

ITEC Unit 5 – On Site Massage Marking Criteria

APPEARANCE – 10 MARKS (1 mark each)

The learner demonstrated:

1. Clean, ironed professional uniform
2. Clean, neat hair, tied back/up if long and off the collar and face
3. Short, clean, well manicured nails with no varnish and clean hands
4. Clean sensible flat shoes, socks should be worn
5. Tights which are an appropriate colour for the uniform if wearing a skirt
6. No jewellery with the exception of a wedding band and 1 pair of small stud earrings (religious jewellery must be taped)
7. No body or breath odour
8. No chewing gum or sucking sweets
9. Underskirts/underwear should not be visible
10. Skirts to the knee. Trousers cropped no higher than calf/trousers not trailing on floor

CLIENT CARE – 5 MARKS (1 mark each)

The learner:

1. Greeted and introduced self to client
2. Assisted the client off the couch
3. Explained the treatment procedure to the client
4. Ensured the client's comfort/modesty throughout
5. Maintained a positive and professional approach to client/colleagues throughout

HYGIENE AND STERILISATION – 5 MARKS (1 mark each)

The learner:

1. Cleaned and wiped over equipment with appropriate sanitiser before, during and after use
2. Cleaned and changed towels for each client
3. Sanitised hands before, during and after treatment when appropriate
4. Disposed of cotton wool, tissues, paper roll and general waste hygienically and appropriately
5. Stowed the client's footwear under the couch

CONSULTATION – 10 MARKS (2 marks each)

The learner:

1. Sat appropriately and used suitable body language
2. Established a rapport with the client
3. Tactfully obtained all relevant information and respected client confidentiality
4. Explained any limitations of the treatment and the cooperation required
5. Utilised a range of questioning techniques allowing the client to ask questions

HEAD AND NECK MASSAGE – 20 MARKS (2 marks each)

The learner:

1. Ensured that the client is seated comfortably and supports are used where necessary.
2. Ensured that the massage included effleurage.
3. Ensured that the massage included petrissage.
4. Ensured that the massage included percussion.
5. Ensured that the massage included acupressure points.
6. Ensured that the routine is flowing and logical and the whole area is covered.
7. Performed movements at the correct speed.

8. Ensured that the pressure is appropriate for the area being treated.
9. Demonstrated good posture throughout.
10. Completed the massage in a commercially acceptable time.

BACK AND SHOULDER MASSAGE – 20 MARKS (2 marks each)

The learner:

1. Ensured that the client is seated comfortably and supports are used where necessary.
2. Ensured that the massage includes effleurage.
3. Ensured that the massage includes petrissage.
4. Ensured that the massage includes percussion.
5. Ensured that the massage includes acupressure points.
6. Ensured that the routine is flowing and logical and the whole area is covered.
7. Performed movements at the correct speed.
8. Ensured that the pressure is appropriate for the area being treated.
9. Demonstrated good posture throughout.
10. Completed the massage in a commercially acceptable time.

HAND AND ARM MASSAGE – 20 MARKS (2 marks each)

The learner:

1. Ensured that the client is seated comfortably and supports are used where necessary.
2. Ensured that the massage includes effleurage.
3. Ensured that the massage includes petrissage.
4. Ensured that the massage includes percussion.
5. Ensured that the massage includes acupressure points.
6. Ensured that the routine is flowing and logical and the whole area is covered.
7. Performed movements at the correct speed.
8. Ensured that the pressure is appropriate for the area being treated.
9. Demonstrated good posture throughout.
10. Completed the massage in a commercially acceptable time.

HOME CARE ACTION PLAN – 5 MARKS (1 mark each)

The learner:

1. Made dietary recommendations
2. Discussed exercise regimes
3. Discussed further treatments
4. Discussed ways of reducing stress
5. Made relevant suggestions for the client having the treatment

ORAL QUESTIONS – 5 MARKS

Sample Oral Questions

1. What are the main stress factors in your client's life?
2. In what ways can physical stress show?
3. Explain the fight and flight syndrome
4. What are the main hormones involved in the stress mechanism?
5. Explain how stress can affect the appetite
6. Explain how stress can affect sleep patterns
7. Explain how massage can help to reduce stress
8. How does exercise help in the relief of stress?
9. Which muscles are often tense in a stressed person?
10. How can diet help to combat stress?