

---

# Marking Criteria

## iUBT336 – On-site massage

Once all aspects of the mandatory units have been completed, learners will be expected to complete an internal practical assessment. This will be undertaken by the internal assessor using the internal assessment forms. These must be handed to the external examiner on the day of the final external practical examination.

Practical Examination sequence – approximately 45 minutes

- Consultation
- 30 minute on-site massage treatment
- Oral questions may be asked at any time during the examination
- Consultation forms must be filled in by each learner and made available for the external examiner to check. These should be reviewed and completed at the end of the treatment and will be taken away by the examiner
- Learners will be expected to demonstrate excellent hygiene and client care throughout as well as competence in their relevant skills
- The examiner may reduce the treatment timings, as the examination is a demonstration of the learner's professionalism and their accomplished technique
- Approximate time allocated for changeover of practical examination groups - 15 minutes

Learners must achieve a minimum of 3 marks for appearance and 3 marks for client care in order to pass the practical examination.

Learners must be able to demonstrate the following:

### **Appearance – 5 marks (0.5 marks each)**

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

**Client care – 5 marks (1 mark each)**

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

**Hygiene and sterilisation – 10 marks (2 marks each)**

1. Wiped equipment over with sanitiser before, during and after use as appropriate
2. Sanitised hands before, during and after treatment as appropriate
3. Disposed of cotton wool, tissues, paper roll and general waste hygienically and appropriately
4. Sanitised the client's hands
5. Ensured the client's footwear was stowed under the couch and that the client did not walk around barefoot

**Consultation – 5 marks (1 mark each)**

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

**Head and neck massage – 20 marks (2 marks each)**

1. Positioned the client appropriately for treatment
2. Checked for contra-indications
3. Demonstrated effleurage movements in an appropriate manner
4. Demonstrated petrissage movements in an appropriate manner
5. Demonstrated percussion movements in an appropriate manner
6. Demonstrated acupressure points in an appropriate manner
7. Performed all movements at the correct speed
8. Adapted the pressure to suit the movement, area treated and client's needs
9. Demonstrated a flowing and logical routine which covered the area treated fully
10. Completed massage of the head and neck in a commercially acceptable time

**Back and shoulder massage – 20 marks (2 marks each)**

1. Positioned the client appropriately for treatment
2. Checked for contra-indications
3. Demonstrated effleurage movements in an appropriate manner
4. Demonstrated petrissage movements in an appropriate manner
5. Demonstrated percussion movements in an appropriate manner
6. Demonstrated acupressure points in an appropriate manner
7. Performed all movements at the correct speed
8. Adapted the pressure to suit the movement, area treated and client's needs

9. Demonstrated a flowing and logical routine which covered the area treated fully
10. Completed massage of the back and shoulders in a commercially acceptable time

**Hand and arm massage – 20 marks (2 marks each)**

1. Positioned the client appropriately for treatment
2. Checked for contra-indications
3. Demonstrated effleurage movements in an appropriate manner
4. Demonstrated petrissage movements in an appropriate manner
5. Demonstrated percussion movements in an appropriate manner
6. Demonstrated acupressure points in an appropriate manner as applicable
7. Performed all movements at the correct speed
8. Adapted the pressure to suit the movement, area treated and client's needs
9. Demonstrated a flowing and logical routine which covered the area treated fully
10. Completed massage of the back and shoulders in a commercially acceptable time

**Posture – 10 marks (2 marks each)**

1. Demonstrated appropriate standing/sitting position suitable for each area
2. Demonstrated correct working position of shoulders
3. Demonstrated correct working position of elbows
4. Demonstrated flexibility of knees and transference of weight
5. Demonstrated flexibility/correct working position of back (stance)

**Aftercare advice – 5 marks (1 mark each)**

1. Provided immediate aftercare
2. Provided advice on healthy eating for well being
3. Provided advice on exercise for well being
4. Provided advice on suitable relaxation techniques
5. Provided advice on further treatments and frequency

**Sample oral questions**

1. What are the main stress factors in your client's life?
2. What are some of the physical symptoms of stress?
3. What are some of the psychological symptoms of stress?
4. How often would an on-site massage be recommended?
5. How does stress affect the appetite?
6. How does stress affect sleep patterns?
7. How can massage help to reduce stress?
8. How does exercise help in the relief of stress?
9. Which muscles are often tense in a stressed person?
10. How can diet help to combat stress?
11. What are the general contra-indications to on-site massage?
12. What is the benefit of that movement?
13. What are the contra-indications to that movement?
14. What muscles are you working over?
15. How can you detect a tense/tired muscle?

### Document History

Version	Issue Date	Changes	Role
V1	08/02/20	First Published	Subject Matter Expert- Assessment