



# QUALIFI

SUCCESS THROUGH LEARNING  
RECOGNISED WORLDWIDE

Qualifi Level 3 Diploma in Wellbeing and Holistic Therapies

Qualifi Level 3 Certificate in Spa and Wellness Experiences

Qualifi Level 3 Certificate in Massage

Qualifi Level 3 Certificate in Anatomy, Physiology and Pathology

Qualifi Level 3 Diploma in Massage Therapy

Qualifi Level 3 Certificate in Thai Massage

Specifications (For Centers)

November 2021

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## About QUALIFI

QUALIFI provides academic, vocational and occupational qualifications that are globally recognised. QUALIFI's commitment to the creation and awarding of respected qualifications has a rigorous focus on high standards and consistency, beginning with recognition as an Awarding Organisation (AO) in the UK. QUALIFI is approved and regulated by Ofqual (in full). Our Ofqual reference number is RN5160. Ofqual is responsible for maintaining standards and confidence in a wide range of vocational qualifications.

As an Ofqual recognised Awarding Organisation, QUALIFI has a duty of care to implement quality assurance processes. This is to ensure that centres approved for the delivery and assessment of QUALIFI's qualifications and awards meet the required standards. This also safeguards the outcome of assessments and meets national regulatory requirements.

QUALIFI's qualifications are developed to be accessible to all learners in that they are available to anyone who is capable of attaining the required standard. QUALIFI promotes equality and diversity across aspects of the qualification process and centres are required to implement the same standards of equal opportunities and ensure learners are free from any barriers that may restrict access and progression.

QUALIFI's policy document for learners with specific requirements or who need special consideration is available for centre reference. Centres are responsible for reviewing the applicant's ability to complete the training programme successfully and ultimately achieve a qualification. The initial assessment by the centre, will need to take into account the support that is readily available or can be made available to meet individual needs as appropriate. The centre must also consider prior learning and qualifications and they must be in a position to make a judgement on the learner's entry requirements.

### Supporting Diversity

QUALIFI and its partners recognise and value individual difference and have a public duty to promote equality and remove discrimination in relation to race, gender, disability, religion or belief, sexual orientation, and age.

### Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for learners to feed back about their experience of teaching and learning. This can include questionnaires and surveys to allow both centres and QUALIFI to understand how we can improve the learner experience.

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# 1 Introduction

## 1.1 Why Choose QUALIFI Qualifications?

QUALIFI qualifications look to provide a realistic and broad opportunity for learners seeking career and professional development. They will support learners in realising their potential and provide clear objectives.

These objectives are to:

- provide career path support to learners who wish to develop their vocational skills, enterprise capabilities and opportunities in their chosen sector
- provide a clear link to one or more occupations through qualifications based on national occupational standards, which incorporate the knowledge, skills and understanding to move directly into employment in the occupation
- improve learner understanding of any given business environment and organisations and how they are managed and developed
- develop skills and abilities in learners to support their professional development.

Our qualifications provide a rich mix of disciplines and occupational skills development opportunities. Learners will gain insight into the functioning, objectives, and processes of organisations, appreciating their diversity and the influences and impact of external forces on them. The fast-changing and complex business environment and different organisational ability to stay resilient and respond positively to change and opportunities will be explored.

Our qualifications will develop learner ability to:

- apply analytical and evaluative techniques and to enhance vocational skills
- investigate issues and opportunities
- develop their awareness and appreciation of managerial, organisational, and environmental issues
- make use of relevant information from different sources
- develop and encourage problem solving and creativity to tackle problems and challenges
- exercise judgement and take responsibility for decisions and actions
- develop the ability to recognise and reflect on personal learning and improve their personal, social, and other transferable skills.

## 1.2 Employer Support for the Qualification Development

The development of this qualification has been initiated by the development of the Wellbeing and Holistic Therapist apprenticeship standard combined with the latest National Occupational Standards and guided by discussions and idea sharing with the Trailblazers group, HABIA and a range of employers, providers and existing centres demonstrating the rigor, validity, and demand for the qualification.

Discussions and feedback have been taken throughout the development of the qualification on content, the potential learner audience for the qualification and assessment methods, ensuring a valuable experience and a recognised set of skills, knowledge and understanding is realised.

## 1.3 Qualification Titles and Codes

This suite of qualifications has been accredited to the Regulated Qualification Framework (RQF) and each qualification has its own unique Qualification Accreditation Number (QAN). This number will appear on the learner's final certification document.

Each unit within the qualification has its own RQF code. The QAN for each qualification is:

Qualifi Level 3 Diploma in Wellbeing and Holistic Therapies - 610/0176/4  
Qualifi Level 3 Certificate in Spa and Wellness Experiences - 610/0177/6  
Qualifi Level 3 Certificate in Massage - 610/0178/8  
Qualifi Level 3 Certificate in Anatomy, Physiology and Pathology - 610/0179/X  
Qualifi Level 3 Diploma in Massage Therapy - 610/0182/X  
Qualifi Level 3 Certificate in Thai Massage - 610/0193/4

## 1.4 Awarding Organisation

QUALIFI LTD

## 2 Qualification Purpose, Rational, Aims Outcomes

### 2.1 Qualification Purpose

The Level 3 Diploma qualification has been created primarily to provide a coherent programme of delivery for training centres providing the off-the-job training to apprentices registered on the Wellbeing and Holistic Therapist standard. The qualification translates the skills, knowledge and behaviours detailed in the apprenticeship standard into units and assessment criteria using the related NOS (national occupational standards). The qualification can also stand alone to equip learners with the necessary practical skills, knowledge and understanding to gain employment within the beauty, spa, wellness and holistic industry.

### 2.2 Rationale for the Qualifications

The rationale for the Diploma and Certificate is to provide recognition for those who wish to gain the necessary skills to gain employment within the spa, wellness and holistic industries. The Qualifi Level 3 Diploma in Wellbeing and Holistic Therapies and associated Certificates are suitable for direct entry, for those progressing from a Level 2 in Beauty Therapy qualification or for apprentices progressing from the Level 2 Beauty Therapist apprenticeship.

### 2.3 Overall Aims of the Qualifications

Wellbeing and Holistic therapists carry out treatments and wellbeing experiences, tailored to client needs via holistic therapy principles, theories and applications to calm or stimulate the sensory perceptions of the body and mind in the pursuit of optimal functioning and balance of the physical, emotional and mental aspects of daily life. The Diploma and Certificate qualifications will provide learners with the knowledge and skills to become employable within wellbeing environments; Spa, Leisure, Holistic or Wellness Therapy centres, Medispas and Beauty salons environments, which are expanding due to the continuing demand for lifestyle wellness including para medical, healthcare environments and businesses implementing wellbeing corporate responsibility.

### 2.4 Learning Outcomes

The overall learning outcomes of the qualifications for learners include skills and knowledge relating to:

- **Anatomy, physiology and pathology** - learners will gain knowledge of the; structure and function of the body systems and their interdependence on each other, the relative and absolute contraindications and related pathologies.

- **Implement health, safety, and hygiene** - learners will be able to implement their advanced knowledge and understanding of health, safety, and hygiene practices through research of legislation, policies, and procedures. The learner will analyse and review policies and procedures for refinement when implementing health, safety and hygiene for the salon, self, and clients for services/treatments.
- **Client consultation and profiling** - underpins all the practical technical units within the qualification. Learners will be able to conduct a concise consultation to develop and create client lifestyle profiles from which wellbeing experiences and holistic therapy treatment plans can be produced and tailored to meet the individual needs of clients, to achieve the desired wellbeing and holistic outcome/s.
- **Holistic head, neck and shoulder massage** - based on the principles of traditional Indian Head Massage, learners will gain the skills and knowledge to provide holistic scalp, face, neck, décolleté and upper shoulder massage treatments adapted to client's needs.
- **Thermal therapy massage** - learners will gain the skills and knowledge to provide body massage treatments using thermal therapy equipment including handheld tools or preparations that emit temperature and require heating or cooling prior to treatment.
- **Wellbeing and holistic therapy** - learners will gain the skills and knowledge to provide individualised wellbeing and holistic therapy treatments blending essential oils to create the therapeutic experiences and treatments.
- **Dry spa and wellness experiences** - learners will be able to provide and monitor the use of dry spa services and facilities, which may include dry floatation, heated bed, sauna, light and infrared.
- **Massage using advanced techniques** - learners will gain the skills and knowledge to use alternative massage techniques, which may include manual acupressure or lymphatic drainage massage and the use of non-thermal handheld tools.
- **Body massage** - learners will develop the knowledge and skills to perform fundamental Swedish style body massage. They will learn the benefits and effects of massage, the massage techniques including effleurage, petrissage, tapotement, frictions and vibrations and the importance of adapting the massage rhythm, speed and pressure to suit client's comfort, satisfaction and for the desired outcome.
- **Facial electrotherapy** - learners will be able to provide facial electrical therapy treatments using the following technologies, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radiofrequency/High-frequency (3KHz – 300GHz), Lymphatic drainage equipment and Ultrasonic to improve and maintain skin condition.
- **Wet spa and bathing experiences** - learners will be able to provide and monitor the use of wet spa facilities, which may include showers, mineral showers, steam room, thalassotherapy pool, hydrotherapy, floatation therapy, plunge pool, hot tubs, bathing experiences and ice bar/snow cabin.
- **Body wrap treatments** - learners will be able to use a variety of products including creams/oils/milk/algae/clay/salts/enzymes and equipment including electric blanket/para-thermic foil/fabric/plastic to provide therapeutic body wrap treatments.
- **Thai massage** - learners will gain knowledge and understanding of the traditional eastern principles, historical and cultural background and the skills to perform Thai massage, which combine elements of yoga, acupressure and shiatsu to improve client's wellbeing, body balance and harmony.
- **Facial skincare treatments** - learners will be able to improve and maintain the health and appearance of the client's facial skin. They will understand how to use products, equipment and techniques to personalise treatments to suit the client's skin type, condition and treatment objectives.
- **Advise on products and services** - learners will gain the knowledge and skills on how to promote, advise and instruct on products and services, for client loyalty and satisfaction and to contribute to business success.
- **Promotional activities** - Learners will gain knowledge and skills about planning, implementing and evaluating promotional activities including presentations, exhibitions, digital technologies and social media platforms. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit. Learners will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

Learners will be able to modify and adapt holistic and thermal treatments and wellness experiences based on client feedback and reaction during treatments to maintain the client's wellbeing and optimise outcome/s.

Learner will also be required to do an evaluation and reflection for continuous improvement after the treatment/s and experiences provided.

These are the overall learning outcomes in line with RQF Level 3 programmes.

The learning outcomes for each unit are identified in Appendix 1 within the unit descriptors.

## 2.5 National Occupational Standards (NOS)

All units have been mapped against the Wellbeing and Holistic Therapist apprenticeship standard and the current NOS. The following format has been used to identify the relevant NOS mapped against the learning outcome assessment criteria in relation to performance criteria and knowledge and understanding.

Each unit includes the relevant national occupational standard and has been written in the following format:

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Prepare for service/treatment	1.1	PC
	1.2	PC
	1.3	PC
LO2 Provide service/treatment	2.1	PC
	2.2	PC
	2.3	PC
LO3 Complete the service/treatment	3.1	PC
	3.2	PC
	3.3	PC

<b>Learning Outcomes</b> To achieve this unit, a learner must know and understand:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 How to prepare for service/treatment	4.1	KU
	4.2	KU
	4.3	KU
LO5 How to provide service/treatment	5.1	KU
	5.2	KU
	5.3	KU
LO6 How to complete the service/treatment	6.1	KU
	6.2	KU
	6.3	KU

## 3. Delivering the Qualification

### 3.1 Quality Assurance Arrangements

All centres go through an application approval process to be recognised as an approved centre. Centres must have in place qualified and experienced tutors. The experience of tutors and their ability to support learners will be important. Centres must commit to working with QUALIFI and its team of Quality Reviewers/External Quality Assurers and Examiners. Continuing professional development (CPD) for tutors is also required.

Approved centres will be monitored by QUALIFI External Quality Assurers (EQAs) to ensure that learners are provided with appropriate learning opportunities and guidance. EQAs will ask to see and discuss a centre's assessment plans. The suitability of these plans will be agreed with the centre.



Centres will have **two** assessment options for this Diploma:

1. Competency-based assessment, ongoing throughout the qualification, which is quality assured by Qualifi EQA's, centres will be required to have suitably qualified and experienced Assessors and IQAs
- Or
2. An end of qualification assessment conducted by a Qualifi External Assessor/EQA, centres will be required to have suitably qualified and experienced tutors and a minimum of 6 learners per external assessment booking.

QUALIFI's guidance on invigilation, preventing plagiarism and collusion will apply to all centres delivering this qualification.

### **Option 1.**

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Provide externally set MCQs (multiple choice question papers) at qualification level for internal marking and external sampling.
- Sample learners 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Observe a sample of learners undergoing internal practical assessments during the EQA process
- Issue certificates for successful learners.

### **Option 2.**

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Set MCQs (multiple choice question papers) at qualification level (as in Option 1)
- Sample 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Conduct and mark an end of qualification practical assessment, which will decide the learner's achievement and combined with the MCQs determine overall achievement.

## **3.2 Access to Study**

All learners should be invited to an induction event to be introduced to the programme in detail through presentations and discussions with tutors and the centre support team.

All learners should be issued with the Diploma or Certificate handbook, a timetable and meet with their personal tutor and fellow learners. Centres should assess learners carefully to ensure that they take the right qualification and the right pathways or optional units, to allow them to progress to the next stage.

Centres should check the qualification structures and unit combinations carefully when advising learners. Centres will need to ensure that learners have access to a full range of information, advice, and guidance to support them in making the necessary qualification and unit choices. When learners are recruited, centres need to give them accurate information on the title and focus of the qualification for which they are studying.

All learners must be registered with QUALIFI within 30 days of centre registration.

### 3.3 Entry Criteria

This qualification is designed for learners aged 16 years and older who have achieved a Level 2 qualification or apprenticeship in Beauty Therapy or have appropriate industry experience for direct entry at Level 3. Centres are responsible for ensuring that this qualification is suited to the ability of learners.

The qualification has been designed to be accessible without artificial barriers that restrict access and progression. Entry to the qualification will be through centre interview and learners will be assessed on an individual basis.

## 4 Structure of the Qualifications

### 4.1 Units, Credits and Total Qualification Time (TQT)

All units have been designed from a learning time perspective and are expressed in terms of Total Qualification Time (TQT). TQT is an estimate of the total amount of time that could reasonably be expected to be required for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a Qualification. TQT includes undertaking each of the activities of Guided Learning, Directed Learning and Invigilated Assessment.

Examples of activities which can contribute to Total Qualification Time include:

- guided learning
- performing service/treatments for competency evidence in a commercial or realistic work environment
- independent and unsupervised research/learning
- unsupervised compilation of a portfolio of work experience
- unsupervised e-learning/unsupervised e-assessment
- unsupervised coursework
- watching a pre-recorded podcast or webinar
- unsupervised work-based learning.

Guided Learning Hours (GLH) are defined as the time when a tutor is present to give specific guidance towards the learning aim being studied on a programme. This definition includes lectures, tutorials, and supervised study in, for example, open learning centres and learning workshops/salons/spas/wellness clinics.

Guided Learning includes any supervised assessment activity; this includes invigilated examination and observed assessment and observed work-based practice.

Some examples of activities which can contribute to Guided Learning include:

- classroom-based learning supervised by a tutor
- work-based learning supervised by a tutor
- live webinar or telephone tutorial with a tutor in real time
- e-learning supervised by a tutor in real time
- all forms of assessment which take place under the immediate guidance or supervision of a tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

## 4.2 Qualification Structures

### Qualifi Level 3 Diploma in Wellbeing and Holistic Therapies

To achieve this qualification a learner must select and successfully complete **ten** units. This includes all **eight** mandatory units, and at least **two** units from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
J/650/0801	Holistic head, neck and shoulder massage	3	70	7	50
K/650/0802	Thermal therapy massage	3	80	8	60
L/650/0803	Wellbeing and holistic therapy	3	100	10	75
M/650/0804	Dry spa and wellness experiences	3	70	7	55
R/650/0805	Massage using advanced techniques	3	110	11	75
Unit Reference	Optional Units	Level	TQT	Credits	GLH
T/650/0806	Body Massage	3	90	9	70
Y/650/0807	Facial electrotherapy	3	100	10	75
A/650/0808	Wet spa and bathing experiences	3	70	7	55
D/650/0809	Body wrap treatments	3	60	6	50
J/650/0810	Thai massage	3	100	10	90
K/618/7876	Facial skincare treatments	2	100	10	90
T/618/7881	Advise on products and services	2	60	6	56
F/618/7883	Promotional activities	3	90	9	60
Range totals			830-910	83-91	620-680

# For each qualification, *unless stated otherwise*, **three** external MCQ – multiple choice question papers relating to anatomy, physiology and pathology, implement health, safety and hygiene and client consultation and profiling must be achieved.

### Qualifi Level 3 Certificate in Spa and Wellness Experiences

To achieve this qualification a learner must select and successfully complete **five** units. This includes **three** mandatory units, and at least **two** units from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
Unit Reference	Optional Units	Level	TQT	Credits	GLH
M/650/0804	Dry spa and bathing experiences	3	70	7	55
A/650/0808	Wet spa and wellness experiences	3	70	7	55
D/650/0809	Body wrap treatments	3	60	6	50
Range totals			410-420	41-42	305-310

### Qualifi Level 3 Certificate in Massage

To achieve this qualification a learner must select and successfully complete **four** units. This includes **three** mandatory units, and at least **one** unit from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
Unit Reference	Optional Units	Level	TQT	Credits	GLH
J/650/0801	Holistic head, neck and shoulder massage	3	70	7	50
K/650/0802	Thermal therapy massage	3	80	8	60
T/650/0806	Body Massage	3	90	9	70
Range totals			350-370	35-37	250-270

### Qualifi Level 3 Certificate in Anatomy, Physiology and Pathology

To achieve this qualification a learner must successfully complete **one** unit and **one** external MCQ paper

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90

## Qualifi Level 3 Diploma in Massage Therapy

To achieve this qualification a learner must select and successfully complete **seven** units. This includes **six** mandatory units, and at least **one** unit from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
R/650/0798	Anatomy, physiology and pathology	3	130	13	90
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
T/650/0806	Body Massage	3	90	9	70
J/650/0801	Holistic head, neck and shoulder massage	3	70	7	55
K/650/0802	Thermal therapy massage	3	80	8	60
Unit Reference	Optional Units	Level	TQT	Credits	GLH
L/650/0803	Wellbeing and holistic therapy	3	100	10	75
R/650/0805	Massage using advanced techniques	3	110	11	75
J/650/0810	Thai massage	3	100	10	90
Totals			620-320	62-63	460-475

## Qualifi Level 3 Certificate in Thai Massage

To achieve this qualification a learner must select and successfully complete **three** mandatory units.

**Two** external MCQ – multiple choice question papers relating to implement health, safety and hygiene and client consultation and profiling must be achieved.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
J/650/0810	Thai massage	3	100	10	90
Totals			250	25	200

### **Certificates of Unit Credit:**

Any of the technical units may be taken individually to claim a Certificate of Unit Credit, however these units are intended only for learners that already have the appropriate pre-requisite skills, knowledge and understanding relating to the units:

COBT300:	Anatomy, physiology and pathology
CO301:	Implement health, safety, and hygiene
CO302:	Client consultation and profiling

### **4.3 Progression and Links to other QUALIFI Programmes**

Learners completing the Qualifi **Level 3 Diploma in Wellbeing and Holistic Therapies, or allied Certificates** can advance their career in employment or self-employment in the Holistic Health, Wellness and Massage Industries.

### **4.4 Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is a method of assessment (leading to the award of credit) that considers whether learners can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess, and so do not need to develop through a course of learning.

QUALIFI encourages centres to recognise learners' previous achievements and experiences whether at work, home or at leisure, as well as in the classroom. RPL provides a route for the recognition of the achievements resulting from continuous learning. RPL enables recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit, units, or a whole qualification.

Evidence of learning must be valid and reliable. For full guidance on RPL please refer to QUALIFI's policy document on RPL.

## **5 Guidance to Teaching and Learning**

To ensure consistency and quality of delivery amongst centres, QUALIFI has outlined a number of policies and procedures required to ensure the very best standards are available to learners. These include:

- expertise of staff
- learning and teaching methods
- study skills
- learning resources
- personal development planning
- career opportunities.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

## 6 Learner Support

Centres should continue to support learners and encourage appropriate behaviour. To ensure consistency and quality of delivery amongst centres QUALIFI, has outlined a number of policies and procedures to ensure the very best standards are available to learners. These include:

- learners with disabilities
- health and safety
- conduct
- progression
- weekly timetable/attendance requirements.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

### 6.1 Data Protection

All personal information obtained from learners and other sources in connection with studies will be held securely and will be used during the course and after they leave the course for a variety of purposes. These should be all explained during the enrolment process at the commencement of learner studies. If learners or centres would like a more detailed explanation of the partner and QUALIFI policies on the use and disclosure of personal information, please contact QUALIFI via email [support@QUALIFI-international.com](mailto:support@QUALIFI-international.com)

## 7 Assessment

This qualification is vocational as it can support a learner's career progression. To meet QUALIFI's aim to provide an appropriate assessment method each unit will be assessed through observation in a way to make them holistic and realistic 'work-related' activities wherever possible. Learners will need to demonstrate essential knowledge, and understanding relevant to the skills practice, to ensure sufficient underpinning knowledge for safe and effective provision of the service/treatment. Recommendations on actions will also be asked for from learners where appropriate for the unit. Intellectual rigour will be expected appropriate to the level of the qualification.

### Learning Outcomes, Assessment Criteria and Indicative Content

The **learning outcomes** (LOs) and **assessment criteria** (ACs) for each unit are separated into performance criteria and knowledge and understanding. The LOs and ACs are based on the national occupational standard (NOS) relating to that unit. For delivery of this qualification please refer to the full NOS at the beginning of each unit.

Learning outcomes follow the natural sequence of what the learner must do and what they must know and understand before, during and after the service/treatment.

The **indicative content** includes the scope and range and the performance evidence for assessment. A glossary is included to explain the key terms in the context used in the both the NOS and the assessment criteria relevant to that service/treatment.

NB: Contraindications are externally assessed through the MCQ paper for Client Consultation and Profiling. A guide to relative and absolute contraindications and related pathologies with examples can be found in Unit COBT300: Anatomy, Physiology and Pathology

The learner's '**Evidence of Assessment Record**' will enable Assessors to record and sign off that the essential underpinning knowledge and number of services/treatments carried out are sufficient to ensure coverage of the range.

- Please refer to the **Evidence of Assessment Records** available for this qualification.
- NB: a separate **Evidence of Assessment Record** is required for each unit/each learner

#### **Types of evidence, which can be paper-based or in electronic format:**

- Prior learning and achievement
- Observed work
- Service/treatment records
- Case studies
- Client testimonials
- Witness statements
- Before and after service/treatment photographs (with client's consent)
- Remote observation assessor feedback
- Recorded evidence using audio/visual media
- Projects/assignments
- Oral questions
- written work
- Assessor feedback

#### **Evidence requirements for practical observations**

1. Services/treatments, which have been carried out in a commercial salon/spa, simulated salon/ spa, training environment or where adaptations are required in the learner's/client's home.
2. There must be written, signed/digitally signed client consent forms before all service/treatments are provided.
3. Consent forms must be retained by the centre and be in accordance with GDPR compliance.
4. The recommended numbers of observations/number of clients can be found in the qualification unit descriptor and logged in the Evidence of Assessment Record.
5. The learner must have met all practical criteria and there should be sufficient evidence of coverage of the relevant scope/range listed after the assessment criteria in each unit.

#### **Assessment options**

For this range of qualifications Centres will have **two** assessment options:

1. Competency-based assessment, ongoing throughout the qualification, which is quality assured by Qualifi EQA's, centres will be required to have suitably qualified and experienced Assessors and IQAs

Or

2. An end of qualification competency-based assessment conducted by a Qualifi External Assessor, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per exam. NB: additional fees apply for this option, please refer to the published fee schedule.

QUALIFI's guidance on invigilation, preventing plagiarism and collusion will apply to all centres delivering this qualification.



## Option 1.

QUALIFI Quality EQAs - External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Externally set to be internally marked MCQs (multiple choice question papers) at qualification level
- Sample learners' evidence of assessment records (assignments, consultation sheets, written question, media etc.)
- Observe a sample of learners undergoing internal practical assessments during the EQA process
- Issue certificates for successful learners.

## Option 2.

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Set MCQs (multiple choice question papers) at qualification level (as in Option 1)
- Sample 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Conduct the end of qualification practical assessments for each learner, for the mandatory skills within the qualification to determine learner competence.
- Issue certificates for successful learners.

QUALIFI has an assessment policy and procedure documents that are available to all centres delivering this qualification. QUALIFI's 'Handbook on Guidance and Requirements for Assessment and Marking' covers the following and should be referred to where applicable in relation to this qualification:

- assessment strategy
- assessment arrangements for learners with a disability
- verification/quality assurance
- marking scheme/pass mark
- deferral after valid mitigating circumstances
- referral after failure
- dealing with difficulties in meeting assessment deadlines
- late submissions
- assessment boards
- appeals
- cheating and plagiarism/referencing
- confidential material
- submission.

## MCQs – Multiple Choice Question papers

For this qualification there will be a set number of MCQs. MCQs are designed to test the learner's knowledge and understanding of the theory relevant to the core/overarching mandatory units required to ensure safe practice of the services/treatments included in the qualification.

In each **Unit Descriptor** the MCQ/s relevant to that unit will be listed in the **Delivery and Assessment Guidance**

For the units and knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

For further information please contact Qualifi.

## 8. Course Regulations

### 8.1 Course Requirements

Learners must successfully complete all mandatory units and the required minimum number of optional units **and** pass all the associated external multiple choice question papers for those units to receive the full Diploma or Certificate Award.

QUALIFI will issue certificates to all successful learners through the registered centres.

### 8.2 Classification of Awards

This qualification has two assessment options:

1. Competency-based assessments carried out by the centre Internal Assessor/s – pass or fail

Or

2. Summative competency-based assessments carried out by a QUALIFI External Assessor – pass or fail

Decisions about the overall achievements of awards are made by QUALIFI through the application of the academic and relevant course regulations.

### 8.3. Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there is a range of mechanisms for learners to feed back about their experience of teaching and learning.

### 8.4 Complaints

QUALIFI recognises that there may be occasions when learners and centres have cause for complaint about the service received. When this happens, the complaints procedure is intended to provide an accessible, fair, and straightforward system that ensures as an effective, prompt, and appropriate response as possible.

For more information on our formal complaints procedure please contact in the first instance or email: [support@QUALIFI-international.com](mailto:support@QUALIFI-international.com)

## 9 Equality and Diversity

QUALIFI recognises that discrimination and victimisation is unacceptable and that it is in the interests of QUALIFI employees to utilise the skills of the total workforce. It is our aim to ensure that no employee or other representative of QUALIFI receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give their best. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of QUALIFI's goods or services.

This policy and the associated arrangements shall operate in accordance with statutory requirements, particularly the Equality Act 2010 <https://www.gov.uk/equality-act-2010-guidance> In addition, full account will be taken of any guidance or codes of practice issued by the Equality and Human Rights Commission, any government departments, and any other statutory bodies.

The policy document will be monitored and reviewed annually and can be downloaded from our website or by contacting QUALIFI.

## 10. Further Professional Development and Training

QUALIFI supports UK and international customers with training related to our qualifications. This support is available through a choice of training options offered through publications or through customised training at your centre.

The support we offer focuses on a range of issues including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing learner-centred learning and teaching approaches
- building in effective and efficient quality assurance systems.

You can request customised training through your registered centre in the first instance. If you need to contact QUALIFI directly:

Our customer service number: +44 (0) 1158882323,

Or email: [hbwa@qualifi-hbwa.com](mailto:hbwa@qualifi-hbwa.com) Website: [www.qualifi-hbwa.com](http://www.qualifi-hbwa.com)

## Appendix 1: Unit Descriptors

### Unit COBT300: Anatomy, Physiology and Pathology

Unit code: R/650/0798

RQF level: 3

#### Unit Overview

- This core unit provides the essential underpinning knowledge relating to anatomy, physiology and pathology and coexists alongside the Level 3 technical units that have been mapped to the Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- This is a standalone unit, however the content builds on the knowledge and understanding from Qualifi unit COBT200: Anatomy and Physiology.
- Learners progressing from a Qualifi Level 2 Diploma in Beauty Treatments or Level 2 Diploma in Beauty Therapy or an equivalent qualification covering anatomy and physiology at a level 2 will only need to complete the associated multiple-choice question (MCQ) Paper B for anatomy, physiology and pathology.

#### The main outcomes are:

1. the organisation of the body, anatomical terminology, regions, related terms and anatomical structure and functions
2. the structure and function of the body systems and their interdependence on each other
3. the relative and absolute contraindications and related pathologies
4. the physical, psychological and physiological effects of treatments and therapies

#### Learning Outcomes, Assessment Criteria and Indicative Content

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:
LO1 Understand the anatomical terms and the organisation of the body	1.1 Describe the anatomical terms, movements and regions of the body
	1.2 Describe cell structure, cell division, tissue types and organs
	1.3 Explain homeostasis
	1.4 Define metabolism and explain basal metabolic rate
LO2 Understand the anatomy, physiology and pathologies of integumentary system	2.1 Explain the structure, function and repair of the skin
	2.2 Analyse the pathologies of the skin and know which are relative or absolute contraindications to treatment
	2.3 Explain the structure, function and growth of the nail
	2.4 Analyse the pathologies of the nail and know which are relative or absolute contraindications to treatment
	2.5 Explain the structure, function and growth cycle of the hair
	2.6 Analyse the pathologies of the hair and know which are relative or absolute contraindications to treatment
LO3 Understand the anatomy, physiology and	3.1 Explain the structure, function and growth of the skeletal system
	3.2 Explain the structure and classification of bones
	3.3 Explain the types of joints and their movement
	3.4 Know the name and location of the bones of the face, skull and body

pathologies of the skeletal and muscular systems	3.5 Explain the structure, function growth and repair of the muscular system
	3.6 Know the name, location and action of the muscle and muscle groups of the face and body
	3.7 Analyse the pathologies of the skeletal system and know which are relative or absolute contraindications to treatment
	3.8 Analyse the pathologies of the muscular system and know whether they are relative or absolute contraindications
LO4 Understand the anatomy, physiology and pathologies of the cardiovascular and lymphatic systems	4.1 Explain the structure and function of cardiovascular system
	4.2 Describe the composition and functions of blood
	4.3. Explain the location, structure and function of the heart
	4.4 Know the name and location of major blood vessels
	4.5 Explain pulmonary, hepatic portal and systemic circulation
	4.5 Explain blood pressure and analyse factors that affect blood pressure
	4.6 Explain the structure and function of lymphatic system
	4.7 Describe the composition and functions of lymph and its impact on the immune system
	4.8 Know the name and location of the major lymph nodes, ducts and lymphatic organs
	4.9 Analyse the pathologies of the cardiovascular system and know whether they are relative or absolute contraindications
LO5 Understand the anatomy, physiology and pathologies of the nervous, endocrine and limbic systems	4.10 Analyse the pathologies of the lymphatic system and whether they are relative or absolute contraindications
	5.1 Describe the structure, function and components of the nervous system
	5.2 Describe the function and structure of the endocrine system
	5.3 Explain the location of the endocrine glands
	5.4 Describe the limbic system and its importance relative to health and wellbeing
	5.5 Analyse the pathologies of the nervous system and know whether they are relative or absolute contraindications
	5.6 Analyse the pathologies of the endocrine system and know whether they are relative or absolute contraindications
5.7 Analyse the pathologies of the limbic system and know whether they are relative or absolute contraindications	
LO6 Understand the anatomy, physiology and pathologies of the respiratory system	6.1 Describe the structure and function of the respiratory system
	6.2 Define respiration and gaseous exchange
	6.3 Analyse the pathologies of the respiratory system and whether relative or absolute contraindications to treatment
LO7 Understand the anatomy, physiology and pathologies of the digestive system	7.1 Explain the structure and function of the digestive system
	7.2 Name the locations, and processes involved in digestion
	7.3 Analyse the pathologies of the digestive system and whether they are relative or absolute contraindications to treatment
LO8 Understand the anatomy, physiology and pathologies of the genito-urinary systems	8.1 Explain the structure of the urinary system
	8.2 Describe the production and content of urine
	8.3 Explain the structure and function of the male and female reproductive organs
	8.4 Explain the reproductive cycle, associated life changes, hormonal impact and interdependence with the endocrine system
	8.5 Analyse the pathologies of the genito-urinary system and whether they are relative or absolute contraindications to treatment

LO9 Understand the anatomy, physiology and pathologies of olfactory system and special senses	9.1 Explain the structure and function of the olfactory system
	9.2 Explain the structure and function of the eyes and ears
	9.3 Describe the senses and how these are affected by beauty, wellbeing and holistic treatments and therapies
	9.4 Analyse the pathologies associated with the ears, eyes and nose and whether they are relative or absolute contraindications to treatment
LO10 Understand the physical, psychological and physiological effects of treatments and therapies on the mind and body	10.1 Analyse the physical, psychological and physiological effects of beauty, wellbeing and holistic treatments and therapies on the mind and body
	10.2 Discuss the interdependence of the body systems on each other and their influence on health and wellness

### Indicative Content:

#### Anatomical terminology

- Anatomical terminology – prone, supine, anterior, posterior, proximal, medial, distal, lateral, superior, inferior, plantar, dorsal, frontal, sagittal, parietal, visceral, transverse, longitudinal, oblique
- Movement – adduction, abduction, flexion, extension, lateral flexion, rotation, circumduction
- Movements of the hand – palmar, supination, pronation
- Movements of the foot – dorsiflexion, plantar flexion, inversion, eversion

#### Organisation of the body

- Cells, cell division, tissue types, organs, growth and repair
- Homeostasis and interdependence on the nervous and endocrine systems
- Metabolism, metabolic rate and processes, basal metabolic rate - BMR,

#### Pathologies

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Bacterial. Viral, fungal, congenital, hormonal, allergic
- Pathologies of the tissues and cells e.g., cancer, lupus erythematosus

### Systems of the body and their interdependence on each other

#### Integumentary system

##### The skin

- Diagram of the structure of the skin
- Layers of the epidermis – stratum corneum, lucidum, granulosum, spinosum, germinativum
- Dermis layer – papillary, reticular, hair, hair follicle, sebaceous gland, sudoriferous gland - eccrine glands and apocrine glands, blood capillary, lymphatic capillary, sensory and motor nerve endings, collagen, elastin
- Subcutaneous – adipose tissue, sebaceous glands, sudoriferous glands

##### Function

- Functions of the skin – secretion, heat regulation, absorption, protection, excretion, sensation including acid mantle, vitamin D production, pigmentation, melanin formation
- Tanning and sunburn
- Growth and repair

##### Pathologies

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Allergies e.g., urticaria; dermatitis
- Common skin lesions e.g., fissures, abrasions, scabs,-blisters, wheals, pustules, vesicles, papules,

nodules, scar tissue

- Common skin blemishes e.g., milia, comedones, moles and naevus,
- Pigmentation e.g., macule, ephelides, chloasma, lentigo, vitiligo, albinism
- Circulatory related disorders e.g., spider naevi, vascular naevi, angioma, telangiectasia, bruises
- Common skin disorders – dermatitis, psoriasis, eczema, cellulite, bromhidrosis, hyperhidrosis, seborrhoea, sebaceous cyst, sunburn, urticaria, corns, callouses
- Skin infections – bacterial, fungal, parasitic, viral
  - Bacterial infections e.g., impetigo; conjunctivitis; styes; boils; folliculitis; cysts; acne vulgaris; acne rosacea
  - Fungal diseases e.g., tinea corporis; tinea capitis; tinea pedis
  - Parasitic e.g., scabies; mites; pediculosis capitis
  - Viral infections e.g., herpes simplex; herpes zoster; verrucae, warts
- Skin cancer\* e.g., melanoma, carcinoma

### **The nail**

- Diagram of the structure of the nail
- Location of the: nail plate; free edge; hyponychium; nail wall; nail groove; nail bed; nail grooves; matrix; nail mantle; lunula; cuticle.

### **Function**

- Function of the: nail plate; free edge; hyponychium; nail wall; nail groove; nail bed; nail grooves; matrix; nail mantle; cuticle.
- Nail growth and factors affecting e.g.: diet; lifestyle; age; health; medication; damage

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Nail disorders and diseases e.g.: nail separation - onycholysis, damaged nails, eczema, psoriasis, bruising, brittle/split nails - onychorrhexis; lamellar dystrophy; onychauxis; bitten nails – onychophagy; pterygium; nail trauma – leukonychia; blue nails; eggshell nails; hangnails; ridges; Beau’s lines; pitting; discoloured nails; bacterial infections – paronychia; viral infections – warts/verrucae; fungal infections – tinea unguium, onychomycosis; ingrown nail – onychocryptosis; onychogryphosis; onychatrophia; whitlow
- Product allergies

### **The hair**

- Diagram and structure – hair shaft; cuticle, cortex, medulla
- Hair root; arrector pili muscle; sebaceous gland; inner and outer root sheaths
- Hair bulb; matrix, dermal papilla, nerve supply
- Hair follicle and nerve supply
- Types of hair; lanugo, vellus, terminal.
- Hair growth cycle: anagen, catagen, telogen

### **Function**

- Insulation, protection from foreign bodies entering the body, heat regulation
- Types of hair growth: hirsutism; hypertrichosis; superfluous
- Factors affecting hair growth: health; diet; age; race; heredity; pregnancy; medical conditions; stress

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- E.g., pediculosis capitis, corporis, pubis, tinea capitis, folliculitis, alopecia, seborrhoea, pityriasis capitis, pityriasis simplex, hirsutism, hypertrichosis, trichotillomania

### **Skeletal system**

- Function of the skeletal system – support, joints, movement, protection, attachment, mineral source, blood cell formation
- Classification of bones, by tissue, by shape
- Axial skeleton, appendicular skeleton
- Name and location of the bones of the face, skull and body

- Types of joints and movement

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Common diseases and disorders of the skeletal system:
  - E.g., osteoporosis, osteoarthritis, rheumatoid arthritis, rickets, bursitis, fractures, spondylosis, bunion

### **Muscular system**

- Function of muscles – contraction, tone, relaxation, attachment, movement, posture, assisting venous return, heat production, defining body shape
- Types of muscular tissue – skeletal, striated, or voluntary, cardiac, smooth or involuntary
- Name, location and action of the muscles of the primary muscles of the face and body

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Common diseases and disorders of the muscular system:
  - E.g., muscular dystrophy, fibromyalgia, muscle cramps, tendonitis, sprains, strains, capsulitis, spasticity, RSI – repetitive strain injury
  - Disorders affecting both skeletal and muscular systems e.g., whiplash, torticollis (wry neck), rheumatism

### **Cardiovascular system**

- Functions of blood – transport, regulation, protection, clotting
- Blood composition – erythrocytes, leucocytes, thrombocytes, plasma
- Primary blood vessels – arteries and veins of the face and body
- Structure and function of the heart
- Circulation – heart, pulmonary circulation, capillaries, systemic circulation, hepatic portal circulation

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Common diseases and disorders of the cardio-vascular system:
  - E.g., thrombosis, varicose veins, phlebitis, high and low blood pressure, aneurism, embolism, leukaemia, strokes, atherosclerosis, heart disease, angina

### **Lymphatic and immune system**

- Functions of the lymphatic system – fluid distribution, fighting infection, transport of fat, removes waste
- Functions of lymph nodes – filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes.
- Lymphatic organs – adenoids, tonsils, thymus, spleen
- Location of lymph nodes and ducts

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Common diseases and disorders of the lymphatic system:
  - E.g., oedema, glandular fever, tonsillitis, AIDS, Hodgkin's disease, ME – myalgia encephalomyelitis, allergy, auto-immune disorders

### **Nervous system**

- Function of the central and autonomic nervous system
- Nerve cell structure and transmission of nerve impulses

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Common diseases and disorders of the nervous system:
  - E.g., Parkinson's disease, MS – multiple sclerosis, migraine, anxiety and depression, epilepsy, sciatica, carpal tunnel syndrome



### **Endocrine system**

- Endocrine gland's location and function of their hormones – pituitary, pineal, thyroid, parathyroid, adrenals, cortex, medulla, pancreas, thymus, ovaries and testes

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Gigantism, dwarfism, acromegaly, goitre, hyperthyroidism, hypothyroidism, myxoedema, Addison's disease, Cushing's syndrome, hyperglycaemia, diabetes type 1, type 11, PMT – pre-menstrual tension, virilism, hirsutism, infertility

### **Limbic system**

- Structure and function, associated chemical, behavioural and emotional responses
- Interdependence with the nervous and endocrine systems

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Epilepsy, limbic encephalitis, dementia, anxiety disorder, schizophrenia, and autism

### **Respiratory system**

- Structure and functions of the respiratory system – nose, pharynx, larynx, trachea, bronchi, alveoli, lungs

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Asthma, bronchitis, hay fever, coughs, colds, flu, COVID-19

### **Digestive system**

- Structure of the digestive system – alimentary canal, gastro-intestinal tract, mouth, pharynx, oesophagus, stomach, small intestine, large intestine
- The process of digestion
- Accessory organs – liver, gall bladder, pancreas

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Crohn's disease, colitis, diverticular disease, IBS – irritable bowel syndrome, coeliac disease, candida albicans, hepatitis, constipation, diarrhoea, flatulence

### **Genito-urinary system**

- Function of the urinary system – kidneys, urethra, ureter, urinary bladder
- Structure and function of the male and female reproductive organs
- Life changes – puberty, menstrual cycle, menopause

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Cystitis, urethritis, candida albicans
- PMS – pre-menstrual syndrome, endometriosis

### **Olfactory system and special senses**

- Structure and function of the olfactory system
- Structure and function of the eyes and ears
- Senses of touch, sight, smell, hearing, taste
- The amygdala

### **Pathologies**

Including: causes, signs and symptoms and whether a relative or absolute contraindication:

- Conjunctivitis, blepharitis, cataracts, tinnitus, perforated eardrum, sinusitis, glue ear, vertigo, otitis media, anosmia

### **The physical, psychological and physiological effects of treatments and therapies**

- Benefits and effects on each of the systems of the body

- Aids desquamation – exposing younger fresher cells, skin is smoother and softer
- Increases circulation – improves the supply of oxygenated blood and nutrients, toning and firming contours
- Surface capillaries dilate – improving skin colour
- Blood pressure will fall due to vasodilation
- Lymphatic circulation is improved – speeding up the removal of toxins and waste products, reducing puffiness and improving skin condition
- Hyperaemia and erythema – heat will pass into the deeper tissues inducing relaxation
- General increase in the metabolic rate
- Stimulation of the digestive system aiding relief of constipation
- Pores and follicles are relaxed – aids removal of surface debris and superficial absorption of skincare products
- Soothes or stimulates sensory nerves – to relax or refresh
- Sebaceous and sudoriferous glands are stimulated – increasing oil and sweat production, helping to maintain the skins natural oil and moisture balance, benefits dry skin
- General relaxation of the muscular tissues and relaxation of the muscle fibres to help alleviate minor aches and pains
- Percussion movements help to loosen mucus secretions
- Psychological benefits e.g., massage promotes the release of endorphins, which help block pain signals to the brain, increase the sense of pleasure, relaxation and wellbeing, helping to rebalance and energise

**\*Skin cancer awareness:**

Each technical unit includes the knowledge and understanding assessment criteria:

***‘Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional’***

**NB:** Learners should be aware of the importance of being able to recognise when a skin irregularity or lesion looks suspicious using the ABCDE guide. However, this information will not be assessed in the Anatomy and Physiology MCQ (multiple-choice question paper).

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive treatment outcome can be dramatically increased with early identification and diagnosis.

Professionals in **Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services** work closely with clients and in many cases have sight of areas of skin, which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

**Signs to look for when checking moles include utilising the ABCDE guide:**

**A** - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

**B** - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

**C** - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

**D** - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes, see your doctor.

**E** - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour.

Anyone can get a suspicious mole or patch of skin checked out free of charge by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

Additional NHS information is available from:  
<https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

#### **Anatomy and Physiology and Anatomy, Physiology and Pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- Anatomy and Physiology for Therapists by Jeanine Connor, Kathy Morgan, et al.
- Anatomy and physiology for Holistic Therapists by Francesca Gould
- Anatomy, Physiology and Pathology for Therapists and Healthcare Professionals by Ruth Hull
- Anatomy, Physiology and Pathology for Complementary Therapists Level 2 and 3 by Francesca Gould
- The Essential Guide to Holistic and Complementary Therapy by Helen Beckmann and Suzanne Le Quesne
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy

## Unit CO301: Implement health, safety, and hygiene

Unit code: T/650/0799

RQF level: 3

(NOS SKAHDBRBNS4 - Implement and maintain safe, hygienic, and effective working practices)

### NOS and Unit Overview

- This standard is for professionals implementing the maintenance of effective health, safety, infection control and hygiene practices throughout their work, in accordance with the service protocol, legislative, regulatory, and organisational requirements.
- This standard is part of the Hair, Barbering, Trichology, Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- You will need to identify, assess, plan, and implement control methods in relation to yourself, the working environment including tools, equipment, and products, the individual and area to be treated, prior to the procedure being performed.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi unit:

CO302: Client consultation and profiling

### NOS Performance Criteria (PC)

#### You must be able to:

1. maintain your responsibilities for health and safety pre, during and post procedure in accordance with legislation and other relevant regulations, directives, and guidelines
2. carry out risk assessment(s) prior to undertaking the procedure to include:
  - 2.1 record the outcomes of the risk assessment(s)
3. implement control methods and take appropriate action
4. apply infection prevention and control measures in accordance with legislation and other relevant regulations, directives, and guidelines to include:
  - 4.1 universal precautions and standard precautions
5. prepare the working environment in accordance with legislative requirements and organisational policies and procedures
6. prepare and protect yourself and others within the working environment in accordance with legislative and organisational policies and procedures to include:
  - 6.1 personal hygiene
  - 6.2 personal presentation
  - 6.3 personal protective equipment
7. position the individual in accordance with the procedure protocol
8. use working practices that:
  - 8.1 minimise fatigue and the risk of injury to yourself and others
  - 8.2 use environmental and sustainable working practices
  - 8.3 minimise risk and maintain the individual's safety
9. source and select the equipment, materials, and products to meet the individual's needs, area to be treated and are fit for purpose to include:
  - 9.1 associated risks
  - 9.2 according to recognised standards and legislative requirements
10. use equipment, materials, and products in accordance with the procedure plan, legislative requirements, and manufacturer's guidance
11. carry out tests to establish suitability for the procedure when required
12. assess and dispose of waste to meet legislative requirements

## NOS Knowledge and Understanding (KU)

### You need to know and understand:

1. your responsibilities for health and safety as defined by any specific legislation covering your job role
2. the local authority's rules and conditions, licensing and/or registration requirements for yourself and your premises
3. why you must comply with ethical practice and work within the legislative requirements
4. the importance to comply with a professional code of conduct in the workplace, in accordance with organisational policies and procedures
5. your own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely
6. your responsibility and the reporting procedures for suspected malpractice
7. how and when to seek further advice and support outside the practitioner's remit to include:
  - 7.1 compliance with data legislation
8. how to carry out a risk assessment and controls to be implemented
9. how and why you must comply with infection prevention and control procedures to include:
  - 9.1 universal precautions and standard precautions
10. the hard surface disinfectants to include:
  - 10.1 the chemical compositions and associated risks
  - 10.2 how contact times impact the effectiveness
11. the causes and risks of microbial contamination and methods of infection prevention
12. the skin disinfectants to include:
  - 12.1 the chemical compositions and associated risks
  - 12.2 the impact on the pH scale and barrier function
  - 12.3 how contact times impact the effectiveness
13. the causes, hazards of accidental exposure to clinical waste and how to respond
14. the audit and accountability of working practices and procedures
15. the reasons for adhering to procedure protocols:
  - 15.1 the consultation, assessment, and delivery of procedures
16. the legislative and organisational requirements for the individual's protection, preparation, dignity, and privacy
17. how safe positioning techniques and working practices can prevent work related injury and ill health
18. the importance of ensuring the working environment is in line with legislative requirements to include:
  - 18.1 lighting and illumination
  - 18.2 heating
  - 18.3 ventilation
  - 18.4 fixtures, fittings, and equipment
  - 18.5 facilities and amenities
  - 18.6 audit and accountability
19. the hazards and risks associated with procedure environment, equipment, materials, products, and the controls to be implemented
20. the range of environmental and sustainable working practices
21. your current insurance and indemnity requirements relevant to the procedure
22. the legislative, organisational and manufacturers' safety instructions for equipment, materials, and products, to include:
  - 22.1 storage
  - 22.2 handling
  - 22.3 usage
  - 22.4 disposal
  - 22.5 record keeping
23. why you must source equipment and products which comply with legislative requirements
  - 23.1 ensuring products sourced are for cosmetic use
  - 23.2 avoiding the risk of toxicity
24. the legislative requirements for tests prior to procedures, taking into account:
  - 24.1 the purpose of tests

24.2 how and when to carry out tests

25. the legislative requirements for waste disposal

### Learning Outcomes, Assessment Criteria, Scope and Range

The following unit has been mapped to the National Occupational Standard

[Implement and maintain safe, hygienic, and effective working practices](#)

Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Plan for health, safety and risk assessment practices	1.1 Plan and implement the use of health and safety methods before, during and after services/treatments in line with legal guidelines	PC 1
	1.2 Plan, implement and record the risk assessments required before services/treatments	PC 2
	1.3 Plan and implement preparation of the work area using; legal and regulation requirements, salon policies and procedures to make sure infection control and prevention is in place	PC 3, 4, 5
	1.4 Plan, prepare and protect both the practitioner and client(s) within the salon for services/treatments in line with legal and salon policies	PC 6
LO2 Implement health and safety practices for salon, practitioners, and clients	2.1 Demonstrate safe, environmental, and sustainable working methods, for the practitioner and client, to reduce the risk of injury and to reduce carbon footprint	PC 7, 8
	2.2 Demonstrate the selection and use of equipment, materials, and products for planned services/treatments, for clients and work area, in line with legal, manufacturer's instructions and industry standards	PC 9, 10
	2.3 Demonstrate tests to make sure of the client's suitability for services/treatments when required	PC 11
	2.4 Plan and demonstrate the sorting and disposal of waste, to meet legal requirements	PC 12

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO3 Understand how to plan for health, safety, and risk assessment practices	3.1 Explain the legal duties for health and safety that cover the practitioners job role	KU 1
	3.2 Investigate the rules and conditions set by your local council for registering or licensing the practitioner and the salon	KU 2
	3.3 Explain how and when to seek further advice and support regarding data legislation compliance	KU 7
	3.4 Justify the reasons for conducting risk assessment and implementing control procedures	KU 8
	3.5 Explain the risks of contamination within a salon, what can cause it and chemical methods used to prevent it	KU 9, 10
	3.6 Explain the chemical composition, pH and ingredients relating to skin sterilisers used in the workplace, how they work, and the effects of continuous use over time on the skin.	KU 11, 12
	3.7 Report the legal requirements for carrying out tests, their purpose, when and how they should be used	KU 24

LO4 Understand how to implement health and safety practices for the salon, practitioners and clients	4.1 Explain why practitioners must work within legal requirements, ethical methods of working, and comply with a professional code of conduct	KU 3, 4
	4.2 Explain how personal wellbeing can affect the ability to carry out services/treatments	KU 5
	4.3 Interpret the duties for reporting suspected malpractice	KU 6
	4.4 Explain how and when to seek advice and support when needed	KU 7
	4.5 Identify the causes and hazards of accidental exposure to clinical waste and the responses needed	KU 13
	4.6 Explain how to implement and monitor auditing systems for the salons working practices and procedures	KU 14
	4.7 Explain the importance to implement and monitor salon procedure protocols for consultation, assessment, and service/treatment delivery	KU 15
	4.8 Explain how to implement and monitor salon policies and legal requirements for the client's protection, preparation, dignity, and privacy during services/treatments	KU 16
	4.9 Explain how to implement and monitor safe working practices for clients and staff, that can stop work related injury and ill health	KU 17
	4.10 Explain why it is important that the fixtures, fittings, and layout of the salon follow legal requirements	KU 18
	4.11 Explain how to implement procedures to deal with hazards and risks regarding: the salon, equipment, materials, and products	KU 19
	4.12 Investigate the environmental and sustainable working practices to be implemented in the salon	KU 20
	4.13 Report on the insurance requirements that must be in place to cover services/treatments and the salon	KU 21
	4.14 Investigate the salon policies, manufacturers' instructions, and legal responsibilities for the use, storage, handling, disposal, and record keeping for products, materials, and equipment	KU 22
	4.15 Explain why practitioners must use products and equipment that are legally fit for use	KU 23
	4.16 Explain the legal requirements for the disposal of waste	KU 25

#### Indicative content:

#### Health and safety - Legal, organisational and health and safety requirements including:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations
- The Electricity at Work Act
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- The Local Government (Miscellaneous Provisions) Act

#### Hygiene - Covid-19 hygiene safety practices

- **COVID-19 regulations** – [Close contact services - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#) COVID-19 training, screening/temperature of staff and clientele, face coverings, hand washing/anti-bacterial hand gel, social distancing, limiting of numbers in salon,

disposable gowns/aprons, client belongings in disposable bags, deep cleaning/disinfecting of workstation trolley and chair between clients, deep cleaning/disinfecting of tools between each client, monitor whole salon not just own clients and workstation.

### **Maintaining a safe salon**

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

- **Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.
- **Manual handling** – moving stock safely, lifting, working heights, unpacking.
- **Towels** – wash after use 60°, clean towel for every client, place dirty towels in covered bin, consider disposable towels/carbon footprint.
- **Reporting of injuries, diseases, and dangerous occurrences** – accident book, reporting diseases, log accidents.
- **Control of substances hazardous to health** – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, follow manufacturers' instructions for use.
- **Testing of hair, skin, and scalp** - Use manufacturer's instructions, salon guidelines, before during and after service.
- **Disposal of waste** – dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle (empties).
- **Product storage** – check end date/stock rotation/recycle packaging, store securely away from heat/damp/direct sunlight, avoid theft.

### **Scope/range**

#### **Working environment**

1. Health and safety legislation, regulations, directives, and guidelines
2. Licensing and/or registration requirements
3. Risk assessment(s)
4. Infection prevention and control
5. Fire safety risk assessment
6. Waste management

#### **Waste**

1. Non-hazardous waste
2. Clinical
3. Sharps
4. Mixed municipal waste
5. General and confidential
6. Recyclable

#### **Health and safety**

1. Health and safety legislation, regulations, directives, and guidelines
2. Local Authority Legislation, licensing and/or registration schemes
3. Environmental Protection
4. Cosmetic Products Enforcement
5. Safeguarding policy

#### **Infection prevention and control procedures**

1. Aseptic techniques
2. Single use items
3. Universal precautions
4. Standard precautions



### Procedure protocols

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's instructions
9. Additional advice and support
10. Data management
11. Pre and post-instructions and advice
12. Sustainability
13. Waste management
13. Evidence based practice
14. Reflective practice

### Work related injury and ill health

1. Physical injuries
2. Disorders
3. Diseases
4. Mental health
5. Fatigue

### Environmental and sustainable working practices

1. Environmental waste management
2. Energy use
3. Environmental core practices
4. Working to commercial times
5. Use bio-degradable and compostable options or products
6. Aware of your own and business carbon footprint

### Glossary:

- **Aseptic techniques** - Aseptic techniques are using practices and procedures to prevent cross contamination of pathogens
- **Auditing** - is an official financial inspection of a salon or its accounts
- **Chemical** - liquid treatments for killing germs
- **Clinical waste** - is the term used to describe **waste** produced from activities that may pose a risk of infection
- **Contamination** - something made unclean/contagious by pollution, poisoning, virus
- **Control** - the power to do something
- **Dignity** – treating a client with respect
- **Duties** – jobs within capability and job role
- **Effectiveness** - the higher the level of usefulness, the greater the success
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Implement** - is defined as to put something into effect, enforcing a new set of procedures
- **Infection** - this happens when a virus enters the body and causes disease, viruses include Covid 19

- **Influence** - a person or thing with the ability to make somebody or something happen
- **Legal** - something required by the law
- **Licensing** - to give a government approved licence to operate microbes such as bacteria, fungi, viruses, and spores.
- **Malpractice** - improper, illegal, or negligent professional behaviour
- **Microbial contamination** - Microbiological contamination refers to the presence of unwanted microbes such as bacteria, fungi, viruses, and spores.
- **Practitioner** – this is the collective term for a hairdresser, barber, beauty therapist, nail technician, trichologist, and wellbeing and holistic therapist
- **Prevention** - stopping something from happening
- **Procedures** - a recognised or official way of doing something, salon rules, code of conduct
- **Regulation** - a rule made and looked after by a local authority/council, local by-laws
- **Requirements** - things that are needed and must be done
- **Risk** - something that may be dangerous
- **Suspected** - you have an idea of the possibility of something but without certain proof
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive
- **Tests** - can be referred to as patch, allergy alert, tolerance/pain and thermal/tactile depending on the proposed service.
- **Toxicity** - Toxicity is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities with an incorrect mixture of chemicals.
- **Universal precautions and standard precautions** - Universal precautions are relevant if the practitioner is exposed to blood and/or some bodily fluid. It is the responsibility of the practitioner to implement infection prevention and control measures to prevent exposure to blood borne pathogens or Other Potentially Infectious Materials (OPIM).  
Standard precautions are the basic level of infection control that should be used at all times within the working environment, such as hand hygiene, personal protective equipment, risk assessment, respiratory hygiene and cough etiquette, environmental cleaning, and waste disposal. If required, the storage, handling, use and disposal of sharps must be in accordance with legislative requirements.

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

**There are external MCQ papers for this unit that must be achieved comprising:**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

### Competency-based model

Competent performance must be observed and recorded on a **minimum of 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- [Implementing your plan - Managing health and safety - HSE](#)
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing Training Videos | Barbering Tutorials | MHD (myhairdressers.com)
- Hairdressing Training | Jisc
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens

## Unit CO302: Client consultation and profiling

Unit code: H/650/0800

RQF level: 3

(NOS - SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services)

### Unit Overview

- This standard is about carrying out the consultation, assessment, planning and preparation for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors.
- This standard is part of the Hair, Barbering, Beauty, Wellbeing and Holistic and related industries NOS suites.
- Learners will need to follow the service protocol, legislative, regulatory and organisational requirements to implement and maintain safe, hygienic and effective working practices.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi unit:

CO301: Implement health, safety and hygiene

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation taking account of:
  - 1.1 the individual's declared medical history and current medical status
  - 1.2 the individual's service history
  - 1.3 the individual's **treatment area**
  - 1.4 the individual's concerns, expectations and desired outcomes
  - 1.5 considering the individual's physical and psychological wellbeing for the service
  - 1.6 diverse needs
  - 1.7 declared relative and absolute contraindications and restrictions
2. recognise, respond and signpost appropriately in response to any **disclosed conditions** in compliance with data legislation
3. discuss the individual's objectives, concerns, expectations and desired outcomes to inform the service plan
4. explain the fee structure
5. discuss and agree pre-service/treatment instructions and recommendations prior to the service
6. assess, discuss, agree and document the consultation and expected service outcomes and associated risks with the individual
7. inform and provide information to the individual of their **rights**
8. discuss the physical sensation that may occur during the service with the individual in accordance with the service protocol
9. develop the service plan
10. provide **instructions** and advice to the individual, pre and post the service

### NOS Knowledge and Understanding (KU)

#### Learners will need to know and understand:

1. the importance of collaboration with competent professionals to support effective and safe working practices
2. why you must comply with ethical practice and work within the legislative requirements
3. the importance to engage in, and document your continuous professional development to include, current

- and up-to-date information, policies, procedures and best practice guidance
4. the contraindications or presenting conditions
  5. the reasons why medical conditions may contraindicate the service
  6. the legislative and insurance requirements for obtaining medical diagnosis and referral
  7. the importance of communicating with the individual in a professional manner and within the limits of your own competencies
  8. the factors to consider when creating a bespoke service plan
  9. why you must develop and agree a service plan to include:
    - 9.1. declared current medical status
    - 9.2. treatment history
    - 9.3. relative and absolute contraindications
    - 9.4. undertake an analysis of the treatment area
    - 9.5. individual's expectations
    - 9.6. considering the individual's physical and psychological wellbeing for the service.
  10. the importance of identifying diverse needs of the individual and adapting the service accordingly
  11. how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements
  12. the impact of social influences, the media and trends
  13. the importance of assessing, discussing, agreeing, reviewing and documenting the consultation outcomes
  14. the importance of explaining the service process, expected outcomes and associated risks
  15. the benefits of using visual aids during consultation
  16. how to manage the individual's expectations
  17. the legislative requirements for gaining, recording, storing, protecting and retaining the individual's data
  18. why certain services are prohibited or restricted for minors
  19. the legislative requirements which sets out the rights of the individual and the professional
  20. the legislative, insurance and organisational requirements for taking and storing visual media of the individual's treatment area
  21. the legislative and regulatory requirements of completing and storing the individuals' service records
  22. the reasons for providing instructions and advice, pre and post the service

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services](#)

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Conduct an in-depth client profile consultation	1.1 Carry out a concise and detailed consultation for the service/treatment requested	PC 1
	1.2 Conduct a client lifestyle profile and consider physical and psychological wellbeing for the service/treatment	PC 1
	1.3 Communicate effectively to build and maintain client's trust and confidence	PC 1
	1.4 Establish relative and absolute contraindications that may restrict or prevent service/treatment	PC 1
	1.5 Recognise and respond to disclosed conditions in compliance with data regulations	PC 2
	1.6 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including service/treatment history	PC 3
	1.7 Explain the fee structure and commitment for maintenance/ removal or repeat services/treatments and alternative options	PC 3, 4

	1.8 Discuss and agree instructions and recommendations prior to the service/treatment	PC 4, 5
LO2 Perform checks, tests and analyses to inform the service/treatment plan	2.1 Conduct allergy, sensitivity and tactile tests to establish client's suitability as relevant for service/treatment	PC 5
	2.2 Perform analysis of the client's treatment area to establish if/where adaptations are required	PC 6
	2.3 Assess, discuss, agree and document the client's profile consultation identifying the risks and expected outcomes of the service/treatment	PC 6
	2.4 Provide the client with information regarding their rights	PC 7
	2.5 Explain the physical sensation that may occur during and following the service/treatment	PC 8
LO3 Complete a dynamic and bespoke service/treatment plan	3.1 Develop a dynamic, bespoke service/treatment plan	PC9
	3.2 Establish client understanding and gain agreement and consent for the service/treatment	PC 9
	3.3 Provide instructions and advice to the client pre and post the service/treatment	PC 10

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to conduct an in-depth client profile consultation	4.1 Assess the importance of working with other professionals, to support effective and safe working practices	KU 1
	4.2 Explain the rationale to work within ethical, sustainable and legal requirements	KU 2
	4.3 Explain the importance of engaging in and documenting continuous professional development of; salon information, policies, procedures and best practice guidance.	KU 3
	4.4 Explain the contraindications and presenting conditions and why medical conditions may prevent the service/treatment taking place	KU 4, 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis and referral and signed, informed consent	KU 6
	4.6 Explain the importance of communicating with the client in a professional manner and within the limits of abilities	KU 7
LO5 Know how to perform checks, tests and analyses to inform service/treatment plan	5.1 Explain the influencing checks and factors when developing and agreeing a bespoke service/treatment plan.	KU 8, 9
	5.2 Describe how to determine the client's physical and psychological suitability for the service/treatment	KU 9
	5.3 Explain the importance of identifying the diverse needs of the client and adapting the service/treatment accordingly	KU 10
	5.4 Describe how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements	KU 11
	5.5 Investigate the impact of social influences, the media and trends	KU 12
	5.6 Describe the importance of assessing, discussing, agreeing, reviewing and documenting the outcomes of the consultation	KU 13
	5.7 Describe the importance of explaining the service/treatment process, expected outcomes and associated risks	KU 14
	5.8 Illustrate the benefits of using visual aids during consultation	KU 15
	5.9 Describe how to manage client's expectations	KU 16

LO6 Know how to complete a dynamic and bespoke service/treatment plan	6.1 Describe the legal requirements for gaining, recording, storing, protecting and retaining the client's data and service/treatment records	KU 17, 21
	6.2 Explain why certain services/treatments are prohibited or restricted for minors	KU 18
	6.3 Explain the legal rights of the client and the professional	KU 19
	6.4 Define the legal, insurance and salon policy for taking and storing visual media of the client's service/treatment area	KU 20
	6.5 Justify the reasons for providing instructions and advice, pre and post the service and explain the importance to offer follow up advice/support	KU 22

### Indicative Content:

#### Scope/range

##### Treatment area (relevant to the service/treatment)

1. hair curl classification and condition
2. skin classification, condition and sensitivity
3. nail and surrounding skin condition
4. body type classification and condition

##### Lifestyle profile (relevant to the service/treatment)

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

##### Health issues

1. Cancer
2. Diabetes
3. Epilepsy
4. Circulatory disorders
5. Pregnancy
6. Pre/post operative care
7. Poor mental health
8. Life limiting conditions
9. Life-threatening conditions
10. Chronic conditions
11. Allergies

##### Disclosed conditions

1. contraindications
2. body dysmorphic disorders
3. physical and psychological condition

##### Rights

1. reflection time/period to make an informed choice
2. informed agreement and consent to the service
3. financial/contractual agreement
4. the right to request the subject specific qualifications, training and indemnity insurance

##### Visual media

1. photographic
2. video

### Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. future services

### Glossary

- **Allergies** - are caused by hypersensitivity of the immune system to typically harmless substances, which trigger adverse histamine responses such as itching, burning, oedema, urticaria, red eyes, sneezing and wheezing to more severe and life-threatening reactions such as anaphylaxis e.g., allergy to latex, adhesives, talc, avocado oil etc.
- **Anatomy** - the structure of the human body
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph and ectomorph classifications
- **Chronic conditions** - broadly defined as conditions, lasting more than a year affecting health and wellbeing. E.g., long Covid-19 a chronic post coronavirus condition following the pandemic of 2020/21 is emerging as a potential risk factor for heightened sensitivity and allergic reactions to services/treatments involving the use of chemicals.
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders. For example:  
**Beauty contra-indications** – does the client have a relative or absolute contra-indication to treatment? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
  - **Suspected infections (contagious or non-contagious)** – no treatment
  - **Skin disorders and diseases** – adapt treatment/no treatment
  - **Nail disorders and diseases** – adapt treatment/no treatment
  - **Pigmentation disorders** – adapt treatment/follow instructions or advice
  - **Medical history, advice, or instructions** – follow instructions or advice
  - **Current medical conditions** – follow instructions or advise
  - **Suspected melanomas** – medical referral
  - **Skin or nail damage** – dependant on severity of damage, no treatment or adapt treatment
  - **Cuts, abrasions, injuries, scarring** – open wound no treatment – relating to the area, healed wound treatment adapted
  - **Skin sensitivity** – adapt treatment/no treatment
  - **Skin allergies** – carry out sensitivity test/adapt treatment/no treatment
  - **Piercings/jewellery** – remove if in the treatment area
  - **Time interval between treatments** – follow manufacturer’s instructions for frequency of service

**Hair contraindications** - is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of



action. If no – identify as not present:

- **Suspected infections (contagious or non-contagious)** – no service
- **Suspected infestations** – no service
- **Medical history, advice, or instructions** – follow instructions or advice
- **Hair damage** – dependant on severity of damage no service or adapt service
- **Cuts, abrasions, injuries, scarring** – open wound no service, healed wound service adapted
- **Scalp sensitivity** – no service
- **Hair loss/alopecia** – service may need to be adapted
- **Trichorrhexis Nodosa** – no service
- **History of allergic reaction** – no service
- **Piercings** – remove/cover before service
- **Incompatibility of products and services** – no service
- **Presence/quantity of added hair** – remove added hair before service
- **Amount of re-growth** – check suitability of hair to enable service
- **Transition (hair going through transition period from relaxed to natural state)** – treat root area only
- **Removal of extensions/plaits** – remove before service
- **Time interval between chemical service** – follow manufacturer’s instructions for frequency of service
- **Client characteristics** - gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Dysmorphia** - body dysmorphic disorder, is a mental health condition where a person spends a lot of time worrying about flaws in their appearance, which are often unnoticeable to others
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Influences** - a person or thing with the ability to make somebody or something happen
- **Influencing factors – Hair** - something that can prevent or alter a service:
  - **Hair curl classifications:**
    - **Type 1 - straight hair**
    - 1A - fine and straight
    - 1B – medium, straight with volume
    - 1C – coarse, straight difficult hair
    - **Type 2 - wavy**
    - 2A – fine, ‘S’ pattern
    - 2B – medium, frizzy ‘S’ pattern
    - 2C – coarse, very frizzy ‘S’ pattern
    - **Type 3 - curly**
    - 3A – fine, soft curl
    - 3B – medium, loose curl
    - 3C – coarse, tight curl
    - **Type 4 - excessively curly**
    - 4A – fine, tightly coiled curl pattern
    - 4B – medium, ‘Z’ pattern spring curl
    - 4C – coarse, tight ‘Z’ pattern
  - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair

- **Hair cut/style** – square, triangular, round – will the service support the style?
- **Hair colour** – natural, percentage of white, previously coloured hair – does hair need a colour service to support look?
- **Skin tone** – fair, medium, olive, dark – colour service should complement skin tone
- **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape
- **Temperature** – body heat, salon temperature, added heat – length of time product on hair
- **Texture** – fine (A), medium (B), coarse (C) – the amount of product used, length of time on hair
- **Length** – short, medium, long - the amount of product used, time to conduct service
- **Density** – fine, medium, thick - the amount of product used
- **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
- **Head size** – large, medium, small - amount of product used
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service
- **Test results** – good, bad, caution, positive, negative - can or cannot have service
- **Influencing factors – Beauty - something that can prevent or alter a treatment:**
  - **Skin classifications** – Lancer skin types
  - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
  - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
  - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
  - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare
  - **Skin conditions**
  - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
  - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
  - Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
  - Lifestyle - job, family, financial, time, diet, exercise, stress factors
  - Product use e.g., homecare routine products
  - Exposure to UV - sunbathing, tanning treatments
  - Previous treatments - results, reactions, hyper-sensitivity
  - Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
  - Test results – good, bad, caution, positive, negative
  - Nail shape, length and condition
  - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:  
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
  - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):  
e.g., weight/height/health/disposition/skin type - characteristics/hair type
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Lifestyle** - job, family, financial, time, diet, exercise, stress factors, smoking, alcohol consumption

- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

**There are external MCQ papers for this unit that must be achieved comprising:**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Competent performance must be observed as part of all technical service/treatment units and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- The Essential Guide to Holistic and Complementary Therapy by Helen Beckmann and Suzanne Le Quesne
- An Introductory Guide to Massage by Louise Tucker
- Massage and Aromatherapy A Practical Approach, by Lyn Goldberg
- Hairdressing Science, Florence Openshaw (author) third edition
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing Training Videos | Barbering Tutorials | MHD (myhairdressers.com)
- Hairdressing Training | Jisc
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens

## Unit WH301: Holistic head, neck and shoulder massage

Unit code: J/650/0801

RQF level: 3

(NOS - SKABS5 Provide holistic head, neck and shoulder massage treatments)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty/Wellbeing and Holistic professional providing holistic scalp, face, neck, décolleté and upper shoulder massage treatments.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

Provide a holistic treatment head, neck and shoulder massage treatment

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, scalp, skin and hair concerns, expectations and desired outcomes to inform the head massage treatment plan, to include:
  - 3.1 treatment history
  - 3.2 recent activities
  - 3.3 current skincare regime
  - 3.4 **lifestyle profile**
  - 3.5 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed head massage treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the head massage treatment in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **head massage treatment protocol**, to include:

- 7.1 maintaining the individual's modesty and comfort
- 8. carry out a hair, skin and scalp analysis, to include:
  - 8.1 skin type, **skin classification** and skin condition
  - 8.2 hair classification, condition and density
  - 8.3 scalp condition
- 9. select a massage medium to be used in accordance with the treatment protocol for the:
  - 9.1 face, neck décolleté and upper shoulders
  - 9.2 scalp
- 10. apply the **massage medium** and carry out head massage techniques as agreed in the head massage treatment plan
- 11. check the pressure of the head massage with the individual and adapt the **massage techniques** in accordance with the individual's needs
- 12. monitor the individual's health, wellbeing and skin reaction throughout the head massage treatment
- 13. implement the correct course of action in the event of an adverse reaction
- 14. conclude the treatment in accordance with the head massage treatment protocol, legislative requirements and organisational policies and procedures
- 15. complete the individual's treatment records and store in accordance with data legislation
- 16. use reflective practice to evaluate the head massage treatment and take appropriate action
- 17. provide **instructions** and advice to the individual, pre and post the treatment
- 18. record the outcome and evaluation of the head massage treatment

#### NOS Knowledge and Understanding (KU)

#### Learners will need to know and understand:

- 1. your role and responsibilities in performing head massage treatments and the importance of working within your competence
- 2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
- 4. the **anatomy and physiology** relevant to this standard
- 5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
- 7. how traditional eastern ayurvedic principles and Indian head massage has evolved to incorporate diverse needs of individuals and environment, to include:
  - 7.1 how to incorporate these principles in practice and adapt the position of the individual
- 8. the purpose, use and limitations of head massage treatment, in relation to:
  - 8.1 past and current medical history
  - 8.2 relevant lifestyle factors
  - 8.3 medication and medical conditions
  - 8.4 individual's expectations
- 9. the adverse reactions associated with a head massage treatment and how to respond
- 10. the health and safety responsibilities in line with legislation before, during and after the head massage treatment
- 11. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the head massage treatment plan
- 12. the fee structures and treatment options
- 13. the legal requirements for providing beauty treatments to minors and vulnerable adults
- 14. the legislative and indemnity requirements of gaining signed, informed consent for the head massage treatment
- 15. the importance of adhering to the head massage treatment protocol
- 16. how to carry out and interpret pre-treatment tests

17. the frequency of providing head massage treatments and the potential impact on the professional's health and wellbeing, to include:
  - 17.1 ways in which risks to health and wellbeing can be avoided
  - 17.2 avoidance of **work-related injuries**
  - 17.3 maintaining your own personal well being
18. the importance of maintaining your own posture and stance throughout a head massage treatment
19. maintain the individual's comfort and care throughout the treatment, in accordance with the head massage treatment protocol, to include:
  - 19.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body, in accordance with the head massage treatment protocol
20. the importance of carrying out a hair, skin and scalp analysis to determine the head massage treatment plan
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the massage mediums used in head massage and their effects, to include:
  - 22.1 when it is appropriate to carry out head massage without the use of a massage medium
23. the types and effects of massage techniques used in head massage treatments
24. how head massage techniques can be adapted to create **therapeutic effects**
25. how to prepare and use products and equipment in line with the head massage treatment protocol
26. why it is important to explain the treatment process and sensation to the individual
27. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
28. the importance of allowing recovery time for the individual post the head massage treatment
29. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
30. the legislative and regulatory requirements of completing and storing the individual's head massage treatment records
31. the expected outcomes of head massage treatment
32. the purpose of reflective practice and evaluation and how it informs future treatments
33. the importance to record the outcome and evaluation of the head massage treatment
34. the instructions and advice, pre and post the head massage treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

<https://www.ukstandards.org.uk> Provide holistic head, neck and shoulder massage treatments

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for head, neck and shoulder massage treatment	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2, 3
	1.2 Discuss and identify the client's objectives, scalp, skin and hair concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6

LO2 Provide head, neck and shoulder massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a hair, skin and scalp analysis, identifying skin and hair classification and condition and treatment adaptations required	PC 8
	2.3 Select and apply the massage medium and carry out massage techniques as agreed in the bespoke treatment plan	PC 9, 10
	2.4 Check client comfort and adapt pressure and massage techniques to suit the client's needs	PC 11
	2.5 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 12, 13
LO3 Complete head, neck and shoulder massage treatment	3.1 Complete the head massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 14
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 15
	3.3 Use reflective practice to evaluate the head massage treatment and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the head massage treatment	PC 18

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for head, neck and shoulder massage treatment	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to head massage treatment	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 13, 14
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide head, neck and shoulder massage	5.1 Describe how Indian head massage has evolved to meet the diverse needs of clients and environment, and how to adapt and incorporate traditional ayurvedic principles in the treatment	KU 7
	5.2 Explain the purpose, use and limitations of head massage in relation to medical history and conditions, medication, lifestyle factors and client expectations	KU 8
	5.3 Describe the adverse reactions associated with holistic head, neck and shoulder massage and how to respond	KU 9
	5.4 Explain the health and safety responsibilities in line with legislation before, during and after head massage	KU 10
	5.5 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 11, 12



	5.6 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 15, 16
	5.7 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 17
	5.8 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 18
	5.9 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 19
	5.10 Explain the importance of carrying out a hair, skin and scalp analysis to determine the head massage treatment plan	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the massage mediums used and their effects and justify when to carry out treatment without using a massage medium	KU 22
	5.13 Discuss the types and effects of massage techniques and how they can be adapted to create therapeutic effects	KU 23, 24
	5.14 Describe how to prepare and use products and equipment in line with the head massage treatment protocol	KU 25
	5.15 Justify why it is important to explain the treatment process and sensation to the client	KU 26
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 27
LO6 Know how to complete head, neck and shoulder massage treatment	6.1 Explain why it is necessary to allow recovery time for the client post the head massage treatment	KU 28
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 29
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 30
	6.4 Describe the expected outcomes of the treatment	KU 31
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 32
	6.6 Discuss the importance of recording the outcome and evaluating the head massage treatment	KU 33
	6.7 Explain the instructions and advice, pre and post the head massage treatment	KU 34

### Indicative Content:

#### Scope/range

#### Lifestyle profile

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

#### Adverse reactions

1. hyperaemia
2. bruising
3. allergy

4. excessive healing response

### **Head massage treatment 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

### **Skin classification**

1. Fitzpatrick scale
2. Lancer scale
3. Phenotype and genotype

### **Massage medium**

1. oil
2. cream
3. oil free

### **Massage techniques**

1. effleurage
2. petrissage
3. tapotement
4. friction
5. vibrations
6. pressure point
7. lymphatic drainage
8. adapted pressure
9. eastern ayurvedic techniques

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

### **Anatomy and physiology**

1. the structure and function of the tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of head, neck and shoulder massage treatments

### **Work related injuries**

1. repetitive strain injury
2. postural
3. dermatitis

4. dehydration
5. fatigue

### Therapeutic effects

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. mild pain relief
7. improve immune function
8. improves neurological function

### Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)
  - Skin disorders and diseases
  - Medical history, advice, or instructions
  - Current medical conditions
  - Suspected melanomas
  - Skin damage
  - Cuts, abrasions, injuries, scarring
  - Skin/scalp sensitivity
  - Skin allergies
  - Piercings/jewellery
  - Time interval between treatments
  -
- **Client characteristics** – gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known

- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Indian head massage** - an eastern ayurvedic treatment and is traditionally carried out on the individual in a seating position.
- **Influencing factors** - something that can prevent or impact on the treatment plan:
  - **Skin classifications** – Lancer skin types
    - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
    - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
    - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
    - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare
  - **Skin conditions**
    - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
    - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
    - Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
    - Lifestyle - job, family, financial, time, diet, exercise, stress factors
    - Product use e.g., homecare routine products
    - Exposure to UV - sunbathing, tanning treatments
    - Previous treatments - results, reactions, hyper-sensitivity
    - Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
    - Test results – good, bad, caution, positive, negative
    - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:  
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
    - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):  
e.g., weight/height/health/disposition/skin type - characteristics/hair type
  - **Hair curl classifications:**
    - **Type 1 - straight hair**
    - 1A - fine and straight
    - 1B – medium, straight with volume
    - 1C – coarse, straight difficult hair
    - **Type 2 - wavy**
    - 2A – fine, ‘S’ pattern
    - 2B – medium, frizzy ‘S’ pattern
    - 2C – coarse, very frizzy ‘S’ pattern
    - **Type 3 - curly**
    - 3A – fine, soft curl
    - 3B – medium, loose curl
    - 3C – coarse, tight curl
    - **Type 4 - excessively curly**

- 4A – fine, tightly coiled curl pattern
  - 4B – medium, 'Z' pattern spring curl
  - 4C – coarse, tight 'Z' pattern
- **Hair condition** – dry, oily, balanced, natural/chemically treated
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client's physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **Visual media** - is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

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The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

**There are external MCQ papers for this unit that must be achieved comprising:**

### **Anatomy, physiology and pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### **Competency-based assessment**

Competent performance must be observed for holistic head, neck and shoulder massage and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Massage and Aromatherapy A Practical Approach*, by Lyn Goldberg

## Unit WH302: Thermal therapy massage

Unit code: K/650/0802

RQF level: 3

(NOS - SKABS6 Provide body massage using thermal therapy techniques)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty professional providing body massage treatments 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.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

Provide a thermal therapy massage treatment

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the thermal therapy treatment plan, to include:
  - 3.1 treatment history
  - 3.2 experience history
  - 3.3 recent activities
  - 3.4 current skincare regime
  - 3.5 **lifestyle profile**
  - 3.6 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed thermal therapy massage treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the thermal therapy massage treatment, in accordance with organisational and insurance requirements

6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **thermal therapy treatment protocol** to include:
  - 7.1 maintaining the individual's modesty and comfort
8. carry out a skin and body analysis, to include:
  - 8.1 body type classification and **body characteristics**
  - 8.2 posture analysis
9. select and prepare the thermal therapy handheld **tools and equipment** and temperature, in accordance with the thermal therapy treatment protocol, to include:
  - 9.1 frequent temperature checks
  - 9.2 adaptations in accordance with the individual's treatment area
10. promote wellbeing by working with the individual's chakra points massage
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, to include:
  - 11.1 maintaining your own posture and stance
  - 11.2 using techniques that avoid injury to the individual
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
13. monitor the individual's health, wellbeing and skin reaction throughout the thermal therapy massage treatment
14. implement the correct course of action in the event of an adverse reaction
15. conclude the treatment in accordance with the thermal therapy massage treatment protocol, legislative requirements and organisational policies and procedures
16. complete the individual's treatment records and store in accordance with data legislation
17. use reflective practice to evaluate the thermal therapy massage treatment and take appropriate action
18. provide **instructions** and advice to the individual, pre and post the treatment
19. record the outcome and evaluation of the thermal therapy massage treatment

#### NOS Knowledge and Understanding (KU)

#### Learners will need to know and understand:

1. your role and responsibilities in providing thermal therapy massage treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of thermal therapy massage treatment, in relation to:
  - 7.1 past and current medical history
  - 7.2 relevant lifestyle profile
  - 7.3 medication and medical conditions
  - 7.4 postural faults and conditions
8. the adverse reactions associated with a thermal therapy massage treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the thermal therapy massage treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the thermal therapy treatment plan
11. the legal requirements for providing beauty services to minors and vulnerable adults
12. the fee structures and treatment options



13. the legislative and indemnity requirements of gaining signed, informed consent for the thermal therapy massage treatment
14. the importance of adhering to the thermal therapy massage treatment protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing thermal therapy massage treatments and the potential impact on the professional's health and wellbeing, to include:
  - 16.1 ways in which risks to health and wellbeing can be avoided
  - 16.2 avoidance of work-related injuries
  - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout a thermal therapy massage treatment, to include:
  - 17.1 support the flow and effectiveness of the treatment
18. maintain the individual's comfort and care throughout the treatment in accordance with the thermal therapy massage, to include:
  - 18.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body, in accordance with the thermal therapy treatment protocol
19. the importance of carrying out a body and skin analysis to determine the thermal therapy treatment plan
20. why it is important to identify the individual's postural faults and conditions and how they can be improved
21. the types of hygiene products for the skin and the importance of following manufacturer instructions, to include:
  - 21.1 adaptations depending on the individual's treatment area
22. the massage mediums used in a thermal therapy massage treatment and their effects, to include:
  - 22.1 when it is appropriate to carry out thermal therapy massage without the use of a massage medium
23. the types of thermal therapy equipment available, to include:
  - 23.1 the reasons why thermal therapy should not be used statically on the skin and why constant movements are required
24. the types, benefits and limitations of using thermal therapy techniques within a massage treatment, to include:
  - 24.1 associated benefits and avoidance of work-related injuries
  - 24.2 associated risks and how to respond
25. the types and effects of thermal therapy massage techniques
26. how thermal therapy massage techniques can be adapted to create therapeutic effects
27. how to prepare and use products, tools and equipment in accordance with the thermal therapy treatment protocol
28. why it is important to explain the treatment process and sensation to the individual
29. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
30. the importance of allowing recovery time for the individual post the thermal therapy massage treatment
31. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
32. the legislative and regulatory requirements of completing and storing the individual's thermal therapy massage treatment record
33. the expected outcomes of thermal therapy massage treatment
34. the purpose of reflective practice and evaluation and how it informs future treatments
35. the importance to record the outcome and evaluation of the thermal therapy massage treatment
36. the instructions and advice, pre and post the thermal therapy massage treatment

### **Learning Outcomes, Assessment Criteria and Indicative Content**

The following unit has been mapped to the National Occupational Standard  
<https://www.SKABS6> Provide body massage using thermal therapy techniques

*Please refer to the NOS in full to support unit delivery*

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for thermal therapy massage	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide thermal therapy massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a skin and body analysis, identify body type and characteristics, postural analysis and treatment adaptations	PC 8
	2.3 Prepare the thermal therapy tools, equipment and temperature according to protocols and manufacturer's instructions	PC 9
	2.4 Promote wellbeing by working with the client's chakra points massage	PC 10
	2.5 Apply the massage medium and carry out body massage, using thermal therapy maintaining correct posture and client safety	PC 11
	2.6 Check client comfort and adapt pressure, rhythm and flow of the massage thermal therapy techniques to suit the client's needs	PC 12
	2.7 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 13, 14
LO3 Complete thermal therapy massage	3.1 Complete the thermal therapy massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 15
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 16
	3.3 Use reflective practice to evaluate the thermal therapy massage treatment and take appropriate action	PC 17
	3.4 Provide instructions and aftercare advice to the client	PC 18
	3.5 Record the outcome and evaluation of the thermal therapy massage treatment	PC 19

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare thermal therapy massage	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4

	4.4 Describe the relative and absolute contra-indications to thermal therapy massage treatment	KU 5
	4.5 Justify the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 13
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide thermal therapy massage	5.1 Explain the purpose, use and limitations of thermal therapy massage in relation to medical history and conditions, medication, lifestyle factors, postural faults, conditions and client expectations	KU 7
	5.2 Describe the adverse reactions associated with thermal therapy massage and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after thermal therapy massage	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 11, 12
	5.5 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 14, 15
	5.6 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.7 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 17
	5.8 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.9 Explain the importance of carrying out a body and skin analysis to determine the thermal therapy treatment plan	KU 19
	5.10 Explain why it is important to identify the individual's postural faults and conditions and how they can be improved	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the massage mediums used and their effects and justify when to carry out treatment without using a massage medium	KU 22
	5.13 Discuss the types, preparation and use of thermal therapy equipment, why they should not be used statically and explain the associated benefits and risks	KU 23, 24, 27
	5.14 Describe the types and effects of thermal therapy massage techniques and the adaptations for different therapeutic effects	KU 25, 26
	5.15 Justify why it is important to explain the treatment process and sensation to the client	KU 28
5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 29	
LO6 Know how to complete thermal therapy massage	6.1 Explain why it is necessary to allow recovery time for the client post the thermal therapy massage treatment	KU 30
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 31
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 32
	6.4 Describe the expected outcomes of the treatment	KU 33
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 34

	6.6 Discuss the importance of recording the outcome and evaluating the thermal therapy massage treatment	KU 35
	6.7 Explain the instructions and advice, pre and post the thermal massage treatment	KU 36

**Indicative Content:**

**Scope/range**

**Lifestyle profile**

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

**Adverse reactions**

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

**Thermal therapy treatment 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

**Body characteristics**

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

**Tools and Equipment**

1. handheld tools that require heating
2. handheld tools that require cooling
3. heating equipment and preparations
4. cooling equipment and preparations

## Massage medium

1. oil
2. cream

## Thermal therapy massage techniques

1. effleurage
2. petrissage
3. friction
4. tapotement
5. pressure point
6. lymphatic drainage
7. use of handheld tools that require heating
8. use of handheld tools that require cooling
9. placement of stones, chakra points of the body
10. trigger point, tucking and tapping

## Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

## Anatomy and physiology

1. the structure and function of the tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of advanced body massage treatments

## Work related injuries

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. fatigue

## Therapeutic effects

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. mild pain relief
7. improve immune function
8. improves neurological function

## Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something

- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Chakra** – 7 energy centres of the body that run along the spine from head to root and correspond to nerves and major organs affecting emotional and physical well-being. A balanced chakra - energy centres are open, and energy is free flowing promoting physical, mental, and emotional wellbeing
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)
  - Skin disorders and diseases
  - Medical history, advice, or instructions
  - Current medical conditions
  - Suspected melanomas
  - Skin damage
  - Cuts, abrasions, injuries, scarring
  - Skin sensitivity
  - Skin allergies
  - Time interval between treatments
- **Client characteristics** – gender, age, height, weight
- **Detoxification** – the metabolic process by which toxins are changed into less toxic, more readily excretable substances
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors - something that can prevent or alter a treatment:**
  - **Body type classifications** - or **somatotypes** refers to the genetic predisposition to a certain physique based on muscle to fat ratio and stature. The 3 extremes of body type classifications are endomorph, ectomorph, and mesomorph. Most people are a unique combination of the 3 somatotypes
  - **Skin classifications** - Lancer skin types
    - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
    - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
    - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
    - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare

- Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
- Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
- Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- Lifestyle - job, family, financial, time, diet, exercise, stress factors
- Product use e.g., homecare routine products
- Exposure to UV - sunbathing, tanning treatments
- Previous treatments - results, reactions, hyper-sensitivity
- Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
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- **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:  
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- **Integral biology** - environmental and lifestyle factors that impact on the human body
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Postural analysis** – using observation to identify if posture, alignment, and anatomical symmetry is correct/balanced referred to as good posture, or if the posture is poor with indicators of postural faults/weaknesses, which impact on the muscles and joints e.g., kyphosis, lordosis, scoliosis, pelvic tilt, dowager’s hump, flat back
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - A protocol is a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
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- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client’s physical, emotional, and mental wellbeing generated by holistic treatments and experiences.

- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **Trigger point** – the location in a muscle relating to stress and tension, maybe referred to as a knot, which can be relieved though heat, massage and stretching techniques applied to the area
- **Visual media** - is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

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#### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Competent performance must be observed for thermal therapy massage and recorded on **a minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances



adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

#### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

#### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis

## Unit WH303: Wellbeing and holistic therapy

Unit code: L/650/0803

RQF level: 3

(NOS - SKABS7 Provide therapeutic wellbeing and holistic treatments blending essential oils)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty/Wellbeing and Holistic professional providing therapeutic wellbeing and holistic treatments blending essential oils.
- Techniques will include the blending of base, middle and top note essential oils to create therapeutic experiences and treatments.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.
- It would also be beneficial for learners to have an awareness of Mental Health First Aid, to learn about mental health and how to converse with and support clients experiencing mental health issues.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

Provide therapeutic wellbeing and holistic treatments blending essential oils

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. 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, to include:
  - 3.1 known allergies
  - 3.2 treatment history
  - 3.3 experience history
  - 3.4 recent activities
  - 3.5 current skincare regime
  - 3.6 **lifestyle profile**
  - 3.7 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed essential oils treatment and/or experience, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**

#### 4.4 physical sensation

5. obtain and record the individual's informed consent for the essential oils treatment and/or experience in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **essential oils treatment and/or experience protocol**, to include:
  - 7.1 maintaining the individual's modesty and comfort
8. carry out a body and skin analysis, to include:
  - 8.1 body type classification and **body characteristics**
  - 8.2 posture analysis
9. select and blend the essential oils within a carrier to create the **massage medium** in accordance with the essential oils treatment protocol, to include:
  - 9.1 check the individual's compatibility with the blended oils aroma

#### **Experience**

10. diffuse the essential oils to create the ambience and environment in accordance with the individual's needs

#### **Massage**

11. carry out deep breathing relaxation techniques with the individual
12. apply the blended aromatherapy oils and carry out the massage using therapeutic **massage techniques** as agreed in the essential oils treatment protocol, to include:
  - 12.1 maintaining your own posture and stance
13. 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
14. monitor the individual's health, wellbeing and skin reaction throughout the essential oils treatment and/or experience
15. implement the correct course of action in the event of an adverse reaction
16. conclude the treatment in accordance with the essential oils treatment and/or experience protocol, legislative requirements and organisational policies and procedures
17. complete the individual's treatment records and store in accordance with data legislation
18. use reflective practice to evaluate the essential oils treatment and/or experience and take appropriate action
19. provide **instructions** and advice to the individual pre and post the treatment
20. record the outcome and evaluation of the essential oils treatment and/or experience

### **NOS Knowledge and Understanding (KU)**

#### **Learners will need to know and understand:**

1. your role and responsibilities in providing essential oils treatment and/or experience and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of essential oils treatment and/or experience, in relation to:
  - 7.1 past and current medical history
  - 7.2 relevant lifestyle factors
  - 7.3 medication and medical conditions
  - 7.4 individual's expectations
8. the adverse reactions associated with an essential oils treatment and/or experience and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the essential oils treatment and/or experience

10. 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
11. the legal requirements for providing beauty treatments to minors and vulnerable adults
12. the fee structures and treatment options
13. the legislative and indemnity requirements of gaining signed, informed consent for the essential oils treatment and/or experience
14. the importance of adhering to the essential oils treatment and/or experience protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing essential oil treatments and/or experiences and the potential impact on the professional's health and wellbeing, to include:
  - 16.1 ways in which risks to health and wellbeing can be avoided
  - 16.2 avoidance of **work-related injuries**
  - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout an essential oils massage treatment, to include:
  - 17.1 how it impacts the support, flow and effectiveness of the treatment
18. maintain the individual's comfort and care throughout the treatment in accordance with the essential oils massage treatment, to include:
  - 18.1 ensure the environment promotes calming or stimulation of the multisensory perceptions of the body in accordance with the essential oils treatment protocol
19. why it's important to identify the individual's postural faults and conditions and how they can be improved
20. the importance of carrying out a body and skin analysis to determine the treatment plan
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the **essential oil groups** and their effects on common ailments, to include:
  - 22.1 the types and associated risks of essential oils linked with toxicity
23. the differentiation between base, middle and top note essential oils
24. why base, middle and top notes are each required in an aromatherapy blend, to include:
  - 24.1 recommended ratio for safe practices and to prevent toxicity
25. how to store, handle, use and dispose of essential oils
26. the types, benefits and limitations of pre-treatments used, prior to a massage using essential oils treatment and/or experience
27. the types, benefits and limitations of therapeutic massage techniques within a manual massage using essential oils, to include:
  - 27.1 associated benefits and avoidance of work-related injuries
  - 27.2 associated risks and how to respond
28. the types and effects of manual massage using essential oils and/or experience
29. how the use of essential oils within treatments and/or experience and how they can be adapted to create **therapeutic effects**
30. how to prepare and use products and equipment in accordance with the essential oils and/or experience protocol
31. why it is important to explain the treatment process and sensation to the individual
32. the importance of monitoring the health and wellbeing of the individual during and post the treatment
33. the importance of allowing recovery time for the individual post the essential oils treatment and/or experience
34. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
35. the legislative and regulatory requirements of completing and storing the individual's essential oils treatment and/or experience records
36. the expected outcomes of essential oils treatment and/or experience
37. the purpose of reflective practice and evaluation and how it informs future treatments
38. the importance to record the outcome and evaluation of the essential oils treatment and/or experience
39. the instructions and advice, pre and post the essential oils treatment and/or experience

## Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard  
[Provide therapeutic wellbeing and holistic treatments blending essential oils-SKABS7](#)  
 Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for wellbeing and holistic therapy treatment	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2, 3
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide wellbeing and holistic therapy treatment	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a skin and body analysis, identify body type and characteristics and complete a postural analysis	PC 8
	2.3 Adapt holistic treatments to treat clients with diverse and variable needs including those with <b>health issues</b>	
	2.4 Select and blend essential oils with carrier oil to create the massage medium and check client's compatibility with the aroma	PC 9
	2.5 Diffuse the essential oils to create the ambience and environment according to the client's needs	PC 10
	2.6 Carry out deep breathing relaxation techniques with the client	PC 11
	2.7 Apply the blended essential oils and massage using therapeutic techniques, maintaining correct posture and client comfort	PC 12, 13
	2.8 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 14, 15
LO3 Complete wellbeing and holistic therapy treatment	3.1 Complete the wellbeing and holistic therapy treatment to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 16
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 17
	3.3 Use reflective practice to evaluate the wellbeing and holistic therapy treatment and take appropriate action	PC 18
	3.4 Provide instructions and aftercare advice to the client	PC 19
	3.5 Record the outcome and evaluation of the wellbeing and holistic therapy treatment	PC 20

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2

Know how to prepare for wellbeing and holistic therapy treatment	4.2 Research the importance of CPD to include up-to-date policies, procedures and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to wellbeing and holistic therapy treatment	KU 5
	4.5 Justify the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults and signed, informed consent	KU 5, 11, 13
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide wellbeing and holistic therapy treatment	5.1 Explain the purpose, use and limitations of essential oil treatment/experiences in relation to medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Explain the need to tailor and adapt therapy treatments for clients with medically diagnosed conditions and <b>health issues</b>	
	5.2 Describe the adverse reactions associated with essential oils treatment/experiences and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after essential oils treatment/experiences	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 12
	5.5 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 15
	5.6 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.7 Discuss the importance to maintain correct posture and stance throughout the holistic massage treatment	KU 17
	5.8 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.9 Explain why it is important to identify the individual's postural faults and conditions and how they can be improved	KU 19
	5.10 Explain the importance of carrying out a body and skin analysis to determine the wellbeing and holistic therapy treatment plan	KU 20
	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.12 Describe the essential oils groups and types, effects on common ailments, and the associated risks linked with toxicity	KU 22
	5.13 Explain the difference between top, middle and base notes, why each are required in a blend and the safe ratios to prevent toxicity	KU 23, 24
	5.14 Describe how to store, handle, prepare, use and dispose of essential oils	KU 25, 30
	5.15 Discuss the types, benefits and limitations of pre-treatments and massage techniques, associated risk avoidance and response	KU 26, 27, 28
	5.16 Explain how the use of essential oils used in wellbeing and holistic treatment can be adapted to create therapeutic effects	KU 29
5.17 Justify why it is important to explain the treatment process and sensation to the client	KU 31	

	5.18 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 32
LO6 Know how to complete wellbeing and holistic therapy treatment	6.1 Explain why it is necessary to allow recovery time for the client post the wellbeing and holistic therapy treatment	KU 33
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 34
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 35
	6.4 Describe the expected outcomes of the treatment	KU 36
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 37
	6.6 Discuss the importance of recording the outcome and evaluating the wellbeing and holistic therapy treatment	KU 38
	6.7 Explain the instructions and advice, pre and post the wellbeing and holistic therapies treatment	KU 39

### Indicative Content:

#### Scope/range

##### Lifestyle profile

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

##### Health issues

12. Cancer
13. Diabetes
14. Epilepsy
15. Circulatory disorders
16. Pregnancy
17. Pre-post operative care
18. Poor mental health
19. Life limiting conditions
20. Life-threatening conditions
21. Chronic conditions

##### Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

##### Essential oils treatment and/or experience 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

### **Body characteristics**

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

### **Massage medium**

1. carrier oil
2. lotion
3. creams
4. gel
5. pre-blend formulations

### **Massage techniques**

1. effleurage
2. petrissage
3. vibrations
4. pressure point
5. lymphatic drainage
6. deep tissue
7. light touch
8. passive

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

### **Anatomy and physiology**

1. the structure and function of the tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of essential oils using in therapeutic wellbeing and holistic treatments

### **Work related injuries**

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. toxicity considerations
6. fatigue



## Essential oil groups

1. flowers (rose, chamomile, lavender, geranium, Ylang ylang)
2. fruits (lemon, sweet orange, lime, mandarin, grapefruit)
3. trees (eucalyptus, tea tree, frankincense, cedarwood, benzoin)
4. herbs (sweet marjoram, spearmint)
5. base, middle and top notes
6. pre-blend formulations

## Therapeutic effects

1. detoxification
2. balancing
3. stimulating
4. toning
5. relaxation
6. improved sense of wellbeing
7. uplifting
8. mild pain relief
9. improve immune function
10. improves neurological function
11. cicatrisant
12. anti-viral
13. antiseptic

## Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph and ectomorph classifications
- **Chronic conditions** - broadly defined as conditions, lasting more than a year affecting health and wellbeing. E.g., long Covid-19 a chronic post coronavirus condition following the pandemic of 2020/21 is emerging as a potential risk factor for heightened sensitivity and allergic reactions to services/treatments involving the use of chemicals.
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)
  - Skin disorders and diseases
  - Medical history, advice, or instructions
  - Current medical conditions

- Suspected melanomas
- Skin damage
- Cuts, abrasions, injuries, scarring
- Skin/scalp sensitivity
- Skin allergies
- Piercings/jewellery
- Time interval between treatments
- **Client characteristics** - gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Health issues** - cancer, diabetes, life limiting or life-threatening conditions
- **Indian wellbeing and holistic therapies** - Indian wellbeing and holistic therapies is an eastern ayurvedic treatment and is traditionally carried out on the individual in a seating position
- **Influencing factors - something that can prevent or alter a treatment:**
  - **Skin classifications** – Lancer skin types
  - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
  - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
  - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
  - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare
  - **Skin conditions**
  - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
  - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
  - Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
  - Lifestyle - job, family, financial, time, diet, exercise, stress factors
  - Product use e.g., homecare routine products
  - Exposure to UV - sunbathing, tanning treatments
  - Previous treatments - results, reactions, hyper-sensitivity
  - Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
  - Test results - good, bad, caution, positive, negative
  - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:  
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
  - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):  
e.g., weight/height/health/disposition/skin type - characteristics/hair type
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.

- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client's physical, emotional and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **Visual media** - is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

#### **Anatomy, physiology and pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – relating to anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### **Competency-based assessment**

Competent performance must be observed for wellbeing and holistic therapy treatments involving blending essential oils and recorded on **a minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker
- *Massage and Aromatherapy A Practical Approach*, by Lyn Goldberg
- <https://onementalhealth.org/pages/resources>

### **Unit WH304: Dry spa and wellness experiences**

Unit code: M/650/0804

RQF level: 3

(NOS - SKAS2 Monitor and provide dry spa services)

## Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**
- This standard is for Beauty professionals monitoring and providing dry spa services.
- Dry spa and wellness experiences and facilities include dry floatation, heated bed, sauna, light and infrared services.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures, to include, carry out emergency first aid response in the event of an adverse incident.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

### The main outcomes are:

Provide dry spa and wellness experiences

## NOS Performance Criteria (PC)

### Learners must be able to:

1. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines, to include:
  - 1.1 preparation and maintenance of the dry spa facilities, in accordance with manufacturer instructions
  - 1.2 instructing spa attendants on the cleaning and replenishing of resources to maintain optimum efficiency
2. carry out a concise and comprehensive consultation with the individual to determine suitability for the dry spa service
3. carry out an induction with the individual for the dry spa facilities in accordance with the dry spa service protocol, to include:
  - 3.1 the benefits, uses and restrictions
4. confirm and agree with the individual, they have understood the proposed dry spa service, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 adverse reactions and how to respond
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the dry spa service
6. provide instructions and advice to the individual, pre and post the spa service
7. instruct the individual to shower, prior to using the dry spa facility
8. direct the individual to the dry spa facility, to include:
  - 8.1 signposting to the instructions and associated risks
9. monitor the individual's health, wellbeing throughout the dry spa service
10. implement the correct course of action in the event of an adverse reaction
11. complete the individual's spa service record and store in accordance with data legislation

12. use reflective practice to evaluate the spa service and take appropriate action
13. conclude the spa service by shutting down and disinfecting the spa facility in accordance with the dry spa service protocol

### NOS Knowledge and Understanding (KU)

#### **Learners will need to know and understand:**

1. your role and responsibilities in monitoring and providing dry spa facilities and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the anatomy and physiology relevant to this standard
5. the relative and absolute contraindications relevant to dry spa services, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the types, purpose, use and limitations of dry spa facilities, in relation to:
  - 6.1 recent activities or treatments that may restrict the service
  - 6.2 past and current medical history
  - 6.3 relevant lifestyle factors
  - 6.4 medication and medical conditions
  - 6.5 cultural background and history
7. the adverse reactions associated with dry spa services and how to respond
8. the health and safety responsibilities in line with legislation before, during and after the dry spa service
9. the importance of cleaning and replenishing resources within dry spa facilities, to include:
  - 9.1 how, when and why cleaning duties can be delegated to spa attendants
  - 9.2 maintaining environmental sustainability for product use
10. how to prepare, maintain and shut down dry spa facilities in accordance with manufacturer instructions and organisational and legislative requirements, to include:
  - 10.1 disinfection
  - 10.2 equipment testing
  - 10.3 setting recommended operating temperatures
11. the importance of knowing who to report problems to outside your scope of expertise
12. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the spa service plan
13. the fee structures and service options
14. the legislative and indemnity requirements of gaining signed, informed consent for the dry spa service
15. the importance of adhering to the dry spa service protocol
16. the reasons why the individual should shower prior to a dry spa service
17. why it is important to carry out an induction with the individual prior to using the dry spa facilities
18. the recommended durations for dry spa services in accordance with the dry spa service protocol and manufacturer instructions to include:
  - 18.1 the associated risks from excessive usage
19. the importance of monitoring the health and wellbeing of the individual during, and post the dry spa service
20. the legislative and regulatory requirements of completing and storing the individual's spa service record
21. the expected outcomes of dry spa services
22. the purpose of reflective practice and evaluation to improve service provision
23. the instructions and advice, pre and post the dry spa service

#### **Learning Outcomes, Assessment Criteria and Indicative Content**

The following unit has been mapped to the National Occupational Standard  
[SKAS2 Monitor and provide dry spa services](#)

*Please refer to the NOS in full to support unit delivery*

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for dry spa and wellness experiences	1.1 Maintain health and safety responsibilities including preparation and maintenance of the dry spa facilities and instructing spa attendants on cleaning and replenishing resources	PC 1
	1.2 Carry out a concise and thorough client consultation to determine client suitability for dry spa and wellness experiences	PC 2
	1.3 Carry out an induction with the client in the benefits, uses and restrictions relating to the dry spa facilities	PC 3
	1.4 Confirm and agree with the client, they understand the proposed service including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent for dry spa and wellness experiences in accordance with organisational and insurance requirements	PC 5
LO2 Provide dry spa and wellness experiences	2.1 Provide advice pre and post the service including instructing the client to shower prior to using the dry spa facilities	PC 6, 7
	2.2 Direct the client to the dry spa facility signposting the instructions and associated risks	PC 8
	2.3 Provide wellness experiences and create the ambience to calm or stimulate the multisensory perceptions according to client needs and treatment protocol	
	2.4 Monitor the client's health and wellbeing throughout the spa and wellness experience acting in the event of an adverse reaction	PC 9, 10
LO3 Complete dry spa and wellness experiences	3.1 Complete client records and store in accordance with data legislation	PC 11
	3.2 Use reflective practice to evaluate the dry spa service and take appropriate action	PC 12
	3.3 Complete the spa service by shutting down and disinfecting the spa facility in accordance with the dry spa service protocol	PC 13

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for dry spa and wellness experiences	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to dry spa and wellness experiences	KU 5

	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 14
LO5 Know how to provide dry spa and wellness experiences	5.1 Explain the purpose, use and limitations of dry spa facilities in relation to recent activities and treatments lifestyle, medical history, conditions and medication and cultural background	KU 6
	5.2 Describe the adverse reactions associated with dry spa and wellness experiences and how to respond	KU 7
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after spa service	KU 8
	5.4 Discuss the importance of cleaning and replenishing spa resources, environmental sustainability and how and when to delegate duties to spa attendants	KU 9
	5.5 Know how to prepare, maintain and shut down dry spa facilities following protocols to include disinfecting, equipment testing and recommended operating temperatures	KU 10
	5.6 Explain the importance of knowing who to report problems to outside scope of expertise	KU 11
	5.7 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the spa service and wellness experiences plan, fee and options	KU 12, 13
	5.8 Explain why the client must shower and the purpose of providing an induction, prior to the client using the spa facilities	KU 16, 17
	5.9 Discuss the need to follow dry spa service protocol, manufacturer's instructions and the risks associated with overuse	KU 15, 17, 18
	5.10 Explain the need to monitor the client's health and wellbeing during and after the service	KU 19
LO6 Know how to complete dry spa and wellness experiences	6.1 Explain why it is necessary to allow recovery time for the client post the dry spa and wellness experience	KU 19
	6.2 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 20
	6.3 Describe the expected outcomes of the dry spa service	KU 21
	6.4 Explain the purpose of reflective practice and evaluation to improve service provision	KU 22
	6.5 Explain the instructions and advice, pre and post dry spa and wellness experiences	KU 23

### Indicative Content:

#### Scope/range

#### Dry spa facilities

1. sauna
2. heated beds
3. light therapy
4. infrared therapy
5. wellness experiences and facilities

#### Dry spa service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent



6. test outcomes
7. manufacturer instructions
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-base practice
14. reflective practice

### **Adverse reactions**

1. feeling faint
2. nauseous
3. skin irritation
4. headaches
5. allergies
6. anaphylaxis
7. anxiety response
8. excessive dehydration

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. restrictions and associated risks
4. future services

### **Anatomy and physiology**

1. the structure and function of the body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the physical, psychological and physiological effects of dry spa facilities

### **Glossary**

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)

- Skin disorders and diseases
- Medical history, advice, or instructions
- Current medical conditions
- Suspected melanomas
- Skin damage
- Cuts, abrasions, injuries, scarring
- Skin sensitivity
- Skin allergies
- Piercings/jewellery
- Time interval between treatments
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Multisensory perception** - is described as encouraging mindfulness. Creating the appropriate ambience to maximise the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Therapeutic effects** - describe the client's physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Visual media** - visual media is evidence generated through photography or video
- **Wellness and experience facilities** - can include areas such as, relaxation area, changing rooms, solarium, gyms, exercise classes and treatment environments.

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding. The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

**There are external MCQ papers for this unit that must be achieved comprising:**

#### **Anatomy, physiology and pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

#### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Competent performance must be observed for providing dry spa and wellness experiences and recorded on **a minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial spa or realistic working environment

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Spa Book: The Official Guide to Spa Therapy* by Jane Crebbin-Bailey
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis
- *The Complete Spa Book for Massage Therapists* by Steve Capellini
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann

## Unit BT304: Massage using advanced techniques

Unit code: R/650/0805

RQF level: 3

(NOS – SKABS3 Provide body massage treatments using advanced techniques)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNST1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty professional providing advanced body massage treatments.
- Advanced techniques will include the use of non-thermal handheld tools and alternative massage techniques.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

#### The main outcomes are:

Provide massage treatments using advanced techniques

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
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:
  - 3.1 treatment history
  - 3.2 recent activities
  - 3.3 current skincare regime
  - 3.4 **lifestyle profile**
  - 3.5 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed advanced body massage treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the advanced body massage treatment in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity

7. prepare the individual's treatment area in accordance with the advanced body massage treatment protocol, to include:
  - 7.1 maintaining the individual's modesty and comfort
8. carry out a skin and body analysis, to include:
  - 8.1 body type classification and **body characteristics**
  - 8.2 posture analysis
9. carry out a **pre-treatment** in accordance with the **advanced body massage treatment protocol**
10. select a **massage medium** and **tools and equipment** to be used in accordance with the advanced body massage treatment protocol
11. apply the massage medium and carry out **advanced body massage techniques** using **application techniques** in accordance with the advanced body massage treatment protocol, to include:
  - 11.1 maintaining your own posture and stance
12. 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
13. monitor the individual's health, wellbeing and skin reaction throughout the advanced body massage treatment
14. implement the correct course of action in the event of an adverse reaction
15. conclude the treatment in accordance with the advanced body massage treatment protocol, legislative requirements and organisational policies and procedures
16. complete the individual's treatment record and store in accordance with data legislation
17. use reflective practice to evaluate the advanced body massage treatment and take appropriate action
18. provide **instructions** and advice to the individual, pre and post the treatment
19. record the outcome and evaluation of the advanced body massage treatment

<b>NOS Knowledge and Understanding (KU)</b>
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**Learners will need to know and understand:**

1. your role and responsibilities in providing advanced body massage treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
3. the responsibilities under local authority licensing regulations for yourself and your premises
4. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
5. the **anatomy and physiology** relevant to this standard
6. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 6.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
7. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
8. the purpose, use and limitations of advanced body massage treatments, in relation to:
  - 8.1 past and current medical history
  - 8.2 relevant lifestyle profile
  - 8.3 medication and medical conditions
  - 8.4 postural faults and conditions
9. the adverse reactions associated with an advanced body massage treatment and how to respond
10. the health and safety responsibilities in line with legislation before, during and after the advanced body massage treatment
11. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the advanced body massage treatment plan
12. the legal requirements for providing beauty treatments to minors and vulnerable adults
13. the fee structures and treatment options
14. the legislative and indemnity requirements of gaining signed, informed consent for the advanced body massage treatment
15. the importance of adhering to the advanced body massage treatment protocol
16. how to carry out and interpret pre-treatment tests

17. the frequency of providing advanced body massage treatments and the potential impact on the professional's health and wellbeing, to include:
  - 17.1 ways in which risks to health and wellbeing can be avoided
  - 17.2 avoidance of **work-related injuries**
  - 17.3 maintaining your own personal wellbeing
18. the importance of maintaining your own posture and stance throughout a massage treatment, to include:
  - 18.1 how posture and stance supports the flow and effectiveness of the treatment
19. how to maintain the individual's comfort and care throughout the treatment in accordance with the advanced body massage, to include:
  - 19.1 how the environment promotes calming or stimulation of the multisensory perceptions of the body
20. the importance of carrying out a body and skin analysis to determine the treatment plan, to include:
  - 20.1 why it's important to identify individual's postural faults and conditions and how they can be improved
21. the types of hygiene products for the skin and the importance of following manufacturer instructions
22. the massage mediums used in advanced body massage and their effects
23. the types, benefits and limitations of pre-treatments carried out prior to an advanced body massage treatment
24. the types, benefits and limitations of advanced massage techniques and non-thermal handheld tools used within an advanced body massage treatment, to include:
  - 24.1 associated risks and how to respond
25. the types and effects of advanced body massage techniques
26. how advanced body massage techniques can be adapted to create **therapeutic effects**
27. how to prepare and use products and equipment in accordance with the advanced body massage treatment protocol
28. why it is important to explain the treatment process and sensation to the individual
29. the importance of monitoring the health and wellbeing of the individual during and post the treatment
30. the importance of allowing recovery time for the individual post the advanced body massage treatment
31. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
32. the legislative and regulatory requirements of completing and storing the individual's advanced body massage treatment records
33. the expected outcomes of advanced body massage treatments
34. the purpose of reflective practice and evaluation and how it informs future treatments
35. the importance to record the outcome and evaluation of the advanced body massage treatment
36. the instructions and advice, pre and post the advanced body massage treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard [SKABS3 Provide body massage treatments using advanced techniques](#)

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for massage using advanced techniques	1.1 Carry out a concise and thorough client consultation in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3

	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide massage using advanced techniques	2.1 Prepare the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a skin and body analysis, identifying body type, body characteristics and postural analysis	PC 8
	2.3 Carry out a pre-treatment according to advanced massage treatment protocol	PC 9
	2.4 Select the massage medium, tools and equipment required for the advanced massage treatment	PC 10
	2.5 Apply the massage medium and carry out advanced techniques as planned, maintaining correct posture and stance	PC 11
	2.6 Check client comfort and adapt pressure and massage techniques to suit the client's needs	PC 12
	2.7 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 13, 14
LO3 Complete massage using advanced techniques	3.1 Complete the advanced massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 15
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 16
	3.3 Use reflective practice to evaluate the massage treatment using advanced techniques and take appropriate action	PC 17
	3.4 Provide instructions and aftercare advice to the client	PC 18
	3.5 Record the outcome and evaluation of the treatment	PC 19

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for massage using advanced techniques	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2, 3
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 4
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 5
	4.4 Describe the relative and absolute contra-indications to massage using advanced techniques	KU 6
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 6, 12, 14
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 7
LO5	5.1 Explain the purpose, use and limitations of advanced body massage in relation to medical history and conditions, medication, lifestyle factors, postural faults and conditions	KU 8

Know how to provide massage using advanced techniques	5.2 Describe the adverse reactions associated with advanced body massage and how to respond	KU 9
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after the massage	KU 10
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 11, 13
	5.5 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 15, 16
	5.6 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 17
	5.7 Discuss the importance to maintain correct posture and stance throughout the massage for effectiveness of the treatment	KU 18
	5.8 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 19
	5.9 Explain the importance of carrying out a body and skin analysis to determine the advanced massage treatment plan	KU 20
	5.10 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 21
	5.11 Describe the massage mediums used and their effects	KU 22
	5.12 Describe the types, benefits and limitations of pre-treatments carried out prior advanced massage treatment	KU 23, 25
	5.13 Discuss the types, use, benefits, effects and limitations of advanced massage techniques and non-thermal handheld tools, including associated risks and how to respond	KU 24, 25
	5.14 Explain how advanced massage techniques can be adapted to create therapeutic effects and the importance to explain the treatment process and sensation to the client	KU 26, 28
	5.15 Describe how to prepare and use products and equipment in line with advanced body massage treatment protocol	KU 27
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 29
LO6 Know how to complete massage using advanced techniques	6.1 Explain why it is necessary to allow recovery time for the client post the advanced body massage treatment	KU 30
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 31
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 32
	6.4 Describe the expected outcomes of the treatment	KU 33
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 34
	6.6 Discuss the importance of recording the outcome and evaluating the massage treatment using advanced techniques	KU 35
	6.7 Explain the instructions and advice, pre and post the advanced body massage treatment	KU 36

### Indicative Content:

### Scope/range

### Lifestyle profile

1. genetics



2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

#### **Adverse reactions**

1. hyperaemia
2. bruising
3. allergy
4. oedema
5. excessive healing response

#### **Body characteristic**

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classifications
6. skin condition
7. lax elasticity
8. posture

#### **Pre-treatment**

1. deep cleanse
2. exfoliation
3. skin warming treatments

#### **Advanced body massage treatment protocol**

1. working environment
2. health and safety
3. infection prevention and control
4. treatment 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

#### **Massage medium**

1. oil
2. cream
3. oil free
4. powder

#### **Tools and Equipment**

1. skin warming devices
2. non-thermal handheld tools

#### **Application techniques**

1. hands
2. elbows
3. forearms
4. wrist
5. use of non-thermal handheld tools

### **Advanced body massage techniques**

1. effleurage
2. petrissage
3. tapotement
4. frictions
5. vibrations
6. pressure point
7. lymphatic drainage
8. deep tissue
9. light touch
10. passive movements

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

### **Anatomy and physiology**

1. the structure and function of the tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of advanced body massage

### **Work related injuries**

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. fatigue

### **Therapeutic effects**

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. mild pain relief
7. improve immune function
8. improves neurological function

### **Glossary**

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - An adverse reaction is an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems

interact with each other and how they impact the individual, treatment and outcomes.

- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
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- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)
  - Skin disorders and diseases
  - Medical history, advice, or instructions
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- **Client characteristics** – gender, age, height, weight
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- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors - something that can prevent or alter a treatment:**
  - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
  - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
  - Aging or sun-damaged - Begins to lose elasticity. Areas of discoloration appear, and skin becomes less smooth
  - Lifestyle – job, family, financial, time, diet, exercise, stress factors
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- **Integral biology** - environmental and lifestyle factors that impact on the human body.
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram,

online/paper-based news and magazines

- **Multisensory perception** - multisensory perception is described as encouraging mindfulness.
- Techniques and strategies are used to heighten the desired effect.
- **Non-thermal handheld tools** - an alternative to hand massage techniques used in advanced body massage treatments. Tools can be manual or mechanical massage devices
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Postural analysis** – using observation to identify if posture, alignment and anatomical symmetry is correct/balanced referred to as good posture, or if the posture is poor with indicators of postural faults/weaknesses, which impact on the muscles and joints e.g., kyphosis, lordosis, scoliosis, pelvic tilt, dowager’s hump, flat back
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
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- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client’s physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Visual media** - visual media is evidence generated through photography or video

## Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners’ competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

## Evidence requirements

**There are external MCQ papers for this unit that must be achieved comprising:**

### **Anatomy, physiology and pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### **Competency-based assessment**

Competent performance must be observed for massage using advanced techniques and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, Marian Newman
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- An Introductory Guide to Massage by Louise Tucker

## Unit BT301: Body massage

Unit code: T/650/0806

RQF level: 3

(NOS - SKAB4 Provide body massage treatments using fundamental techniques)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for a Beauty/Wellbeing and Holistic professional providing body massage treatments using fundamental massage techniques.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

Provide body massage treatments using fundamental techniques

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the body massage treatment plan, to include:
  - 3.1 treatment history
  - 3.2 recent activities
  - 3.3 current skincare regime
  - 3.4 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed body massage treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the body massage treatment in accordance with organisational and insurance requirements
6. carry out a pre-treatment test(s) to determine skin sensitivity
7. prepare and cleanse the individual's treatment area in accordance with the **body massage treatment protocol**, to include:
  - 7.1 maintaining the individual's modesty and comfort
8. carry out a body and skin analysis, to include:

### 8.1 body characteristics

9. select a **massage medium** to be used in accordance with the treatment protocol
10. apply the massage medium and carry out **fundamental massage techniques** as agreed in the body massage treatment plan, to include:
  - 10.1 maintaining your own posture and stance
11. check the pressure, rhythm and flow of the massage with the individual and adapt the fundamental massage techniques in accordance with the individual's needs
12. monitor the individual's health, wellbeing and skin reaction throughout the body massage treatment
13. implement the correct course of action in the event of an adverse reaction
14. conclude the treatment in accordance with the body massage treatment protocol, legislative requirements and organisational policies and procedures
15. complete the individual's treatment records and store in accordance with data legislation
16. use reflective practice to evaluate the body massage treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the treatment
18. record the outcome and evaluation of the body massage treatment

### NOS Knowledge and Understanding (KU)

#### Learners will need to know and understand:

1. your role and responsibilities in providing body massage treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of body massage treatments, in relation to:
  - 7.1 past and current medical history
  - 7.2 medication and medical conditions
8. the adverse reactions associated with a body massage treatment and how to respond
9. the health and safety responsibilities in line with legislation before, during and after the body massage treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the body massage treatment plan
11. the legal requirements for providing beauty services to minors and vulnerable adults
12. the fee structures and treatment options
13. the legislative and indemnity requirements of gaining signed, informed consent for the body massage treatment
14. the importance of adhering to the body massage treatment protocol
15. how to carry out and interpret pre-treatment tests
16. the frequency of providing body massage treatments and the potential impact on the professional's health and wellbeing, to include:
  - 16.1 ways in which risks to health and wellbeing can be avoided
  - 16.2 avoidance of **work-related injuries**
  - 16.3 maintaining your own personal well being
17. the importance of maintaining your own posture and stance throughout a massage treatment, to include:
  - 17.1 how posture and stance supports the flow and effectiveness of the treatment

18. maintain the individual’s comfort and care throughout the treatment in accordance with the body massage, to include:
  - 18.1 how the environment promotes calming or stimulation of the multisensory perceptions of the body
19. the importance of carrying out a body and skin analysis to determine the treatment plan
20. the types of hygiene products for the skin and the importance of following manufacturer instructions, to include:
  - 20.1 adaptations depending on the individuals treatment area
21. the massage mediums used in body massage and their effects
22. the types, benefits and limitations of fundamental massage techniques used within a body massage treatment, to include:
  - 22.1 associated risks and how to respond
23. how to prepare and use products in accordance with the body massage treatment protocol
24. why it is important to explain the treatment process to the individual
25. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
26. the importance of allowing recovery time for the individual post the body massage treatment
27. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
28. the legislative and regulatory requirements of completing and storing the individual's body massage treatment records
29. the expected outcomes of body massage treatment
30. the purpose of reflective practice and evaluation and how it informs future treatments
31. the importance to record the outcome and evaluation of the body massage treatment
32. the instructions and advice, pre and post the body massage treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard  
<https://www.SKAB4 Provide body massage treatments using fundamental techniques>

*Please refer to the NOS in full to support unit delivery*

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for body massage	1.1 Carry out a concise and thorough client consultation in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options	PC 3
	1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra- actions, adverse reactions and physical sensation	PC 4
	1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 5
	1.5 Carry out pre-treatment test(s) to determine skin sensitivity	PC 6
LO2 Provide body massage	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 7
	2.2 Carry out a body and skin analysis, identifying body characteristics and treatment adaptations required	PC 8
	2.3 Select and apply the massage medium, carry out massage techniques as planned, maintaining correct posture and stance	PC 9, 10



	2.4 Check client comfort and adapt pressure and massage techniques to suit the client's needs	PC 11
	2.5 Monitor the client's health, wellbeing, and skin reaction throughout, acting in the event of an adverse reaction	PC 12, 13
LO3 Complete body massage treatment	3.1 Complete the body massage to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 14
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 15
	3.3 Use reflective practice to evaluate the body massage treatment and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the body massage treatment	PC 18

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for body massage treatment	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to body massage treatment	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 13
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide body massage	5.1 Explain the purpose, use and limitations of body massage in relation to medical history and conditions and medication	KU 7
	5.2 Describe the adverse reactions associated with body massage and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after body massage	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 12
	5.5 Explain the importance of adhering to treatment protocol, including conducting and interpreting pre-treatment tests	KU 14, 15
	5.7 Describe the potential risks to personal health and safety, risk avoidance, and the importance of maintaining personal wellbeing	KU 16
	5.8 Discuss the importance to maintain correct posture and stance throughout the treatment	KU 17
	5.9 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol	KU 18
	5.10 Explain the importance of carrying out a body and skin analysis to determine the body massage treatment plan	KU 19

	5.11 Describe the types of hygiene products for the skin and the importance of following manufacturer instructions	KU 20
	5.12 Describe the massage mediums used and their effects	KU 21
	5.13 Discuss the types, benefits and limitations of massage techniques, including associated risks and how to respond	KU 22
	5.14 Describe how to prepare and use products and equipment in line with body massage treatment protocol	KU 23
	5.15 Justify why it is important to explain the treatment process to the client	KU 24
	5.16 Explain the need to monitor the client's health and wellbeing during and after the treatment	KU 25
LO6 Know how to complete body massage treatment	6.1 Explain why it is necessary to allow recovery time for the client post the body massage treatment	KU 26
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 27
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 28
	6.4 Describe the expected outcomes of the treatment	KU 29
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 30
	6.6 Discuss the importance of recording the outcome and evaluating the body massage treatment	KU 31
	6.7 Explain the instructions and advice, pre and post the body massage treatment	KU 32

### Indicative Content:

#### Scope/range

##### Adverse reactions

1. hyperaemia
2. bruising
3. allergy
4. excessive healing response

##### Body massage treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment 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

##### Body characteristics

1. muscle tone
2. muscle tension
3. hair density

4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

#### **Massage medium**

1. oil
2. cream
3. oil free
4. powder

#### **Fundamental massage techniques**

1. effleurage
2. petrissage
3. tapotement
4. friction

#### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

#### **Anatomy and physiology**

1. the anatomy and physiology of the human body
2. relative and absolute contraindications and pathologies
3. the physical, physiological and psychological effects of fundamental body massage treatments

#### **Work related injuries**

1. repetitive strain injury
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3. dermatitis
4. dehydration
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#### **Glossary**

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#### **Implement health, safety and hygiene**

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**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

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There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

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### Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Essential Guide to Holistic and Complementary Therapy* by Helen Beckmann and Suzanne Le Quesne
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *An Introductory Guide to Massage* by Louise Tucker

## Unit BT302: Facial electrotherapy

Unit code: Y/650/0807

RQF level: 2

(NOS SKABS2 Provide facial electrical therapy treatments)

### NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNST1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is for a Beauty professional providing facial electrical therapy treatments using the following technologies, Galvanic, Micro current, Microdermabrasion, low intensity LED light (below 500mW), Skin warming devices, Radio frequency (3kHz – 300GHz), High-frequency (3KHz – 30MHz), Lymphatic drainage equipment and Ultrasonic to improve and maintain skin condition.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures, to include, carry out emergency first aid response in the event of an adverse incident.

### This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

1. Provide facial electrotherapy treatments

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, skin concerns, expectations and desired outcomes to inform the facial treatment plan, to include:
  - 3.1 treatment history
  - 3.2 skincare regime
  - 3.3 lifestyle
  - 3.4 alternative treatment options
4. discuss and agree the skin priming programme or recommendations required, prior to the facial electrical treatment
5. confirm and agree with the individual, they have understood the proposed facial electrical treatment, to include:
  - 5.1 expected outcomes
  - 5.2 contra-actions
  - 5.3 **adverse reactions**
  - 5.4 pre and post treatment requirements
  - 5.5 physical sensation and sound
6. obtain and record the individual's informed consent for the facial electrical treatment, in accordance with organisational and insurance requirements

7. carry out a pre-treatment test(s) to determine skin sensitivity
8. prepare and cleanse the individual's treatment area in accordance with the **facial electrical treatment protocol**
9. illuminate and magnify the individual's treatment area in accordance with the facial electrical treatment protocol
10. carry out a skin analysis, to include:
  - 10.1 **skin classification**
  - 10.2 **skin condition**
  - 10.3 **skin type**
11. select tools and equipment in accordance with the facial electrical treatment protocol, to include:
  - 11.1 test the tools and equipment in accordance with the manufacturer instructions and legislative requirements
12. carry out the facial electrical treatment in accordance with the facial electrical treatment protocol, to include:
  - 12.1 reiterate the treatment sensation and noise created by the equipment to the individual
  - 12.2 use and adapt the equipment, tools and treatment duration according to the facial electrical treatment protocol
13. monitor the individual's health, wellbeing and skin reaction throughout the facial electrical treatment
14. implement the correct course of action in the event of an adverse reaction
15. conclude the treatment in accordance with the facial electrical treatment protocol, legislative requirements and organisational policies and procedures
16. complete the individual's treatment records and store in accordance with data legislation
17. use reflective practice to evaluate the facial electrical treatment and take appropriate action
18. provide **instructions** and advice to the individual, pre and post the treatment
19. record the outcome and evaluation of the facial electrical treatment

#### NOS Knowledge and Understanding (KU)

##### **Learners need to know and understand:**

1. your role and responsibilities in providing facial electrical treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the types of **facial electrical technologies** used in **facial treatments** and the physiological effects on skin and muscle tissue, to include:
  - 7.1 type of current used
  - 7.2 associated risks and how to respond
8. the purpose, use and limitations of facial electrical treatments in relation, to include:
  - 8.1 past and current medical history
  - 8.2 treatment history
  - 8.3 skin condition
  - 8.4 relevant lifestyle factors
  - 8.5 medication and medical conditions
  - 8.6 individual's expectations
9. how a skin priming programme and pre-treatment recommendations can benefit the facial electrical treatment outcomes
10. the adverse reactions associated with facial electrical treatments and how to respond



11. the health and safety responsibilities in line with legislation before, during and after the facial electrical treatment
12. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the facial electrical treatment plan
13. the legal requirements for providing beauty treatments to minors and vulnerable adults
14. the fee structures and treatment options
15. the legislative and indemnity requirements of gaining signed, informed consent for the facial electrical treatment
16. the importance of adhering to the facial electrical treatment protocol
17. how to carry out and interpret pre-treatment tests
18. the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis
19. the importance of carrying out a skin analysis to determine the treatment plan and facial electrical equipment to be used
20. the types of hygiene products for your skin and the importance of following manufacturer instructions
21. the products used in conjunction with facial electrical treatments and the risks associated
22. how to prepare and use products and equipment in accordance with the facial electrical treatment protocol
23. the types of treatments that could be given in conjunction with, or after, facial electrical treatments
24. why it is important to explain the treatment process, equipment noise and sensation to the individual
25. the importance of applying a post treatment product, to include:
  - 25.1 when and why a sun protection factor, post treatment product, is used
26. the importance of monitoring the health and wellbeing of the individual during, and post treatment
27. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
28. the legislative and regulatory requirements of completing and storing the individual's facial electrical treatment record
29. the expected outcomes of facial electrical treatments
30. the purpose of reflective practice and evaluation and how it informs future treatments
31. the importance to record the outcome and evaluation of the facial electrical treatment
32. the instructions and advice, pre and post the facial electrical treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard [SKABS2.Provide facial electrical therapy treatments](#)

*Please refer to the NOS in full to support unit delivery*

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> <b>Performance Criteria</b>
LO1 Prepare for facial electrotherapy	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Identify and evaluate the client's objectives, skin concerns, expectations and desired outcomes, including treatment history, skincare routine, lifestyle factors and alternative options	PC 3
	1.4 Discuss and agree the skin priming programme or recommendations required, prior to the facial electrical treatment	PC 4

	1.5 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 5
	1.6 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements	PC 6
LO2 Provide facial electrotherapy	2.1 Prepare the client for the facial electrotherapy, carry out sensitivity tests and cleanse the treatment area	PC 7, 8
	2.2 Carry out a skin analysis, using lamp and magnifier to identify skin type, classification and condition	PC 9, 10
	2.3 Select tools and equipment for facial electrotherapy and test the equipment following manufacturer's instructions	PC 11
	2.4 Prepare the client for the noise and sensation and use the equipment following the treatment plan and protocol	PC 12
	2.5 Monitor the client's health, wellbeing and skin reaction throughout facial electrotherapy, adapt the treatment and take action in the event of an adverse reaction	PC 13, 14
LO3 Complete facial electrotherapy	3.1 Complete the electrotherapy treatment according to the treatment plan and protocol and to the client's satisfaction	PC 15
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 16
	3.3 Use reflective practice to evaluate the facial electrotherapy treatment and take appropriate action	PC 17
	3.4 Provide instructions and aftercare advice to the client	PC 18
	3.5 Record the outcome and evaluation of the electrotherapy treatment	PC 19

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for facial electrotherapy	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice, and legal requirements	KU 1, 2
	4.2 Research the importance of CPD to include up-to-date policies, procedures, and best practice	KU 2
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to facial electrotherapy treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide facial electrotherapy	5.1 Explain the types of electrical technologies used in facial treatments, their purpose, benefit and effects, types of current and associated risks	KU 7
	5.2 Explain the purpose, use and limitations of facial electrotherapy in relation to skin conditions, medical history and conditions, medication, lifestyle factors and expectations	KU 8
	5.3 Justify the reason for recommending skin priming and pre-treatments and the benefit to treatment outcomes	KU 9

	5.4 Describe the adverse reactions associated with facial electrotherapy treatment and how to respond	KU 10
	5.5 Understand the health and safety responsibilities in line with legislation before, during and after the facial treatment	KU 11
	5.6 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 12, 14
	5.7 Explain the importance of adhering to facial electrotherapy protocol	KU 16
	5.8 Justify why it is important to carry out and interpret pre-treatment tests	KU 17
	5.9 Explain the importance of magnification, illumination and preparing the client's treatment area for skin analysis	KU 18
	5.10 Evaluate the purpose of skin analysis in determining the treatment plan and electrical equipment to be used	KU 19
	5.11 Describe the types, benefits, limitations and risks in the use of hygiene and treatment products and equipment	KU 20, 21
	5.12 Explain how to prepare and use products and equipment following facial electrotherapy treatment protocol	KU 22
	5.13 Describe the types of treatments that could be combined with or used after facial electrotherapy	KU 23
	5.14 Clarify the purpose of explaining the treatment process, noise and sensation to the client	KU 24
	5.15 Explain the importance of applying a post treatment product and when and why a sun protection factor product is used	KU 25
	5.16 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 26
LO6 Know how to complete facial electrotherapy	6.1 Explain the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 13
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 27
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 28
	6.4 Describe the expected outcomes of the treatment	KU 29
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 30
	6.6 Discuss the importance of recording the outcome and evaluating the facial electrotherapy treatment	KU 31
	6.7 Explain the instructions and advice, pre and post facial electrotherapy	KU 32

### Indicative Content:

### Scope/range

#### Adverse reactions

1. hyperaemia
2. galvanic burn
3. bruising
4. irritation
5. allergy
6. hyper/hypopigmentation
7. oedema

### **Facial electrical treatment 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

### **Skin classification**

1. Fitzpatrick scale
2. Phenotype and genotype
3. Lancer scale

### **Skin condition**

1. lax elasticity
2. hyper and hypo pigmentation
3. congested
4. pustular
5. fragile
6. vascular
7. sensitised
8. sensitive
9. dehydrated
10. photo-sensitive
11. photo-aged
12. dehydrated
13. lack lustre

### **Skin type**

1. dry
2. oily
3. combination
4. balanced

### **Facial electrical technologies**

1. skin analysis technologies
2. galvanic
3. microcurrent
4. skin warming devices
5. microdermabrasion
- 6 high-frequency (3kHz – 30MHz)
7. lymphatic drainage equipment

### ***Technologies for which practical assessment is optional***

8. *low intensity led light (below 500mW)*
9. *ultrasonic*
10. *radio frequency (3KHz – 300GHz)*

## Facial treatments

1. skin analysis
2. skin and skin care product advice
3. facial electrical treatment

## Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

## Anatomy and physiology

1. the structure and function of the tissues, cells, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and related pathologies
3. intrinsic and extrinsic factors that affect skin condition
4. acne grading criteria
5. the skin barrier function
6. the physical, physiological and psychological effects of facial electrical treatments

## Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Digital technologies** - are used to provide a scientific skin analysis
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
- **Fitzpatrick Skin Scale** - is commonly used to determine risk factors and classifies the skin under six categories. The Fitzpatrick evaluation is based on how much melanin is in the skin and on the skin's response to ultraviolet radiation exposure, hair colour, eye colour, and racial background. Ethnic groups of common concern include those of African, Asian, Eastern Indian, Hispanic, Middle Eastern, and Native American Indian descent
- **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions: e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
- **Informed** - having or showing knowledge of a subject or situation
- **Lancer scale** – is based on ethnicity or ancestry and is the key to deciding the best skincare treatment for clients by having a better understanding the potential sensitivity and reaction of the skin to

treatments and products. The Lancer Ethnicity Scale (LES), which accounts for five different skin types is based on geography and heredity. Each skin type has its own challenges and benefits:

- **LES I** is extremely fair skin that burns quickly and tends toward sensitivity. Ancestors are:
    - Celtic, Nordic, Northern European
  - **LES II** is fair skin that does not burn quickly, but still wrinkles and sags and can scar easily. Ancestors are: Central, Eastern, or Northern European
  - **LES III** is golden skin, possibly with olive undertones, that can scar easily or become easily inflamed. Ancestors are: European Jews, Native American and Inuit, Southern European and Mediterranean
  - **LES IV** is olive or brown skin that can become easily inflamed and can tend toward acne. Ancestors are: Sephardic Jews, Central and South American Indian, Chinese, Korean, Japanese, Thai, and Vietnamese, Filipino and Polynesian, Southern European and Mediterranean
  - **LES V** is black skin that can react to irritation with discoloration or texture changes. Ancestors are: Central, East, and West African, Eritrean and Ethiopian, North African and Middle East Arabic
- **Legal** - something required by the law
  - **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
  - **Outcomes** - final product or end result
  - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact): e.g., weight/height/health/disposition/skin type -characteristics/hair type
  - **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
  - **Physiology** - the functions and activities of living organisms
  - **Practices** - actions rather than thoughts or ideas
  - **Professional** - a confident, knowledgeable, skilful, ethical to profession
  - **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
  - **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
  - **Referral** - a person recommended to someone or for something
  - **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
  - **Relevant** - connected to what is happening
  - **Requirements** - things that are needed and must be done
  - **Restricted** - not to be disclosed
  - **Rights** - the legal power to do or have somethings
  - **Risk** - something that may be dangerous
  - **Sensitive skin condition** - a genetic increased capillary reactivity and altered barrier function leading to inherent epidermal fragility. Skin easily flushes and is delicate
  - **Sensitised skin condition** - occurs due to environmental and lifestyle factors that either increase inflammatory cytokines (proteins) and modulators (balancing) or impair skin barrier
  - **Skin barrier function** - the renewable, biochemical barrier that shields our internal systems from environmental aggressors and pathogens and helps prevent trans-epidermal water loss. Composed of cornified cells, natural moisturising factors, barrier lipids and the skin microbiome
  - **Skin priming programme** - are a set of instructions the client can follow-up on prior to the treatment to achieve the best results
  - **Skin types:**
    - **Dry** - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
    - **Oily** - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
    - **Combination** - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are normal or dry. Breakouts not uncommon

- **Balanced (normal)** - Fairly uniform without excess oil or flakiness. Breakouts are rare.
- **Sensitive** - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
- **Aging or sun-damaged** - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level
- **Tests** - sensitivity/allergy and tactile pre-treatment checks
- **Visual media** - is evidence generated through photography or video

## Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

## Evidence requirements

### Anatomy, physiology and pathology

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

### Implement health, safety and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

## Competency-based assessment

Competent performance must be observed for facial electrotherapy and recorded on **a minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis



## Unit WH305: Wet spa and bathing experiences

Unit code: A/650/0808

RQF level: 3

(NOS – SKAS3 Monitor and provide wet spa services)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**
- This standard is about monitoring and providing wet spa services.
- Wet spa facilities include showers, mineral showers, steam room, thalassotherapy pool, hydrotherapy, floatation therapy, plunge pool, hot tubs, bathing experiences and ice bar/snow cabin.
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures, to include, carry out emergency first aid response in the event of an adverse incident.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

#### The main outcomes are:

Provide wet spa and bathing experiences

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines, to include:
  - 1.1 preparation and maintenance of the **wet spa facilities** in accordance with manufacturer instructions
  - 1.2 instructing spa attendants on the cleaning and replenishing of resources to maintain optimum efficiency
2. carry out a concise and comprehensive consultation with the individual to determine suitability for the wet spa facilities
3. carry out an induction with the individual for the wet spa facilities in accordance with the **wet spa service protocol**, to include:
  - 3.1 the benefits, uses and restrictions
4. confirm and agree with the individual, they have understood the proposed spa service, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the wet spa service
6. provide **instructions** and advice to the individual, pre and post the wet spa service
7. instruct the individual to shower, prior to using the wet spa facility
8. direct the individual to the wet spa facility, to include:
  - 8.1 signposting to the instructions and associated risks
9. monitor the individual's health, wellbeing throughout the wet spa service

10. implement the correct course of action in the event of an adverse reaction
11. complete the individual's spa service record and store in accordance with data legislation
12. use reflective practice to evaluate the spa service and take appropriate action
13. conclude the spa service by shutting down and disinfecting the spa facility in accordance with the wet spa service protocol

<b>NOS Knowledge and Understanding (KU)</b>
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**Learners will need to know and understand:**

1. your role and responsibilities in monitoring and providing wet spa facilities and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations
3. the importance to engage in, and document continuous professional development, to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to wet spa services, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the types, purpose, use and limitations of wet spa facilities in relation to:
  - 6.1 recent activities or treatments that may restrict the service
  - 6.2 past and current medical history
  - 6.3 relevant lifestyle factors
  - 6.4 medication and medical conditions
  - 6.5 cultural background and history
7. the adverse reactions associated with wet spa services and how to respond
8. the health and safety responsibilities in line with legislation before, during and after the wet spa service
9. the importance of cleaning and replenishing resources within wet spa facilities, to include:
  - 9.1 how, when and why cleaning duties can be delegated to spa attendants
10. how to prepare, maintain and shut down wet spa facilities in accordance with manufacturer instructions and organisational and legislative requirements to include:
  - 10.1 disinfection
  - 10.2 humidity testing
  - 10.3 water testing
  - 10.4 setting recommended operating temperatures
11. how to carry out and interpret tests with your level of expertise and how to respond
12. the importance of knowing who to report problems to outside your scope of expertise
13. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the spa service plan
14. the fee structures and service options
15. the legislative and indemnity requirements of gaining signed, informed consent for the spa service
16. the importance of adhering to the wet spa service protocol
17. the reasons why the individual should shower, prior to a wet spa service
18. why it is important to carry out an induction with the individual, prior to using the wet spa facilities
19. the recommended durations for wet spa services, in accordance with the spa service protocol and manufacturer instructions, to include:
  - 19.1 the associated risks from excessive usage
20. the importance of monitoring the health and wellbeing of the individual during, and post the wet spa service
21. the legislative and regulatory requirements of completing and storing the individual's wet spa service record
22. the expected outcomes of wet spa services
23. the purpose of reflective practice and evaluation to improve service provision
24. the instructions and advice, pre and post the wet spa service

## Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[SKAS3 Monitor and provide wet spa services](#)

Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for wet spa and bathing experiences	1.1 Maintain health and safety responsibilities including preparation and maintenance of the wet spa facilities and instructing spa attendants on cleaning and replenishing resources	PC 1
	1.2 Carry out a concise and thorough client consultation to determine client suitability for wet spa and bathing experiences	PC 2
	1.3 Carry out an induction with the client in the benefits, uses and restrictions relating to the wet spa facilities	PC 3
	1.4 Confirm and agree with the client, they understand the proposed service including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent for wet spa and bathing experiences in accordance with organisational and insurance requirements	PC 5
LO2 Provide wet spa and bathing experiences	2.1 Provide advice pre and post the service including instructing the client to shower prior to using the wet spa facilities	PC 6, 7
	2.2 Direct the client to the wet spa facility signposting the instructions and associated risks	PC 8
	2.3 Monitor the client's health and wellbeing throughout the wet spa service acting in the event of an adverse reaction	PC 9, 10
LO3 Complete wet spa and bathing experiences	3.1 Complete client records and store in accordance with data legislation	PC 11
	3.2 Use reflective practice to evaluate the wet spa service and take appropriate action	PC 12
	3.3 Complete the spa service by shutting down and disinfecting the spa facility in accordance with the wet spa service protocol	PC 13

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for wet spa and bathing experiences	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to wet spa and wellness experiences	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral and signed, informed consent	KU 5, 15
LO5 Know how to provide wet spa	5.1 Explain the types, use and limitations of wet spa facilities in relation to recent activities and treatments, lifestyle, medical history, conditions and medication and cultural background	KU 6

and bathing experiences	5.2 Describe the adverse reactions associated with wet spa and bathing experiences and how to respond	KU 7
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after the spa service	KU 8
	5.4 Discuss the importance of cleaning and replenishing spa resources, environmental sustainability and how and when to delegate duties to spa attendants	KU 9
	5.5 Know how to prepare, maintain and shut down wet spa facilities following protocols to include disinfecting, humidity and water testing and recommended operating temperatures	KU 10
	5.6 Explain the importance to carry out and interpret tests and to know who to report problems to outside scope of expertise	KU 11, 12
	5.7 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the spa service plan, fee and options	KU 13, 14
	5.8 Explain why the client must shower and the purpose of providing an induction, prior to the client using the spa facilities	KU 17, 18
	5.9 Discuss the need to follow wet spa duration, service protocol, manufacturer's instructions and the risks associated with overuse	KU 16, 19,
	5.10 Explain the need to monitor the client's health and wellbeing during and after the service	KU 20
	LO6 Know how to complete wet spa and wellness experiences	6.1 Explain why it is necessary to allow recovery time for the client post the wet spa and wellness experience
6.2 Explain the legislative and regulatory requirements of completing and storing the client's treatment records		KU 21
6.3 Describe the expected outcomes of the wet spa service		KU 22
6.4 Explain the purpose of reflective practice and evaluation to improve service provision		KU 23
6.5 Explain the instructions and advice, pre and post wet spa and bathing experiences		KU 24

### Indicative Content:

#### Scope/range

##### Wet spa facilities

1. showers
2. mineral showers
3. steam room
4. thalassotherapy pool
5. hydrotherapy
6. floatation therapy
7. plunge pool
8. ice bars
9. ice bars/ snow cabins
10. bathing Experiences
11. hot tubs

##### Wet spa service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent

6. test outcomes
7. manufacturer instructions
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

### **Adverse reactions**

1. feeling faint
2. nauseous
3. skin irritation
4. headaches
5. allergies
6. anaphylaxis
7. anxiety response
8. vasodilation
9. dehydration

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. restrictions and associated risks
4. future services

### **Anatomy and physiology**

1. the structure and function of the body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the physical, psychological and physiological effects of wet spa facilities

### **Glossary**

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)

- Skin disorders and diseases
- Medical history, advice, or instructions
- Current medical conditions
- Suspected melanomas
- Skin damage
- Cuts, abrasions, injuries, scarring
- Skin sensitivity
- Skin allergies
- Piercings/jewellery
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Multisensory perception** - is described as encouraging mindfulness. Creating the appropriate ambience to maximise the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Therapeutic effects** - describe the client's physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Visual media** - visual media is evidence generated through photography or video
- **Wet spa facilities** - showers, mineral showers, steam room, thalassotherapy pool, hydrotherapy, floatation therapy, plunge pool, hot tubs, bathing experiences and ice bar/snow cabin.

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

#### **Anatomy, physiology and pathology**

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

#### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Competent performance must be observed for providing wet spa and bathing experiences and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial spa or realistic working environment.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- The Spa Book: The Official Guide to Spa Therapy by Jane Crebbin-Bailey
- Advanced Technical Diploma in Beauty and Spa Therapy (Level 3) by Helen Beckmann and Claire Davis
- The Complete Spa Book for Massage Therapists by Steve Capellini
- Professional Beauty Therapy Level 3 by Lorraine Nordmann

## Unit WH306: Body wrap treatments

Unit code: D/650/0809

RQF level: 3

(NOS – SKABS4 Provide a body wrap treatment)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is for a Beauty professional providing body wrap treatments
- The Therapist will also be required to do a post service evaluation and reflection for improved service.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures, to include, carry out emergency first aid response in the event of an adverse incident.

This unit coexists alongside Qualifi units:

COBT300: Anatomy, Physiology and Pathology

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

**The main outcomes are:**

1. Provide body wrap treatments

### NOS Performance Criteria (PC)

**Learners must be able to:**

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, body and skin concerns, expectations and desired outcomes to inform the body wrap treatment plan, to include:
  - 3.1 known claustrophobia
  - 3.2 known allergies
  - 3.3 treatment history
  - 3.4 experience history
  - 3.5 recent activities
  - 3.6 current skincare regime
  - 3.7 lifestyle profile
  - 3.8 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed body wrap treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 **adverse reactions**
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the body wrap treatment in accordance with organisational and insurance requirements
6. prepare the individual's treatment area in accordance with the **body wrap treatment protocol**, to include:
  - 6.1 maintaining the individual's modesty and comfort



7. carry out a body and skin analysis, to include:
  - 7.1 body type classification and **body characteristics**
8. carry out a body brushing and exfoliation on the individual's treatment area in accordance with the body wrap treatment protocol
9. apply the product on the individual's treatment area and wrap the body in accordance with the body wrap treatment protocol
10. monitor the individual's health, wellbeing and skin reaction throughout the body wrap treatment
11. remove the wrap and product from the individual's treatment area in accordance with manufacturer instructions
12. apply a post-treatment product in accordance with the body wrap treatment protocol
13. implement the correct course of action in the event of an adverse reaction
14. conclude the treatment in accordance with the body wrap treatment protocol, legislative requirements and organisational policies and procedures
15. complete the individual's treatment records and store in accordance with data legislation
16. use reflective practice to evaluate the body wrap treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the treatment
18. record the outcome and evaluation of the body wrap treatment

#### NOS Knowledge and Understanding (KU)

##### **Learners will need to know and understand:**

1. your role and responsibilities in providing body wrap treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
7. the purpose, use and limitations of body wrap treatments, in relation to:
  - 7.1 past and current medical history
  - 7.2 relevant lifestyle factors
  - 7.3 medication and medical conditions
  - 7.4 postural faults and conditions
  - 7.5 individual's expectations
8. the adverse reactions associated with body wrap treatments and how to respond
9. the health and safety responsibilities in line with legislation before, during and after a body wrap treatment
10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the body wrap treatment plan
11. the legal requirements for providing beauty services to minors and vulnerable adults
12. the fee structures and treatment options
13. the legislative and indemnity requirements of gaining signed, informed consent for the body wrap treatment
14. the importance of adhering to the body wrap treatment protocol
15. the importance of carrying out a body and skin analysis to determine the body wrap treatment plan
16. the types of hygiene products for the skin and the importance of following manufacturer instructions
17. the **products** and **wraps** used in body wrap treatments and their effects
18. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
19. the types, benefits and limitations of pre-treatments used prior to a body wrap treatment, to include:
  - 19.1 body brushing

## 19.2 exfoliation

20. how to prepare and use products and equipment in accordance with the body wrap treatment protocol
21. why it is important to explain the treatment process and sensation to the individual
22. the importance of monitoring the health and wellbeing of the individual, during and post the treatment
23. how to remove a body wrap and products
24. the importance of applying a post treatment product following a body wrap treatment
25. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
26. the legislative and regulatory requirements of completing and storing the individual's body wrap treatment records
27. the expected outcomes of body wrap treatment
28. the purpose of reflective practice and evaluation and how it informs future treatments
29. the importance to record the outcome and evaluation of the body wrap treatment
30. the instructions and advice, pre and post the body wrap treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[SKABS4 Provide a body wrap treatment](#)

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for body wrap treatments	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities	PC 1, 2
	1.2 Discuss and identify the client's objectives, body and skin concerns, expectations and desired outcomes, including alternative treatment options and fees	PC 3
	1.3 Discuss the client's skincare regime and check if they have any known allergies or claustrophobia	PC 3
	1.4 Confirm and agree with the client, they understand the proposed service including expected outcomes, possible contractions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent for body wrap treatment in accordance with organisational and insurance requirements	PC 5
LO2 Provide body wrap treatments	2.1 Prepare and cleanse the client's treatment area according to treatment protocol, maintaining client comfort and modesty	PC 6
	2.2 Carry out a skin and body analysis, identify body type classification and characteristics	PC 7
	2.3 Carry out pre-treatment body brushing and exfoliation	PC 8
	2.4 Apply the selected product on the client's treatment area and wrap the body following body wrap protocol	PC 9
	2.5 Monitor the client's health and wellbeing throughout the spa and wellness experience acting in the event of an adverse reaction	PC 10, 13
	2.6 Remove the body wrap and product and apply post-treatment product following manufacturer's instructions	11, 12
LO3 Complete body wrap treatments	3.1 Complete the body wrap treatment to the client's satisfaction and in accordance with treatment protocol and legal requirements	PC 14
	3.2 Complete client records and store in accordance with data legislation	PC 15

	3.3 Use reflective practice to evaluate the body wrap service and take appropriate action	PC 16
	3.4 Provide instructions and aftercare advice to the client	PC 17
	3.5 Record the outcome and evaluation of the body wrap treatment	PC 18

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for body wrap treatments	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements	KU 1, 2
	4.2 Explain the importance of CPD to include up-to-date policies, procedures and best practice	KU 3
	4.3 Understand the relevant anatomy, physiology and pathology, including interdependence and effects of the body systems and impact relative to the treatment and outcomes	KU 4
	4.4 Describe the relative and absolute contra-indications to body wrap treatment	KU 5
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent	KU 5, 11, 13
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide body wrap treatments	5.1 Explain the purpose, use and limitations of body wrap treatments in relation to medical history, conditions and medication, lifestyle factors, postural faults and conditions	KU 7
	5.2 Describe the adverse reactions associated with body wrap treatments and how to respond	KU 8
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after body wrap	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations, desired outcomes, fee and options	KU 10, 12
	5.5 Discuss the need to follow body wrap treatment protocol and to manufacturer's instructions to prevent risks to health through product incompatibilities	KU 14, 18
	5.6 Explain the importance of carrying out a body and skin analysis to determine the body wrap treatment plan	KU 15
	5.7 Describe the types, benefits and effects of hygiene products for the skin and the products and wraps used for treatment	KU 16, 17
	5.8 Describe the types, benefits and limitations of pre-treatments to body wrap including body brushing and exfoliation	KU 19
	5.9 Explain how to prepare, apply and remove the body wrap product	KU 20, 23
	5.10 Discuss the importance to explain the treatment process and sensation to the client	KU 21
	5.11 Explain the need to monitor the client's health and wellbeing during and after body wrap	KU 22
	5.12 Justify why a post treatment product needs to be applied	KU 24
LO6	6.1 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 25

Know how to complete body wrap treatments	6.2 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU 26
	6.3 Describe the expected outcomes of the body wrap treatment	KU 27
	6.4 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 28
	6.5 Explain the importance to record the treatment outcome and evaluation of the body wrap treatment	KU 29
	6.6 Explain the instructions and advice, pre and post the body wrap treatment	KU 30

### Indicative Content:

#### Scope/range

#### Adverse reactions

1. hyperaemia
2. allergy
3. excessive healing response
4. claustrophobia

#### Body wrap treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment 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

#### Body characteristics

1. muscle tone
2. muscle tension
3. hair density
4. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

#### Products

1. milks
2. oil
3. creams
4. clay
5. algae
6. salts
7. enzymes

## Wraps

1. electric blanket
2. parathermic foils
3. fabrics
4. plastic

## Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

## Anatomy and physiology

1. the structure and function of the body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the physical, psychological and physiological effects of body wrap facilities

## Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something
- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
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- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders.
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors** - something that can prevent or impact on the treatment plan:
  - **Skin classifications** – Lancer skin types

- Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
- Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
- Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
- Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare

#### **Skin conditions**

- Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
- Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
- Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- Lifestyle - job, family, financial, time, diet, exercise, stress factors
- Product use e.g., homecare routine products
- Exposure to UV - sunbathing, tanning treatments
- Previous treatments - results, reactions, hyper-sensitivity
- Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
- Test results – good, bad, caution, positive, negative
- **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:  
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
- **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):  
e.g., weight/height/health/disposition/skin type - characteristics/hair type
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Postural faults** – are posture weaknesses, which impact on the muscles and joints e.g., kyphosis, lordosis, scoliosis, pelvic tilt, dowager’s hump, flat back
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

## Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

## Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

### Anatomy, physiology and pathology

**Part A** - relating to Level 2 Beauty Therapy (required if the learner has not completed assessment in anatomy and physiology at Level 2)

**Part B** – anatomy, physiology and pathology relating to Level 3 Beauty, Wellbeing and Holistic therapies

### Implement health, safety and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

## Competency-based assessment

Competent performance must be observed for providing body wrap treatments and recorded on a **minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon/spa or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and

evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- *The Spa Book: The Official Guide to Spa Therapy* by Jane Crebbin-Bailey
- *Advanced Technical Diploma in Beauty and Spa Therapy (Level 3)* by Helen Beckmann and Claire Davis
- *The Complete Spa Book for Massage Therapists* by Steve Capellini
- *Professional Beauty Therapy Level 3* by Lorraine Nordmann



## Unit WH307: Thai massage

Unit code: J/650/0810

RQF level: 3

### Unit Overview

- This unit is for a Beauty/Wellbeing and Holistic professional providing Thai massage treatments.
- The unit provides the Therapist with the knowledge, principles and practice of Thai Massage. It incorporates the traditional eastern history and culture and the influence of yoga, Ayurveda and shiatsu within the Thai massage techniques and treatments.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- The Therapist will need to have a comprehensive understanding of the relevant Anatomy and Physiology to work safely and competently.
- Users of this unit will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this unit understand the first aid requirements following legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO301: Implement health, safety and hygiene

CO302: Client consultation and profiling

### The main outcomes are:

1. Provide a Thai massage treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:
LO1 Prepare for Thai massage	1.1 Carry out a concise and thorough client consultation and profiling in accordance with health and safety responsibilities 1.2 Discuss and identify the client's objectives, body and postural concerns, expectations and desired outcomes, including alternative treatment options 1.3 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation 1.4 Gain and record informed consent for the treatment in accordance with organisational and insurance requirements 1.5 Advise the client how to prepare for Thai massage
LO2 Provide Thai massage	2.1 Position the client according to treatment protocol, maintaining client comfort and modesty 2.2 Select and use products, tools, equipment as agreed in the treatment plan 2.3 Check client comfort throughout the Thai massage and adapt techniques and positioning to suit the client's needs and avoid risk of injury 2.4 Monitor the client's health, wellbeing, throughout, acting in the event of an adverse reaction
LO3 Complete Thai massage	3.1 Complete the Thai massage to the client's satisfaction and in accordance with treatment protocol and legal requirements 3.2 Complete the client's treatment records and store in accordance with data legislation

	3.3 Use reflective practice to evaluate the Thai massage treatment and take appropriate action
	3.4 Provide instructions and aftercare advice to the client
	3.5 Record the outcome and evaluation of the Thai massage treatment

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:
LO4 Know how to prepare for Thai massage	4.1 Explain why the therapist must work within their limits, ethical, and sustainable best practice and legal requirements
	4.2 Explain the importance of CPD to include up-to-date policies, procedures, and best practice
	4.3 Understand the relevant <b>anatomy, physiology and pathology</b> , including the structure and main functions of the body systems and impact relative to the treatment and outcomes
	4.4 Describe the relative and absolute contra-indications to Thai massage
	4.5 Explain the legal and insurance requirements for obtaining medical diagnosis and referral, treating minors and vulnerable adults, and signed, informed consent
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional
LO5 Know how to provide Thai massage	5.1 Describe the history and cultural background of traditional Thai massage
	5.2 Explain the purpose, use and limitations of Thai massage in relation to medical history and conditions, medication, lifestyle factors and client expectations
	5.3 Explain the health and safety responsibilities in line with legislation before, during and after Thai massage
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options
	5.5 Justify the use of products, tools and equipment and their specific benefit to the Thai massage treatment
	5.6 Explain the purpose of the different massage techniques and body positions and how they can be adapted to enhance the treatment outcome/s
	5.7 Describe the adverse reactions associated with Thai massage and how to respond
	5.8 Discuss the importance to maintain correct posture and positioning throughout the treatment for personal health and safety and risk avoidance
	5.9 Describe the need to maintain client comfort and to ensure the environment is calming or stimulating for the multisensory perceptions of the body according to treatment protocol
	5.10 Justify why it is important to explain the treatment process and sensation to the client
	5.11 Explain the need to monitor the client's health and wellbeing during and after the treatment
LO6 Know how to complete Thai massage	6.1 Explain the expected treatment outcomes and why it is necessary to allow recovery time for the client post the Thai massage treatment
	6.2 Explain the legislative and regulatory requirements of completing and storing the client's treatment records and any associated visual media
	6.3 Explain the purpose of reflective practice and evaluation and how it informs future treatments
	6.4 Discuss the importance of recording the outcome and evaluating the Thai massage treatment
	6.5 Explain the instructions and advice, pre and post the Thai massage treatment

### Indicative Content:

### Scope/range

### Lifestyle profile

#### 1. genetics

2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

### **Body characteristics**

1. muscle tone
2. muscle tension
3. sluggish circulation
5. skin classification
6. skin condition
7. lax elasticity
8. posture

### **Adverse reactions**

1. bruising
2. allergy (to products used)
3. excessive healing response

### **Treatment protocol**

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. data management
7. instructions and advice
8. sustainability
9. waste management
10. evidence-based practice
11. reflective practice

### **Thai massage history and culture**

1. Thai herbal medicine
2. Buddhism
3. Pali texts
4. northern - Shivago Komarpaj
5. southern - Wat Po
6. stone tablets, sen

### **Massage medium**

1. compresses
2. balms
3. liniments

### **Therapist positions and stances**

1. Thai sitting
2. extended Thai, L-shaped sitting
3. horse
4. lunges open/reverse
5. half kneeling

### **Massage techniques**

1. thumb/palm/finger/elbow press

2. finger circles
3. forearm roll
4. Thai fist/prayer chop
5. Heel/knee/foot press
6. rocking/stretching
7. inverted position/sitting position
8. deep breathing
9. eastern ayurvedic techniques, marma points,

### **Doshas**

1. vata
2. pitta
3. kapha
4. dosha relationship with the 5 five elements (earth, wind, fire, air, water)

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

### **Anatomy and physiology**

1. the structure and function of the tissues, organs and body systems and their interdependence on each other
2. relative and absolute contraindications and pathologies
3. intrinsic and extrinsic factors that impact the functions of the human body and integral biology
4. the physical, psychological and physiological effects of Thai massage treatments

For more detailed information on the anatomy and physiology relevant to this unit, refer to:

**Unit COBT300 Anatomy, physiology and pathology**

### **Work related injuries**

1. repetitive strain injury
2. postural
3. dermatitis
4. dehydration
5. fatigue

### **Therapeutic effects**

1. detoxification
2. stimulating
3. toning
4. relaxation
5. improved sense of wellbeing
6. reduced muscle tension and pain relief
7. homeostasis

### **Glossary**

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a treatment, i.e., fainting
- **Anatomy and Physiology** - the structure and function of the human body. How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, olfactory, limbic, digestive, endocrine and nervous systems interact with each other and how they impact the individual, treatment and outcomes.
- **Associated** - linked or connected with something

- **Bespoke** - designed especially for a particular person
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body type classification** - identified as endomorph, mesomorph, and ectomorph classifications
- **Concise** - to the point, however still including all the relevant information, in as few words as possible.
- **Confirmation** - confirming/agreeing something
- **Consent** - permission for something to happen or agreement to do something
- **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
- **Contra-action** - an 'expected' reaction or outcome following a treatment, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g., suspected infections, infestations, diseases, disorders. For example:
  - Suspected infections (contagious or non-contagious)
  - Skin disorders and diseases
  - Medical history, advice, or instructions
  - Current medical conditions
  - Suspected melanomas
  - Skin damage
  - Cuts, abrasions, injuries, scarring
  - Skin/scalp sensitivity
  - Skin allergies
  - Piercings/jewellery
  - Time interval between treatments
- **Client characteristics** – gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors** - something that can prevent or impact on the treatment plan:
- **Homeostasis** - balance and harmony in the body
- **Informed** - having or showing knowledge of a subject or situation
- **Integral biology** - environmental and lifestyle factors that impact on the human body.
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Multisensory perception** - is described as encouraging mindfulness. Techniques and strategies are used to heighten the desired effect.
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin

- **Physiology** - the functions and activities of living organisms
- **Postural analysis** – using observation to identify if posture, alignment, and anatomical symmetry is correct/balanced referred to as good posture, or if the posture is poor with indicators of postural faults/weaknesses, which impact on the muscles and joints e.g., kyphosis, lordosis, scoliosis, pelvic tilt, dowager’s hump, flat back
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing treatments, i.e., follow manufacturer instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Tests** – sensitivity/allergy and tactile pre-treatment checks
- **Therapeutic effects** - describe the client’s physical, emotional, and mental wellbeing generated by holistic treatments and experiences.
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities
- **Visual media** - is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners’ competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

#### Anatomy, physiology and pathology

There should be sufficient evidence of knowledge and understanding relevant Thai massage to support safe and competent practice. Evidence can be in the form of assignments, projects, written or oral questions covering the structure and main functions of:

- skin

- skeletal
- muscular
- cardiovascular
- lymphatic
- nervous
- digestive
- urinary
- endocrine
- respiratory

**RPL:** Recognition of Prior Learning can be credited to learners that have achieved:  
Unit COBT300 anatomy, physiology and pathology

There are external MCQ papers for this unit that must be achieved comprising:

### **Implement health, safety and hygiene**

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### **Client consultation and profiling**

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### **Competency-based assessment**

Competent performance must be observed for holistic Thai massage and recorded on **a minimum of 3 occasions for at least 2 different clients.**

In addition, there must be documentary evidence of **10 case studies** to support competency. Case studies should cover at least 2 treatments on a minimum of 5 different clients. Simulation is not allowed.

Evidence should be gathered in a commercial salon/clinic or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and

evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

#### **MCQ pass mark**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

#### **Suggested Resources**

- The Thai Massage manual by Maria Mercati
- The Encyclopaedia of Thai Massage by C. Pierce Salguero and David Roylance
- Thai Massage: A Traditional Medical Technique by Richard M. Gold



## Unit BT206: Facial skincare treatments

Unit code: K/618/7876

RQF level: 2

(NOS SKABBR2 Provide facial skincare treatments)

### NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is about providing facial treatments to improve and maintain skin condition.
- The Therapist will also be required to do a post treatment evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

#### This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

#### The main outcomes are:

1. Provide facial treatments

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain their responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives, skin concerns, expectations and desired outcomes to inform the facial treatment plan, to include:
  - 3.1 treatment history
  - 3.2 skincare regime
  - 3.3 lifestyle
  - 3.4 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed facial treatment, to include:
  - 4.1 expected outcomes
  - 4.2 contra-actions
  - 4.3 adverse reactions
  - 4.4 physical sensation
5. obtain and record the individual's informed consent for the facial treatment in accordance with organisational and insurance requirements
6. prepare and superficially cleanse the individual's treatment area in accordance with the **facial treatment protocol**
7. illuminate and magnify the individual's treatment area in which in accordance with the facial treatment protocol
8. carry out a skin analysis, to include:
  - 8.1 **skin classification**
  - 8.2 **skin condition**
  - 8.3 **skin type**
9. select and use skincare products in accordance with the facial treatment protocol, to include:

- 9.1 deep cleanse
- 9.2 **exfoliation**
- 10. select skin warming technique and use in accordance with facial treatment protocol, to include:
  - 10.1 hot towel
  - 10.2 steam
- 11. carry out safe and effective manual comedone extraction in accordance with facial treatment protocol
- 12. select a massage medium in accordance with the facial treatment protocol
- 13. apply the **massage medium** and carry out **massage techniques** as agreed in the facial treatment protocol, to include:
  - 13.1 relaxation
  - 13.2 **therapeutic massage techniques**
- 14. select, apply and remove a **mask product** in accordance with the facial treatment protocol
- 15. monitor the individual's health, wellbeing and skin reaction throughout the facial treatment
- 16. implement the correct course of action in the event of an adverse reaction
- 17. conclude the treatment in accordance with the facial treatment protocol, legislative requirements and organisational policies and procedures
- 18. complete the individual's treatment records and store in accordance with data legislation
- 19. use reflective practice to evaluate the facial treatment and take appropriate action
- 20. provide **instructions** and advice to the individual pre and post treatment
- 21. record the outcome and evaluation of the facial treatment

## NOS Knowledge and Understanding (KU)

### Learners need to know and understand:

- 1. their role and responsibilities in providing facial treatments and the importance of working within your competence
- 2. why they must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
- 4. the **anatomy and physiology** relevant to this standard
- 5. the relative and absolute contraindications relevant to the beauty treatment, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and lesions, and referring to a relevant healthcare professional
- 7. the purpose, use and limitations of facial treatments, in relation to:
  - 7.1 skin condition
  - 7.2 past and current medical history
  - 7.3 relevant lifestyle factors
  - 7.4 medication and medical conditions
  - 7.5 individual's expectations
- 8. the adverse reactions associated with a facial treatment and how to respond
- 9. the health and safety responsibilities in line with legislation before, during and after the facial treatment
- 10. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the facial treatment plan
- 11. the fee structures and treatment options
- 12. the legislative and indemnity requirements of gaining signed, informed consent for the facial treatment
- 13. the importance of adhering to the facial treatment protocol
- 14. the **manual techniques** used in facial treatments
- 15. the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis
- 16. the types of hygiene products for your skin and the importance of following manufacturer instructions
- 17. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health

18. the importance of carrying out a skin analysis to determine the treatment plan
19. the types, benefits and limitations of skincare products and **equipment** used in facial treatments
20. how to prepare and use products and equipment in accordance with the facial treatment protocol
21. the risks and limitations associated with self-heating masks
22. the risks and restrictions associated with very superficial skin peels, to include:
  - 22.1 the pH scale and its relevance to skin sensitivity
  - 22.2 the action of acid and alkaline concentrations on the skin
  - 22.3 how and why the skin's barrier function is impaired
  - 22.4 the increased risk of photosensitivity and ways to protect the skin
  - 22.5 how and why it is important to carry out a skin test
23. the importance of monitoring the health and wellbeing of the individual during, and post the treatment
24. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
25. the legislative and regulatory requirements of completing and storing the individual's facial treatment records
26. the expected outcomes of a facial treatment
27. the purpose of reflective practice and evaluation and how it informs future treatments
28. the importance to record the outcome and evaluation of the facial treatment
29. the instructions and advice, pre and post the facial treatment

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Provide facial skincare treatments](https://www.ukstandards.org.uk/Provide%20facial%20skincare%20treatments)

*Please refer to the NOS in full to support unit delivery*

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Performance Criteria
LO1 Prepare for facial treatment	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety and hygiene according to legislation, regulations, directives and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, skin concerns, expectations and desired outcomes, including treatment history, skincare routine, lifestyle and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed treatment including expected outcomes, possible contra-actions, adverse reactions and physical sensation	PC 4
	1.5 Gain and record informed consent to meet salon and insurance requirements	PC 5
LO2 Provide facial treatment	2.1 Prepare the client for the facial treatment and carry out a superficial cleanse	PC 6
	2.2 Carry out a skin analysis, using lamp and magnifier to identify skin classification, skin condition and skin type	PC 7, 8
	2.3 Select and use skincare products to carry out a deep cleanse and exfoliation	PC 9
	2.4 Select skin warming technique and carry out safe and effective comedone extraction according to facial treatment protocol	PC 10, 11
	2.5 Select and apply massage medium and carry out massage techniques for relaxation or therapeutic purposes as agreed	PC 12. 13
	2.6 Select, apply and remove a mask product	PC 14

	2.7 Monitor the client's health, wellbeing and skin reaction throughout the facial and adapt the treatment and take action in the event of an adverse reaction	PC 15, 16
LO3 Complete the facial treatment	3.1 Complete the facial treatment according to the treatment plan and protocol and to the client's satisfaction.	PC 17
	3.2 Complete the client's treatment records and store in accordance with data legislation	PC 18
	3.3 Use reflective practice to evaluate the facial treatment and take appropriate action	PC 19
	3.4 Provide instructions and aftercare advice to the client	PC 20
	3.5 Record the outcome and evaluation of the facial treatment	PC 21

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to prepare for facial treatment	4.1 Understand your role and responsibilities in performing facial treatment and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2, 3
	4.3 Understand the anatomy and physiology relevant to the treatment	KU 4
	4.4 Discuss the relative and absolute contra-indications relevant to facial treatment	KU 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis, referral and signed, informed consent	KU 5
	4.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional	KU 6
LO5 Know how to provide facial treatment	5.1 Explain the purpose, use and limitations of facials in relation to skin conditions, medical history and conditions, medication, lifestyle factors and client expectations	KU 7
	5.2 Describe the adverse reactions associated with facial treatment and how to respond	KU 8
	5.3 Understand the health and safety responsibilities in line with legislation before, during and after the facial treatment	KU 9
	5.4 Explain the importance of discussing the client's objectives, concerns, expectations and desired outcomes and agreeing the treatment plan, fee and options	KU 10, 11
	5.5 Understand the importance of following treatment protocol used in facial treatment	KU 13
	5.6 Explain the importance of magnification, illumination and preparing the client's face to carry out skin analysis to determine treatment plan	KU 15, 18
	5.7 Describe the types, benefits, limitations and risks in the use of hygiene and skincare products and equipment	KU 16, 17, 19
	5.8 Explain the manual techniques used in facials and how to adapt the treatment to meet the client's needs	KU 14
	5.9 Describe how to prepare and use skincare products and equipment	KU 20
	5.10 Know the risks, limitations and restrictions associated with self-heating masks and very superficial skin peels	KU 21, 22
	5.11 Describe the skin's barrier function and the pH scale and the relevance to skin sensitivity	KU 22
	5.12 Explain the action of acid and alkali concentrations on the skin and the importance of carrying out sensitivity tests	KU 22

	5.13 Describe the increased risk of photosensitivity and ways to protect the skin	KU 22
	5.14 Explain why you need to monitor the client's health and wellbeing during and after the treatment	KU 23
LO6 Know how to complete the facial treatment	6.1 Understand the legal requirements for providing beauty services to minors and vulnerable adults and the importance of gaining informed consent	KU 12
	6.2 Explain the legal, insurance and organisational requirements for taking and storing visual media of the client's treatment area	KU 24
	6.3 Explain the legislative and regulatory requirements of completing and storing the client's treatment records	KU. 25
	6.4 Describe the expected outcomes of the treatment	KU 26
	6.5 Explain the purpose of reflective practice and evaluation and how it informs future treatments	KU 27
	6.6 Discuss the importance of recording the outcome and evaluating the facial treatment	KU 28
	6.7 Explain the instructions and advice, pre and post the treatment	KU 29

### Indicative Content:

#### Scope/range

#### Facial treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment 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

#### Skin classification

1. Fitzpatrick scale
2. Phenotype and genotype
3. Lancer scale

#### Skin condition

1. lax elasticity
2. hyper and hypo pigmentation
3. congested
4. pustular
5. fragile
6. vascular
7. sensitised
8. sensitive
9. dehydrated
10. photo-sensitive

11. photo-aged
12. lack lustre

### **Skin type**

1. dry
2. oily
3. combination
4. balanced

### **Exfoliation**

1. very superficial skin peels as per the stratum corneum
2. physical exfoliation
3. chemical exfoliation

### **Massage medium**

1. oil
2. cream
3. serum
4. oil free

### **Massage techniques**

1. effleurage
2. petrissage
3. tapotement
4. friction
5. vibrations
6. pressure point
7. lymphatic drainage

### **Therapeutic massage techniques**

1. detoxifying
2. stimulating
3. toning

### **Mask product**

1. self-heating
2. cooling
3. setting
4. non-setting

### **Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

### **Anatomy and physiology**

1. the structure and function of the skin
2. the anatomy and physiology of the human body
3. relative and absolute contraindications and related pathologies
4. the physiological and physical effects of skincare treatments

### **Manual techniques**

1. skin analysis
2. cleansing

3. exfoliating
4. comedone extraction
5. massage
6. mask application
7. moisturizer application
8. sun protection factor protection application

### Equipment

1. magnifying light
2. skin warming devices
3. digital technologies

### Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders
- **Digital technologies** - are used to provide a scientific skin analysis
  - **Effective** - successfully achieved the results that you want
  - **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
  - **Evidence-based practice** - is based on the best available, current, valid and relevant evidence
  - **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness
  - **Fitzpatrick Skin Scale** - is commonly used to determine risk factors and classifies the skin under six categories. The Fitzpatrick evaluation is based on how much melanin is in the skin and on the skin's response to ultraviolet radiation exposure, hair colour, eye colour, and racial background. Ethnic groups of common concern include those of African, Asian, Eastern Indian, Hispanic, Middle Eastern, and Native American Indian descent
  - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions: e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
  - **Informed** - having or showing knowledge of a subject or situation
  - **Lancer scale** – is based on ethnicity or ancestry and is the key to deciding the best skincare treatment for clients by having a better understanding the potential sensitivity and reaction of the skin to treatments and products. The Lancer Ethnicity Scale (LES), which accounts for five different skin types is based on geography and heredity. Each skin type has its own challenges and benefits:
    - LES I** is extremely fair skin that burns quickly and tends toward sensitivity. Ancestors are: Celtic, Nordic, Northern European
    - LES II** is fair skin that does not burn quickly, but still wrinkles and sags and can scar easily. Ancestors are: Central, Eastern, or Northern European
    - LES III** is golden skin, possibly with olive undertones, that can scar easily or become easily inflamed. Ancestors are: European Jews, Native American and Inuit, Southern European and Mediterranean
    - LES IV** is olive or brown skin that can become easily inflamed and can tend toward acne. Ancestors are: Sephardic Jews, Central and South American Indian, Chinese, Korean, Japanese, Thai, and Vietnamese, Filipino and Polynesian, Southern European and Mediterranean
    - LES V** is black skin that can react to irritation with discoloration or texture changes. Ancestors are: Central, East, and West African, Eritrean and Ethiopian, North African and Middle East Arabic

- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact): e.g., weight/height/health/disposition/skin type -characteristics/hair type
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose/job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sensitive skin condition** - a genetic increased capillary reactivity and altered barrier function leading to inherent epidermal fragility. Skin easily flushes and is delicate
- **Sensitised skin condition** - occurs due to environmental and lifestyle factors that either increase inflammatory cytokines (proteins) and modulators (balancing) or impair skin barrier
- **Skin barrier function** - the renewable, biochemical barrier that shields our internal systems from environmental aggressors and pathogens and helps prevent trans-epidermal water loss. Composed of cornified cells, natural moisturising factors, barrier lipids and the skin microbiome
- **Skin priming programme** - are a set of instructions the client can follow-up on prior to the treatment to achieve the best results
- **Skin types:**
  - Dry** - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
  - Oily** - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
  - Combination** - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are normal or dry. Breakouts not uncommon
  - Balanced (normal)** - Fairly uniform without excess oil or flakiness. Breakouts are rare.
  - Sensitive** - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
  - Aging or sun-damaged** - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.



The assessment of knowledge outcomes for the core units will be assessed through MCQs – multiple choice questions. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

#### Health, Safety and Hygiene

**Part A** - General knowledge relating to health, safety and hygiene

**Part B** - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation

**Part A** - General knowledge relating to client consultation

**Part B** - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

#### Anatomy and Physiology

**Part A** - relating to Level 2 Beauty and Nails sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

### Competency-based assessment

Competent performance must be observed for facial treatments and recorded on **a minimum of 3 occasions for at least 2 different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care Andrea Barham

## Unit CO204: Advise on products and services

Unit code: T/618/7881

RQF level: 2

(NOS - SKAHDBRBNS3 Instruct and advise on products and services)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan, and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for Hair and Beauty professionals providing bespoke advice on products and application techniques and services suitable for the individual.
- The benefits are, increased individual satisfaction and business growth.
- Hair and Beauty professionals will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures, and best practice guidance.

#### This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

#### The main outcomes are:

1. To instruct and advise on products and services

### NOS Performance Criteria (PC)

#### Learners must be able to:

1. maintain their responsibilities for health and safety pre, during and post the bespoke advice service
2. carry out a concise and comprehensive consultation with the individual
3. investigate and establish the individual's objectives, concerns, and desired outcomes, to include:
  - 3.1 consultation outcomes
  - 3.2 lifestyle
  - 3.3 budget
  - 3.4 time
4. obtain the individual's consent for the analysis procedure
5. carry out an analysis of the **treatment area**
6. identify and describe appropriate products or services suitable to the individual, to include:
  - 6.1 benefits
  - 6.2 application techniques
  - 6.3 cost
  - 6.4 duration
  - 6.5 expected outcome of the product or service
7. encourage the individual to ask questions about the product or service
8. allow time for the individual to reflect on the advice given
9. suggest alternative products and services in a different price range if the individual shows a disinterest
10. seek the individual's commitment to the product advice or service, to include:
  - 10.1 referral to the relevant professional if not within your competence

11. secure the individual's agreement and understanding of product or service, to include:
  - 11.1 use demonstrable and **instructional techniques** as required
12. conclude the sale in accordance organisational policies and procedures
13. update the individual's procedure records and store in accordance with data legislation
14. use reflective practice to evaluate the advice given and take appropriate action

## NOS Knowledge and Understanding (KU)

### Learners need to know and understand:

1. how to interpret the consultation outcomes and analysis of the individual treatment area to determine appropriate advice, products, and services
2. how to carry out an analysis of the individual's treatment area
3. the importance of keeping up to date with their practices and emerging technologies, policies, procedures, and best practice guidance
4. how to introduce additional products and services to individuals'
5. the main factors that influence individuals to use additional services or products
6. how to use **communication methods** to provide balanced information about services and products to individuals
7. the importance of encouraging the individual to ask question relating to the product or service
8. why you would allow time for the individual to reflect on the advice given
9. how to interpret body language when identifying the individual's interest in a product or service
10. the importance of offering a wide range of products and services in different price ranges
11. how the individual's use of additional services or products will benefit the business
12. why using additional products and services will benefit the individual's health, wellbeing, and treatment results
13. how to secure the individual's commitment to the product advice or service
14. when and why referral to the relevant professional is required
15. why demonstrable and instructional techniques will help close a sale
16. how to conclude the sale in accordance organisational policies and procedures
17. the importance of updating the individual's service records and store in accordance with data legislation
18. the importance of reflection and evaluation of the advice given and how to take appropriate action

### Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Instruct and advise on products and services](https://www.ukstandards.org.uk/Instruct%20and%20advise%20on%20products%20and%20services)

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes	Assessment Criteria:	NOS Covered
To achieve this unit, a learner must be able to:	Assessment of this unit will require a learner to demonstrate that they can:	Performance Criteria
LO1 Consult with the client to identify products and services	1.1 Maintain responsibility for health, safety, and hygiene	PC 1
	1.2 Carry out a consultation to establish the client's objectives, concerns, expectations, and desired outcomes	PC 2
	1.3 Consider the client's lifestyle, budget, and time constraints to inform recommendations	PC 3
	1.4 Discuss and agree the analysis procedures to be conducted	PC 4, 5
LO2	2.1 Identify appropriate products and services based on the results of the consultation and analysis	PC 6

Instruct and advise the client on products and services	2.2 Describe the benefits, application techniques, cost, duration and expected outcomes of additional products and services	PC 6
	2.3 Give the client time to reflect and ask questions and offer options of products and services in different price ranges	PC 7, 8, 9
	2.4 Refer the client to relevant professionals if their needs are outside level of competency	PC 10
	2.5 Use demonstration and instruction techniques to ensure the client fully understands the products and services being offered	PC 11
LO3 Gain client agreement to products and services	3.1 Seek the client's agreement to commit to the recommended products and services	PC 10
	3.2 Close the sale, update the client's records and store according to salon procedures and data legislation	PC 12, 13
	3.3 Use reflective practice to evaluate the advice given and take appropriate action	PC 14

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to consult with the client to identify products and services	4.1 Know how to interpret the results of consultation and analysis to determine appropriate advice, products, and services	KU 1, 2
	4.2 Explain the importance of keeping up to date with technologies, procedures, and best practice	KU 3
	4.3 Know how to promote additional products and services and understand the factors that would influence the client to buy	KU 4, 5
LO5 Know how to instruct and advise the client on products and services	5.1 Describe the importance of communication methods to provide ethical and balanced information about products and services	KU 6
	5.2 Explain why the client should be given time to reflect and ask questions relating to the products and services	KU 7, 8
	5.3 Understand the importance of correctly interpreting body language to identify the client's interest	K 9
	5.4 Explain the value of having a range of products and services in different price ranges and the benefit to business	KU 10, 11
	5.5 Discuss why using additional products and services will benefit the client's health, wellbeing, and treatment results	KU 12
	5.6 State how to secure the client's commitment to the product advice or service	KU 13
	5.7 Know when and why referral to a relevant professional is required	KU 14
	5.8 Explain the purpose of using demonstrable and instructional techniques to close the sale	KU 15
LO6 Know how to instruct and advise the client on products and services	6.1 Describe how to gain client agreement to the products and services and the importance of closing the sale	KU 16
	6.2 Explain the need to update the client's records and store according to salon procedures and data legislation	KU 17
	6.3 Discuss the importance of reflection and evaluation of the advice given and how to take appropriate action	KU 18

### Indicative Content:

#### Scope/range

#### Treatment area

1. hair and scalp
2. skin
3. nails and surrounding skin

### **Instructional techniques**

1. skills demonstration
2. use of visual aids
3. verbal explanation
4. use of written instructions

### **Communication methods**

1. active listening
2. non-verbal and verbal communication
3. receiving feedback
4. asking questions

### **Glossary**

- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body language** - the conscious and unconscious movements and postures by which attitudes, and feelings are communicated
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Closing the sale** - is generally defined as the moment when the client decides to make the purchase. It is usually necessary to instigate closing the sales as few prospects self-close
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Outcomes** - final product or end result
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Reflection** – a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

### **Delivery and Assessment Guidance**

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions for the associated unit CO201. MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

**Part A** - General knowledge relating to health, safety, and hygiene

**Part B** - Applied knowledge at level 2 relating to health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

**Part A** - General knowledge relating to client consultation

**Part B** - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

### Competency-based assessment

Competent performance must be observed and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence can be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's **'Evidence of Assessment Record'**

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

### MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### Suggested Resources

- To sell is Human by Daniel Pink
- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer

## Unit CO303: Promotional activities

Unit code: F/618/7883

RQF level: 3

(NOS - SKAHDBRBNST3 Plan, implement and evaluate promotional activities)

### Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices.**
- This standard is about planning, implementing and evaluating promotional activities.
- Promotional activities can include presentations, exhibitions, digital technologies and social media platforms.
- The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

**This unit coexists alongside Qualifi unit:**

CO201: Health, safety and hygiene

**The main outcomes are:**

1. plan a promotional activity
2. implement a promotional activity
3. evaluate the effectiveness of the promotional activity

### NOS Performance Criteria (PC)

**Learners must be able to:**

#### Health and Safety

1. maintain their responsibilities for health and safety

#### Plan for promotional activities

2. identify the unique selling point(s) of the product(s) and/or service(s) you plan to promote, to include:
  - 2.1 explore a range of suitable promotional activities
3. calculate and forecast the immediate **output** from promoting your product(s) and/or service(s) at the promotional event, to include:
  - 3.1 the **input** for a range of promotional activities
  - 3.2 market research
  - 3.3 economy
4. present your findings to the relevant person(s) within your organisation and agree the **promotional activity** and forecasted output
5. produce a detailed plan in accordance with the promotional activity and business objectives, to include:
  - 5.1 a contingency plan and adaptations to address prospective **change in circumstances**
6. facilitate an initial meeting with other(s) to discuss the promotional activity, to include:
  - 6.1 **plan**
  - 6.2 how health and safety working practices will be implemented and maintained
7. agree commitment of other(s), to include:
  - 7.1 setting specific, measurable, achievable, realistic and timely targets in accordance with the promotional activity and business objectives
  - 7.2 communication strategy
  - 7.3 facilitation of resources within the scheduled timescale

#### Prepare for the promotional activity

8. prepare the work environment, yourself and model (if required) in accordance with the plan, legislative requirements and organisational policies and procedures, to include:
  - 8.1 working with others if and/or when required

8.2 implement the contingency plan in the event of changed circumstances

9. ensure the working environment provide a clear vision of the demonstration and/or products promoted

#### **Promotional activity**

10. communicate the unique selling points, features and benefits of products and services to the audience, to include:

10.1 use methods of communication that are suitable for promotional activity and audience

11. demonstrate the products and/or service clearly in logical steps, to include:

11.1 work in a way that minimises the risk of injury to you and others

11.2 encourage the audience to ask questions about the products and services promoted

11.3 respond to questions and queries accurately

12. actively encourage the audience to trial the products and/or service if participating in person

13. monitor the model's health, wellbeing and skin reaction if a model is used

14. implement the correct course of action in the event of an adverse reaction

15. tidy and clean the products and equipment at the end of the promotional activity, when necessary, in accordance with the organisational policies and procedures

16. conclude the promotional activity in accordance with the plan and organisational policies and procedures

17. ensure your model's appearance is to their satisfaction post the promotional activity, and provide further advice

18. use social media in a way that further promotes the promotional event

#### **Participate in the evaluation of promotional activities**

19. use the reflective practice and evaluation methods agreed in your promotional activity plan to gain feedback from the relevant sources

20. collate and record your evaluation to inform future promotions

#### **Evaluate the results against the plan and business objectives**

21. reflect on immediate gained outputs, to include:

21.1 how this will inform future financial forecasts

22. make recommendations for improvements to any future promotional activities

### **NOS Knowledge and Understanding (KU)**

#### **Learners need to know and understand:**

1. the health and safety responsibilities in line with legislation requirements

2. the contractual requirements when using an external venue for a promotional activity, to include:

2.1 legal implications

2.2 health and safety risk assessment requirements

2.3 adaptations required to demonstrate products and/or services effectively

3. how to recognise and determine unique selling points of products and services, in relation to:

3.1 economic climate

3.2 market

3.3 socioeconomic

3.4 media influences

3.5 quality

3.6 versatility

4. how the audience can influence the choice of promotional activity

5. how the products and/or service influence the choice of promotional activity

6. the purpose and value of detailed and accurate planning

7. why it is important to consider methods of evaluation at the planning stage

8. the importance of developing a plan that will have a high probability of financial return, to include:

8.1 the estimated input required

9. the importance of working within budget

10. the prospective change in circumstances and how to respond to include:

10.1 contingency plan and adaptations

11. the roles and responsibilities of others and how they impact on the effectiveness and success of the promotional activity, to include:



- 11.1 the importance of gaining commitment of others to undertake a role within in the promotional activity
- 12. the methods in which plans can be communicated and presented
- 13. the tools, products and equipment used in promotional activities to include:
  - 13.1 inventory, packing and transportation if working in a venue
- 14. how to prepare the work environment, yourself and model in accordance with organisational policies and procedures
  - 14.1 how to use equipment and products in accordance with legislative requirements and organisational policies and procedures
  - 14.2 work in a way that minimises the risk of injury to you and others
- 15. how to apply the appropriate techniques to promote the product and/or service to include:
  - 15.1 how to adapt **techniques** in response to the audience engagement
  - 15.2 how and when to make openings to encourage others to ask questions
- 16. the importance of monitoring the model's health and wellbeing
- 17. the legislative, insurance and organisational requirements for taking and storing visual media
- 18. how to carry out evaluative and reflective practices
- 19. how peers and the audience can inform reflective practice
- 20. the purpose of reflective practice and evaluation and how the outcome informs future promotional activities
- 21. the importance of receiving feedback in a constructive way that improves your personal development
- 22. suitable ways of formatting and producing an evaluation report
- 23. why it is important to ensure your model's appearance is to their satisfaction post the promotional activity if a model is used to include:
  - 23.1 provide instructions and advice

### Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

<https://www.ukstandards.org.uk/Plan, implement and evaluate promotional activities>

*Please refer to the NOS in full to support unit delivery*

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan a promotional activity	1.1 Maintain responsibility for health, safety and hygiene	PC 1
	1.2 Identify the unique selling points for the products or services to be promoted	PC 2
	1.3 Explore suitable promotional activities considering output, input, market research and economy	PC 3
	1.4 Present findings to the relevant person/s, agree the activity and output	PC 4
	1.5 Produce a detailed plan for the promotional activity, include business objectives and a contingency plan for if circumstances change	PC 5
	1.6 Meet with others to agree the plan, commitment of others, health, safety and resource needs, communication strategy and set SMART targets	PC 6, 7
LO2 Implement a promotional activity	2.1 Prepare the environment for the promotional activity, make sure there is clear vision of the demonstration and/or products and implement the contingency plan if required	PC 8, 9

	2.2 Use effective communication to promote the unique selling points and benefits of the products or service	PC 10
	2.3 Demonstrate safely and in logical steps encouraging audience engagement and responding accurately to questions	PC 11, 12
	2.4 Monitor the model's health and wellbeing if a model is being used and take appropriate action in the case of an adverse reaction	PC 13, 14
	2.5 Tidy and clean products and equipment and conclude the activity in accordance with the plan and organisation protocols	PC 15, 16
	2.6 Ensure the model's appearance meets with their satisfaction, provide instructions and advice and use social media to further promote the activity	PC 17, 18
LO3 Evaluate the effectiveness of the promotional activity	3.1 Use reflective practice and evaluation methods agreed in the plan to gain feedback from relevant sources	PC 19
	3.2 Collate and record the evaluation to inform future promotions	PC 20
	3.3 Reflect on the outputs gained to inform future forecasts and to recommend improvements to any future promotional activities	PC 21, 22

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS Covered</b> Knowledge & Understanding
LO4 Know how to plan a promotional activity	4.1 Explain the importance of health and safety and risk assessment and meeting legal and contractual obligations	KU 1, 2
	4.2 Describe how to determine the unique selling points of the products and/or services and the market and media factors that need to be considered	KU 3
	4.3 Explain how the audience and the products and/or services influence the choice of promotional activity	KU 4, 5
	4.4 Explain the purpose and value for creating a clear, detailed plan for the activity, including inputs, outputs, contingencies and know how to set SMART objectives	KU 6, 7, 8, 9, 10
	4.5 Discuss the importance of defining roles and responsibilities of those involved in the promotional activity	KU 11
	4.6 Identify the communication strategy for the activity and the tools, products and equipment to be used, including inventory, packing and transportation methods	KU 12, 13
LO5 Know how to plan a promotional activity	5.1 Explain how to prepare the environment, self and model and how to use equipment and products to comply with health, safety, legal and contractual requirements	KU 14
	5.2 Describe the techniques to promote the products and/or service in a professional manner and to how to elicit audience engagement	KU 15
	5.3 Explain why it is important to monitor the model's health, wellbeing and safety throughout the promotional activity	K 16
	5.4 Explain the legal, insurance and organisational requirements for taking and storing visual media related to the activity	KU 17
LO6 Know how to evaluate the promotional activity	6.1 Discuss how to carry out evaluative and reflective practice, how others can inform that practice and the impact of reflection and evaluation on future promotional activities	KU 18, 19, 20
	6.2 Explain the importance of receiving feedback in a constructive way to improve personal development	KU 21
	6.3 Establish suitable ways to format and produce an evaluation report	KU 22

	6.4 Explain why it is important to ensure the model's appearance is to their satisfaction and to provide instructions and advice after the activity	KU 23
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**Indicative Content:**

**Scope/range**

**Output**

1. sales
2. financial income minus the inputs
3. increased business
4. improved reputation
5. increased customer base

**Input**

1. resources
2. expenses
3. insurance
4. staffing if required
5. venue if required

**Promotional activity**

1. demonstrations
2. visual merchandising
3. marketing campaigns
4. customer loyalty and incentives
5. social media campaign
6. seasonal push campaign
7. product launch campaign
8. brand/rebranding awareness campaign
9. digital media (podcasts, webinars, live streams)
10. contest marketing campaign
11. email marketing campaign
12. collaborations

**Plan**

1. scope
2. cost
3. schedule
4. milestones
5. define roles and responsibilities
6. quality
7. contingency plan
8. evaluation methodologies

**Change in circumstances**

1. cancellation
2. environmental
3. illness
4. models
5. tools and equipment
6. start time delays
7. environmental conditions
8. budget constraints
9. travel

10. poor time management

### Venue

1. pop up stores
2. exhibitions
3. temporary site
4. commercial units
5. educational environments

### Techniques

1. presentation
2. communication
3. digital media
4. practical demonstrations could include, hairdressing, barbering, makeup artistry, lash artistry, beauty therapy or nail artistry

### Glossary

- **Benefits** - the way in which the functions provide advantages
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Budget** - a financial plan for a defined period/activity including forecast revenue and expenditure
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Effective** - successfully achieved the results that you want
- **Expectations** - what a client will require of you
- **Evaluation** – judging or assessing the quality, quantity, value and effectiveness
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Reflection** - a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **SMART** - an acronym used for setting objectives meaning they should be specific, measurable, achievable, realistic and timely
- **Visual media** - visual media is evidence generated through photography or video

### Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs multiple choice questions for the associated unit CO301 Health, safety and hygiene.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

### Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:  
Health, Safety and Hygiene

**Part A** - General knowledge relating to health, safety and hygiene

**Part B** - Applied knowledge relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### **Competency-based assessment**

Competent performance must be observed and recorded on **at least 1 occasion for a promotional activity**. Simulation is not allowed for this unit. Evidence can be gathered from delivering the activity in a venue suited to promoting the products and/or services.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observation will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

### **MCQ pass mark**

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- To sell is Human by Daniel Pink
- Professional Beauty Therapy: *The Official Guide to Level 3* by Lorraine Nordmann
- *Professional Hairdressing: The Official Guide to Level 3* by Martin Green and Leo Palladino