

# iUBT343– Head massage

URN – A/617/4324

**Guided Learning Hours: 30**

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to prepare for head massage	1.1. Prepare self, the client and work area for head massage	<ul style="list-style-type: none"> <li>• Preparation of the working area</li> <li>• Equipment</li> <li>• Products</li> <li>• Work wear</li> <li>• Personal appearance and behaviour</li> <li>• Hygiene e.g. sterilising /sanitising tools and equipment</li> <li>• Procedures used to prepare client</li> <li>• Client care and modesty</li> </ul>
	1.2. Use suitable consultation techniques to identify treatment objectives	<ul style="list-style-type: none"> <li>• An example of a consultation form can be downloaded from: <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a></li> <li>• Consulting in a suitable area</li> <li>• Positive body language</li> <li>• Positioning of the client</li> <li>• Good communication skills:               <ul style="list-style-type: none"> <li>- Listening</li> <li>- Speaking</li> <li>- Reading</li> <li>- Recording</li> <li>- Following instructions</li> <li>- Using related terminology linked to head massage</li> </ul> </li> <li>• Contra-indications and contra-actions</li> <li>• Treatment plan</li> <li>• Importance of planning a treatment programme bearing in mind the client's diverse needs such as gender, age, ability, disability, religious, cultural, moral and social beliefs</li> <li>• Products used</li> </ul>

		<ul style="list-style-type: none"> <li>• Consent (including parental or guardian consent when treating minors)</li> <li>• Confidentiality</li> <li>• Compliance with current data protections regulations</li> <li>• Client/parent/guardian signature</li> </ul>
	1.3. Advise the client on how to prepare for the treatment	<ul style="list-style-type: none"> <li>• Client requirements and expectations</li> <li>• Planning head massage treatment</li> <li>• Salon requirements</li> </ul>
	1.4. Identify influencing factors	<ul style="list-style-type: none"> <li>• The main factors that influence the choice of head massage products and massage techniques: <ul style="list-style-type: none"> <li>- Hair condition</li> <li>- Scalp condition</li> <li>- Unusual features of the scalp</li> <li>- Hair length</li> <li>- Hair density</li> <li>- Degree of curl of the hair</li> <li>- Sensitivity of the skin and scalp</li> <li>- Adverse skin, hair and scalp conditions</li> <li>- Allergies to products</li> <li>- Client wishes</li> </ul> </li> </ul>
	1.5. Provide clear recommendations to the client based on factors	<ul style="list-style-type: none"> <li>• The outcome of consultation, treatment planning and client treatment requirements</li> </ul>
	1.6. Describe salon's requirement for client preparation, preparing themselves and the work area	<ul style="list-style-type: none"> <li>• Any particular rights, restrictions and acts applicable to head massage treatment</li> <li>• Understanding of code of practice/ethics</li> <li>• Insurance and professional association membership</li> <li>• Record-keeping</li> <li>• Record and store in line with current data protection legislation and professional codes of conduct</li> <li>• Professional appearance</li> <li>• Working co-operatively with others</li> </ul>
	1.7. Identify different consultation techniques used to identify treatment objectives	<ul style="list-style-type: none"> <li>• Positive body language</li> <li>• Positioning of the client (no barriers between learner and client)</li> <li>• Good communication skills: <ul style="list-style-type: none"> <li>- Listening</li> <li>- Speaking</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Reading</li> <li>- Recording</li> <li>- Following instructions</li> <li>- Using terminology linked to head massage treatment</li> </ul> <ul style="list-style-type: none"> <li>• Verbal and non-verbal communication</li> </ul>
	1.8. Describe the factors that need to be considered when selecting techniques, products and equipment	<ul style="list-style-type: none"> <li>• Hair condition</li> <li>• Scalp condition</li> <li>• Unusual features of the scalp</li> <li>• Hair length</li> <li>• Hair density</li> <li>• Degree of curl of the hair</li> <li>• Sensitivity of the skin and scalp</li> <li>• Adverse skin, hair and scalp conditions</li> <li>• Allergies to products</li> <li>• Client wishes</li> </ul>
	1.9. Describe the environmental conditions suitable for head massage treatment	<ul style="list-style-type: none"> <li>• To include the following factors: <ul style="list-style-type: none"> <li>- Lighting</li> <li>- Heating</li> <li>- Ventilation</li> <li>- Noise levels</li> <li>- Available space</li> <li>- Music</li> <li>- General hygiene</li> <li>- Waste disposal</li> <li>- Décor</li> <li>- Equipment e.g. workstation/trolley</li> <li>- Privacy</li> <li>- Reception areas</li> <li>- General use/treatment areas</li> </ul> </li> </ul>
	1.10. Describe the safety considerations that must be taken into account when providing head massage treatment	<ul style="list-style-type: none"> <li>• Methods of sterilisation</li> <li>• Disposal of contaminated waste</li> <li>• Legislation</li> <li>• Personal Protective Equipment (PPE)</li> <li>• Relevant health &amp; safety</li> <li>• Control of Substances Hazardous to Health (COSHH)</li> <li>• Preparation and positioning of client and therapist/stylist</li> <li>• Removal of accessories</li> </ul>

		<ul style="list-style-type: none"> <li>• Visual checks on electrical equipment</li> <li>• Correct use of equipment</li> </ul>
	1.11. Identify the range of equipment used for head massage treatment	<ul style="list-style-type: none"> <li>• Couch or chair</li> <li>• Trolley</li> <li>• Stools</li> <li>• Towels</li> <li>• Bowls</li> <li>• Additional support if required</li> </ul>
	1.12. Identify products used and their key ingredients	<ul style="list-style-type: none"> <li>• Massage mediums: <ul style="list-style-type: none"> <li>- Spirit based</li> <li>- Treatment shampoos</li> <li>- Treatment conditioners</li> <li>- Oils</li> </ul> </li> </ul>
	1.13. Describe contra-indications to head massage treatment	<ul style="list-style-type: none"> <li>• With medical, GP or specialist permission – in circumstances where written medical permission cannot be obtained, clients must sign an informed consent form stating that the treatment and its effects have been fully explained to them and confirm that they are willing to proceed without permission from their G.P. or specialist: <ul style="list-style-type: none"> <li>- Pregnancy</li> <li>- Cardiovascular conditions (thrombosis, phlebitis, hypertension, hypotension, heart conditions)</li> <li>- Haemophilia</li> <li>- Any condition already being treated by a GP or another complementary practitioner</li> <li>- Medical oedema</li> <li>- Osteoporosis</li> <li>- Arthritis</li> <li>- Nervous/psychotic conditions</li> <li>- Epilepsy</li> <li>- Recent operations</li> <li>- Diabetes</li> <li>- Asthma</li> <li>- Any dysfunction of the nervous system (e.g. Multiple Sclerosis, Parkinson's disease, Motor neurone disease)</li> <li>- Bell's Palsy</li> <li>- Trapped/Pinched nerve (e.g. sciatica)</li> <li>- Inflamed nerve</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Cancer</li> <li>- Postural deformities</li> <li>- Conditions causing muscular spasticity (e.g. cerebral palsy)</li> <li>- Kidney infections</li> <li>- Whiplash</li> <li>- Slipped disc</li> <li>- Undiagnosed pain</li> <li>- When taking prescribed medication</li> <li>- Acute rheumatism</li> <li>• Contra-indications that restrict treatment: <ul style="list-style-type: none"> <li>- Fever</li> <li>- Contagious or infectious diseases</li> <li>- Under the influence of recreational drugs or alcohol</li> <li>- Diarrhoea and vomiting</li> <li>- Skin diseases</li> <li>- Undiagnosed lumps and bumps</li> <li>- Localised swelling</li> <li>- Inflammation</li> <li>- Cuts</li> <li>- Bruises</li> <li>- Abrasions</li> <li>- Scar tissue (2 years for major operation and 6 months for a small scar)</li> <li>- Sunburn</li> <li>- Hormonal implants</li> <li>- Haematoma</li> <li>- Recent fractures (minimum 3 months)</li> <li>- Cervical spondylitis</li> <li>- After a heavy meal</li> <li>- Anaphylaxis</li> <li>- Vertigo</li> <li>- Adhesive capsulitis</li> <li>- Bell's palsy</li> <li>- Tinnitus</li> <li>- Migraine</li> <li>- Earache</li> <li>- Headaches</li> <li>- Psoriasis</li> <li>- Myalgic encephalomyelitis (chronic fatigue syndrome)</li> </ul> </li> </ul>
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LO2 Be able to provide head massage	2.1. Communicate and behave in a professional manner	<ul style="list-style-type: none"> <li>• Explanation of treatment</li> <li>• Benefits, limitations, co-operation required</li> <li>• Client care, modesty and support</li> <li>• Communication</li> <li>• Correct posture, hygiene and a professional approach to the client throughout treatment</li> <li>• Working co-operatively with others in a team context</li> </ul>
	2.2. Position themselves and the client correctly throughout the treatment	<ul style="list-style-type: none"> <li>• Ensuring the client is comfortable and correctly supported</li> <li>• Protection of client's clothing</li> <li>• Therapist/stylist maintained the correct working posture throughout treatment</li> <li>• Therapist/stylist self-care</li> </ul>
	2.3. Select and use products, equipment and techniques taking into account identified factors	<ul style="list-style-type: none"> <li>• Hair condition</li> <li>• Scalp condition</li> <li>• Unusual features of the scalp</li> <li>• Hair length</li> <li>• Hair density</li> <li>• Degree of curl of the hair</li> <li>• Sensitivity of the skin and scalp</li> <li>• Adverse skin, hair and scalp conditions</li> <li>• Allergies to products</li> <li>• Client wishes</li> </ul>
	2.4. Follow safe and hygienic working practices	<ul style="list-style-type: none"> <li>• Methods of sterilisation</li> <li>• Disposal of contaminated waste</li> <li>• Legislation</li> <li>• Personal Protective Equipment (PPE)</li> <li>• Relevant Health &amp; Safety</li> <li>• Control of Substances Hazardous to Health (COSHH)</li> <li>• Safe working methods</li> <li>• Visual analysis of the area</li> <li>• Check for contra-indications</li> <li>• Hygiene procedures</li> <li>• Explanation of treatment and sequence</li> <li>• Client care, comfort, modesty and support</li> <li>• Removal of accessories</li> </ul>

		<ul style="list-style-type: none"> <li>• Treatment areas e.g. head, scalp and neck</li> <li>• Treatment time (approximately 5-10 minutes per area)</li> <li>• Medium application and removal (if applicable)</li> </ul>
	2.5. Identify contra-actions and take appropriate action during treatment	<ul style="list-style-type: none"> <li>• Adverse skin and scalp reactions</li> <li>• Watery eyes</li> <li>• Excessive erythema</li> <li>• Skin irritation</li> <li>• Immediate removal of products</li> <li>• Referral procedures</li> </ul>
	2.6. Provide suitable aftercare advice	<ul style="list-style-type: none"> <li>• Recommendations for immediate aftercare</li> <li>• Methods of product removal</li> <li>• Product recommendations</li> <li>• Further treatment needs</li> </ul>
	2.7. Complete the treatment to the satisfaction of the client	<ul style="list-style-type: none"> <li>• Conclusion of treatment in an appropriate manner, meeting client's needs and following manufacturers' instructions</li> </ul>
	2.8. Evaluate the results of the treatment with the client	<ul style="list-style-type: none"> <li>• Reviewing and recording treatment outcomes</li> <li>• Verbal feedback</li> <li>• Written feedback</li> <li>• Evaluating the results against the treatment plan</li> </ul>
	2.9. Describe how to communicate and behave in a professional manner	<ul style="list-style-type: none"> <li>• Speaking</li> <li>• Listening</li> <li>• Body language</li> <li>• Reading</li> <li>• Recording</li> <li>• Following instructions and using a range of terminology linked to head massage treatment</li> </ul>
	2.10. State the importance of positioning themselves and the client correctly throughout the treatment	<ul style="list-style-type: none"> <li>• Ensuring the client is comfortable and correctly supported</li> <li>• Therapist maintained the correct posture throughout the treatment</li> <li>• Therapist self-care</li> </ul>
	2.11. Describe safe and hygienic working practices	<ul style="list-style-type: none"> <li>• Methods of sterilisation</li> <li>• Disposal of contaminated waste</li> <li>• Legislation</li> <li>• Personal Protective Equipment (PPE)</li> <li>• Relevant Health &amp; Safety</li> </ul>

		<ul style="list-style-type: none"> <li>Control of Substances Hazardous to Health (COSHH)</li> </ul>
	2.12. Describe contra-actions which might occur during and following the treatment and how to respond	<ul style="list-style-type: none"> <li>Adverse skin and scalp reactions</li> <li>Watery eyes</li> <li>Excessive erythema</li> <li>Skin irritation</li> <li>Immediate removal of products</li> <li>Referral procedures</li> </ul>
	2.13. Describe the aftercare and homecare advice that should be provided	<ul style="list-style-type: none"> <li>Recommendations for immediate after care</li> <li>Product recommendations</li> <li>Scalp products suitable for home use</li> <li>Further treatment needs and frequency</li> </ul>
	2.14. State the importance of completing the treatment to the satisfaction of the client	<ul style="list-style-type: none"> <li>Concluding the treatment in appropriate manner to meet client needs, treatment objectives and manufacturers' instructions</li> <li>Check treatment results with client</li> </ul>
	2.15. State the methods of evaluating the effectiveness of the treatment	<ul style="list-style-type: none"> <li>Verbal feedback</li> <li>Written feedback</li> <li>Self-evaluation</li> <li>Maintaining records for accurate future treatment</li> <li>Evaluating and comparing development progress and final result with original client specification and treatment plan</li> <li>Recording results of evaluation for future reference</li> <li>Record and store in line with current data protection legislation and professional codes of conduct</li> </ul>
	2.16. Describe the structure and function of the skin	<ul style="list-style-type: none"> <li>Skin structure <ul style="list-style-type: none"> <li>Epidermis</li> <li>Dermis</li> <li>Subcutaneous layer</li> <li>Hair follicle</li> <li>Sweat glands – location and function</li> <li>Sebaceous glands – location and function</li> <li>Nerve endings</li> </ul> </li> <li>Skin functions <ul style="list-style-type: none"> <li>Protection</li> <li>Heat regulation</li> <li>Absorption</li> <li>Secretion</li> </ul> </li> </ul>



		- Sensation
	2.17. Describe the basic structure and functions of the bones of the neck and skull	<ul style="list-style-type: none"> <li>• Frontal</li> <li>• Occipital</li> <li>• Parietal</li> <li>• Temporal</li> <li>• Cervical vertebrae</li> </ul>
	2.18. Describe the functions of the muscles of the scalp and neck	<ul style="list-style-type: none"> <li>• Frontalis</li> <li>• Occipitalis</li> <li>• Temporalis</li> <li>• Sternocleidomastoid</li> <li>• Trapezius</li> </ul>
	2.19. Describe the massage movements used in head massage treatments	<ul style="list-style-type: none"> <li>• Effleurage</li> <li>• Petrissage</li> <li>• Tapotement</li> <li>• Friction</li> <li>• Vibrations</li> <li>• Effects and benefits of each movement</li> <li>• Increasing blood supply</li> <li>• Stimulation and toning of tissues</li> <li>• Stimulation and soothing of nerves</li> <li>• Relaxation</li> <li>• Relief from tension</li> </ul>

Assessment	
Portfolio of evidence containing: <ul style="list-style-type: none"> <li>• Internally assessed task</li> </ul>	Assessment guidance and assessment forms may be downloaded from <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a>

**Guide to taught content**

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.

**Document History**

Version	Issue Date	Changes	Role
v1	17/09/2019	First published	Qualifications and Regulation Co-ordinator