

Scheme of work

For each VTCT (ITEC) qualification, the lecturer/centre must complete a scheme of work for each unit indicating how the Lecturer is planning to cover the unit content throughout the course. Set out the planned sessions in terms of learning outcomes to be achieved. These should match those stated within the VTCT (ITEC) unit specification. Include all units of each course offered. Hours should meet the minimum guided learning hours listed within the unit specification.

Unit title: iUCT26 - Introduction to clinic services and business awareness for complementary therapies

Total contact tuition hours proposed: 45

Lecturer(s) responsible:

Learning objectives	Lecture content	Suggested resources	Approx. hours
Introductory session	<ul style="list-style-type: none"> College rules and regulations College mission statement VTCT (ITEC) rules and regulations Health & safety Timetable Dates – holidays etc. Syllabus Recommended books Uniform 	<ul style="list-style-type: none"> PowerPoint Presentation VLE Lecture Q&A Using all the documents listed to ensure the students understand the college expectations and their commitment to the course 	
1. Know how to offer complementary therapies within a business environment			
Describe the different complementary therapy business models	<ul style="list-style-type: none"> Sole trader Partnership Limited company Home visiting Franchise 	<ul style="list-style-type: none"> OHP/Whiteboard PowerPoint VLE Activities Lecture Q&A Handout Homework Test 	15
Identify the resources needed to offer well known therapies	<ul style="list-style-type: none"> Premises Treatment areas Treatment equipment – couches, stools, trolleys etc. Products Implements 		

	<ul style="list-style-type: none"> • Consumables 		
State the requirements of an environment where complementary therapies are offered	<ul style="list-style-type: none"> • Heating • Lighting • Ventilation • Plumbing • Flooring • Interior décor • Layout • Waste disposal and general hygiene facilities • Laundry • Storage • Reception • Equipment • Consumables 		
Describe the methods of promoting and marketing complementary therapy services	<ul style="list-style-type: none"> • Newspapers • Leaflets • Mail shots • Press release • TV • Internet • Cinema • Radio • Posters • Word of mouth • Talks • Demonstrations • Advertisements • Business card • Price list • Gift vouchers • Stationery • Poster • Client aftercare advice forms • Website • Corporate image 		

2. Know how a complementary therapy business operates			
State the well-known services or products available	<ul style="list-style-type: none"> • Body products and treatments • Facial products and treatments 	<ul style="list-style-type: none"> • OHP/Whiteboard • PowerPoint • VLE • Activities • Lecture • Q&A • Handout • Homework • Test 	15
Describe a client appointment system	<ul style="list-style-type: none"> • Reception • Initial inquiry • Recommendations • Client details • Client assessment • Therapist allocation/booking • Treatment timings • Appointment book/computerised booking system • Rebooking 		
Describe ways of ensuring client loyalty to the business	<ul style="list-style-type: none"> • Customer loyalty scheme/card • Treatment packages • Special offers • Gift vouchers • Treatment programme • Retail support/recommendations • High quality services – rebooking 		

3. Know the key aspects of employment as a complementary therapist			
List the range of employment opportunities in the complementary therapy industry	<ul style="list-style-type: none"> • Employed • Self-employed • Health care • Spas • Clinics • Salons • Mobile therapist • Junior therapist • Therapist • Senior therapist • Clinic manager 	<ul style="list-style-type: none"> • OHP/Whiteboard • PowerPoint • VLE • Activities • Lecture • Q&A • Handout • Homework • Test 	15
State relevant legislation with regards to running a business	<ul style="list-style-type: none"> • Health & Safety at Work Act • The Management of Health & Safety at Work Regulations • The Workplace (Health, Safety & Welfare) Regulations • The Manual Handling Operations Regulations 		

	<ul style="list-style-type: none"> • The Personal Protective Equipment at Work Regulations • The Provision and Use of Work Equipment Regulations • The Control of Substances Hazardous to Health Regulations (COSHH) • General Product Safety Regulations 2005 • Cosmetic Products (Safety) Regulations 2004 • The Electricity at Work Regulations • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) • Massage and Special Treatments Licensing Act and Regulations • Data Protection Act/GDPR • Supply of Goods and Services Act • Consumer Protection Act • Trades Description Act • Disability Discrimination Act • Care Standards Act • The licensing laws governing complementary therapy businesses to include: <ul style="list-style-type: none"> - Who to contact - Treatments which may require licensing - Local and national by-laws - Exemptions from licensing 		
State the insurance requirements for employment and self-employment	<ul style="list-style-type: none"> • Professional indemnity insurance to include: <ul style="list-style-type: none"> - A definition of professional indemnity insurance; what it covers and the differences between salon/clinic policies and individual therapist policies - The source of the insurance – professional associations - Cover of policy 		

Document History

Version	Issue Date	Changes	Role
v1	09/10/2019	First published	Qualifications and Regulation Co-ordinator