks to health and wellbeing can be avoided • Avoidance of work-related injuries • Maintaining your own personal well being <p>2.3 Explain the importance of maintaining your own posture and stance throughout a thermal therapy massage treatment whilst supporting the flow and effectiveness of the treatment</p> <p>2.4 Explain how to maintain the individual's comfort and care throughout the treatment in accordance with the thermal therapy massage</p> <p>2.5 State how to ensure the environment promotes calming or stimulation of the multisensory perceptions of the body</p> |

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| | <p>2.6 Explain the importance of carrying out a body and skin analysis to determine the thermal therapy treatment plan</p> <p>2.7 Explain why it is important to identify the individual's postural faults and conditions and how they can be improved</p> <p>2.8 Identify the types of hygiene products for the skin and the importance of following manufacturer instructions, including:</p> <ul style="list-style-type: none"> • Adaptations depending on the individual's treatment area <p>2.9 Explain the massage mediums used in a thermal therapy massage treatment and their effects</p> <p>2.10 Explain when it is appropriate to carry out thermal therapy massage without the use of a massage medium</p> <p>2.11 Identify the types of thermal therapy equipment available, including:</p> <ul style="list-style-type: none"> • The reasons why thermal therapy should not be used statically on the skin and why constant movements are required <p>2.12 Identify the types, benefits and limitations of using thermal therapy techniques within a massage treatment, including:</p> <ul style="list-style-type: none"> • Associated benefits and avoidance of work-related injuries • Associated risks and how to respond <p>2.13 Identify the types and effects of thermal therapy massage techniques</p> <p>2.14 Describe how thermal therapy massage techniques can be adapted to create therapeutic effects</p> <p>2.15 Describe how to prepare and use products, tools and equipment in accordance with the thermal therapy treatment protocol</p> <p>2.16 Explain why it is important to explain the treatment process and sensation to the individual</p> <p>2.17 Explain the importance of monitoring the health and wellbeing of the individual during, and post the treatment</p> <p>2.18 Explain the importance of allowing recovery time for the individual post the thermal therapy massage treatment</p> <p>2.19 State the expected outcomes of thermal therapy massage treatment</p> <p>2.20 Identify the instructions and advice, pre and post the thermal therapy massage treatment</p> |
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| <p>3. Be able to provide body massage using thermal therapy techniques</p> | <p>3.1 Carry out a concise and comprehensive consultation with the individual</p> <p>3.2 Discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the thermal therapy treatment plan, including:</p> <ul style="list-style-type: none"> • Treatment history • Experience history • Recent activities • Current skincare regime • Lifestyle profile • Alternative treatment options <p>3.3 Confirm and agree with the individual, they have understood the proposed thermal therapy massage treatment, including:</p> <ul style="list-style-type: none"> • Expected outcomes • Contra-actions • Adverse reactions • Physical sensation <p>3.4 Obtain and record the individual's informed consent for the thermal therapy massage treatment, in accordance with organisational and insurance requirements</p> <p>3.5 Carry out a pre-treatment test(s) to determine skin sensitivity</p> <p>3.6 Prepare and cleanse the individual's treatment area in accordance with the thermal therapy treatment protocol</p> <p>3.7 Maintain the individual's modesty and comfort</p> <p>3.8 Carry out a skin and body analysis, including:</p> <ul style="list-style-type: none"> • Body type classification • Body characteristics • Posture analysis <p>3.9 Select and prepare the thermal therapy handheld tools and equipment and temperature, in accordance with the thermal therapy treatment protocol, including:</p> <ul style="list-style-type: none"> • Frequent temperature checks • Adaptations in accordance with the individual's treatment area <p>3.10 Promote wellbeing by working with the individual's chakra points</p> <p>3.11 Select and apply the massage medium and carry out the body massage, using thermal therapy techniques, as agreed in the thermal therapy treatment plan, including:</p> <ul style="list-style-type: none"> • Maintaining your own posture and stance • Using techniques that avoid injury to the individual <p>3.12 Check the pressure, rhythm and flow of the thermal therapy massage with the individual and adapt the thermal therapy massage techniques in accordance with the individual's needs</p> |
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| | <p>3.13 Monitor the individual's health, wellbeing and skin reaction throughout the thermal therapy massage treatment</p> <p>3.14 Implement the correct course of action in the event of an adverse reaction</p> <p>3.15 Conclude the treatment in accordance with the thermal therapy massage treatment protocol, legislative requirements and organisational policies and procedures</p> <p>3.16 Complete the individual's treatment records and store in accordance with data legislation</p> <p>3.17 Provide instructions and advice to the individual, pre and post the treatment</p> |
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Unit Overview:

This unit will provide learners with the understanding and skills to provide body massage using thermal therapy techniques. Thermal therapy equipment includes handheld tools or preparations that emit temperature. They require heating or cooling prior and during the treatment.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan
5. Informed consent
6. Data management
7. Test outcomes
8. Manufacturer instructions
9. Audit and accountability
10. Instructions and advice
11. Sustainability
12. Waste management
13. Evidence-based practice
14. Reflective practice

| | Observation 1 | Observation 2 | Observation 3 | Optional |
|---------------------|---------------|---------------|---------------|----------|
| Date Achieved | | | | |
| Portfolio Reference | | | | |
| Assessor Signature | | | | |
| Learner Signature | | | | |

Range

| | Portfolio Reference |
|-----------------------------|---------------------|
| Lifestyle Profile | |
| Genetics | |
| Diet | |
| Occupation | |
| Sleep | |
| Wellbeing | |
| Stress level | |
| Adverse Reactions | |
| Hyperaemia | |
| Bruising | |
| Allergy | |
| Excessive healing response | |
| Body Characteristics | |
| Muscle tone | |
| Muscle tension | |
| Hair density | |
| Sluggish Circulation | |
| Skin classification | |
| Skin condition | |

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|---|--|
| Lax elasticity | |
| Posture | |
| Massage Medium | |
| Oil | |
| Cream | |
| Tools and Equipment | |
| Handheld tools that require heating | |
| Handheld tools that require cooling | |
| Heating equipment and preparations | |
| Cooling equipment and preparations | |
| Thermal Therapy Massage Techniques | |
| Effleurage | |
| Petrissage | |
| Friction | |
| Tapotement | |
| Pressure point | |
| Lymphatic drainage | |
| Use of handheld tools that require heating | |
| Use of handheld tools that require cooling | |
| Placement of stones chakra points of the body | |
| Trigger point, tucking, and tapping | |
| Instructions | |
| The individual and practitioner's legal rights and responsibilities | |
| Pre and post treatment instructions and care | |
| Restrictions and associated risks | |
| Future treatments | |

| Work Related Injuries | |
|--------------------------------|--|
| Repetitive strain injury | |
| Postural | |
| Dermatitis | |
| Dehydration | |
| Fatigue | |
| Therapeutic Effects | |
| Detoxification | |
| Stimulating | |
| Toning | |
| Relaxation | |
| Improved sense of wellbeing | |
| Mild pain relief | |
| Improve immune function | |
| Improves neurological function | |

Unit: Provide Therapeutic Wellbeing and Holistic Treatments Blending Essential Oils

Unit Code: A/651/3192

Level: 3

| <p>Learning Outcomes <i>To achieve this unit a learner will:</i></p> | <p>Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i></p> |
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| <p>1. Understand the principles of providing therapeutic wellbeing and holistic treatments blending essential oils</p> | <p>1.1 Identify your role and responsibilities in providing essential oils treatment and/or experience and the importance of working within your competence</p> <p>1.2 Identify the purpose, use and limitations of essential oils treatment and/or experience, in relation to:</p> <ul style="list-style-type: none"> • Past and current medical history • Relevant lifestyle factors • Medication and medical conditions • Individual's expectations <p>1.3 Identify the adverse reactions associated with an essential oils treatment and/or experience and explain how to respond</p> <p>1.4 State the health and safety responsibilities in line with legislation before, during and after the essential oils treatment and/or experience</p> <p>1.5 Explain why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the essential oils treatment and/or experience plan</p> <p>1.6 Identify the fee structures and treatment options</p> <p>1.7 Explain the importance of adhering to the essential oils treatment and/or experience protocol</p> |
| <p>2. Understand how to provide therapeutic wellbeing and holistic treatments blending essential oils</p> | <p>2.1 Explain how to carry out and interpret pre-treatment tests</p> <p>2.2 Identify the frequency of providing essential oil treatments and/or experiences and the potential impact on the professional's health and wellbeing, including:</p> <ul style="list-style-type: none"> • Ways in which risks to health and wellbeing can be avoided • Avoidance of work-related injuries • Maintaining your own personal well being <p>2.3 Explain the importance of maintaining your own posture and stance throughout an essential oils massage treatment and how it impacts the support, flow and effectiveness of the treatment</p> <p>2.4 Explain how to maintain the individual's comfort and care throughout the treatment in accordance with the essential oils massage treatment</p> <p>2.5 Explain how to ensure the environment promotes calming or stimulation of the multisensory perceptions of</p> |

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| | <p>the body in accordance with the essential oils treatment protocol</p> <p>2.6 Explain why it's important to identify the individual's postural faults and conditions and how they can be improved</p> <p>2.7 Explain the importance of carrying out a body and skin analysis to determine the treatment plan</p> <p>2.8 Identify the types of hygiene products for the skin and the importance of following manufacturer instructions</p> <p>2.9 Summarise the essential oil groups and their effects on common ailments</p> <p>2.10 Explain the types and associated risks of essential oils linked with toxicity</p> <p>2.11 State the differentiation between base, middle and top note essential oils</p> <p>2.12 Explain why base, middle and top notes are each required in an aromatherapy blend, and recommended ratio for safe practices and to prevent toxicity</p> <p>2.13 Describe how to store, handle, use and dispose of essential oils</p> <p>2.14 Identify the types, benefits and limitations of pre-treatments used, prior to a massage using essential oils treatment and/or experience</p> <p>2.15 Identify the types, benefits and limitations of therapeutic massage techniques within a manual massage using essential oils, including:</p> <ul style="list-style-type: none"> • Associated benefits and avoidance of work-related injuries • Associated risks and how to respond <p>2.16 Identify the types and effects of a manual massage using essential oils and/or experience</p> <p>2.17 Describe how the use of essential oils within treatments and/or experience and how they can be adapted to create therapeutic effects</p> <p>2.18 Describe how to prepare and use products and equipment in accordance with the essential oils and/or experience protocol</p> <p>2.19 Explain why it is important to explain the treatment process and sensation to the individual</p> <p>2.20 Explain the importance of monitoring the health and wellbeing of the individual during and post the treatment</p> <p>2.21 Explain the importance of allowing recovery time for the individual post the essential oils treatment and/or experience</p> <p>2.22 State the expected outcomes of essential oils treatment and/or experience</p> <p>2.23 Identify the instructions and advice, pre and post the essential oils treatment and/or experience</p> |
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| <p>3. Be able to provide therapeutic wellbeing and holistic treatments blending essential oils</p> | <p>3.1 Carry out a concise and comprehensive consultation with the individual</p> <p>3.2 Discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the essential oils treatment and/or experience plan, including:</p> <ul style="list-style-type: none"> • Known allergies • Treatment history • Experience history • Recent activities • Current skincare regime • Lifestyle profile • Alternative treatment options <p>3.3 Confirm and agree with the individual, they have understood the proposed essential oils treatment and/or experience, including:</p> <ul style="list-style-type: none"> • Expected outcomes • Contra-actions • Adverse reactions • Physical sensation <p>3.4 Obtain and record the individual's informed consent for the essential oils treatment and/or experience in accordance with organisational and insurance requirements</p> <p>3.5 Carry out a pre-treatment test(s) to determine skin sensitivity</p> <p>3.6 Prepare and cleanse the individual's treatment area in accordance with the essential oils treatment and/or experience protocol</p> <p>3.7 Maintaining the individual's modesty and comfort</p> <p>3.8 Carry out a body and skin analysis, including:</p> <ul style="list-style-type: none"> • Body type classification • Body characteristics • Posture analysis <p>3.9 Select and blend the essential oils within a carrier to create the massage medium in accordance with the essential oils treatment protocol</p> <p>3.10 Check the individual's compatibility with the blended oils aroma</p> <p>3.11 Diffuse the essential oils to create the ambience and environment in accordance with the individual's needs</p> <p>3.12 Carry out deep breathing relaxation techniques with the individual</p> <p>3.13 Apply the blended aromatherapy oils and carry out the massage using therapeutic massage techniques as agreed in the essential oils treatment protocol</p> <p>3.14 Maintaining your own posture and stance</p> |
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| | <p>3.15 Check the pressure, rhythm and flow of the massage with the individual and adapt the therapeutic massage techniques in accordance with the individual's needs</p> <p>3.16 Monitor the individual's health, wellbeing and skin reaction throughout the essential oils treatment and/or experience</p> <p>3.17 Implement the correct course of action in the event of an adverse reaction</p> <p>3.18 Conclude the treatment in accordance with the essential oils treatment and/or experience protocol, legislative requirements and organisational policies and procedures</p> <p>3.19 Complete the individual's treatment records and store in accordance with data legislation</p> <p>3.20 Provide instructions and advice to the individual pre and post the treatment</p> |
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Unit Overview:

This unit will provide learners with the understanding and skills to provide therapeutic wellbeing and holistic treatments blending essential oils. Techniques will include the blending base, middle and top note essential oils to create therapeutic experiences and treatments.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan
5. Informed consent
6. Data management
7. Test outcomes
8. Manufacturer instructions
9. Audit and accountability
10. Instructions and advice
11. Sustainability
12. Waste management
13. Evidence-based practice
14. Reflective practice

| | Observation 1 | Observation 2 | Observation 3 | Observation 4 |
|---------------------|---------------|---------------|---------------|---------------|
| Date Achieved | | | | |
| Portfolio Reference | | | | |
| Assessor Signature | | | | |
| Learner Signature | | | | |

Range

| | Portfolio Reference |
|-----------------------------|---------------------|
| Lifestyle Profile | |
| Genetics | |
| Diet | |
| Occupation | |
| Sleep | |
| Wellbeing | |
| Stress level | |
| Adverse Reactions | |
| Hyperaemia | |
| Bruising | |
| Allergy | |
| Excessive healing response | |
| Body Characteristics | |
| Muscle tone | |
| Muscle tension | |
| Hair density | |
| Sluggish Circulation | |
| Skin classification | |
| Skin condition | |

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|---|--|
| Lax elasticity | |
| Posture | |
| Massage Medium | |
| Carrier oil | |
| Lotion | |
| Creams | |
| Gel | |
| Pre-blended Formulations | |
| Thermal Therapy Massage Techniques | |
| Effleurage | |
| Petrissage | |
| Vibrations | |
| Pressure point | |
| Lymphatic drainage | |
| Deep tissue | |
| Light touch | |
| Passive | |
| Instructions | |
| The individual and practitioner's legal rights and responsibilities | |
| Pre and post treatment instructions and care | |
| Restrictions and associated risks | |
| Future treatments | |
| Work Related Injuries | |
| Repetitive strain injury | |
| Postural | |
| Dermatitis | |
| Dehydration | |

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| Toxicity considerations | |
| Fatigue | |
| Therapeutic Effects | |
| Detoxification | |
| Balancing | |
| Stimulating | |
| Toning | |
| Relaxation | |
| Improved sense of wellbeing | |
| Uplifting | |
| Mild pain relief | |
| Improve immune function | |
| Improves neurological function | |
| Cicatrisant | |
| Anti-viral | |
| Antiseptic | |
| Essential Oil Groups | |
| Flowers (rose, chamomile, lavender, geranium, Ylang ylang) | |
| Fruits (lemon, sweet orange, lime, mandarin, grape fruit) | |
| Trees (eucalyptus, tea tree, Frankincense, cedarwood, benzoin) | |
| Herbs (sweet marjoram, spearmint) | |
| Base, middle and top notes | |
| Pre-blend Formulations | |

Unit: Provide Basic Business Support and Services

Unit Code: J/651/2863

Level: 3

| <p>Learning Outcomes To achieve this unit a learner must be able to:</p> | <p>Assessment Criteria Assessment of these outcomes demonstrates a learner can:</p> |
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| <p>1. Understand and be able to assist in promoting products and services</p> | <p>1.1 Explain the importance of providing clear information when dealing with customer enquiries.</p> <p>1.2 Describe how to plan a promotional event/display/social media post.</p> <p>1.3 Describe how to promote and inform customers of promotions</p> <p>1.4 Carry out stock take, re-stocking, stock rotation and maintenance</p> <p>1.5 Record orders following the organisation's policies and procedures</p> <p>1.6 Identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action</p> <p>1.7 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines</p> <p>1.8 Check off a delivery ensuring all items have been received and are of good condition</p> |
| <p>2. Understand and be able to maintain the reception and attend to customers</p> | <p>2.1 Identify your organisation's procedures for:</p> <ul style="list-style-type: none"> • Maintaining the reception/virtual reception • Customer care <p>2.2 Explain the limits of your authority when maintaining the reception/virtual reception</p> <p>2.3 Describe how to maintain and rotate stock to meet the organisational requirements</p> <p>2.4 Explain manual and digital booking services and technologies and who to refer software issues to</p> <p>2.5 Explain the importance of maintaining customer confidentiality and data protection in accordance with legislative requirements</p> <p>2.6 Explain the cyber security required in accordance with data legislation</p> <p>2.7 Describe how to follow requirements set out within risk assessments</p> <p>2.8 Describe how to update social media accounts and create promotional posts</p> <p>2.9 Explain the importance of effective communication has on the business reputation and success</p> |

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| | <p>2.10 Describe how and when to ask questions</p> <p>2.11 Explain the importance of speaking clearly in a way that promotes understanding</p> <p>2.12 Describe how to show you are listening closely to what people are saying to you</p> <p>2.13 Describe how to adapt what you say to suit different situations</p> <p>2.14 Describe how to show positive body language</p> <p>2.15 Identify the organisation's procedures and limits of authority for:</p> <ul style="list-style-type: none"> • Maintaining confidentiality • Taking messages • Making and recording appointments • Carrying out tests • Authorising non-cash payments when these are 'over limit' • Personal safety • Dealing with suspected fraud • Dealing with payments and discrepancies • Reconcile credit notes and purchase ledger <p>2.16 Explain the importance of confirming and making appointments correctly</p> <p>2.17 Identify the types of information required to make an appointment</p> <p>2.18 Explain the importance of taking messages and passing them on to the right person in a timely manner</p> <p>2.19 Describe who to refer to with different types of enquiries</p> <p>2.20 State the person in your organisation to whom you should refer problems or issues that arise</p> <p>2.21 Explain the importance of checking that customers have had tests for specific services</p> <p>2.22 State the services available and their duration and cost</p> <p>2.23 State the products available for sale and their cost</p> <p>2.24 Explain the importance of maintaining customer interest through promotional activities and new technologies</p> <p>2.25 Describe how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods</p> <p>2.26 Update social media accounts under the direction of a senior member of staff</p> <p>2.27 Follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures</p> |
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| | <p>2.28 Explain the digital payment portals, associated risks in accordance with legislative requirements and organisational policies and procedures</p> <p>2.29 Explain the common methods of calculating payments including point of sale technology and physical calculations</p> <p>2.30 Describe how to keep cash and other payments safe and secure</p> <p>2.31 Identify the types of payment that you are authorised to accept</p> <p>2.32 Describe how to gain electronic authorisation for payment cards</p> <p>2.33 Explain how to identify and deal with discrepancies</p> <p>2.34 Describe how to deal with customers offering suspect tender or suspect non-cash payments</p> <p>2.35 Explain the consequences of failure to handle payments correctly</p> <p>2.36 Attend to people in a polite manner</p> <p>2.37 Identify the purpose of enquiries</p> <p>2.38 Confirm appointments informing the relevant person</p> <p>2.39 Refer enquiries which cannot be dealt with to the relevant person for action</p> <p>2.40 Record messages and pass them to the relevant person in a timely manner</p> <p>2.41 Provide clear information</p> <p>2.42 Give confidential information only to authorised people</p> <p>2.43 Balance the need to give attention to individuals whilst ensuring others are not left without attention</p> <p>2.44 Update social media accounts under the direction of a senior member of staff</p> <p>2.45 In accordance with cyber security and organisational policies and procedures</p> <p>2.46 Follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures</p> <p>2.47 Deal with all requests for appointments</p> <p>2.48 Identify customer requirements for the service requested</p> <p>2.49 Confirm the customer has had relevant tests when scheduling appointments</p> <p>2.50 Arrange for the customer to have relevant tests, when necessary, within the limits of your own authority</p> <p>2.51 Schedule appointments in a way that satisfies the customer, the practitioner and ensure the most productive use of commercial time</p> |
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| | <p>2.52 Confirm that the appointment details are acceptable to the customer</p> <p>2.53 Record appointment details to meet your organisation's requirements</p> <p>2.54 Calculate total charges for the customer</p> <p>2.55 Inform customers of charges</p> <p>2.56 Visually inspect purchases for condition and quality as they are processed for payment</p> <p>2.57 Establish the customer's method of payment and acknowledge receipt of payments</p> <p>2.58 Ensure accepted payments are correct</p> <p>2.59 Record information about the sale to meet the organisation's requirements</p> <p>2.60 Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept</p> <p>2.61 Inform customers when authorisation cannot be obtained for non-cash payments</p> <p>2.62 Identify and resolve, where possible, any discrepancies **in payments within the limits of your own authority</p> <p>2.63 Refer payment discrepancies which you cannot resolve to the relevant person for action</p> <p>2.64 Give the correct change and issue receipts when required by customers</p> <p>2.65 Follow cash point security procedures at all times</p> <p>2.66 Identify and report low levels of change in time to avoid shortages</p> |
| <p>3. Understand and be able to assist with restocking, stock take, ordering and deliveries</p> | <p>3.1 Explain the principles on restocking, maintaining appropriate stock levels, rotating and managing stock, including shelf life and/or expiry dates</p> <p>3.2 Describe how to record orders following the organisation's policies and procedures</p> <p>3.3 Describe how to identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action</p> <p>3.4 Explain the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulatory guidelines</p> <p>3.5 Describe how to check off a delivery ensuring all items have been received and are of good condition</p> <p>3.6 Describe how to carry out stationery stock take and order including consultations and customer record cards</p> <p>3.7 Carry out stock take, re-stocking, stock rotation and maintenance</p> |

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| | <p>3.8 Record orders following the organisation's policies and procedures</p> <p>3.9 Identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action</p> <p>3.10 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines</p> <p>3.11 Check off a delivery ensuring all items have been received and are of good condition</p> <p>3.12 Carry out stationery stock take and order including consultations and customer record cards</p> |
| <p>4. Understand and be able to liaise with the team</p> | <p>4.1 Explain the importance of adhering to scheduled activities, rooming and equipment</p> <p>4.2 Explain how to deal with problems and who to refer too</p> <p>4.3 Explain the importance of taking part in meetings</p> <p>4.4 Describe how to take the minutes for a meeting</p> <p>4.5 Describe how and when to inform staff members of customer arrival and assist in greeting and completing necessary paperwork</p> <p>4.6 Explain the importance of being proactive and undertaking duties to help the smooth running of the business, including housekeeping duties</p> <p>4.7 Take part in meetings</p> <p>4.8 Take minutes of meetings</p> <p>4.9 Inform staff members of customer arrival and assist in greeting and completing necessary paperwork</p> <p>4.10 Undertake duties to help the smooth running of the business including housekeeping duties</p> |

Unit Overview:

This unit will provide the learner with the knowledge and skills to be able to provide basic business support and services. The main outcomes for this unit are:

- Assisting with promoting products and services
- Attending and responding to customer enquiries
- Making appointments for services
- Handling payments from customers
- Assisting with stock takes, ordering and deliveries
- Liaising with the team
- Handling paperwork and administrative tasks

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

| | Observation 1 | Observation 2 | Observation 3 | Optional |
|---------------------|---------------|---------------|---------------|----------|
| Date Achieved | | | | |
| Portfolio Reference | | | | |
| Assessor Signature | | | | |
| Learner Signature | | | | |

Range

| | Portfolio Reference |
|---------------------------|---------------------|
| Enquiries | |
| In person | |
| By telephone | |
| Digitally | |
| Appointments | |
| In person | |
| By telephone | |
| Digitally | |
| Mobile apps | |
| Social media | |
| Methods of payment | |
| Cash | |
| Card | |
| Banking portal | |
| Mobile apps | |
| Social media | |
| Non-cash payments | |
| Credit notes | |

Unit: Professional Development and Personal Well-being

Unit Code: Y/651/2327

Level: 3

| <p>Learning Outcomes <i>To achieve this unit a learner will:</i></p> | <p>Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i></p> |
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| <p>1. Understand the principles of professional development within the beauty industry</p> | <p>1.1 Identify your current skillset and areas for improvements, including your strengths and weaknesses.</p> <p>1.2 Produce a professional development plan including SMART targets</p> <p>1.3 Research and identify career development opportunities</p> <p>1.4 Stay up to date with industry trends and technological advancements by producing a CPD log</p> |
| <p>2. Understand how to manage personal well-being when working within the beauty industry</p> | <p>2.1 Define the term 'personal well-being'</p> <p>2.2 Identify common workplace stressors in the beauty industry</p> <p>2.3 Explain the impact of stress on well-being and professional performance</p> <p>2.4 Describe various stress management techniques</p> <p>2.5 Explain healthy coping mechanisms for workplace stress</p> <p>2.6 Explain the importance of a healthy lifestyle including, balanced diet, physical activity and healthy sleep habits</p> <p>2.7 Identify the benefits of good posture</p> <p>2.8 Describe the impacts of poor posture on the body</p> |
| <p>3. Understand the importance of evaluation and self-reflection</p> | <p>3.1 Define the term 'reflective practice'</p> <p>3.2 Explain different ways in which you can reflect on your practice</p> <p>3.3 State the purpose of reflective practice and evaluation and how it informs future services</p> |
| <p>4. Be able to use reflective practice</p> | <p>4.1 Use reflective practice to evaluate different treatments and services and take appropriate action to improve in the future</p> |



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