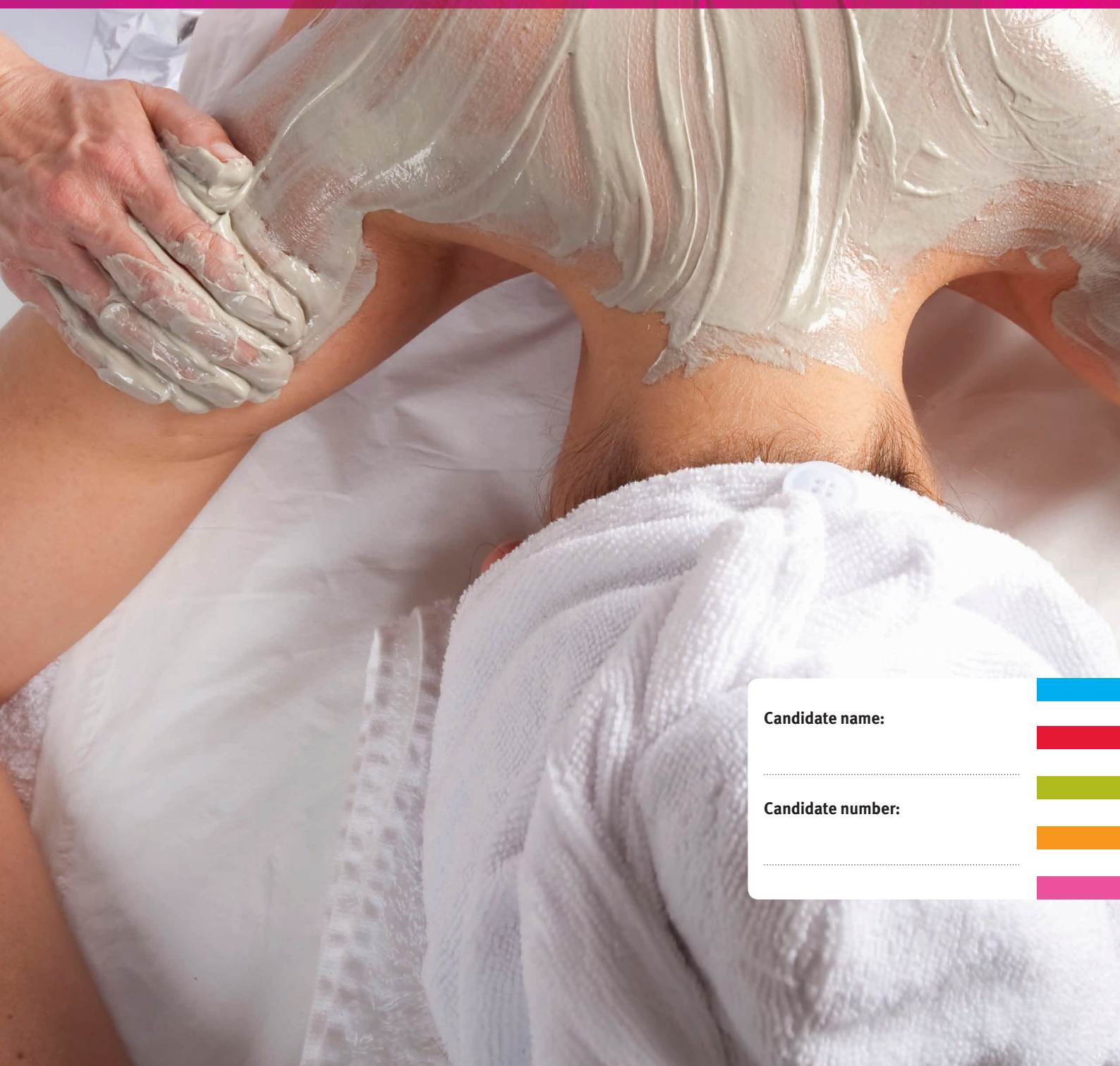




3

# Beauty

BEAUTY LEVEL 3 NVQ DIPLOMA IN SPA THERAPY



Candidate name:

Candidate number:

## AN INTRODUCTION TO ITEC

ITEC is the premier International Awarding Organisation for qualifications in Beauty, Complementary and Sports Therapy and now our exciting new addition of Hairdressing. As a niche Awarding Organisation we offer a variety of exciting career pathways for example:

- Traditional Beauty Therapy or the specialisms of Nail Technology and Spa
- Personal Training or the specialism of Yoga and Pilates
- In Complementary Therapy you may choose to study massage or broaden your skills to offer Reflex and Aromatherapy
- The traditional Hairdressing route or you may prefer to specialise in Barbering or African Type Hair. Alternatively there is also advanced hairdressing training to up skill and develop your techniques further

If you wish to deliver the best quality qualifications for your learners, you are in the right place.



## Beauty

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## Aims and Objectives

The main aim of the ITEC Level 3 NVQ Diploma in Spa Therapy is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Spa Therapy Services

The ITEC Level 3 NVQ Diploma in Spa Therapy is made up of 6 mandatory units and a selection of optional units. The total number of credits for the optional units selected must be at least 19 credits. The total credit value for this qualification is 63

## It also aims:

- to provide skills at Level 3 in the Qualifications and Credit Framework for those interested in the Spa/Beauty Industry
- to provide opportunities for staff in the Beauty Industry to gain a Level 3 qualification
- to qualify Learners as Spa/Beauty Therapists at Level 3 in the Beauty Industry
- to sustain the interest of Learners wanting to work in the Spa/Beauty Industry
- to encourage knowledge and understanding of the Spa/Beauty Industry at Level 3
- to provide opportunities for Learners to focus on the development of the major key skills and the wider key skills in a beauty context, such as communicating with clients, working with others and problem solving
- to provide opportunities for Learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a Spa/Beauty Therapist

## Assessment

This qualification will be internally assessed and externally verified using the Habia Beauty and Spa Therapy Assessment Strategy for NVQs

## Grading of the Qualification

- a) Practical assessments/observations are graded Pass or Refer
- b) MCQ papers are graded Pass or Refer
- c) If a Learner is unsuccessful in any area, they will be re-assessed only in the assessment/written= questions where they have not achieved a pass grade, for which they will be referred
- d) Referrals should be completed within one year of the original assessment/observation and/or MCQ paper. The remainder of the results will stay in the ITEC system until all assessments and MCQ papers have been allocated a pass grade
- e) Learners must achieve a pass grade in all practical assessments/observations and underpinning knowledge tests to achieve the ITEC Level 3 NVQ Diploma in Spa Therapy (see assessment table above)

## Opportunities for Progression

Once Candidates have achieved the ITEC Level 3 NVQ Diploma in Spa Therapy they may progress on to other ITEC or equivalent awards at Level 3 and 4, for example:

- Level 3 NVQ Diploma in Beauty Therapy
- Level 3 NVQ Diploma in Beauty Therapy – Make-up
- Level 4 Diploma in Advanced Skin Care
- Level 4 Diploma in Spa and Salon Management

This award qualifies Graduates to operate their own Salon or Home Visiting Practice. Graduates can also gain employment in Beauty Salons, Hotels, Health Clubs, Spas and Cruise Liners

## Relationship to National Occupational Standards (NOS)

ITEC has mapped to National Occupational Standards and ensured that best practice in the workplace has been reflected in the syllabus. ITEC has linked the qualification to the relative job roles as well as ensuring that the syllabus reflects the required level of knowledge and ability for the Beauty Therapist at Level 3

## Professional Body Membership and Insurance

Professional Indemnity and Public Liability Insurance can be obtained via The Complementary Therapists Association ([www.CThA.com](http://www.CThA.com)) and other Industry Associations who recognise the ITEC Diploma

## Provide body massage treatments – ITEC Unit number 726 (NOS B20)

### What this unit is about

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

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

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing body massage treatments
2. Consult, plan and prepare for treatments with clients
3. Perform manual massage treatments
4. Perform mechanical massage treatments
5. Provide aftercare advice

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
  2. You must practically demonstrate in your everyday work that you have met the standard for providing body massage treatments.
  3. Your assessor will observe your performance on at least **4 separate occasions**, each on 4 different clients, which **must include 2 full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.**
  4. From the range, you must practically demonstrate that you have:
    - used all types of equipment on suitable treatment areas
    - used all of the massage mediums
    - used all consultation techniques
    - dealt with all the client's physical characteristics
    - dealt with **at least one** of the necessary actions\*
    - met all treatment objectives
    - used all massage techniques
    - covered all treatment areas
    - given all types of advice.
- \* However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in these ranges.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing body massage treatments by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) making sure that environmental conditions are suitable for the client and the treatment
  - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements

- d) ensuring that your nails are short, clean, well manicured and free of polish
- e) effectively disinfecting your hands prior to and after treatment
- f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
- g) ensuring all tools and equipment are cleaned using the correct methods
- h) positioning equipment and massage mediums for ease and safety of use
- i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
- j) maintaining accepted industry hygiene and safety practices throughout the treatment
- k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
- l) maintaining the client's modesty, privacy and comfort at all times
- m) disposing of waste materials safely and correctly
- n) ensuring the treatment is cost effective and is carried out within a commercially viable time
- o) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p) leaving the treatment area and equipment in a condition suitable for future treatments.

## 2. Consult, plan and prepare for treatments with clients by:

- a) using consultation techniques in a polite, sensitive and friendly manner to determine the client's treatment needs
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any massage treatment
- d) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- h) accurately recording your client's responses to questioning
- i) actively encouraging clients to ask questions and clarify any points
- j) taking the **necessary action** in response to any identified contra-indications
- k) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- l) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- m) agreeing in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- n) ensuring that the client's skin is clean and prepared to suit the type of massage to be used
- o) ensuring that clothing, hair and accessories are effectively protected or removed
- p) selecting suitable **equipment** and **massage mediums** to meet the **treatment objectives**.

## 3. Perform manual massage treatments by:

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your **massage techniques**, sequence and **massage mediums** to meet the client's **physical characteristics** and **treatment area(s)**
- c) **effectively varying the depth, rhythm and pressure of massage movements to meet** treatment objectives, treatment area(s) **and client's physical characteristics and preferences**
- d) ensuring the application and use of massage medium minimises waste
- e) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f) allowing the client sufficient post-treatment recovery time
- g) ensuring the finished result is to the client's satisfaction and meets the agreed **treatment objectives**.

## 4. Perform mechanical massage treatments by:

- a) clearly explaining the sensation created by the **equipment** being used
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- d) safely using the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e) adjusting the intensity and duration of the treatment to suit the client's **physical characteristics** and the **treatment area(s)**
- f) effectively varying the sequence, depth and pressure of massage movements to meet **treatment objectives** and **treatment area(s)**

MANDATORY UNIT | ITEC BEAUTY LEVEL 3 NVQ DIPLOMA IN SPA THERAPY

- g) checking the client’s wellbeing throughout the mechanical massage treatment
- h) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- i) allowing the client sufficient post-treatment recovery time
- j) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

**5. Provide aftercare advice**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p><b>Performance 1</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 4</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 2</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 5</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 3</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 6</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Equipment includes:</b>		<b>6. Treatment objectives are:</b>	
a) gyratory massager	<input type="text"/>	a) relaxation	<input type="text"/>
b) audio sonic	<input type="text"/>	b) sense of wellbeing	<input type="text"/>
c) infrared	<input type="text"/>	c) uplifting	<input type="text"/>
		d) anti-cellulite	<input type="text"/>
<b>2. Massage mediums are:</b>		e) stimulating	<input type="text"/>
a) oil	<input type="text"/>	<b>7. Massage techniques are:</b>	
b) cream	<input type="text"/>	a) effleurage	<input type="text"/>
c) powder	<input type="text"/>	b) petrissage	<input type="text"/>
		c) tapotement	<input type="text"/>
<b>3. Consultation techniques are:</b>		d) vibration	<input type="text"/>
a) questioning	<input type="text"/>	e) friction	<input type="text"/>
b) visual	<input type="text"/>	<b>8. Treatment areas are:</b>	
c) manual	<input type="text"/>	a) face	<input type="text"/>
d) reference to client records	<input type="text"/>	b) head	<input type="text"/>
<b>4. Physical characteristics are:</b>		c) chest and shoulders	<input type="text"/>
a) weight	<input type="text"/>	d) arms and hands	<input type="text"/>
b) height	<input type="text"/>	e) abdomen	<input type="text"/>
c) posture	<input type="text"/>	f) back	<input type="text"/>
d) muscle tone	<input type="text"/>	g) gluteals	<input type="text"/>
e) age	<input type="text"/>	h) legs and feet	<input type="text"/>
f) health	<input type="text"/>	<b>9. Advice covers:</b>	
g) skin condition	<input type="text"/>	a) avoidance of activities which may cause contra-actions	<input type="text"/>
<b>5. Necessary action should be:</b>		b) future treatment needs	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	c) modifications to lifestyle patterns	<input type="text"/>
b) explaining why the treatment cannot be carried out	<input type="text"/>	d) healthy eating and exercise advice	<input type="text"/>
c) modification of treatment	<input type="text"/>	e) suitable home care products and their use	<input type="text"/>

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under current health and safety legislation, standards and guidance, e.g. the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent or guardian present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturers' and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements

12. your responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for massage treatments
13. the organisation's requirements for client preparation
14. your organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time
15. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

**How to work safely and effectively when providing body massage treatments**

16. how to set up the work area for body massage treatments
17. the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation and general comfort) and why these are important
18. the importance and reasons for disinfecting hands and how to do this effectively
19. how to position yourself and the client for body massage treatments taking into account individual physical characteristics
20. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
21. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
22. reasons for maintaining client modesty, privacy and comfort during the treatment
23. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
24. how to minimise and dispose of waste from treatments
25. why it is important to check the client's wellbeing at regular intervals during mechanical massage

**Client consultation**

26. why it is important to encourage and allow time for clients to ask questions
27. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
28. the importance of questioning clients to establish any contra-indications to head and body massage treatments
29. why it is important to record client responses to questioning
30. the legal significance of client questioning and recording the client's responses.
31. how to give effective advice and recommendations to clients
32. how to visually assess the physical characteristics in the range
33. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
34. how to recognise different skin types and conditions
35. the reasons why it is important to encourage clients with contra-indications to seek medical advice
36. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
37. why it is important to maintain clients' modesty, privacy and comfort
38. relationship between lifestyle patterns and effectiveness of treatment
39. the beneficial effects which can result from changes to the client's lifestyle pattern (e.g. healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

**Preparation for treatment**

40. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
41. why it is important to reassure clients during the preparation process whilst also maintaining the clients' modesty and privacy
42. how to select the appropriate massage medium suitable for skin type and condition
43. the different types, use and benefits of pre-massage heat treatments
44. how to cleanse different areas of the body in preparation for treatment, e.g. face and feet.

**Anatomy and physiology**

43. the structure and function of cells and tissues
44. the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary)
45. the positions and actions of the main muscle groups within the treatment areas of the body specified in the range
46. the position and function of the primary bones and joints of the skeleton
47. how to recognise postural faults and conditions (e.g. lordosis, kyphosis, scoliosis)
48. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
49. the interaction of lymph and blood within the circulatory system
50. the structure and function of the lymphatic system
51. the basic principles of the central nervous system and autonomic system
52. the basic principles of the endocrine, respiratory, digestive and excretory systems

- 53. the structure and function of skin (i.e. the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
- 54. the skin characteristics and skin types of different ethnic client groups
- 55. the structure and location of the adipose tissue
- 56. the effects of massage on the individual systems of the body
- 57. the physical and psychological effects of body massage

**Contra-indications and contra-actions**

- 58. those contra-indications that prevent treatment and why (e.g. deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, e.t.c.)
- 59. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (e.g. diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, e.t.c.)
- 60. possible contra-actions which may occur during and post treatment, why and how to deal with them (e.g. bruising, inflammation)

**Equipment and massage mediums**

- 61. the preparation and application of the massage equipment in the range
- 62. the benefits of using the massage equipment in the range
- 63. the different types and uses of massage mediums (e.g. oils, creams, powder, emulsion, gel)
- 64. the types and benefits of pre-heat treatments which can be used prior to massage (e.g. infrared, hot towels, sauna, steam)

**Treatment specific knowledge**

- 65. how to recognise erythema and hyperemia and its causes
- 66. why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury
- 67. the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range
- 68. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and client preferences for manual massage
- 69. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage
- 70. how to adapt massage treatments for male and female clients
- 71. the areas of the body and body characteristics needing particular care when undertaking mechanical treatments
- 72. the advantages of mechanical and manual massage
- 73. the advantages of combining mechanical and manual massage
- 74. how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client
- 75. how and why support and cushioning would be used during the treatment
- 76. the importance of evaluating the effectiveness of body massage treatments

**Aftercare advice for clients**

- 77. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- 78. post-treatment restrictions and future treatment needs
- 79. products for home use that will benefit and protect the client and those to avoid and why
- 80. how current eating and exercise habits can affect the effectiveness of treatment
- 81. how healthy eating and exercise can improve the effectiveness of the treatment.

**Knowledge covered by:**

**MCQ**

Date:

**Assignment**

Date:

**Oral questions**

Date:

**Assessors Signature:** \_\_\_\_\_

**Learners Signature:** \_\_\_\_\_

## Provide stone therapy treatments – ITEC Unit number 736 (NOS B28)

### What this unit is about

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

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

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing stone therapy treatments
2. Consult, plan and prepare for treatments with clients
3. Perform stone therapy treatments
4. Provide aftercare advice

### Evidence requirements

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

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing stone therapy treatments by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) making sure that environmental conditions are suitable for the client and the treatment
  - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - d) ensuring that your nails are short, clean, well manicured and free of polish
  - e) effectively disinfecting your hands prior to and after treatment
  - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - g) removing and handling stones in a way which avoids injury to yourself and the client
  - h) ensuring all tools and **equipment** are cleaned using the correct methods

- i) effectively disinfecting stones after each treatment
- j) leaving stones dry overnight and stored in a way which effectively energises them
- k) positioning **equipment** and treatment products for ease and safety of use
- l) ensuring the stones are heated and cooled following heater manufacturer's instructions prior to use
- m) ensuring the client is in a comfortable and relaxed position suitable for the treatment
- n) using suitable materials to protect the client's skin against extremes of temperature during stone placement
- o) maintaining accepted industry hygiene and safety practices throughout the treatment
- p) adopting a positive, polite and reassuring manner towards the client throughout the treatment
- q) maintaining the client's modesty, privacy and comfort at all times
- r) using treatment products effectively to minimise waste
- s) disposing of waste materials safely and correctly
- t) ensuring the treatment is cost effective and is carried out within a commercially viable time
- u) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- v) leaving the treatment area and **equipment** in a condition suitable for future treatments.

## 2. Consult, plan and prepare for treatments with clients by:

- a) using **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any stone therapy treatment
- d) ensuring that a parent or guardian is present throughout the stone therapy treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client's medical history, physical characteristics and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to stone therapy treatments
- h) accurately recording your client's responses to questioning
- i) actively encouraging clients to ask questions and clarify any points
- j) correctly carrying out a test patch to accurately determine the client's skin response to hot and cold temperatures
- k) taking the **necessary action** in response to any identified contra-indications
- l) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- m) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- n) agreeing in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- o) ensuring that the client's skin is clean and prepared to suit the areas to be treated
- p) ensuring that clothing, hair and accessories are effectively protected or removed
- q) selecting types of stone suitable to meet the treatment objectives.

## 3. Perform stone therapy treatments by:

- a) clearly explaining the sensation created by the stones
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- d) using suitable material to protect the client's skin against extremes of temperature during front and back placement
- e) correctly placing suitable **types of stone** on the chakra points, when required, to meet the agreed **treatment objectives**
- f) correctly placing suitable **types of stone** under the body, when required, ensuring client comfort
- g) ensuring the skin is sufficiently lubricated to allow the smooth, continuous movement of the stones over the skin to avoid the risk of overheating
- h) effectively introducing and using **stone therapy techniques** in a way which avoids alarm to the client, is suitable for their **physical characteristics**, the **treatment area(s)** and **treatment objectives**
- i) adapting your **treatment techniques** and sequence to meet the client's **physical characteristics** and **treatment area(s)**
- j) effectively varying the depth, rhythm and pressure of **treatment techniques** to meet **treatment objectives**, **treatment area(s)** and client's **physical characteristics** and preferences
- k) checking the client's wellbeing throughout the stone therapy treatment
- l) handling stones to avoid excessive noise and disturbance to the client throughout the treatment
- m) assisting to reposition the client in a controlled manner to minimise disturbance of the treatment process
- n) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- o) allowing the client sufficient post-treatment recovery time
- p) ensuring the finished result is to the client's satisfaction and meets the agreed treatment objectives.

**4. Provide aftercare advice**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p><b>Performance 1</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>	<p><b>Performance 4</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>
<p><b>Performance 2</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>	<p><b>Performance 5</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>
<p><b>Performance 3</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>	<p><b>Performance 6</b>                  Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>                  Assessors Signature: _____</p>

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Equipment includes:</b>			
a) professional stone heater	<input type="text"/>		
b) stones	<input type="text"/>		
c) accessories	<input type="text"/>		
d) cooling systems.	<input type="text"/>		
<b>2. Consultation techniques are:</b>			
a) questioning	<input type="text"/>		
b) visual	<input type="text"/>		
c) manual	<input type="text"/>		
d) reference to client records.	<input type="text"/>		
<b>3. Physical characteristics are:</b>			
a) weight	<input type="text"/>		
b) height	<input type="text"/>		
c) posture	<input type="text"/>		
d) muscle tone	<input type="text"/>		
e) age	<input type="text"/>		
f) health	<input type="text"/>		
g) skin condition.	<input type="text"/>		
<b>4. Necessary action should be:</b>			
a) encouraging the client to seek medical advice	<input type="text"/>		
b) explaining why the treatment cannot be carried out	<input type="text"/>		
c) modification of treatment.			
<b>5. Treatment objectives are:</b>			
a) relaxing	<input type="text"/>		
b) balancing	<input type="text"/>		
c) uplifting	<input type="text"/>		
d) sense of wellbeing	<input type="text"/>		
e) local decongestion	<input type="text"/>		
f) relief from muscular tension.	<input type="text"/>		
		<b>6. Types of stones are:</b>	
		a) basalt	<input type="text"/>
		b) marine	<input type="text"/>
		c) marble	<input type="text"/>
		d) semi-precious stones.	<input type="text"/>
		<b>7. Stone therapy techniques are:</b>	
		a) rotation of stones	<input type="text"/>
		b) alternation of hot and cold stones	<input type="text"/>
		a) use of hot stones only	<input type="text"/>
		b) use of cold stones only	<input type="text"/>
		c) combination of stone types and sizes	<input type="text"/>
		d) temperature management.	<input type="text"/>
		<b>8. Treatment areas are:</b>	
		a) face	<input type="text"/>
		b) head	<input type="text"/>
		c) neck, chest and shoulders	<input type="text"/>
		d) arms and hands	<input type="text"/>
		e) abdomen	<input type="text"/>
		f) back	<input type="text"/>
		g) legs and feet.	<input type="text"/>
		<b>9. Treatment techniques are:</b>	
		a) effleurage	<input type="text"/>
		b) petrissage	<input type="text"/>
		c) friction	<input type="text"/>
		d) tapping	<input type="text"/>
		e) tucking	<input type="text"/>
		f) placement	<input type="text"/>
		g) trigger point.	<input type="text"/>
		<b>10. Advice covers:</b>	
		a) avoidance of activities which may cause contra-actions	<input type="text"/>
		b) future treatment needs	<input type="text"/>
		c) modifications to lifestyle patterns	<input type="text"/>
		d) suitable home care products and their use.	<input type="text"/>

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

- your responsibilities under current health and safety legislation, standards and guidance, e.g. the Health & Safety at Work Act (and any other relevant legislation)
- your responsibilities under local authority licensing regulations for yourself and your premises
- the importance of checking current insurance guidelines for the delivery of stone therapy treatment
- the importance of not discriminating against clients with illnesses and disabilities and why (e.g. the Disability Discrimination Act)

5. the age at which an individual is classed as a minor and how this differs nationally
6. the legal significance of gaining signed, informed client consent to treatment
7. why minors under the age of 16 should not be given treatments without informed and signed parental or guardian consent
8. why it is important, when treating minors, to have a parent present
9. manufacturers' and organisational requirements for waste disposal
10. the importance of the correct storage of client records in relation to the Data Protection Act
11. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
12. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
13. your responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for stone therapy treatments
14. the organisation's requirements for client preparation
15. your organisation's service times for stone therapy treatments and the importance of completing the service in a commercially viable time
16. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

#### **How to work safely and effectively when providing stone therapy treatments**

17. how to set up the work area for stone therapy treatments
18. the necessary environmental conditions for stone therapy treatments (including lighting, heating, ventilation and general comfort) and why these are important
19. what is contact dermatitis and how to avoid developing it whilst carrying out stone therapy treatments
20. the importance and reasons for disinfecting hands and how to do this effectively
21. the importance of disinfecting stones after each treatment and how to do this effectively
22. how to position yourself and the client for stone therapy treatments taking into account individual physical characteristics
23. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering stone therapy treatments
24. the advantages to the therapist of using stone therapy as a means of avoiding RSI
25. the importance of using the correct sized stones for the therapist's own hands and the client's physical characteristics
26. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
27. reasons for maintaining client modesty, privacy and comfort during the treatment
28. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
29. how to minimise and dispose of waste from treatments
30. why it is important to check the client's wellbeing at regular intervals during stone therapy treatments
31. Client consultation

#### **why it is important to encourage and allow time for clients to ask questions**

32. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
33. the importance of questioning clients to establish any contra-indications to stone therapy treatments
34. why it is important to record client responses to questioning
35. the legal significance of client questioning and recording the client's responses
36. how to give effective advice and recommendations to clients
37. how to visually assess the physical characteristics in the range
38. how to carry out and interpret thermal tests
39. how to assess posture and skeletal conditions that may be present and how to adapt and change the stone therapy treatment routine
40. how to recognise different skin types and conditions
41. the reasons why it is important to encourage clients with contra-indications to seek medical advice
42. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
43. why it is important to maintain clients' modesty, privacy and comfort
44. relationship between lifestyle patterns and effectiveness of treatment
45. the beneficial effects which can result from changes to the client's lifestyle pattern (e.g. healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

**Preparation for treatment**

46. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
47. why it is important to reassure clients during the preparation process whilst also maintaining the clients' modesty and privacy
48. how to select the appropriate oil suitable for stone therapy treatment
49. how to cleanse different areas of the body in preparation for treatment (e.g. face and feet)

**Anatomy and physiology**

50. the structure and function of cells and tissues
51. the structure and function of muscles, including the types of muscle (i.e. voluntary, involuntary and cardiac)
52. the positions and actions of the main muscle groups within the treatment areas
53. the position and function of the primary bones and joints of the skeleton
54. the position and function of the sinuses
55. how to recognise postural faults and conditions (e.g. lordosis, kyphosis, scoliosis)
56. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
57. the interaction of lymph and blood within the circulatory system
58. the structure and function of lymphatic system
59. the basic principles of the central nervous system and autonomic system
60. the basic principles of the endocrine, respiratory, digestive and excretory systems
61. the structure and function of skin (i.e. the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
62. the skin characteristics and skin types of different ethnic client groups
63. the structure and location of the adipose tissue
64. the effects of hot and cold stone therapy on the individual systems of the body
65. the physical effects of hot and cold stone therapy treatment
66. the psychological effects of hot and cold stone therapy treatment

**Contra-indications and contra-actions**

67. those contra-indications that prevent treatment and why (e.g. deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, loss of skin sensitivity, clinical obesity, e.t.c)
68. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (e.g. diabetes, epilepsy, varicose veins, areas of skin aggravated by heat, e.t.c)
69. possible contra-actions which may occur during and post treatment and how to deal with them (e.g. reactions to extremes of temperature)

**Stone therapy equipment**

70. the types of safe, purpose-built stone heating equipment and how to use and position them safely
71. the insurance implications of using non-professional stone heating equipment
72. methods of cooling stones
73. the types of stone, their properties and uses
74. how to select the correct size and shape of stone for the client's physical characteristics and the area being treated
75. how to dry and store different types of stone in a way that will effectively energise them
76. the types of suitable material used to protect the client's skin against extremes of temperature during stone therapy treatment (e.g. linen, towelling)
77. the recommended operating temperatures for hot and cold stones
78. the types of oil suitable for stone therapy treatment and its purpose

**Treatment specific knowledge**

79. the historical and cultural background to stone therapy
80. the five elements of stone therapy (i.e. metal, wood, water, air and fire)
81. the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment
82. how to place stones on the seven major chakras to maximise client comfort and their benefits and purposes
83. how to place stones underneath the body to maximise their benefits, purposes and client comfort

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84. how to introduce stones to the client's body during treatment and the importance of doing this in a careful, safe and considerate way
85. the importance of temperature and time management of the stones during treatment and how to carry this out
86. how to safely handle the stones to avoid excessive noise and disturbance during the treatment
87. how to recognise erythema and hyperaemia and their causes
88. why it is important to maintain correct posture during stone therapy treatment
89. the correct use and application of stone therapy techniques to meet a variety of treatment objectives, including those in the range
90. the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment
91. how to adapt and combine stone therapy treatment techniques, depth and pressure to suit different client physical characteristics, areas of the body and preferences
92. how to adapt a stone therapy treatment for male and female clients
93. the areas of the body and body characteristics needing particular care when undertaking stone therapy treatments
94. the advantages of stone therapy treatments
95. how and why support and cushioning would be used during the treatment
96. how and when to safely reposition the client during treatment and the type of assistance which should be provided by the therapist
97. the importance of evaluating the effectiveness of stone therapy treatments
98. how stone therapy may be used to enhance other treatments (e.g. manicure, pedicure, facial)
99. the recommended recovery times for stone therapy treatments and why this is important
100. recommended timings for stone therapy treatments and how these should be adapted to meet the clients' individual needs and physical characteristics

**Aftercare advice for clients**

101. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment (e.g. healthy eating, fluid intake and regular exercise, e.t.c)
102. activities which should be avoided post-treatment
103. products for home use that will benefit the client and those to avoid and why
104. recommended further treatments.

**Knowledge covered by:****MCQ**Date:     

Assessors Signature: \_\_\_\_\_

**Assignment**Date:     **Oral questions**Date:     

Learners Signature: \_\_\_\_\_



## Monitor Clients and the Operation of Sauna, Steam and Hydrotherapy Treatments

### ITEC Unit number 746 (NOS S2)

#### What this unit is about

This unit is about setting up, monitoring and shutting down sauna, steam and hydrotherapy treatments. It also includes providing induction, consultation, treatment care and advice to those using these facilities.

To carry out this unit you will need to monitor and maintain safe and effective methods of working. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when monitoring the operation of sauna, steam and hydrotherapy treatments
2. Prepare, maintain and monitor the spa environment
3. Provide client consultation, care and advice
4. Shut down treatment areas

#### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standards for providing specialist spa treatments
3. Your assessor will observe your performance on **at least 3 separate occasions involving at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
  - carried out all the types of monitoring
  - prepared, maintained, monitored and shut down all spa treatment areas
  - taken **at least one** of the necessary actions\*
  - given all the types of advice

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

#### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when monitoring clients and the operation of sauna, steam and hydrotherapy treatments by**
  - a) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - b) wearing the recommended personal protective equipment for the maintenance and cleaning of spa equipment
  - c) using working methods that:
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself or others
  - d) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - e) maintaining accepted industry hygiene and safety practices
  - f) disposing of waste materials safely and correctly
  - g) giving clear and accurate instructions to anyone assisting you, when necessary
  - h) ensuring that problems or difficulties are reported to the relevant person promptly in line with organisational procedures
  - i) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner.

**2. Prepare, maintain and monitor the spa environment by**

- a) setting up and monitoring the **spa treatment areas** to meet organisation procedures and manufacturers' instructions
- b) making sure that environmental conditions are suitable for the client and the treatment
- c) ensuring all tools and equipment are cleaned using the correct methods.

**3. Provide client consultation, care and advice by**

- a) using suitable consultation techniques in a polite and friendly manner to determine the client's suitability for treatment
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- d) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- e) asking your client appropriate questions to identify if they have any contra-indications
- f) accurately recording your client's responses to questioning
- g) asking your client appropriate questions to identify their medical history, emotional and physical condition and lifestyle
- h) encouraging clients to ask questions to clarify any points
- i) encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern
- j) fully inducting the client into the **spa treatment areas** following organisational policy
- k) ensuring that the client understands the benefits, uses and restrictions applicable to each **spa treatment area**
- l) clearly highlighting to clients the location and content of written instructions for each **spa treatment area** and their associated risks
- m) maintaining the client's comfort at all times
- n) checking the client's wellbeing at regular intervals according to organisational policy
- o) taking the **necessary action** in response to any contra-actions occurring during the treatment
- p) ensuring the treatment is cost effective and is carried out within a commercially viable time.

**4. Shut down treatment areas**

- a) ensuring the **spa treatment areas** are shut down according to legal, organisational and manufacturers' requirements
- b) ensuring the **spa treatment areas** are in a condition suitable for future treatments
- c) promptly notifying the relevant person of the completion of shutdown procedures.

**5. Provide aftercare advice**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

**Performance 1**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 4**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 2**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 5**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 3**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 6**

Date:

Assessors Signature: \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Monitoring covers:</b>			
a) temperature	<input type="text"/>		
b) humidity	<input type="text"/>		
c) water levels	<input type="text"/>		
d) chemical concentration	<input type="text"/>		
e) treatment time	<input type="text"/>		
f) ventilation	<input type="text"/>		
g) ambience of the environment	<input type="text"/>		
h) lighting	<input type="text"/>		
i) equipment client capacity.	<input type="text"/>		
<b>2. Spa treatment areas are:</b>			
a) Sauna	<input type="text"/>		
b) Steam	<input type="text"/>		
c) Hydrotherapy	<input type="text"/>		
d) Showers	<input type="text"/>		
e) relaxation room.	<input type="text"/>		
<b>3. Necessary action covers:</b>			
a) encouraging the client to seek medical advice		<input type="text"/>	
b) informing the relevant members of staff		<input type="text"/>	
c) modifying the treatment.		<input type="text"/>	
<b>4. Advice covers:</b>			
a) suitable aftercare products and their use		<input type="text"/>	
b) the contra-actions which may occur post-treatment and how to deal with them		<input type="text"/>	
c) post-treatment restrictions		<input type="text"/>	
d) recommended further follow-on treatments		<input type="text"/>	
e) post-treatment rest and relaxation advice.		<input type="text"/>	

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under relevant health and safety legislation
2. your responsibilities under any local bye-laws relating to spa treatment areas
3. the importance of not discriminating against clients with illnesses or disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. the current legal and professional guidance relating to any age restrictions for these treatments
6. why minors should not be given treatments without informed and signed parental or guardian consent
7. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
8. the legal significance of gaining signed, informed client consent to treatment
9. manufacturers', organisational and legal requirements for waste disposal
10. the importance of the correct storage of client records in relation to the Data Protection Act
11. how to complete and maintain accurate records of water testing for hydrotherapy treatment areas
12. your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for spa treatments
13. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
14. the organisation's requirements for client preparation
15. your organisation's recommended service times for sauna, steam and hydrotherapy treatments
16. your organisation's and manufacturers requirements for the maintenance and monitoring of spa treatment areas
17. your organisation's requirements and preferences for setting the ambience of the spa environment
18. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining clients' signatures

#### How to work safely and effectively when monitoring clients and the operation of spa treatment areas

19. the type of personal protective equipment that should be available and used by yourself
20. why it is important to use personal protective equipment

21. what is contact dermatitis and how to avoid developing it when carrying out the maintenance of spa treatment areas
22. the necessary environmental conditions for spa treatment areas (including lighting, heating, ventilation, sound and general comfort) and why these are important
23. how to position the client for spa treatments
24. reasons for maintaining client comfort during spa treatments
25. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
26. why it is important to check the client's wellbeing at regular intervals
27. the importance of regular water intake during spa treatments for both staff and clients
28. how to give clear instructions to others

#### **Preparation, maintenance and monitoring**

29. how to prepare and use the equipment for sauna, steam and hydrotherapy treatments
30. the recommended operating temperatures and humidity levels for sauna, steam and hydrotherapy equipment
31. the importance of following manufacturers' instructions for client capacity levels for sauna, steam and hydrotherapy equipment
32. the possible dangers of chemical and equipment misuse
33. the maintenance and monitoring requirements for sauna, steam and hydrotherapy equipment
34. the recommended treatment times and the potential risks of exceeding them
35. how to test and interpret results of water and chemical concentrations
36. the main types of air and waterborne infections that can affect spa environments and clients
37. the cleaning regimes which must be used in the treatment area to avoid the spread of infection and the nature of air and waterborne infection

#### **Client consultation and care**

38. why it is important to encourage and allow time for clients to ask questions
39. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
40. how to give effective advice and recommendations to clients
41. why it is important to encourage and allow time for clients to ask questions
42. those contra-indications that will prevent sauna, steam and or hydrotherapy treatments and why (e.g. pregnancy, circulatory disorders, respiratory disorders, skin diseases or disorders e.t.c)
43. those contra-indications that will restrict sauna, steam and or hydrotherapy treatments and why (e.g. diabetes, epilepsy, e.t.c)
44. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
45. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
46. the possible contra-actions which can occur during water, temperature and spa treatment sessions (including; feeling faint, feeling nauseous, skin irritation and headaches) and how to deal with them
47. the importance of questioning clients to establish any contra-indications
48. why it is important to record client responses to questioning and gain their signature
49. the legal significance of client questioning and recording the client's responses
50. how cultural background impacts on the delivery of sauna, steam and hydrotherapy treatments

#### **Sauna, steam and hydrotherapy treatments**

51. the different types and uses of equipment available for sauna treatments (e.g. Finnish, laconium)
52. the different types and uses of equipment available for steam treatments (e.g. steam room, steam cabinet, hamman)
53. the different types and uses of equipment available for hydrotherapy treatments (e.g. bath – manual, automated, spa pool, powerjet massage)
54. the physiological and psychological effects of sauna treatments
55. the physiological and psychological effects of steam treatments
56. the physiological and psychological effects of hydrotherapy treatments
57. the different physiological and psychological effects of hot and cold spa treatments on the skin and body

#### **Aftercare advice for clients**

58. products for home use that will benefit the client and those to avoid and why
59. the contra-actions that could occur after sauna, steam and hydrotherapy treatments and what advice to give to clients

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- 60. the post-treatment restrictions applicable to sauna, steam and hydrotherapy treatments
- 61. suitable types of follow-on treatments, their benefits and costs
- 62. the importance of water intake post treatment
- 63. the nature, duration and importance of rest periods post treatment.

**Knowledge covered by:**

**MCQ**

Date:

**Assessors Signature:** \_\_\_\_\_

**Assignment**

Date:

**Oral questions**

Date:

**Learners Signature:** \_\_\_\_\_



## Provide Body Wrapping and Floatation Treatments – ITEC Unit number 747 (NOS S3)

### What this unit is about

This unit is about carrying out specialist body wrapping and floatation treatments, including preparation of the treatment room, products and equipment. Client consultation and monitoring of the treatment is also included. The ability to tailor aftercare advice to individual client needs is required.

To carry out this unit you will need to monitor and maintain safe and effective methods of working. You will need to maintain your personal appearance and good communication with clients, colleagues and managers.

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing body wrapping and floatation treatments
2. Consult, plan and prepare for treatments with clients
3. Provide body wrapping treatments
4. Provide floatation treatments
5. Provide aftercare advice

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standards for providing specialist spa treatments.
3. Your assessor will observe your performance on **at least 4 separate occasions** which must include 4 body wrap treatments and 2 floatation treatments. If using a dry floatation bed, treatments can be combined. Observations must involve at least **3 different clients**.
4. From the range, you must practically demonstrate that you have:
  - used all consultation methods
  - consulted clients on all life style patterns
  - carried out all types of skin preparation
  - carried out all body wrapping treatment objectives
  - used all wrapping materials
  - used all treatment products
  - given all the types of advice
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing body wrapping and floatation treatments by**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) making sure that environmental conditions are suitable for the client and the treatment
  - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - d) wearing the recommended personal protective equipment for body wrapping and floatation treatments
  - e) effectively disinfecting your hands prior to treatment
  - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - g) ensuring all tools and equipment are cleaned using the correct methods
  - h) maintaining accepted industry hygiene and safety practices throughout the treatment
  - i) adopting a positive, polite and reassuring manner towards the client throughout the treatment
  - j) maintaining the client's modesty, privacy and comfort at all times
  - k) checking the client's wellbeing at regular intervals according to organisational policy
  - l) disposing of waste materials safely and correctly
  - m) giving clear and accurate instructions to anyone assisting you when necessary

- n) ensuring the treatment is cost effective and is carried out within a commercially viable time
- o) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p) leaving the treatment area in a condition suitable for future treatments.

**2. Consult, plan and prepare for treatments with clients by**

- a) using **consultation methods** in a polite and friendly manner to determine the client’s treatment needs
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- d) ensuring that a parent or guardian is present throughout the treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) asking your client appropriate questions to identify their medical history, emotional and physical condition and **lifestyle pattern**
- g) asking your client appropriate questions to identify if they have any contra-indications to body wrapping and flotation treatments
- h) accurately recording your client’s responses to questioning
- i) encouraging clients to ask questions to clarify any points
- j) encouraging clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern
- k) clearly identifying and agreeing in writing the client’s needs, expectations and treatment objectives, ensuring they are realistic and achievable.

**3. Provide body wrapping treatments by**

- a) **preparing the skin** using methods which are suited to the **body wrapping objectives**
- b) preparing and applying the **wrapping materials** and **treatment products** efficiently in accordance with the **body wrapping treatment objectives** and manufacturers’ instructions
- c) ensuring the application and use of the **wrapping materials** and **treatment products** minimises waste and avoids soiling of the surrounding area
- d) recognising contra-actions which occur during the body wrapping treatment and taking the necessary action
- e) removing the **wrapping materials** and **treatment products** efficiently in accordance with the **body wrapping treatment objectives** and manufacturers’ instructions
- f) ensuring that the finished result is to the client’s satisfaction and meets the agreed treatment plan objectives.

**4. Provide flotation treatments by**

- a) confirming the client’s understanding of the flotation treatment and its objectives
- b) adjusting the flotation equipment to meet the client’s needs and ensure their comfort
- c) recognising any contra-actions occurring during the flotation treatment and taking the necessary action
- d) ensuring that the finished result is to the client’s satisfaction and meets the agreed treatment plan.

**5. Provide aftercare advice**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

**Performance 1**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 4**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 2**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 5**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 3**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 6**

Date:

Assessors Signature: \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Consultation methods include:</b>		<b>5. Wrapping materials include:</b>	
a) questioning	<input type="text"/>	a) fabric	<input type="text"/>
b) visual	<input type="text"/>	b) plastic	<input type="text"/>
c) reference to client records	<input type="text"/>	c) foil.	<input type="text"/>
d) measuring.	<input type="text"/>		
<b>2. Lifestyle pattern includes:</b>		<b>6. Treatment products are:</b>	
a) diet	<input type="text"/>	a) algae (e.g. seaweed)	<input type="text"/>
b) fluid intake	<input type="text"/>	b) oils	<input type="text"/>
c) alcohol intake	<input type="text"/>	c) mud	<input type="text"/>
d) exercise habits	<input type="text"/>	d) gels	<input type="text"/>
e) smoking habits	<input type="text"/>	e) creams.	<input type="text"/>
f) current body skin care routine.	<input type="text"/>		
<b>3. Preparing the skin by:</b>		<b>7. Advice covers:</b>	
a) use of exfoliation products	<input type="text"/>	a) suitable aftercare products and their use	<input type="text"/>
b) body brushing techniques	<input type="text"/>	b) the contra-actions which may occur post-treatment and how to deal with them	<input type="text"/>
c) pre-heat treatments.	<input type="text"/>	c) recommendations for changes to lifestyle patterns	<input type="text"/>
<b>4. Body wrapping treatments objectives are:</b>		d) post-treatment restrictions	<input type="text"/>
a) slimming	<input type="text"/>	e) recommended further follow-on treatments	<input type="text"/>
b) detoxifying	<input type="text"/>	f) post-treatment rest and relaxation advice.	<input type="text"/>
c) skin nourishing.	<input type="text"/>		

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under relevant health and safety legislation
2. your responsibilities under any local bye-laws relating to body wrapping and flotation treatments
3. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. the legal significance of gaining signed, informed client consent to treatment
6. why minors should not be given treatments without informed and signed parental or guardian consent
7. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
8. manufacturers', organisational and legal requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to maintain accurate records of water testing for wet flotation equipment
11. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
12. your responsibilities under current Control of Substances Hazardous to Health (COSHH) Regulations for the correct use and storage of chemicals required for wet flotation treatments
13. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
14. the organisation's requirements for client preparation
15. your organisation's service times for body wrapping and flotation treatments
16. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes and intervals

**How to work safely and effectively when providing body wrapping and flotation treatments**

17. the type of personal protective equipment that should be available and used by yourself (e.g. powder free nitrile or powder free vinyl gloves)
18. why it is important to use personal protective equipment
19. what is contact dermatitis and how to avoid developing it when carrying out body wrapping and flotation treatments
20. how to set up the work area for body wrapping and flotation treatments
21. the necessary environmental conditions for body wrapping and flotation treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important
22. the importance and reasons for disinfecting hands and how to do this effectively
23. how to position yourself and the client for body wrapping and flotation
24. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
25. reasons for maintaining client modesty, privacy and comfort during the treatment
26. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
27. why it is important to check the client's wellbeing at regular intervals
28. how to give clear instructions to others

**Client consultation**

29. why it is important to encourage and allow time for clients to ask questions
30. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
31. how to give effective advice and recommendations to clients
32. those contra-indications applicable to body wrapping and flotation treatments and the courses of action to take in the event of contra-indications and why (e.g. thyroid imbalance, nut allergies, weeping eczema and psoriasis, circulatory disorders, any medical condition with specialist or general practitioner approval e.t.c)
33. how to measure and weigh clients for slimming body wrapping treatments
34. how to assess body fat and fluid retention
35. how differing client body weight and frame impacts on flotation equipment set up and use
36. the importance of questioning clients to establish any contra-indications to body wrapping and flotation treatments
37. why it is important to record client responses to questioning
38. the legal significance of client questioning and recording the client's responses.
39. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
40. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice

**Anatomy and physiology**

41. the characteristics of different body types (e.g. endomorph, ectomorph and mesomorph) and conditions
42. the effect of exercise on muscle tone and how it can vary
43. the basic structure and function of skin (i.e. the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
44. the skin characteristics and skin types of different ethnic client groups
45. the structure, location and utilisation of adipose tissue
46. the function of the endocrine system and its relationship to weight gain and loss
47. the function of the excretory system
48. the function of the digestive system
49. the basic principles of healthy eating
50. the function of blood and the principles of circulation, blood pressure and pulse
51. the structure and function of the heart and arteries, veins and capillaries
52. how to identify erythema and its causes
53. the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph of the body
54. the principles of lymph circulation and the interaction of lymph and blood within the circulatory system
55. the effect of wrap and flotation treatments on the skin, circulatory, lymphatic, endocrine, excretory and digestive systems

**Body wrapping treatments**

56. the different types of pre-heat treatment that can be used prior to body wrapping and their effects
57. the different types and uses of equipment and products available for body wrapping treatments

58. the maintenance and monitoring requirements for wrapping materials
59. the objectives of body wrapping
60. methods and products which can be used for preparing the skin prior to body wrapping treatments and their benefits
61. body wrapping products and materials available and their benefits and how to use them
62. the recommended body wrapping treatment times and the potential risks of exceeding them
63. the physiological and psychological effects of body wrapping treatments
64. the possible contra-actions which can occur during body wrapping treatments and how to deal with them

#### Flotation treatments

65. the uses and benefits of wet flotation treatments (e.g. tank, bath and pool)
66. the uses and benefits of a dry flotation bed
67. how to prepare and use the equipment for wet flotation treatments
68. how to prepare and use the equipment for dry flotation treatments
69. the manufacturers' recommended operating temperatures for flotation treatments
70. the maintenance and monitoring requirements for flotation equipment
71. the manufacturers' recommended salt concentrations and salt maintenance requirements for different sizes of wet flotation equipment
72. how to test and interpret results of water and chemical concentrations for wet flotation
73. the recommended flotation treatment times and the potential risks of exceeding them
74. the physiological and psychological effects of flotation treatments
75. the possible contra-actions which can occur during flotation treatments and how to deal with them

#### Aftercare advice for clients

76. products for home use that will benefit the client and those to avoid and why
77. the contra-actions that could occur after body wrapping and flotation treatments and what advice to give to clients
78. the effects of changes to lifestyle patterns on health and wellbeing
79. the post-treatment restrictions applicable to body wrapping and flotation treatments
80. suitable types of follow-on treatments, their benefits and costs
81. the importance of water intake post treatment
82. the nature, duration and importance of rest periods post treatment.

#### Knowledge covered by:

##### MCQ

Date:

Assessors Signature: \_\_\_\_\_

##### Assignment

Date:

##### Oral questions

Date:

Learners Signature: \_\_\_\_\_



## Promote additional services or products to clients – ITEC Unit number 509 (NOS G18)

### What this unit is about

Services or products are continually changing in salons to keep up with clients' expectations.

By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. However, it is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

The main outcomes of this unit are:

1. Identify additional services or products that are available
2. Inform clients about additional services or products
3. Gain client commitment to using additional services or products

### Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit. *(Guidelines for the assessment of a Realistic Working Environment can be found in the Client Service Assessment Strategy for NVQ/SVQ Levels 2, 3 and 4 – January 2006)*
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence that the additional services or products offered include:
  - use of services or products that are new to your client
  - additional use of services or products that your client has used before.
5. Your evidence must show that you:
  - follow salon procedures for offering additional services or products to your clients
  - create opportunities for encouraging your clients to use additional services or products
  - identify what your client wants by seeking information directly
  - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, email, internet, intranet or by any other method you would be expected to use within your job role.

### What you must do (Performance Criteria)

1. **Identify additional services or products that are available by**
  - a) updating and developing your knowledge of your salon's services or products
  - b) checking with others when you are unsure of new service or product details
  - c) identifying appropriate services or products that may interest your client
  - d) spotting opportunities for offering your client additional services or products that will improve their client experience
2. **Inform clients about additional services or products by**
  - a) choosing the most appropriate time to inform your client about additional services or products
  - b) choosing the most appropriate method of communication to introduce your clients to additional services or products

- c) giving your client accurate and sufficient information to enable them to make a decision about the additional services or products
  - d) giving your client time to ask questions about the additional services or products
- 3. Gain client commitment to using additional services or products by**
- a) closing the discussion appropriately if your client shows no interest
  - b) giving relevant information to move the situation forward when your client shows interest
  - c) securing client agreement and checking client understanding of the delivery of the service or product
  - d) taking action to ensure prompt delivery of the additional services or products to your client
  - e) refer your client to others or to alternative sources of information if the additional services or products are not your responsibility.

**Performance 1**

Date:

Assessor's Signature: \_\_\_\_\_

**Performance 3**

Date:

Assessor's Signature: \_\_\_\_\_

**Performance 2**

Date:

Assessor's Signature: \_\_\_\_\_

**What you must cover (Range)**

No Range Statement has been defined for this unit.

**What you must know**

To perform this unit successfully, you will need to know and understand:

**Salon requirements**

1. your salon's procedures and systems for encouraging the use of additional services or products

**Service and product promotion**

2. how the use of additional services or products will benefit your clients
3. how your client's use of additional services or products will benefit your salon
4. the main factors that influence clients to use your services or products
5. how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
6. how to give appropriate, balanced information to clients about services or products.

**Knowledge covered by:****MCQ**Date:      **Assignment**Date:      **Oral questions**Date:      

Assessor's Signature: \_\_\_\_\_

Learner's Signature: \_\_\_\_\_



## Monitor procedures to safely control work operations – ITEC Unit number 537 (NOS G22)

### What this unit is about

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

This unit is about making sure that statutory and workplace instructions are being carried out. It describes the competences required to make sure that:

- healthy and safe practices are being followed within work areas
- appropriate action is undertaken to control workplace hazards

### Evidence requirements

1. The Common Evidence Requirements below are in addition to the ENTO Assessment Strategies approved by UKCG in February 2008.
2. The standards require evidence of consistent occupational competence, as defined by the standards, to be demonstrated through relevant work activities. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
3. Assessment of performance and knowledge in the workplace  
*Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, e.t.c. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.*

*Evidence for outcomes relating to 'other people', therefore, may be drawn from a wide base of possibilities e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health & safety procedures. (Outcome 1e)*

4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.

*Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of assessment methods drawn from:*

- Direct observation of the candidate in the workplace
  - Witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
  - Documentary and other product-based evidence
  - A personal report by the candidate endorsed by colleagues
  - Questions
  - Discussion
  - Professional discussion
5. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. *However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.*

## What you must do (Performance Criteria)

In order to perform this unit successfully you must:

### 1. Check that health and safety instructions are followed

- a) keep up-to-date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b) conduct your monitoring of workplaces at agreed intervals and in accordance with workplace instructions
- c) confirm that worker health and safety competence is up-to-date
- d) confirm that the health and safety training needs of other people have been identified and met
- e) effectively communicate workplace instructions to other people and obtain feedback from them
- f) respond promptly to any breaches of health and safety instructions in a way which meets workplace and legal requirements
- g) make recommendations for changes to workplace instructions to the responsible people
- h) maintain records relating to health and safety matters that
  - comply with legal and workplace requirements, and
  - are accessible to those who are authorised to use them

### 2. Make sure that risks are controlled safely and effectively

- a) keep accurate and legible records of workplace risks identified or reported to you
- b) report the existence of hazards in accordance with workplace health and safety instructions
- c) confirm that appropriate precautions to control these risks have been agreed with the people responsible for health and safety
- d) confirm that the precautions are in accordance with legal and workplace health and safety instructions
- e) check that other people are aware of the risks and know the actions to be taken to minimise them
- f) review the operational controls to make sure that workplace hazards are eliminated or controlled
- g) report promptly and accurately any conflicts which still exist between workplace and legal requirements to the people responsible for health and safety

#### Performance 1

Date:

Assessors Signature: \_\_\_\_\_

#### Performance 3

Date:

Assessors Signature: \_\_\_\_\_

#### Performance 2

Date:

Assessors Signature: \_\_\_\_\_

### What you must cover (Range)

No range has been defined for this unit.

### What you must know

To perform this unit successfully, you must know and understand:

1. the employers' and employees' main legal responsibilities for health and safety in the workplace
2. your responsibilities for health and safety as defined by any specific legislation covering your job role
3. the scope of your job, your competency and capabilities
4. the work areas and the people for whom you have responsibility
5. the difference between a hazard and a risk
6. the particular health and safety risks which may be present in your own job role and the precautions to take
7. why you should remain alert to the presence of hazards in the workplace
8. why you should promptly deal with or report hazards and risks in the workplace
9. the specific health and safety arrangements covering your job role
10. the health and safety instructions at your workplace
11. how to keep health and safety records
12. effective communication methods
13. effective methods of monitoring other people's activities and communicating results
14. agreed intervals for monitoring health and safety compliance
15. hazard notices and alerts relevant to your work
16. reliable sources of health and safety information

**Knowledge covered by:**

**MCQ**

Date:

**Assessors Signature:** \_\_\_\_\_

**Assignment**

Date:

**Oral questions**

Date:

**Learners Signature:** \_\_\_\_\_



## Provide Body electrical treatments – ITEC Unit number 724 (NOS B13)

### What this unit is about

This unit is about improving body and skin condition using galvanic, electro muscle stimulator (EMS), micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing body electrical treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out body electrical treatments
4. Provide aftercare advice

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing body electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
  - used all the types of equipment
  - used all the consultation techniques
  - treated all the body types
  - treated all the body conditions
  - treated all the skin conditions
  - have carried out at least **1 of the 3** necessary actions\*
  - met all the treatment objectives
  - provided all types of advice

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing body electrical treatments by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) wearing suitable personal protective equipment, when necessary
  - c) making sure that environmental conditions are suitable for the client and the treatment
  - d) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - e) effectively disinfecting your hands prior to treatment
  - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - g) ensuring all tools and equipment are cleaned using the correct methods
  - h) positioning **equipment** and products for ease and safety of use
  - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
  - j) maintaining accepted industry hygiene and safety practices throughout the treatment
  - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
  - l) maintaining the client's modesty, privacy and comfort at all times
  - m) checking the client's wellbeing at regular intervals according to organisational policy

- n) disposing of waste materials safely and correctly
- o) ensuring the treatment is cost effective and is carried out within a commercially viable time
- p) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q) leaving the treatment area and **equipment** in a condition suitable for future treatments.

**2. Consult, plan and prepare for treatments with clients by**

- a) using **consultation techniques** in a polite and friendly manner to determine the client’s treatment needs
- b) ensuring that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- c) ensuring that a parent or guardian is present throughout the body electrical treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the treatment
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) encouraging clients to ask questions to clarify any points
- g) asking your client appropriate questions to identify their medical history, **body type, body condition** and life style pattern
- h) asking your client appropriate questions to identify if they have any contra-indications to body electrical treatments
- i) accurately recording your client’s responses to questioning
- j) taking the **necessary action** in response to any identified contra-indications
- k) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- l) correctly carrying out thermal and tactile tests to accurately determine the client’s skin response to heat and pressure stimuli
- m) accurately carrying out a test patch, if necessary, to determine skin sensitivity and to avoid adverse reactions
- n) recommending alternative treatments which are suitable for the client’s condition and needs if contra-indicated for body electrical treatments
- o) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- p) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- q) ensuring that the client’s skin is clean and prepared to suit the type of equipment to be used
- r) selecting suitable **equipment** and related products to suit the **treatment objectives**.

**3. Carry out body electrical treatments by:**

- a) clearly explaining the sensation created by the equipment being used
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) safely using the correct treatment settings, applicator and accessories on the body throughout the treatment in accordance with manufacturers’ instructions
- d) adjusting the intensity and duration of the treatment to suit the client’s **body type** and **condition** and the areas of the body being treated
- e) taking prompt remedial action if the client experiences discomfort or contra-actions
- f) applying a suitable post-treatment product to the treated area, if required
- g) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

**4. Provide aftercare advice by:**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

**Performance 1**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 4**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 2**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 5**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 3**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 6**

Date:

Assessors Signature: \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Equipment is:</b>		<b>5. Necessary action should be:</b>	
a) galvanic unit	<input type="text"/>	a) encouraging the client to seek medical advice	<input type="text"/>
b) electro muscle stimulator (EMS)	<input type="text"/>	b) explaining why the treatment cannot be carried out	<input type="text"/>
c) micro-current unit	<input type="text"/>	c) modification of treatment	<input type="text"/>
d) lymphatic drainage equipment	<input type="text"/>		
e) micro-dermabrasion unit	<input type="text"/>		
<b>2. Consultation techniques are:</b>		<b>6. Treatment objectives are:</b>	
a) questioning	<input type="text"/>	a) improved skin and body condition	<input type="text"/>
b) visual	<input type="text"/>	b) improved contour and muscle condition	<input type="text"/>
c) manual	<input type="text"/>		
d) reference to client records	<input type="text"/>	<b>7. Advice covers:</b>	
<b>3. Body types are:</b>		a) avoidance of activities which may cause contra-actions	<input type="text"/>
a) endomorph	<input type="text"/>	b) future treatment needs	<input type="text"/>
b) mesomorph	<input type="text"/>	c) modifications to lifestyle patterns	<input type="text"/>
c) ectomorph	<input type="text"/>	d) healthy eating and exercise advice	<input type="text"/>
<b>4. Body conditions are:</b>		e) suitable home care products and their use.	
a) cellulite	<input type="text"/>		
b) sluggish circulation	<input type="text"/>		
c) uneven skin texture.	<input type="text"/>		

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under current health and safety legislation, standards and guidance, e.g. the Health & Safety at Work Act (and any other relevant legislation)
2. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
3. the age at which an individual is classed as a minor and this differs nationally
4. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. the legal significance of gaining signed, informed client consent to treatment
7. manufacturers' and organisational requirements for waste disposal
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
10. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
11. the organisation's requirements for client preparation
12. your organisation's service times for body electrical treatments
13. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

#### How to work safely and effectively when providing body electrical treatments

14. how to set up the work area for body electrical treatments
15. the necessary environmental conditions for body electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important

16. the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (e.g. powder-free nitrile or powder-free vinyl gloves)
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for body electrical treatments
19. reasons for maintaining client modesty, privacy and comfort during the treatment
20. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
21. why it is important to check the client's wellbeing at regular intervals

#### **Client consultation**

22. why it is important to encourage and allow time for clients to ask questions
23. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
24. the importance of questioning clients to establish any contra-indications to body electrical treatments
25. why it is important to record client responses to questioning
26. the legal significance of client questioning and recording the client's responses.
27. how to give effective advice and recommendations to clients
28. how to work out body mass index (BMI)
29. how to visually assess muscle tone
30. how to assess body fat and fluid retention
31. how to assess posture
32. how to assess skin type
33. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
34. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
35. why it is important to maintain clients' modesty and privacy.
36. the characteristics of different body types and body conditions (e.g. endomorph, ectomorph and mesomorph, cellulite, poor muscle tone, uneven skin tone and sluggish circulation)
37. the importance of using electrical treatments in conjunction with other treatments, healthy eating and exercise to maximise results
38. the types of treatments that could be given in conjunction with, or after, body electrical treatments
39. the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments

#### **Anatomy and physiology**

40. structure and function of the skeleton
41. the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary)
42. the effect of exercise on muscle tone and how it can vary
43. the positions and actions of the main muscle groups in the part of the body specified in the range (i.e. deltoid, biceps, triceps, brachialis, radialis trapezius, latissimus dorsi, erector spinae, pectorals, intercostals, diaphragm, rectus abdominis, obliques, gluteals, hamstrings, quadriceps extensor, abductors, adductors of upper leg, gastrocnemius, soleus, tibialis anterior)
44. the definition of 'origin' and 'insertion' of a muscle
45. the causes of muscle fatigue and how to recognise it
46. the basic structure and function of skin (i.e. the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
47. the skin characteristics and skin types of different ethnic client groups
48. the structure, location and the body's utilisation of adipose tissue
49. the function of the endocrine system and its relationship to weight gain and loss
50. the function of the digestive system
51. the basic principles of healthy eating
52. how ageing affects the body and skin
53. how age limits the effectiveness of the treatment
54. the function of blood and the principles of circulation, blood pressure and pulse
55. the structure and function of the heart and arteries, veins and capillaries
56. how to identify erythema and its causes
57. the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph of the body
58. the principles of lymph circulation and the interaction of lymph and blood within the circulatory system

59. the basic principles of the central nervous system, motor points and autonomic system
60. the effect of electrical treatment on the muscles, skin, circulatory, skeletal, lymphatic, endocrine, digestive and nervous systems

#### Contra-indications and contra-actions

61. those contra-indications which prevent body electrical treatment and why (e.g. contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, any cancer related treatments, recent scar tissue, undiagnosed lumps, inflammations and swellings, medication causing a thinning or inflammation of the skin, (e.g. steroids, accutane, retinols), diagnosed sclerodema)
62. those contra-indications which restrict treatment and why (e.g. diabetes, epilepsy, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, pregnancy, piercings, anxiety, varicose veins, cuts, abrasions, bruises, recent dermabrasion or chemical peels, IPL or laser and epilation)
63. possible contra-actions which may occur during the treatment and how to deal with them (e.g. galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper-pigmentation e.t.c)

#### Equipment and products

64. how to prepare and use the equipment and products for body electrical treatments
65. use and limitations of products used for body electrical treatments
66. methods of disinfecting, sterilising and maintaining equipment
67. the benefits and effects of electro-therapy machines which combine different currents and their effects
68. the benefits of products available for electrical treatments and their effects
69. the type of currents produced by galvanic units, EMS units, micro-current units and lymphatic drainage equipment

#### Treatment specific knowledge

70. how to select, use and adapt the use of body electrical equipment to suit different body types, body conditions and treatment objectives and why
71. the importance of cleansing the skin prior to treatment
72. how to carry out and interpret thermal, tactile and skin sensitivity tests
73. the dangers associated with body electrical treatments in the range
74. the physical effects created by the use of the equipment in the range
75. why some body treatments should be conducted in a certain direction
76. the types of post-treatment products available and why they are necessary
77. how to evaluate the effectiveness of body treatments
78. the benefits of a course of treatment
79. why it is important to give aftercare advice.

#### Aftercare advice for clients

80. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
81. post-treatment restrictions and future treatment needs
82. products for home use that will benefit and protect the client and those to avoid and why
83. how current eating and exercise habits can affect the effectiveness of treatment
84. how healthy eating and exercise can improve the effectiveness of the treatment.

#### Knowledge covered by:

##### MCQ

Date:

##### Assignment

Date:

##### Oral questions

Date:

Assessors Signature: \_\_\_\_\_

Learners Signature: \_\_\_\_\_



## Provide facial electrical treatments – ITEC Unit number 725 (NOS B14)

### What this unit is about

This unit is about improving face and skin condition using direct high frequency, galvanic, EMS, micro-current, lymphatic drainage and micro-dermabrasion equipment. It covers the skills involved in providing a thorough consultation with the client to formulate a specific course of treatment tailored to individual client needs. The ability to provide relevant aftercare advice is also required.

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

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing facial electrical treatments
2. Consult, plan and prepare for treatments with clients
3. Carry out facial electrical treatments
4. Provide aftercare advice

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing facial electrical treatments.
3. Your assessor will observe your performance on **at least 5 separate occasions, which must involve at least 3 different clients.**
4. From the range, you must practically demonstrate that you have:
  - used all the types of equipment
  - used all the consultation techniques
  - treated all the skin types
  - treated all the skin conditions
  - have carried out **at least 1 of the 3** necessary actions\*
  - met all the treatment objectives
  - provided all types of advice

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing facial electrical treatments by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) wearing suitable personal protective equipment, when necessary
  - c) making sure that environmental conditions are suitable for the client and the treatment
  - d) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - e) effectively disinfecting your hands prior to treatment
  - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - g) ensuring all **tools and equipment** are cleaned using the correct methods
  - h) positioning **tools and equipment** and products for ease and safety of use
  - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
  - j) maintaining accepted industry hygiene and safety practices throughout the treatment
  - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
  - l) maintaining the client's modesty, privacy and comfort at all times

- m) checking the client’s wellbeing at regular intervals according to organisational policy
- n) disposing of waste materials safely and correctly
- o) ensuring the treatment is cost effective and is carried out within a commercially viable time
- p) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- q) leaving the treatment area, **tools and equipment** in a condition suitable for future treatments.

**2. Consult, plan and prepare for treatments with clients by**

- a) using **consultation techniques** in a polite and friendly manner to determine the client’s treatment needs
- b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any treatment
- c) ensuring that a parent or guardian is present throughout the facial electrical treatment for minors under the age of 16
- d) obtaining signed, written informed consent from the client prior to carrying out the treatment
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) encouraging clients to ask questions to clarify any points
- g) asking your client appropriate questions to identify their medical history, **skin type, skin condition** and lifestyle pattern
- h) asking your client appropriate questions to identify if they have any contra-indications to facial electrical treatments
- i) accurately recording your client’s responses to questioning
- j) taking the **necessary action** in response to any identified contra-indications
- k) accurately carrying out a test patch to accurately determine the client’s skin response to heat and pressure stimuli
- l) recommending alternative treatments which are suitable for the client’s condition and needs if contra-indicated for facial electrical treatments
- m) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- n) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- o) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p) ensuring that the client’s skin is clean and prepared to suit the type of equipment to be used
- q) selecting suitable **tools and equipment** and related products for the facial treatment and client’s skin type and condition.

**3. Carry out facial electrical treatments by:**

- a) clearly explaining the sensation created by the equipment being used
- b) explaining the treatment procedure to the client in a clear and simple way at each stage in the process
- c) safely using the correct treatment settings, applicator and accessories on the face throughout the treatment in accordance with manufacturers’ instructions
- d) adjusting the intensity and duration of the treatment to suit the client’s facial **skin type and condition**
- e) carrying out necessary comedone and milia extraction, when required, minimising discomfort to the client and minimal damage to the skin
- f) taking prompt remedial action if the client experiences discomfort or contra-actions
- g) applying a suitable post-treatment product to the treated area
- h) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

**4. Provide aftercare advice by:**

- a) giving advice and recommendations accurately and constructively
- b) giving your clients suitable advice specific to their individual needs.

<p><b>Performance 1</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 4</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 2</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 5</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 3</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 6</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Tools and equipment are:</b>		c) dehydrated	<input type="text"/>
a) direct high frequency unit	<input type="text"/>	d) congested	<input type="text"/>
b) galvanic unit	<input type="text"/>		
c) electro muscle stimulator	<input type="text"/>	<b>5. Necessary action should be:</b>	
d) micro-current unit	<input type="text"/>	a) encouraging the client to seek	<input type="text"/>
e) lymphatic drainage equipment	<input type="text"/>	medical advice	
f) micro-dermabrasion unit	<input type="text"/>	b) explaining why the treatment cannot	<input type="text"/>
g) micro-lance	<input type="text"/>	be carried out	
<b>2. Consultation techniques are:</b>		c) modification of treatment	<input type="text"/>
a) questioning	<input type="text"/>		
b) visual	<input type="text"/>	<b>6. Treatment objectives are:</b>	
c) manual	<input type="text"/>	a) improved skin condition	<input type="text"/>
d) reference to client records.	<input type="text"/>	b) improved contour and muscle condition	<input type="text"/>
<b>3. Skin types are:</b>		c) improved skin texture	<input type="text"/>
a) oily	<input type="text"/>		
b) dry	<input type="text"/>	<b>7. Advice covers:</b>	
c) combination	<input type="text"/>	a) avoidance of activities which may	<input type="text"/>
		cause contra-actions	
<b>4. Skin conditions are:</b>		b) future treatment needs	<input type="text"/>
a) sensitive	<input type="text"/>	c) modifications to lifestyle patterns	<input type="text"/>
b) mature	<input type="text"/>	d) suitable home care products and their use	<input type="text"/>

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under current health and safety legislation, standards and guidance, e.g. the Health & Safety at Work Act (and any other relevant legislation)
2. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
3. the age at which an individual is classed as a minor and how this differs nationally
4. why minors should not be given treatments without informed and signed parental or guardian consent
5. why it is important, when treating minors under 16 years of age, to have a parent or guardian present
6. the legal significance of gaining signed, informed client consent to treatment
7. local authority and organisational requirements for sharps and hazardous waste disposal
8. the importance of the correct storage of client records in relation to the Data Protection Act
9. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
10. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
11. the organisation's requirements for client preparation
12. your organisation's service times for facial electrical treatments
13. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

#### How to work safely and effectively when providing facial electrical treatments

14. how to set up the work area for facial electrical treatments
15. the necessary environmental conditions for facial electrical treatments (including lighting, heating, ventilation and general comfort) and why these are important
16. the type of personal protective equipment that should be worn for micro-dermabrasion treatments and why (e.g. powder-free nitrile or powder-free vinyl gloves)

17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for facial electrical treatments
19. reasons for maintaining client modesty, privacy and comfort during the treatment
20. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
21. why it is important to check the client's wellbeing at regular intervals

#### **Client consultation**

22. why it is important to encourage and allow time for clients to ask questions from different cultural and religious backgrounds, age, disabilities and gender for this treatment
23. the importance of questioning clients to establish any contra-indications to facial electrical treatments
24. why it is important to record client responses to questioning
25. the legal significance of client questioning and recording the client's responses
26. how to give effective advice and recommendations to clients
27. how to visually assess facial muscle tone
28. how to assess facial skin type and condition
29. the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice
30. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
31. the characteristics of different skin types and conditions
32. the importance of using electrical treatments in conjunction with other treatments to maximise results
33. the types of treatments that could be given in conjunction with, or after, facial electrical treatments
34. the types of alternative treatments which could be recommended in the event of contra-indications to electrical treatments

#### **Anatomy and physiology**

35. the position of the primary bones of the skull and shoulder girdle and the functions of the skull
36. the positions and actions of the facial muscles (e.g. frontalis, sterno mastoid, platysma, orbicularis oris, masseter, orbicularis oculi, buccinator, zygomatic, digastric, corrugator, risorius)
37. the definition of 'origin' and 'insertion' of a muscle
38. the basic structure and function of skin (i.e. the layers of the epidermis, subcutaneous layer, the dermis, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
39. the skin characteristics and skin types of different ethnic client groups
40. how ageing affects the skin and limits the effectiveness of treatment
41. how the endocrine system affects the skin
42. the function of blood and the principles of circulation, blood pressure and pulse
43. the structure and function of the arteries, veins and capillaries in the face
44. the structure and function of the lymphatic system, including lymphatic vessels, nodes and lymph in the face and neck
45. how to identify erythema and its causes
46. the principles of lymph circulation and the interaction of lymph and blood within the circulatory system
47. the basic principles of the central nervous system, motor points and autonomic system
48. the effect of electrical treatment on the facial muscles, skin, circulatory, lymphatic and nervous systems

#### **Contra-indications and contra-actions**

49. those contra-indications which prevent facial electrical treatment and why (e.g. contagious skin diseases, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, recent scar tissue, undiagnosed lumps and swellings, medication causing a thinning or inflammation of the skin (e.g. steroids, accutane, retinols), recent dermabrasion)
50. those contra-indications restricting treatment and why (e.g. diabetes, epilepsy, high/low blood pressure, micro-pigmentation, history of thrombosis or embolism, botox, dermal fillers, metal pins or plates, medication, pregnancy, piercings, anxiety, cuts, abrasions, bruises, chemical peels, IPL or laser and epilation)
51. possible contra-actions which may occur during the treatment and how to deal with them (e.g. galvanic burn, bruising, irritation, allergic reaction, excessive erythema, muscle fatigue, hyper/hypo-pigmentation)

#### **Tools, equipment and products**

52. how to prepare and use tools, equipment and products for facial electrical treatments, including a micro-lance
53. use and limitations of products used for facial electrical treatments
54. methods of disinfecting, sterilising and maintaining equipment

## OPTIONAL UNIT | ITEC BEAUTY LEVEL 3 NVQ DIPLOMA IN SPA THERAPY

- 55. the benefits and effects of electro-therapy machines which combine different currents and their effects
- 56. the benefits of products available for facial electrical treatments and their effects
- 57. the type of currents produced by direct high frequency units, galvanic units, EMS units, micro-current units and lymphatic drainage equipment

**Treatment specific knowledge**

- 58. how to select, use and adapt the use of facial electrical equipment to suit different skin types, skin conditions and treatment objectives and why
- 59. how to use a micro-lance to safely remove milia
- 60. the importance of cleansing and preparing the skin prior to treatment
- 61. how to carry out and interpret thermal, tactile and skin sensitivity tests
- 62. the dangers associated with the facial electrical treatments in the range
- 63. the physical effects created by the use of the equipment in the range
- 64. why some facial treatments should be conducted in a certain direction
- 65. the types of post-treatment products available and why they are necessary
- 66. how to evaluate the effectiveness of facial treatments
- 67. the benefits of a course of treatment
- 68. why it is important to give aftercare advice

**Knowledge covered by:****MCQ**Date:     **Assignment**Date:     **Oral questions**Date:     

Assessors Signature: \_\_\_\_\_

Learners Signature: \_\_\_\_\_



## Provide Indian head massage – ITEC Unit number 733 (NOS B23)

### What this unit is about

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

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

#### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing Indian Head massage treatment
2. Consult, plan and prepare for treatments with clients
3. Perform Indian Head Massage
4. Provide aftercare advice

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing Indian Head massage treatment.
3. Your assessor will observe your performance on **at least 3 separate occasions, each on 3 different clients, 1 massage must include the use of massage oil and 1 massage which must exclude the use of oil.**
4. From the range, you must practically demonstrate that you have:
  - used all consultation techniques
  - dealt with all the client's physical characteristics
  - dealt with **at least one** of the necessary actions\*
  - met all treatment objectives
  - used all massage techniques
  - covered all treatment areas
  - given all types of advice.

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when providing Indian Head Massage by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) making sure that environmental conditions are suitable for the client and the treatment
  - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - d) ensuring that your nails are short, clean, well manicured and free of polish
  - e) effectively disinfecting your hands prior to and after treatment
  - f) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - g) ensuring all tools and equipment are cleaned using the correct methods
  - h) positioning equipment and massage medium for ease and safety of use
  - i) ensuring the client is in a comfortable and relaxed position suitable for the treatment
  - j) maintaining accepted industry hygiene and safety practices throughout the treatment
  - k) adopting a positive, polite and reassuring manner towards the client throughout the treatment
  - l) maintaining the client's modesty, privacy and comfort at all times

- m) disposing of waste materials safely and correctly
- n) ensuring the treatment is cost effective and is carried out within a commercially viable time
- o) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- p) leaving the treatment area in a condition suitable for future treatments.

**2. Consult, plan and prepare for treatments with clients by:**

- a) using **consultation techniques** in a polite, sensitive and friendly manner to determine the client’s treatment needs
- b) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any massage treatment
- c) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- d) clearly explaining to the client what the treatment entails in a way they can understand
- e) using suitable **consultation techniques** to identify your client’s medical history, **physical characteristics** and life style pattern asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- f) accurately recording your client’s responses to questioning
- g) actively encouraging clients to ask questions and clarify any points
- h) taking the **necessary action** in response to any identified contra-indications
- i) ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- j) clearly explaining and agreeing the projected cost, likely duration and frequency treatment needed
- k) agreeing in writing the client’s needs, expectations and treatment objectives, ensuring they are realistic and achievable
- l) adapting client preparation procedures to suit the environment in which the massage is to be undertaken
- m) ensuring that clothing, hair and accessories are effectively protected or removed
- n) selecting suitable resources and massage medium, if required, to meet the **treatment objectives**.

**3. Perform Indian Head Massage by:**

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your massage techniques, sequence and use of massage medium to meet the client’s **physical characteristics** and **treatment area(s)**
- c) effectively varying the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client’s **physical characteristics** and preferences
- d) ensuring that correct breathing techniques are co-ordinated with that of the client
- e) ensuring the application and use of massage medium minimises waste, when used
- f) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- g) allowing the client sufficient post-treatment recovery time
- h) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

**4. Provide aftercare advice**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

**Performance 1**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 4**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 2**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 5**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 3**

Date:

Assessors Signature: \_\_\_\_\_

**Performance 6**

Date:

Assessors Signature: \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Consultation techniques are:</b>		d) improvement of hair and scalp condition.	<input type="text"/>
a) questioning	<input type="text"/>		
b) visual	<input type="text"/>	<b>5. Massage techniques are:</b>	
c) manual	<input type="text"/>	a) effleurage	<input type="text"/>
d) reference to client records.	<input type="text"/>	b) petrissage	<input type="text"/>
<b>2. Physical characteristics are:</b>		c) tapotement	<input type="text"/>
a) posture	<input type="text"/>	d) friction	<input type="text"/>
b) muscle tone	<input type="text"/>	e) marma (pressure) points.	<input type="text"/>
c) age	<input type="text"/>	<b>6. Treatment areas are:</b>	
d) health	<input type="text"/>	a) face	<input type="text"/>
e) skin condition	<input type="text"/>	b) head	<input type="text"/>
f) hair condition	<input type="text"/>	c) chest and shoulders	<input type="text"/>
g) scalp condition.	<input type="text"/>	d) arms and hands	<input type="text"/>
<b>3. Necessary action should be:</b>		e) back	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	f) chakras.	<input type="text"/>
b) explaining why the treatment cannot be carried out	<input type="text"/>	<b>7. Advice covers:</b>	
c) modification of treatment.	<input type="text"/>	a) avoidance of activities which may cause contra-actions	<input type="text"/>
<b>4. Treatment objectives are:</b>		b) future treatment needs	<input type="text"/>
a) relaxation	<input type="text"/>	c) modifications to lifestyle patterns	<input type="text"/>
b) sense of wellbeing	<input type="text"/>	d) suitable home care products and their use.	<input type="text"/>
c) uplifting	<input type="text"/>		

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under current health and safety legislation, standards and guidance, e.g. the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturer's and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
12. the organisation's requirements for client preparation
13. your organisation's service times for Indian Head Massage and the importance of completing the service in a commercially viable time
14. your organisation's requirements for treatment area maintenance

**How to work safely and effectively when providing Indian Head Massage**

15. how to set up the work area for Indian Head Massage
16. the necessary environmental conditions for Indian Head Massage (including lighting, heating, ventilation and general comfort) and why these are important
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for Indian Head Massage taking into account individual physical characteristics
19. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
20. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
21. reasons for maintaining client modesty, privacy and comfort during the treatment
22. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
23. how to minimise and dispose of waste from treatments

**Client consultation**

24. why it is important to encourage and allow time for clients to ask questions
25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
26. the importance of questioning clients to establish any contra-indications to Indian Head Massage
27. why it is important to record client responses to questioning
28. the legal significance of client questioning and recording the client's responses
29. how to give effective advice and recommendations to clients
30. how to visually assess the physical characteristics in the range
31. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
32. how to recognise different skin types and conditions
33. how to recognise different scalp conditions and hair types
34. the reasons why it is important to encourage clients with contra-indications to seek medical advice
35. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
36. why it is important to maintain client's modesty, privacy and comfort
37. relationship between lifestyle patterns and effectiveness of treatment
38. the beneficial effects which can result from changes to the client's lifestyle pattern (e.g. dietary and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

**Preparation for treatment**

39. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
40. why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy
41. how to select the appropriate massage oil suitable for skin, scalp and hair type and condition
42. how and when to adapt client preparation when working in different environments (e.g. cleansing the face, suitable positioning of the client e.t.c)
43. how to practically and mentally prepare yourself for carrying out the treatment

**Anatomy and physiology**

44. the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary) within the treatment areas
45. the positions and actions of the main muscle groups within the treatment areas
46. the position and function of the primary bones and joints of the skeletal system within the treatment areas
47. how to recognise postural faults and conditions within the treatment areas (e.g. kyphosis, scoliosis)
48. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse within the treatment areas
49. the interaction of lymph and blood within the circulatory system
50. the structure and function of the lymphatic system
51. the position and function of the sinuses
52. the basic principles of the central nervous system and autonomic system
53. the basic principles of the endocrine and respiratory systems

54. the structure and function of skin (i.e. the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
55. the skin characteristics and skin types of different ethnic client groups
56. the effects of Indian Head Massage on the individual systems of the body
57. the physical and psychological effects of Indian Head Massage

#### **Contra-indications and contra-actions**

58. those contra-indications that prevent treatment and why (e.g. during chemotherapy and radiotherapy, skin diseases and disorders, hair and scalp disorders e.t.c)
59. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (e.g. diabetes, epilepsy, high and low blood pressure, product allergies, sebaceous cysts, eczema, acne, any medical condition with specialist or general practitioner approval e.t.c)
60. possible contra-actions which may occur during and post treatment and how to deal with them (e.g. light-headedness, headache)

#### **Indian Head Massage mediums**

61. how to store and maintain Indian Head Massage mediums in a safe and hygienic manner (e.g. in date and away from light and heat) and why this is important
62. how to use Indian Head Massage mediums safely and effectively
63. the types of Indian Head Massage oils available and their beneficial properties (e.g. mustard, coconut, olive and sesame)

#### **Treatment specific knowledge**

64. key aspects of the origins and traditions of Indian Head Massage
65. the basic principles of Ayurveda
66. principles of body, mind and spiritual well-ness
67. the principles and practices of marma (pressure) points application (of which 37 are in the treatment area) and their purpose
68. the principles and practices of the 7 primary chakras and their importance in relation to the Indian Head Massage treatment
69. the importance of getting the client to remove their shoes before treatment
70. why it is important to maintain correct posture during Indian Head Massage and complete your own stretching exercises to prevent repetitive strain injury
71. the correct use and application of Indian Head Massage techniques to meet a variety of treatment objectives, including those in the range
72. how to adapt the Indian Head Massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences
73. why effective client breathing is necessary prior to starting the treatment
74. how your own breathing techniques can enhance the effectiveness of the treatment process (e.g. to maintain stamina and concentration)
75. the advantages of Indian Head Massage
76. how and why support and cushioning would be used during the treatment
77. the importance of evaluating the effectiveness of Indian Head Massage treatments
78. why it is important to give post-treatment advice
79. the benefits of a course of treatment

#### **Aftercare advice for clients**

80. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
81. post-treatment restrictions and future treatment needs
82. products for home use that will benefit the client and those to avoid and why.

**Knowledge covered by:**

**MCQ**

Date:

**Assessors Signature:** \_\_\_\_\_

**Assignment**

Date:

**Oral questions**

Date:

**Learners Signature:** \_\_\_\_\_

## Carry out massage using pre-blended aromatherapy oils – ITEC Unit number 734 (NOS B24)

### What this unit is about

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

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

### The main outcomes of the unit are:

1. Maintain safe and effective methods of working when providing massage using pre-blended aromatherapy oils
2. Consult, plan and prepare for treatments with clients
3. Massage the body using pre-blended aromatherapy oils
4. Provide aftercare advice

### Evidence requirements

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

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

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Maintain safe and effective methods of working when carrying out massage using pre-blended aromatherapy oils by:**
  - a) setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
  - b) making sure that environmental conditions are suitable for the client and the treatment
  - c) ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - d) effectively disinfecting your hands prior to and after treatment
  - e) ensuring your own posture and position minimises fatigue and risk of injury whilst working
  - f) ensuring all equipment is cleaned using the correct methods
  - g) positioning equipment and pre-blended oils for ease and safety of use
  - h) ensuring the client is in a comfortable and relaxed position suitable for the treatment
  - i) maintaining accepted industry hygiene and safety practices throughout the treatment
  - j) adopting a positive, polite and reassuring manner towards the client throughout the treatment
  - k) maintaining the client's modesty, privacy and comfort at all times
  - l) disposing of waste materials safely and correctly
  - m) ensuring the treatment is cost effective and is carried out within a commercially viable time

- n) ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
- o) leaving the treatment area and equipment in a condition suitable for future treatments.

**2. Consult, plan and prepare for treatments with clients by:**

- a) using **consultation techniques** in a polite, sensitive and friendly manner to determine the client’s treatment needs
- b) obtaining signed, written informed consent from the client prior to carrying out the treatment
- c) ensuring that informed and signed parent or guardian consent is obtained for minors prior to any service
- d) ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16
- e) clearly explaining to the client what the treatment entails in a way they can understand
- f) using suitable **consultation techniques** to identify your client’s medical history, **physical characteristics** and lifestyle pattern
- g) asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- h) accurately recording your clients’ responses to questioning
- i) encouraging clients to ask questions to clarify any points
- j) effectively carrying out a sensitivity test to establish response and suitability for treatment
- k) taking the **necessary action** in response to any identified contra-indications
- l) ensuring any referral is given without reference to a specific medical condition and without causing undue alarm and concern
- m) actively encouraging clients to ask questions and clarify any points
- n) clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- o) agreeing in writing the client’s needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- p) ensuring that the client’s **treatment area(s)** are clean and suitably prepared
- q) ensuring that clothing, hair and accessories are effectively protected or removed
- r) selecting suitable pre-blended aromatherapy oils which meet the **treatment objectives** which are fit for purpose.

**3. Massage the body using pre-blended aromatherapy oils by:**

- a) providing suitable support and cushioning to specific areas of the body during the treatment if necessary
- b) adapting your **massage techniques**, sequence and use of pre-blended oil to meet the client’s **physical characteristics** and **treatment area(s)**
- c) effectively varying the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client’s **physical characteristics** and preferences
- d) ensuring the application and use of pre-blended oil minimises waste
- e) taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
- f) allowing the client sufficient post-treatment recovery time
- g) ensuring the finished result is to the client’s satisfaction and meets the agreed **treatment objectives**.

**4. Provide aftercare advice by:**

- a) giving **advice** and recommendations accurately and constructively
- b) giving your clients suitable **advice** specific to their individual needs.

<p><b>Performance 1</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 4</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 2</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 5</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>
<p><b>Performance 3</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>	<p><b>Performance 6</b> Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Assessors Signature: _____</p>

### What you must cover (Range)

	Page ref.		Page ref.
<b>Your performance must cover</b>			
<b>1. Consultation techniques are:</b>		d) anti-cellulite	<input type="text"/>
a) questioning	<input type="text"/>	e) stimulating.	<input type="text"/>
b) visual	<input type="text"/>		
c) manual	<input type="text"/>	<b>5. Massage techniques are:</b>	
d) reference to client records.	<input type="text"/>	a) effleurage	<input type="text"/>
		b) petrissage	<input type="text"/>
<b>2. Physical characteristics are:</b>		c) tapotement	<input type="text"/>
a) weight	<input type="text"/>	d) pressure point.	<input type="text"/>
b) height	<input type="text"/>		
c) posture	<input type="text"/>	<b>6. Treatment areas are:</b>	
d) muscle tone	<input type="text"/>	a) face	<input type="text"/>
e) age	<input type="text"/>	b) head	<input type="text"/>
f) health	<input type="text"/>	c) chest and shoulders	<input type="text"/>
g) skin condition.	<input type="text"/>	d) arms and hands	<input type="text"/>
		e) abdomen	<input type="text"/>
<b>3. Necessary action should be:</b>		f) back	<input type="text"/>
a) encouraging the client to seek medical advice	<input type="text"/>	g) gluteals	<input type="text"/>
b) explaining why the treatment cannot be carried out	<input type="text"/>	h) legs and feet.	<input type="text"/>
c) modification of treatment.	<input type="text"/>		
		<b>7. Advice covers:</b>	
<b>4. Treatment objectives are:</b>		a) avoidance of activities which may cause contra-actions	<input type="text"/>
a) relaxation	<input type="text"/>	b) future treatment needs	<input type="text"/>
b) sense of wellbeing	<input type="text"/>	c) modifications to lifestyle patterns	<input type="text"/>
c) uplifting	<input type="text"/>	d) healthy eating and exercise advice	<input type="text"/>
		e) suitable home care products and their use.	<input type="text"/>

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Organisational and legal requirements

1. your responsibilities under current health and safety legislation, standards and guidance, e.g. the Care Standards Act, the Health & Safety at Work Act (and any other relevant legislation)
2. your responsibilities under local authority licensing regulations for yourself and your premises
3. the importance of not discriminating against clients with illnesses and disabilities and why (e.g. Disability Discrimination Act)
4. the age at which an individual is classed as a minor and how this differs nationally
5. why minors should not be given treatments without informed and signed parental or guardian consent
6. why it is important, when treating minors under the age of 16, to have a parent present
7. the legal significance of gaining signed, informed client consent to treatment
8. manufacturers' and organisational requirements for waste disposal
9. the importance of the correct storage of client records in relation to the Data Protection Act
10. how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
11. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements
12. the organisation's requirements for client preparation
13. your organisation's service times for massage treatments and the importance of completing the service in a commercially viable time
14. your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

**How to work safely and effectively when carrying out massage using pre-blended aromatherapy oils**

15. how to set up the work area for massage treatments
16. the necessary environmental conditions for massage treatments (including lighting, heating, ventilation and general comfort) and why these are important
17. the importance and reasons for disinfecting hands and how to do this effectively
18. how to position yourself and the client for massage treatments taking into account individual physical characteristics
19. what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
20. the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
21. reasons for maintaining client modesty, privacy and comfort during the treatment
22. why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
23. how to minimise and dispose of waste from treatments

**Client consultation**

24. why it is important to encourage and allow time for clients to ask questions
25. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
26. the importance of questioning clients to establish any contra-indications to massage using pre-blended aromatherapy oils
27. why it is important to record client responses to questioning
28. the legal significance of client questioning and recording the client's responses.
29. how to give effective advice and recommendations to clients
30. how to visually assess the physical characteristics in the range
31. how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
32. how to recognise different skin types and conditions
33. how to effectively carry out a skin sensitivity test for and allergies to pre-blended aromatherapy oils
34. the types of reactions that can occur as a result of using pre-blended aromatherapy oils and how to recognise them
35. the reasons why it is important to encourage clients with contra-indications to seek medical advice
36. the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
37. why it is important to maintain clients' modesty, privacy and comfort
38. relationship between lifestyle patterns and effectiveness of treatment
39. the beneficial effects which can result from changes to the client's lifestyle pattern (e.g. food and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

**Preparation for treatment**

40. the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment
41. why it is important to reassure clients during the preparation process whilst also maintaining the client's modesty and privacy
42. how to select the appropriate pre-blended aromatherapy oil suitable for skin type, condition and treatment objectives
43. how to cleanse different areas of the body in preparation for treatment, e.g. face and feet

**Anatomy and physiology**

44. the structure and function of cells and tissues
45. the structure and function of muscles, including the types of muscles (i.e. voluntary and involuntary)
46. the positions and actions of the main muscle groups within the treatment areas of the body specified in the range
47. the position and function of the primary bones and joints of the skeleton
48. how to recognise postural faults and conditions (e.g. lordosis, kyphosis, scoliosis)
49. the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
50. the interaction of lymph and blood within the circulatory system
51. the structure and function of the lymphatic system
52. the basic principles of the central nervous system and autonomic system
53. the basic principles of the endocrine, respiratory including sinuses, olfactory, digestive and excretory systems
54. the structure and function of skin (i.e. the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
55. the skin characteristics and skin types of different ethnic client groups

## OPTIONAL UNIT | ITEC BEAUTY LEVEL 3 NVQ DIPLOMA IN SPA THERAPY

- 56. the structure and location of the adipose tissue
- 57. the effects of massage using pre-blended aromatherapy oils on the individual systems of the body
- 58. the physical and psychological effects of massage using pre-blended aromatherapy oils

**Contra-indications and contra-actions**

- 59. those contra-indications that prevent treatment and why (e.g. deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, e.t.c)
- 60. those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (e.g. diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, any medical condition with specialist or general practitioner approval e.t.c)
- 61. possible contra-actions which may occur during and post-treatment and how to deal with them (e.g. light-headedness, headache, nausea e.t.c)

**Pre-blended aromatherapy oils**

- 62. how to store and maintain pre-blended aromatherapy oils in a safe and hygienic manner (e.g. in date and away from light and heat) and why this is important
- 63. how to use pre-blended aromatherapy oils safely and effectively, including the effects of volatility
- 64. the types of pre-blended aromatherapy massage oils available, their purpose (e.g. relaxation, uplifting, sense of wellbeing e.t.c) and their beneficial properties
- 65. how to adapt your choice of pre-blended aromatherapy oils to meet specific clients' physical and emotional needs

**Treatment specific knowledge**

- 66. how to recognise erythema and its causes
- 67. why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury
- 68. the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range
- 69. how to adapt the massage sequence, depth and pressure to suit different client physical characteristics, areas of the body and preferences
- 70. how to adapt massage treatments for male and female clients
- 71. the areas of the body and body characteristics needing particular care when undertaking massage using pre-blended aromatherapy oils
- 72. the advantages of massage using pre-blended aromatherapy oils
- 73. how and why support and cushioning would be used during the treatment
- 74. the limitations of using pre-blended aromatherapy oils and when and why to refer clients onto a clinical aromatherapist
- 75. the importance of evaluating the effectiveness of massage using pre-blended aromatherapy oils

**Aftercare advice for clients**

- 76. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- 77. post-treatment restrictions and future treatment needs
- 78. products for home use that will benefit and protect the client and those to avoid and why
- 79. how current eating and exercise habits can affect the effectiveness of treatment
- 80. how healthy eating and exercise can improve the effectiveness of the treatment.

**Knowledge covered by:****MCQ**Date:     **Assignment**Date:     **Oral questions**Date:     

Assessors Signature: \_\_\_\_\_

Learners Signature: \_\_\_\_\_



## Contribute to the planning and implementation of promotional activities – ITEC Unit number 549 (NOS H32)

### What this unit is about

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

#### The main outcomes of this unit are:

1. Contribute to the planning and preparation of promotional activities
2. Implement promotional activities
3. Participate in the evaluation of promotional activities

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. **You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities.**
3. Your Assessor will make **1 observation** of your performance when planning and implementing promotional activities. In addition, you will need to collect further documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
  - developed both types of objectives
  - undertaken all the types of promotional activities listed
5. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of the standard and qualification.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the planning and preparation of promotional activities by**
  - a) making recommendations to the relevant person for suitable **promotional activities** and identifying the potential benefits for the business
  - b) identifying and agreeing specific, measurable, achievable, realistic and time bound **objectives** and target groups for the activity with the relevant person(s)
  - c) agreeing requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
  - d) producing an agreed plan showing the
    - type of promotional activity
    - **objectives** of the activity
    - roles and responsibilities of others involved
    - resource requirements
    - preparation and implementation activities
    - timescales
    - the budget
    - methods of evaluation
  - e) agreeing a plan that takes into account any legal requirements, when necessary
  - f) ensuring resources are available to meet the planned timescale.
2. **Implement promotional activities by**
  - a) implementing **promotional activities** to meet the agreed plan
  - b) effectively adapting **promotional activities**, when necessary, in response to changed circumstances and/or problems
  - c) using resources effectively throughout the **promotional activities**
  - d) clearly and accurately communicating the essential features and benefits of products and services to the target group

- e) using methods of communication that are suitable for the type of promotional activity being undertaken
  - f) presenting information in logical steps
  - g) encouraging the target group to ask questions about the services and products being promoted
  - h) responding to questions and queries in a way which promotes goodwill and enhances the salon image
  - i) actively encouraging the target group to take advantage of the services and products being promoted
  - j) clearing away products and equipment at the end of the **promotional activity**, when necessary, to meet the requirements of the venue.
- 3. Participate in the evaluation of promotional activities by**
- a) using the methods agreed in your promotional activity plan to gain feedback from the relevant sources
  - b) collating and recording the information gained from the feedback using a clear and concise format and method of presentation
  - c) drawing accurate and clear conclusions on the effectiveness of the promotional activity in meeting the agreed **objectives**
  - d) participating in discussions giving a clear and well structured summary of the results of the evaluation
  - e) making recommendations for improvements to any future **promotional activities** based upon the outcomes of your evaluation.

**Performance 1**

Date:

**Assessors Signature:** \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>1. Promotional activities are</b>		<b>2. Objectives are</b>	
a) demonstrations	<input type="text"/>	a) to enhance salon image	<input type="text"/>
b) displays	<input type="text"/>	b) to increase salon business.	<input type="text"/>
c) advertising campaigns.	<input type="text"/>		

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Venue and legal requirements

1. the practical requirements and restrictions of any venue
2. the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
3. the importance of considering health and safety and other legal requirements
4. the health and safety procedures applicable to any venue you use
5. the potential hazards you must consider when working at any venue
6. the steps that should be taken to minimise risks when working at an external venue

#### Promotional event planning and preparation

7. the purpose and value of detailed and accurate planning
8. the type of resourcing requirements necessary for promotional activities (e.g. individuals, tools and equipment, materials, time, venue)
9. how the nature of the target group can influence the choice of promotional activity
10. how to match types of promotional activities to objectives
11. how to present a plan for promotional activities
12. why it is important to consider methods of evaluation at the planning stage
13. how to write objectives that are Specific, Measurable, Achievable, Realistic and Time Bound (ie, SMART objectives)
14. the importance of working to a budget
15. where and how to obtain resources
16. the importance of clearly defining the roles and responsibilities of those involved in promotional activities
17. the importance of allocating roles and responsibilities to match an individual's competence levels
18. the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
19. the types of foreseeable problems that occur and ways of resolving them

#### Services and products

20. the features and benefits of the products and/or services being promoted

#### Selling Skills

21. how to recognise buying signals and to close sales
22. the difference between the features of a product or service and the benefits of a product or service
23. how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests

#### Communication techniques

24. how and when to participate in discussions
25. how to give a short presentation (e.g. timing, pace, use of voice, use of graphics, e.t.c.)
26. methods of presenting information (e.g. pictorially, graphically, verbally)
27. methods of creating a visual impact
28. how and when to make openings to encourage others to ask questions
29. how to answer questions and manage queries in a way likely to maintain goodwill

#### Evaluation techniques

30. the purpose of evaluation activities
31. the areas of the promotional activity which should be evaluated
32. the most suitable methods of gaining feedback for the promotional activities in the range
33. how to collate, analyse and summarise evaluation feedback in a clear and concise way
34. suitable ways of formatting and producing an evaluation report.



## Contribute to the financial effectiveness of the business – ITEC Unit number 547 (NOS G11)

### What this unit is about

This unit is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

#### The main outcomes of this unit are:

1. Contribute to the effective use and monitoring of resources
2. Meet productivity and development targets

### Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business.
3. Your Assessor will make **1 observation** of your contribution to the monitoring and effective use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
  - monitored and effectively used all the resources listed
  - set and achieved your productivity targets for technical services and retail sales
5. For this particular unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.

### What you must do (Performance Criteria)

In order to perform this unit successfully you must:

1. **Contribute to the effective use and monitoring of resources by**
  - a) correctly following your salon procedures for monitoring the use of **resources**
  - b) ensuring information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
  - c) using **resources** in a way which complies with legal and salon requirements
  - d) checking all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages
  - e) identifying and resolving any problems with **resources** within the limits of your authority
  - f) promptly reporting any **resource** problems you cannot resolve to the relevant person
  - g) making constructive recommendations to improve the use of **resources** to the relevant person
  - h) making recommendations which clearly show the benefits of implementing your suggestions
  - i) ensuring records for which you are responsible are accurate, legible and up-to-date.
2. **Meet productivity and development targets by**
  - a) setting, agreeing and recording your **productivity and development targets** with the relevant person to meet the needs of the business
  - b) actively seeking opportunities that will help you to meet your **productivity and development targets**
  - c) ensuring those who assist you with services to clients work effectively to enable you to meet your **productivity and development targets**
  - d) regularly reviewing and recording your progress towards the achievement of your **productivity and development targets**
  - e) adjusting your activities in a way that will help you to meet your productivity and development targets
  - f) meeting your set **productivity and development targets** consistently and within the agreed timescale.

**Performance 1**

Date:

**Assessors Signature:** \_\_\_\_\_

### What you must cover (Range)

	Page ref.		Page ref.
<b>1. Resources are</b>		<b>2. Productivity and development targets are for</b>	
a) human	<input type="text"/>	a) retail sales	<input type="text"/>
b) stock	<input type="text"/>	b) technical services	<input type="text"/>
c) tools and equipment	<input type="text"/>	c) personal learning	<input type="text"/>
d) time	<input type="text"/>		

### What you must know

To perform this unit successfully, you will need to know and understand:

#### Salon procedures and legal requirements

1. your salon's requirements relating to the use of the resources in the range
2. the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources in the range (e.g. use of personal protective equipment, use of products, tools and equipment, disposal of waste and sharps, staff working times and break entitlements e.t.c. linked to current Health & Safety At Work legislation, COSHH Regulations, Manual Handling Operations Regulations, Electricity at Work Regulations, RIDDOR, Workplace Regulations, Data Protection Act, Working Time Directives and Cosmetic Products Regulations)
3. **current legal requirements relating to the sale of retail goods (e.g. Sale of Goods Act, Distance Selling Act, Trade Descriptions Act, Consumer Protection legislation)**
4. your own limits of authority in relation to the use of resources
5. to whom to report recommendations
6. your salon's procedures for monitoring the use of resources

#### Resource use, monitoring and recording

7. how the effective use of resources contributes to the profitability of the business
8. principles of stock control
9. the stocking levels for your salon
10. how salon ordering systems work and how to interpret them
11. the importance of keeping accurate records for the use and monitoring of resources
12. the resource records for which you are responsible
13. the common problems associated with salon resources (e.g. staffing, stock control, tools and equipment breakdowns, time overruns, e.t.c.) and how to resolve them

#### Communication

14. why it is important to communicate effectively
15. how to present the benefits of recommendations in a positive manner
16. how to negotiate and agree productivity and development targets
17. how to give clear, accurate and timely instructions to those who may be assisting you
18. how to encourage others to work effectively on your behalf
19. how to respond positively to negative feedback
20. general principles of time management applicable to the delivery of salon services
21. how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets

#### Productivity and development targets

22. your agreed productivity and development targets and the associated timescales for their achievement
23. why it is important to meet your productivity and development targets
24. the consequences of failure to meet your productivity and development targets
25. the types of opportunities that can be used to achieve your productivity and development targets (e.g. add-on services and sales, promotion of new products and services, seasonal promotions, special offers, awareness of trends for new services, learning how to deliver new services)
26. why you should regularly review your targets
27. the importance of gaining feedback of your performance and development needs from others.

**Knowledge covered by:**

**MCQ**

Date:

**Assessors Signature:** \_\_\_\_\_

**Assignment**

Date:

**Oral questions**

Date:

**Learners Signature:** \_\_\_\_\_







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