

iUBT320 – Provide body massage

URN – L/617/4294

Guided Learning Hours: 84

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to prepare for a body massage treatment	1.1. Prepare self, client and work area for body massage	• Preparation of working area • Equipment • Products • Work wear • Personal appearance and behaviour • Hygiene e.g. sterilising/sanitising tools and equipment • Client for treatment • Client care and modesty
	1.2. Use suitable consultation techniques to identify treatment objectives	• An example of a consultation form can be downloaded from www.vtctskills.org.uk • Suitable area • Positive body language • Positioning of the client • Communication skills • Professionalism • Contra-indications and contra-actions • Treatment plan • Products used • Consent (parent/guardian when treating minors) • Confidentiality • Compliance with current data protection legislation • Client/parent/guardian signature
	1.3. Advise the client on how to prepare for the treatment	• Explain the treatment to the client • Client preparation - remove clothing down to underwear and remove shoes • Use robes/towels to maintain client modesty

	1.4. Provide clear recommendations to the client	• Taking into account the following: - The outcome of the body analysis - Diet - Smoking - Alcohol - Central heating - Air conditioning - Stress - Sleep - Exercise - Fresh air - Occupation - Lifestyle - Current regime
	1.5. Select products and tools to suit client treatment needs, skin types and conditions	• Couch • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Tissues • Cotton wool • Spatulas • Bowls • Sterilising solution • UV cabinet • Autoclave • Chemical immersion equipment • Waste disposal • Mediums - Oil (not mineral oil) - Cream - Powder (unperfumed)

		• The effects and benefits of each should be known
	1.6. Describe salon requirements for preparing self, the client and work area	• Any particular rights, restrictions and acts applicable to body massage treatment • Code of practice/ethics • Insurance and professional association membership • Record keeping • Record and store in line with current data protection legislation and professional codes of conduct • Professional appearance
	1.7. Describe the environmental conditions suitable for body massage treatments	• Lighting • Heating • Ventilation • Noise levels • Available space • Music • General hygiene • Waste disposal • Décor • Equipment • Privacy (parent/guardian must be present throughout the treatment when treating a minor) • Reception areas • General use/treatment areas
	1.8. Describe the different consultation techniques used to identify treatment objectives	• Positive body language • Positioning of the client (no barriers between themselves and client) • Good communication skills (asking open and/or closed questions where appropriate) • Verbal and non-verbal communication
	1.9. Describe how to select products and tools to suit client treatment needs, skin types and conditions	• Couch • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband

		• Bedroll • Robe • Disposable slippers • Disinfecting fluid • Tissues • Cotton wool • Spatulas • Bowls • Sterilising solution • UV cabinet • Autoclave • Chemical immersion equipment • Waste disposal • Mediums - Oil (not mineral oil) - Cream - Powder (unperfumed) • The effects and benefits of each should be known
	1.10. Describe the different skin types and conditions	• Skin types - White - Black - Asian type skin - Mixed - Dry - Oily - Combination • Skin conditions/characteristics - Mature skin - Young skin - Sensitive - Dehydrated - Lack of elasticity - Lack of muscle tone - Blemishes - Age - Crow's feet - Broken capillaries - Open pores

		- Milia - Comedones - Pustules - Papules - Hyperpigmentation - Hypopigmentation - Dermatitis papulosa nigra - Pseudo folliculitis - Keloids - In-growing hairs - Vitiligo - Albinism - Chloasma - Ephelides - Lentigo - Naevae - Port wine stain - Leukoderma - Scarring - Thin skin - Small moles - Papilloma • Skin tones - Fair - Medium - Dark - Olive
	1.11. Explain the contra-indications to body massage treatments	• With medical, GP or specialist permission – In circumstances where written medical permission cannot be obtained the client must sign an informed consent stating that the treatment and its effects has been fully explained to them and confirm that they are willing to proceed without permission from their G.P. or specialist - Pregnancy - Cardiovascular conditions ▪ Thrombosis ▪ Phlebitis ▪ Hypertension ▪ Hypotension ▪ Heart conditions

		- Haemophilia - Any condition already being treated by a GP or another complementary practitioner - Medical oedema - Osteoporosis - Arthritis - Nervous/psychotic conditions - Epilepsy - Recent operations - Diabetes - Asthma - Any dysfunction of the nervous system (e.g. Multiple sclerosis, Parkinson's disease, Motor neurone disease) - Bell's palsy - Trapped/pinched nerve (e.g. sciatica) - Inflamed nerve - Cancer - Postural deformities - Conditions causing muscular spasticity (e.g. cerebral palsy) - Kidney infections - Whiplash - Slipped disc - Undiagnosed pain - When taking prescribed medication - Acute rheumatism - Chemotherapy - Radiotherapy - Work related injuries; back injury, carpal tunnel syndrome, neck strain, repetitive strain injury (RSI) • Contra-indications that restrict treatment - Fever - Contagious or infectious diseases - Under the influence of recreational drugs or alcohol - Diarrhoea and vomiting - Skin diseases - Undiagnosed lumps and bumps - Localised swelling - Inflammation - Varicose veins
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		- Pregnancy (abdomen) - Cuts - Bruises - Abrasions - Scar tissue (2 years for major operation and 6 months for a small scar) - Sunburn - Hormonal implants - Abdomen (first few days of menstruation depending how the client feels) - Haematoma - Hernia - Recent fractures (minimum 3 months) - Cervical spondylitis - Gastric ulcers - After a heavy meal - Anaphylaxis - Body piercing
	1.12. State the objectives of massage treatments	• Stimulating • Uplifting • Relaxation • Sense of well-being • Anti-cellulite
	1.13. State the benefits derived from massage treatments	• Physiological effects • Psychological effects
	1.14. Identify general body types	• Mesomorph • Ectomorph • Endomorph
	1.15. Describe the different types of body fat	• Soft fat • Hard fat • Cellulite • Adipose tissue
	1.16. Outline common postural faults	• Dowager's hump • Round shoulders • Winged scapula • Midriff bulge • Protruding abdomen

		• Hyper-extended knees • Fluid retention • Weight distribution • Poor muscle tone • Kyphosis • Lordosis • Scoliosis
LO2 Be able to provide for a body massage treatment	2.1. Communicate and behave in a professional manner	• Checking consultations and contra-indications • Explaining the treatment to the client • Benefits, limitations and co-operation required • Helping the client onto the couch prior to and off the couch after the treatment • Positioning the client correctly • Sanitising client's hands/feet as appropriate • Sanitising own hands as appropriate throughout treatment • Protecting the client's modesty at all times • Ensuring that all parts of the client are covered except the area being treated • Ensuring that the client is comfortable • Using appropriate covered supports • Adapt the massage treatments to suit the needs of the client • Ensuring client does not stand on floor with bare feet • Client care • Communication • Correct posture, hygiene and a professional approach to the client throughout treatment
	2.2. Follow health and safety working practices	• Fire Precautions Act • Health and Safety at Work Act • Health and Safety (First Aid) Regulations • The Management of Health & Safety at Work Regulations • The Workplace (Health, Safety & Welfare) Regulations • The Manual Handling Operations Regulations • The Personal Protective Equipment at Work Regulations (PPE) • The Provision and Use of Work Equipment Regulations • The Control of Substances Hazardous to Health Regulations (COSHH)

		• The Electricity at Work Regulations • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) • Disability Discrimination Act • Data Protection Act/General Data Protection Regulations (GDPR) • Adhere to all safety precautions and manufacturer's instructions
	2.3. Position self and the client correctly throughout the treatment	• Positioning of the client • Client comfort • Application of the treatments • Therapist self-care
	2.4. Use products, tools and techniques to suit clients treatment needs, skin types and conditions	• Couch • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Tissues • Cotton wool • Spatulas • Bowls • Sterilising solution • UV cabinet • Autoclave • Chemical immersion equipment • Waste disposal • Mediums - Oil (not mineral oil) - Cream - Powder (unperfumed) • The effects and benefits of each should be known
	2.5. Complete the treatment to the satisfaction of the client	• Conclusion of treatment in appropriate manner to meet client's needs

	2.6. Record and evaluate the results of the treatment	• Reviewing and recording treatment outcomes • Record and store in line with current data protection legislation and professional codes of conduct • Treatment recommendations • Home care advice
	2.7. Provide suitable aftercare and home care advice	• Recommendations for immediate aftercare • Avoidance of activities that may cause contra-actions • Suitable body care regime • Lifestyle • Use of SPF • Recommendation of further salon treatments and frequency
	2.8. Explain how to communicate and behave in a professional manner	• Consultation • Treatment explanation • Client care • Hygiene • Good communication skills
	2.9. Describe health and safety working practices	• Fire Precautions Act • Health and Safety at Work Act • Health and Safety (First Aid) Regulations • The Management of Health & Safety at Work Regulations • The Workplace (Health, Safety & Welfare) Regulations • The Manual Handling Operations Regulations • The Personal Protective Equipment at Work Regulations (PPE) • The Provision and Use of Work Equipment Regulations • The Control of Substances Hazardous to Health Regulations (COSHH) • The Electricity at Work Regulations • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) • Disability Discrimination Act • Data Protection Act/General Data Protection Regulations (GDPR) • Adhere to all safety precautions and manufacturer's instructions
	2.10. Explain the importance of positioning self and the client correctly throughout the treatment	• Ensuring the client is comfortable and correctly supported • Applying the treatments as appropriate to the client's needs • Therapist maintaining correct posture/stance throughout treatment

	2.11. Explain the importance of using products, tools and techniques to suit clients treatment needs, skin types and conditions	• Couch • Trolley • Stool • Towels • Blanket • Additional support if appropriate • Headband • Bedroll • Robe • Disposable slippers • Disinfecting fluid • Tissues • Cotton wool • Spatulas • Bowls • Sterilising solution • UV cabinet • Autoclave • Chemical immersion equipment • Waste disposal • Mediums - Oil (not mineral oil) - Cream - Powder (unperfumed) • The effects and benefits of each should be known • Effleurage • Petrissage – kneading and frictions • Tapotement/percussion including hacking, cupping, beating, pounding • Vibrations • Movements should be performed correctly and on areas appropriate for the movement • Products and equipment applicable for the following - Body massage
	2.12. Describe the effects of massage on the systems of the body	• Physiological and psychological effects of each movement • Effects on the following systems: - Circulatory - Lymphatic

		- Nervous - Skin - Muscular - Skeletal - Endocrine - Respiratory
	2.13. Describe the uses of the classical massage movements	• Areas to be treated - Face - Head - Chest and shoulders - Arms and hands - Abdomen - Back - Gluteals - Legs and feet • Effleurage • Petrissage • Percussion/tapotement • Vibrations • Frictions • Movements should be performed correctly and on areas appropriate for the movement • Stimulating • Uplifting • Relaxation • Sense of well-being • Anti-cellulite
	2.14. Describe the uses of different massage mediums	• Mediums - Oil (not mineral oil) - Cream - Powder (unperfumed) • The effects and benefits of each should be known
	2.15. Describe the benefits and uses of mechanical massage and pre-heat treatments	• Gyratory massager • Hot towels • Infra-red • Audio sonic

	2.16. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions	• Restrictions • Client preferences and commitment • Product availability • Time scales • Costs • Massage
	2.17. State the contra-actions that may occur during and following treatments and how to respond	• Explaining any possible side effects to the treatment • Feeling tired • Increased maturation • Increased defecation • Healing crisis • Headache • Thirst • Heightened emotions • Skin reaction • Increase in symptoms • Referral procedures
	2.18. Explain the importance of completing the treatment to the satisfaction of the client	• Concluding the treatment in appropriate manner to meet client's needs • Concluding the body massage treatment in an appropriate and safe manner to meet the client's needs • Ongoing treatments and frequency
	2.19. Explain the importance of completing treatment records	• Maintaining records • Record and store in line with current data protection legislation and professional codes of conduct • Aftercare • Home care • Product advice • Advice for on-going treatments
	2.20. Describe the methods of evaluating the effectiveness of the treatment	• Maintaining records for accurate future treatment • Aftercare • Home care • Product advice • Compliance with current data protection legislation

		• Concluding the treatment in the correct manner to meet client's requirements • The treatment should be performed for the required amount of time efficiently and professionally ensuring the working area remains clean and tidy throughout
	2.21. Describe the aftercare and home care advice that should be provided	• Based upon consultation, body analysis and relevant tests, recommendations for ongoing or further treatments, home and aftercare advice • Healthy eating • Fluid/water intake • Exercise • Smoking habits • Hobbies • Interests • Rest • Relaxation • Stress levels • Sleep • General care and lifestyle advice and the beneficial effects thereof
	2.22. Describe the legislation relating to the provision of massage treatments	• Any particular rights, restrictions and charters • Legal framework related to people and settings with which the practitioner is involved, e.g. Mental Health Act, Children Act • Moral rights which are not recognised in law • Organisational policies and how they may differ from other organisations (when working in care) • Records which the practitioner is responsible for completing in relation to rights and responsibilities • Any relevant complaints systems and methods of access (when working in care) • Awareness of voluntary regulatory groups where they exist
LO3 Know the structure, functions and main diseases and disorders of the body systems in relation to massage	3.1. Describe the structure and explain the functions of the body systems	• Skin - Epidermis ▪ Stratum corneum ▪ Stratum lucidum ▪ Stratum granulosum ▪ Stratum spinosum/Malphigian layer

		▪ Stratum germinativum/Basal layer ▪ Melanocytes - Dermis ▪ Blood supply ▪ Lymphatic supply ▪ Hair follicle ▪ Hair ▪ Sebaceous gland ▪ Sweat glands: Eccrine and apocrine ▪ Sensory nerve endings ▪ Dermal papilla ▪ Collagen ▪ Elastin ▪ Histiocytes ▪ Mast cells ▪ Fibroblasts ▪ Erector pili muscle - Subcutaneous layer ▪ Secretion ▪ Heat regulation ▪ Absorption ▪ Protection ▪ Elimination ▪ Sensation ▪ Vitamin D formation (7-dehydro-cholesterol) ▪ Keratinisation ▪ Melanin formation • Skeletal - Support framework - Provides attachments for muscles - Forms joints to provide movement - Forms erythrocytes in the bone marrow - Stores calcium - Protection - Long - Short - Flat - Irregular - Sesamoid
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		- Fixed - Slightly moveable - Freely moveable - Ball and socket - Hinge - Pivot - Gliding - Saddle - Cranium ▪ Parietal ▪ Frontal ▪ Ethmoid ▪ Sphenoid ▪ Occipital ▪ Temporal - Facial ▪ Nasal ▪ Zygomatic ▪ Maxilla ▪ Lacrimal ▪ Turbinator ▪ Palatine ▪ Mandible ▪ Vomer ▪ Hyoid - Vertebrae ▪ Cervical ▪ Thoracic ▪ Lumbar ▪ Sacrum ▪ Coccyx - Shoulder girdle ▪ Scapula ▪ Clavicle - Thoracic cage ▪ Ribs ▪ Sternum - Pelvic girdle ▪ Innominate bones
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		• Ischium • Ilium • Pubis - Upper limb ▪ Humerus ▪ Ulna ▪ Radius - Carpals ▪ Scaphoid ▪ Lunate ▪ Triquetral ▪ Pisiform ▪ Trapezium ▪ Trapezoid ▪ Capitate ▪ Hamate ▪ Metacarpals ▪ Phalanges - Lower limb ▪ Femur ▪ Tibia ▪ Fibula ▪ Patella - Tarsals ▪ Talus ▪ Calcaneus ▪ Navicular ▪ Cuneiforms (medial, intermediate, lateral) ▪ Cuboid ▪ Metatarsals ▪ Phalanges • Muscular - Voluntary - Involuntary - Cardiac - Ligament - Tendon - Fascia - Origin
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		- Insertion - Action - Tone - Tension - Fatigue - Flexion - Extension - Abduction - Adduction - Rotation - Supination - Pronation - Dorsiflexion - Plantarflexion - Eversion - Inversion - Circumduction - Trunk/torso ▪ Trapezius ▪ Erector spinae ▪ Splenius capitis ▪ Latissimus dorsi ▪ Serratus anterior ▪ Gluteus maximus ▪ Gluteus medius ▪ Gluteus minimus ▪ Psoas ▪ Pectoralis major and minor ▪ Rectus abdominis ▪ Internal oblique ▪ External oblique ▪ Transversus abdominis ▪ Rhomboid major and minor ▪ Infraspinatus ▪ Supraspinatus ▪ Teres major ▪ Teres minor ▪ Iliacus ▪ Subscapularis
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		▪ Quadratus lumborum - Arm ▪ Deltoid ▪ Biceps ▪ Triceps ▪ Brachialis ▪ Coracobrachialis ▪ Brachioradialis ▪ Pronator teres ▪ Supinator radii brevis ▪ Flexor carpi radialis ▪ Extensor carpi radialis ▪ Extensor carpi ulnaris ▪ Flexor carpi ulnaris ▪ Flexor carpi digitorum ▪ Extensor carpi digitorum ▪ Muscles of thenar eminence ▪ Muscles of hypothenar eminence - Leg/thigh ▪ Quadriceps • Rectus femoris • Vastus lateralis • Vastus medialis • Vastus intermedius ▪ Hamstrings • Biceps femoris • Semimembranosus • Semitendinosus ▪ Adductor longus ▪ Adductor magnus ▪ Adductor brevis ▪ Gracilis ▪ Sartorius ▪ Piriformis ▪ Gluteus maximus ▪ Gluteus medius ▪ Gluteus minimus - Lower leg ▪ Gastrocnemius
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		▪ Tibialis anterior ▪ Peroneus longus ▪ Flexor digitorum longus ▪ Extensor digitorum longus ▪ Soleus ▪ Extensor hallucis longus - Face, neck and scalp ▪ Orbicularis oculi ▪ Orbicularis oris ▪ Sternocleidomastoid ▪ Masseter ▪ Buccinator ▪ Levator anguli oris ▪ Levator labii superioris ▪ Depressor anguli oris ▪ Depressor labii inferioris ▪ Depressor labii oris ▪ Mentalis ▪ Zygomaticus ▪ Temporalis ▪ Nasalis ▪ Procerus ▪ Corrugator ▪ Frontalis ▪ Occipitalis ▪ Pterygoids ▪ Triangularis ▪ Trapezius ▪ Platysma • Cardiovascular - Erythrocytes - Leucocytes - Thrombocytes - Plasma and plasma proteins - Platelets - Arteries - Arterioles - Veins - Venules
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		- Capillaries - Superior vena cava - Aortic arch - Inferior vena cava - Aorta - Right atrium - Right ventricle - Left atrium - Left ventricle - Septum - Pulmonary valve - Pulmonary artery - Pulmonary veins - Mitral (bicuspid) valve - Tricuspid valve - Endocardium - Myocardium - Pericardium • Lymphatic - Leucocytes - Lymphocytes - Waste products - Lymphatic capillaries - Lymphatic vessels - Lymphatic nodes - Lymphatic ducts - Describe the way in which lymph is moved around the body • Nervous - Neurone - Motor neurone - Sensory neurone - Mixed nerve - Dendrite - Axon - Synapse - Neurilemma - Nodes of ranvier - White matter - Grey matter
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		- Myelin sheath - End feet/axon terminals - Ganglia - Reflex arc - Central nervous system ▪ Brain ▪ Spinal cord - Peripheral nervous system ▪ 31 pairs of spinal nerves ▪ 12 pairs of cranial nerves - Autonomic nervous system ▪ Sympathetic ▪ Parasympathetic • Digestive - Alimentary canal - Salivary glands - Tongue - Teeth - Mouth - Epiglottis - Oesophagus - Stomach - Small intestine ▪ Jejunum ▪ Ileum ▪ Duodenum - Appendix - Large intestine - Rectum - Anus - Accessory organs - Liver - Gall bladder - Pancreas - Peristalsis - Ingestion - Digestion - Absorption - Defecation
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		• Urinary - Kidney ▪ Cortex ▪ Medulla - Pelvis - Ureter bladder - Urethra - Functions of the Bowman's capsule - Filtration - Re-absorption - Secretion/micturition • Endocrine - Pituitary gland ▪ Posterior lobe • Oxytocin • Antidiuretic hormone (ADH or vasopressin) ▪ Anterior lobe • Prolactin • Human growth hormone (HGH) • Thyroid stimulating hormone (TSH) • Adrenocorticotrophic hormone (ACTH) • Luteinising hormone (LH) • Follicle stimulating hormone (FSH) • Interstitial cell stimulating hormone (ICSH) • Melanin stimulating hormone (MSH) - Thyroid gland ▪ Thyroxin ▪ Triiodothyronine ▪ Calcitonin - Parathyroids ▪ Parathormone - Thymus ▪ Secretion of T lymphocytes - Pineal ▪ Releases melatonin - Islets of Langerhans ▪ Insulin ▪ Glucagon
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		▪ Glycogen - Adrenal medulla ▪ Adrenalin ▪ Noradrenalin - Adrenal cortex ▪ Mineralocorticoids ▪ Glucocorticoids ▪ Sex hormones - Ovaries ▪ Oestrogen ▪ Progesterone - Testes ▪ Testosterone
	3.2. Describe the main diseases and disorders of body systems	• The skin - Infestations ▪ Scabies ▪ Pediculosis - Congenital ▪ Atopic eczema ▪ Atopic dermatitis ▪ Psoriasis - Bacterial ▪ Acne vulgaris ▪ Impetigo ▪ Acne rosacea ▪ Boils ▪ Folliculitis - Viral ▪ Warts ▪ Herpes simplex ▪ Herpes zoster - Fungal ▪ Tinea (ringworm) - Pigmentation disorders ▪ Vitiligo ▪ Albinism ▪ Chloasma ▪ Ephelides ▪ Lentigo

		▪ Moles (papilloma) ▪ Naevae ▪ Port wine stain ▪ Leukoderma - General disorders ▪ UV damage ▪ Urticaria ▪ Allergic reaction ▪ Hyperkeratosis • Skeletal - Arthritis ▪ Osteo ▪ Rheumatoid - Gout - Osteoporosis - Stress • Cardiovascular - Anaemia - Varicose veins - Haemophilia - Arteriosclerosis - Atherosclerosis - HIV/AIDS - High blood pressure (hypertension) - Low blood pressure (hypotension) - High cholesterol - Hepatitis A,B & C - Coronary thrombosis - Septicaemia - Haemorrhoids - Phlebitis - Thrombus - Leukaemia - Aneurism - Stress • Lymphatic - Oedema/water retention - Lymphoedema - Hodgkin's disease
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		• Muscular - Fibrositis - Cramp - Muscle fatigue - Atony - Atrophy - Myositis - Rupture - Spasm - Spasticity - Sprain - Strain - Stress • Nervous - Neuritis - Bell's palsy - Neuralgia - Parkinson's disease - Stress - Myalgic encephalomyelitis (ME) - Cerebral palsy - Multiple sclerosis - Sciatica - Motor neurone disease • Digestive - Appendicitis - Cirrhosis of the liver - Jaundice - Heartburn - Irritable bowel syndrome (IBS) - Ulcer - Hernia - Stress - Anorexia nervosa - Bulimia - Constipation - Gall stones - Diabetes mellitus - Diabetes insipidus
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		- Coeliac disease • Urinary - Cystitis - Kidney stones - Nephritis • Endocrine - Addison's syndrome - Amenorrhoea - Cushing's syndrome - Pre-menstrual syndrome - Polycystic ovarian syndrome - Stress - Diabetes mellitus - Diabetes insipidus - Endometriosis
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Assessment

Portfolio of evidence containing:

- 4 treatment evidence

Practical examination

MCQ

Evidence of 4 treatments to include:

- Consultation including medical history
- Treatment details
- After/home care advice
- Learner and client signature
- Treatment date

Treatment evidence must be evidenced through the use of signed and dated treatment evidence forms. See www.vtctskills.org.uk for sample form.

All learners will be examined via a practical examination of their technical skills and treatments techniques. Practical assessment forms and marking criteria may be downloaded from www.vtctskills.org.uk.

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	19/09/2019	First published	Qualifications and Regulation Co-ordinator
v2	27/09/2019	Amended formatting	Systems Integration Team
v3	16/06/2026	Rebranding	Development Administrator