

Level 3 NVQ Diploma in Spa Therapy

Accreditation start date:	1 August 2010
Credit value:	63
Total Qualification Time (TQT):	630
Guided learning hours (GLH):	502 - 515
Qualification number:	500/8881/6

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UG31G22				
UG21G18				
UB30B20				
UB30B28				
UB300S2				
UB300S3				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The Level 3 NVQ Diploma in Spa Therapy is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the knowledge, understanding and skills to work competently as a spa therapist. Throughout this qualification you will monitor procedures to safely control work operations, promote additional services and products to clients, provide body massage and stone therapy treatments, monitor clients and the operation of sauna, steam and hydrotherapy treatments and provide body wrapping and flotation treatments.

You will be assessed on your occupational competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.

Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.



Progression

This qualification is recognised as an approved qualification for working as a spa therapist. You can progress into other areas of the beauty industry or directly into employment with this qualification.

Progression opportunities exist in the form of specialist VTCT vocationally related qualifications at Levels 3 and 4 in the beauty therapy, complementary therapy, sports and active leisure and nail services sectors.

Qualification structure

Total credits required - 63 (minimum)

All mandatory units must be completed.

Mandatory units - 44 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G22	Y/601/5875	Monitor procedures to safely control work operations	4	30
UG21G18	D/601/0936	Promote additional products or services to customers	6	40
UB30B20	A/600/7462	Provide body massage treatments	10	79
UB30B28	J/600/7545	Provide stone therapy treatments	10	88
UB300S2	H/600/9089	Monitor clients and the operation of sauna, steam and hydrotherapy treatments	7	59
UB300S3	D/600/9091	Provide body wrapping and flotation treatments	7	59

Optional units - 19 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UB30B23	D/600/7504	Provide Indian head massage	7	54
UB30B24	K/600/7523	Carry out massage using pre-blended aromatherapy oils	8	67
UB30B13	Y/600/9090	Provide body electrical treatments	12	106
UB30B14	J/600/7562	Provide facial electrical treatments	12	106
UG31G11	T/600/1272	Contribute to the financial effectiveness of the business	4	26
UG31H32	R/600/1277	Contribute to the planning and implementation of promotional activities	5	32

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets. Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

Once these papers have been achieved all unit external papers titled 'Paper 2 of 2' can be signed off by your assessor.

This only applies to mandatory units in this qualification. Paper 1 of 2 and Paper 2 of 2 must be completed for all optional units (where applicable).

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT courses are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete one external paper that covers all anatomy and physiology papers in this qualification.

The external paper title in Linx2Achieve is:

- NVQ 3 Spa Therapy Mandatory Anatomy and Physiology (Paper 1 or 2)
- NVQ 3 Spa Therapy Mandatory Anatomy and Physiology (Paper 2 or 2).

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that have been learned. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete the qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to the outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UG31G22	Monitor procedures to safely control work operations	0	✓	✓
UG21G18	Promote additional products or services to customers	0	✓	✓
UB30B20	Provide body massage treatments	2	✓	✓
UB30B28	Provide stone therapy treatments	2	✓	✓
UB300S2	Monitor clients and the operation of sauna, steam and hydrotherapy treatments	1	✓	✓
UB300S3	Provide body wrapping and flotation treatments	2	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UB30B23	Provide Indian head massage	2	✓	✓
UB30B24	Carry out massage using pre-blended aromatherapy oils	2	✓	✓
UB30B13	Provide body electrical treatments	2	✓	✓
UB30B14	Provide facial electrical treatments	2	✓	✓
UG31G11	Contribute to the financial effectiveness of the business	0	✓	✓
UG31H32	Contribute to the planning and implementation of promotional activities	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience; the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided Learning Hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time specified by Habia in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UG31G22

Monitor procedures to safely control work operations

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, etc. 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.

NOS

G22

Level

3

Credit value

4

GLH

30

Observations

2

External paper(s)

0

Fire door
keep
shut

STAFF ONLY



**No
admittance
authorised
personnel
only**

Monitor procedures to safely control work operations

Learning outcomes

On completion of this unit you will:

1. Be able to check that health and safety instructions are followed
2. Be able to recommend changes to health and safety workplace instructions
3. Be able to make sure that hazards and risks are controlled safely and effectively
4. Know how to monitor procedures to safely control work operations

Evidence requirements

1. 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.
2. 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, etc. 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.
3. Evidence for outcomes relating to 'other people' 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 and safety procedures.
4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.
5. 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.
6. 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.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to check that health and safety instructions are followed

You can:

- a. Keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b. Conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions
- c. Confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met
- d. Communicate workplace instructions and receive feedback

** May be assessed through oral questioning.*

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		



Outcome 2

Be able to recommend changes to health and safety workplace instructions

You can:

- a. Respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements *
- b. Make recommendations for any changes to health and safety workplace instructions to the responsible people

* May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		



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Outcome 3

Be able to make sure that hazards and risks are controlled safely and effectively

You can:

- a. Maintain accurate records of workplace irregularities
- b. Check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them
- c. Confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety
- d. Review to make sure all recommended action has been taken
- e. Report any conflicts that still exist between workplace and legal requirements*

* May be assessed through oral questioning.

Observation	1	2
Criteria questioned orally		
Date achieved		
Portfolio reference		
Learner signature		
Assessor initials		

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Know how to monitor procedures to safely control work operations

You can:	Portfolio reference / Assessor initials*
a. Explain employers' and employees' legal responsibilities for health and safety in the workplace	
b. Explain the difference between 'hazard', 'risk' and 'control'	
c. Describe the types of information available from reports and records covering the workplace	
d. Explain the importance of evaluating information from reports and records covering the workplace	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UG21G18

Promote additional services or products to clients

Services or products are continually changing in salons to keep up with client's 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. 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.

NOS

G18

Level

2

Credit value

6

GLH

40

Observations

3

External paper(s)

0



Promote additional services or products to clients

Learning outcomes

On completion of this unit you will:

1. Be able to identify additional services or products that are available
2. Be able to inform clients about additional services or products
3. Be able to gain client commitment to using additional services or products
4. Understand how to promote additional services or products to clients

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.
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, e-mail, internet, intranet or by any other method you would be expected to use within your job role.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to identify additional services or products that are available

You can:

- a. Update and develop your knowledge of your organisation's services or products
- b. Check with others when they are unsure of a new service or product details
- c. Identify appropriate services or products that may interest your client
- d. Spot opportunities for offering your customer additional services or products that will improve your clients experience

** May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 2

Be able to inform clients about additional services or products

You can:

- a. Choose the most appropriate time to inform your client about additional services or products
- b. Choose the most appropriate method of communication to introduce your client to additional services or products
- c. Give your client accurate and sufficient information to enable them to make a decision about the additional services or products
- d. Give your client time to ask questions about the additional services or products

** May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



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Outcome 3

Be able to gain client commitment to using additional services or products

You can:

- a. Close your discussion appropriately if your client shows no interest
- b. Give relevant information to move the situation forward when your client shows interest
- c. Secure client agreement and check client understanding of the delivery of the service or product
- d. Take 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

** May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Understand how to promote additional services or products to clients

You can:	Portfolio reference / Assessor initials*
a. Describe the organisation's procedures and systems for encouraging the use of additional services or products	
b. Explain how additional services or products will benefit your clients	
c. Explain how your clients' use of additional services or products will benefit your organisation	
d. Identify the main factors that influence clients to use your services or products	
e. Explain how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	
f. State how to give appropriate, balanced information to clients about services or products	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



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UB30B20

Provide body massage treatments

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 of this unit.

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.

NOS

B20

Level

3

Credit value

10

GLH

79

Observations

4

External paper(s)

2



Provide body massage treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing body massage treatments
 2. Be able to consult, plan and prepare to provide body massage treatments
 3. Be able to perform manual massage treatments
 4. Be able to perform mechanical massage treatments
 5. Understand organisational and legal requirements for protecting body massage treatments
 6. Understand how to work safely and effectively when providing body massage treatments
 7. Understand how to consult with clients
 8. Understand how to prepare to provide body massage treatments
 9. Understand anatomy and physiology related to body massage treatments
 10. Understand contra-indications and contra-actions that affect or restrict body massage treatments
 11. Understand how to carry out body massage treatments
 12. Understand how to provide aftercare advice
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 1** 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.

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.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 minutes

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing body massage treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Clean all tools and equipments using the correct methods
- d. Position equipment and massage mediums for safety and ease of use
- e. Position the client and yourself to minimise fatigue and risk of injury and for the treatment
- f. Use industry hygiene and safety practices throughout the treatment to minimise the risk of cross-infection
- g. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- h. Maintain the client's modesty, privacy and comfort throughout the treatment
- i. Complete the treatment within a commercially viable time
- j. Keep the records up to date, accurate, easy to read and signed by the client and practitioner
- k. Leave the treatment area and equipment in a suitable condition for future treatments

** May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare to provide body massage treatments

You can:

- a. Use consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent prior to carrying out the treatment from the client or parent/guardian if the client is a minor*
- c. Question the client to identify the client's medical history, physical characteristics and lifestyle pattern
- d. Consult with the client to identify any contra-indications to body massage treatments, recording the client's responses, taking any necessary action
- e. Provide client advice without referring to a specific medical condition and without causing undue alarm and concern*
- f. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- g. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- h. Clean and prepare the client's skin to suit the type of massage to be given
- i. Protect the client's clothing, hair and accessories prior to beginning massage
- j. Select equipment and related products to suit the treatment objectives

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to perform manual massage treatments

You can:

- a. Check that the client's body is suitably supported prior to and during the treatment
- b. Adapt massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment area(s)
- c. Vary the depth, rhythm and pressure of massage movements to meet treatment objective, treatment area(s) and client's physical characteristics and preferences
- d. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- e. Give the client sufficient post-treatment recovery time
- f. Apply and use massage oil medium to minimise waste
- g. Consult with the client to confirm the finished result is to the client's satisfaction and meets the agreed treatment objectives
- h. Provide aftercare advice specific to the client's individual needs

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 4

Be able to perform mechanical massage treatments

You can:

- a. Explain to the client the sensation created by the equipment used
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Check the client's body is suitably supported prior to and during the treatment
- d. Safely use the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
- e. Adjust the intensity and duration of the treatment to suit the client's physical characteristics and treatment area(s)
- f. Vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment area(s)
- g. Check the client's wellbeing throughout the mechanical massage treatment
- h. Take prompt remedial action if contra-actions or discomfort occur during the course of treatment*
- i. Give the client sufficient post-treatment recovery time
- j. Check the finished result is to the client's satisfaction and meets the agreed treatment objectives
- k. Provide aftercare advice specific to the client's individual needs

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Range

You must practically demonstrate you have:

Used all types of equipment on suitable treatment areas	Portfolio reference
Gyratory massager	
Audio sonic	
Infrared	
Used all of the massage mediums	Portfolio reference
Oil	
Cream	
Powder	
Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all the client's physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	



You must practically demonstrate you have:

Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Met all treatment objectives	Portfolio reference
Relaxation	
Sense of wellbeing	
Uplifting	
Anti-cellulite	
Stimulating	
Used all massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Vibration	
Friction	



You must practically demonstrate you have:

Covered all treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Gluteals	
Legs and feet	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Healthy eating and exercise advice	
Suitable home care products and their use	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 5

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain own responsibilities under local authority licensing regulations for yourself and the premises	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. State the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain why minors should not be given treatments without informed and signed parental or guardian present	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain own responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
i. Explain the manufacturers' and organisational requirements for waste disposal	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 5 (continued)

Understand organisational and legal requirements for protecting body massage treatments

You can:	Portfolio reference
j. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
k. Explain how to complete the client records and the reasons for keeping records of treatments and gaining client signatures	
l. Explain the organisation's requirements for client preparation	
m. Explain the organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time	
n. Explain own responsibilities and reasons for keeping own nails short, clean, well-manicured and free of polish for massage treatments	
o. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 6

Understand how to work safely and effectively when providing body massage treatments

You can:	Portfolio reference
a. Explain how to set up the work area for body massage treatments	
b. Explain the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the reasons for disinfecting hands and how to do this effectively	
d. Explain how to position yourself and the client for body massage treatments taking into account individual physical characteristics	
e. Explain what repetitive strain injury (RSI) is, how it is caused and how to avoid developing it when delivering massage treatments	
f. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on you and the outcome of the treatment	
g. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
h. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
i. Explain how to minimise and dispose of waste treatments	
j. Explain why it is important to check the client's wellbeing at regular intervals during mechanical massage	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Understand how to consult with clients

You can:	Portfolio reference
a. Explain how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders for this treatment	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and body massage treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routines	
h. Explain how to recognise different skin types and conditions	
i. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
j. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
k. Explain why it is important to maintain the client's modesty and privacy	
l. Explain the relationship between lifestyle patterns and effectiveness of treatment	
m. Explain the beneficial effects which can result from changes to the client's lifestyle pattern	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 8

Understand how to prepare to provide body massage treatments

You can:	Portfolio reference
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation for the treatment	
c. Explain how to select the appropriate massage medium suitable for skin type and condition	
d. Explain how to cleanse different areas of the body in preparation for treatment	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 9

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle	
c. Explain the positions and actions of the main muscle groups within the treatment areas of the body	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain how to recognise postural faults and conditions	
f. Explain the interaction of lymph and blood within the circulatory system	
g. Explain the structure and function of the lymphatic system	
h. Explain the basic principles of the central nervous system and autonomic system	
i. Explain the basic principles of the endocrine, respiratory, digestive and excretory systems	
j. Explain the structure and function of skin	
k. Compare the skin characteristics and skin types of different ethnic client groups	
l. Explain the structure and location of the adipose tissue	
m. Summarise the effects of massage on the individual systems of the body	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 9 (continued)

Understand anatomy and physiology related to body massage treatments

You can:	Portfolio reference
n. Explain the structure, function and location of blood and the principles of circulation, blood pressure and pulse	
o. Summarise the physical and psychological effects of body massage	
p. Explain how to recognise erythema and hyperaemia and its causes	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 10

Understand contra-indications and contra-actions that affect or restrict body massage treatments

You can:	Portfolio reference
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken, in specific areas and why	
c. Explain the possible contra-actions which may occur during and post-treatment, why and how to deal with them	
d. Explain what constitutes a contra-action	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 11

Understand how to carry out body massage treatments

You can:	Portfolio reference
a. Explain the preparation and application of the massage equipment	
b. Explain the benefits of using the massage equipment	
c. Explain the different types and uses of massage mediums	
d. Explain the types and benefits of pre-heat treatments which can be used prior to massage	
e. Explain why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury	
f. Explain the correct use and application of massage techniques to meet a variety of treatment objectives	
g. Explain 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	
h. Explain how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage	
i. Explain how to adapt massage treatments for male and female clients	
j. Explain the areas of the body and body characteristics needing particular care when undertaking mechanical treatments	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 11 (continued)

Understand how to carry out body massage treatments

You can:	Portfolio reference
k. Explain the advantages of mechanical and manual massage	
l. Evaluate the advantages of combining mechanical and manual massage	
m. Explain how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client	
n. Explain how and why support and cushioning would be used during the treatment	
o. Explain the importance of evaluating the effectiveness of body massage treatments	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference
a. Explain the lifestyle factors and changes that may be required to improve the effectiveness of the treatment	
b. Explain post-treatment restrictions and future treatment needs	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Explain how eating and exercise habits can affect the effectiveness of treatment	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UB30B28

Provide stone therapy treatments

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.

NOS

B28

Level

3

Credit value

10

GLH

88

Observations

4

External paper(s)

2



Provide stone therapy treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing stone therapy treatments
 2. Be able to consult, plan and prepare for treatments with clients
 3. Be able to perform stone therapy treatments
 4. Understand organisational and legal requirements
 5. Understand how to work safely and effectively when providing stone therapy treatments
 6. Understand how to consult with clients
 7. Understand how to prepare for stone therapy treatments
 8. Understand anatomy and physiology related to stone therapy treatments
 9. Understand contra-indications and contra-actions that affect or restrict stone therapy treatments
 10. Understand how to use stone therapy equipment
 11. Understand the principles behind stone therapy techniques and how to use them
 12. Understand how to provide aftercare advice
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 1** 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.
 6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Full body stone therapy treatment (including the face)	75 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing stone therapy treatments

You can:

- a. Set up and maintain the treatment area to meet legal, hygiene and service requirements
- b. Maintain personal hygiene, protection and appearance that meets accepted industry and organisational requirements
- c. Remove and handle stones in a way which avoids injury to yourself and the client
- d. Clean all tools and equipment using the correct methods
- e. Disinfect stones after each treatment
- f. Heat, cool and store stones according to manufacturers' instructions and in a way which effectively energises them
- g. Position equipment and treatment products for safety and ease of use
- h. Use suitable materials to protect the client's skin against extremes of temperature during stone replacement
- i. Use accepted industry hygiene and safety practices throughout the treatment
- j. Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- k. Maintain the client's modesty, privacy and comfort at all times
- l. Use treatment products to minimise waste
- m. Dispose of waste materials safely and correctly
- n. Carry out the treatment within a commercially viable time
- o. Keep records up to date, accurate, easy to read and signed by the client and practitioner
- p. Leave the treatment area and equipment in a suitable condition for future sessions

** May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare for treatments with clients

You can:

- a. Use consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent from the client or parent/guardian if the client is a minor prior to any service *
- c. Explain to the client what the treatment entails in a way they can understand
- d. Consult with the client to identify their medical history, physical characteristics and lifestyle pattern, recording their responses
- e. Consult with the client to identify if they have any contra-indications to stone therapy treatments, recording their responses and taking any necessary action
- f. Actively encourage clients to ask questions and clarify points
- g. Position yourself and the client to minimise the risk of fatigue and injury
- h. Carry out a test patch to determine the client's skin response to hot and cold temperature
- i. Provide client advice without reference to a specific medical condition and without causing undue alarm and concern *
- j. Explain and agree the projected cost, likely duration, frequency and types of treatment needed
- k. Agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable
- l. Clean and prepare the client's skin to suit the areas to be treated
- m. Protect the client's clothing, hair and accessories
- n. Select types of stone suitable to meet the treatment objectives

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to perform stone therapy treatments

You can:

- a. Explain to the client the sensation created by the stones
- b. Explain the treatment procedure to the client in a clear and simple way at each stage in the process
- c. Provide suitable support and cushioning to specific areas of the body during the treatment if necessary
- d. Use suitable material to protect the client's skin against extremes of temperature during front and back placement
- e. Place suitable types of stone on the chakra points, when required, to meet the agreed treatment objectives
- f. Place suitable types of stone under the body, when required, ensuring client comfort
- g. Lubricate the skin to allow the smooth, continuous movement of the stones over the skin to avoid risk of overheating
- h. Use 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. Adapt the treatment techniques and sequence to meet the client's physical characteristics and the requirements of the treatment area(s)
- j. Vary the depth, rhythm and pressure of treatment techniques to meet treatment objectives, the requirements of the treatment area(s) and the client's physical characteristics and preferences
- k. Check the client's wellbeing throughout the stone therapy treatment
- l. Handle stones to avoid excessive noise and disturbance to the client throughout the treatment
- m. Assist to reposition the client in a controlled manner to minimise disturbance of the treatment process
- n. Take prompt remedial action if contractions or discomfort occur during the course of treatment *
- o. Allow the client sufficient post-treatment recovery time
- p. Check that the finished result is to the client's satisfaction and meets the agreed treatment objectives
- q. Give the client aftercare advice

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Range



You must practically demonstrate that you have:

Used all types of equipment	Portfolio reference
Professional stone heater	
Stones	
Accessories	
Cooling systems	
Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all the client's physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Dealt with at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	



You must practically demonstrate that you have:

Met all treatment objectives	Portfolio reference
Relaxing	
Balancing	
Uplifting	
Sense of well-being	
Local decongestion	
Relief from muscular tension	
Used 3 out of the 4 types of stones	Portfolio reference
Basalt	
Marine	
Marble	
Semi-precious stones	
Used all the stone therapy techniques	Portfolio reference
Rotation of stones	
Alternation of hot and cold stones	
Use of hot stones only	
Use of cold stones only	
Combination of stone types and sizes	
Temperature management	



You must practically demonstrate that you have:

Used all the stone therapy treatment techniques	Portfolio reference
Effleurage	
Petrissage	
Friction	
Tapping	
Tucking	
Placement	
Trigger point	
Covered all treatment areas	Portfolio reference
Face	
Head	
Neck, chest and shoulders	
Arms and hands	
Abdomen	
Back	
Legs and feet	
Given all types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Suitable home care products and their use	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 4

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain own responsibilities under relevant health and safety legislation, standards and guidance	
b. Explain own responsibilities under local authority licensing regulations for yourself and your premises	
c. Explain the importance of checking current insurance guidelines for the delivery of stone therapy treatment	
d. Explain the importance of and reasons for not discriminating against clients with illnesses and disabilities	
e. Explain the age at which an individual is classed as a minor and how this differs nationally	
f. Explain why it is important, when treating minors under 16 years of age, to have a parent present	
g. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
h. Explain the legal significance of gaining signed, informed consent to treatment	
i. Explain own responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisational requirements	
j. Explain the manufacturers' and organisational requirements for waste disposal	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 4 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Explain the importance of the correct storage of client records in relation to the Data Protection Act	
l. Explain how to complete client records and the reasons for keeping records of treatments and obtaining client signatures	
m. Explain the organisation's requirements for client preparation	
n. Explain the organisation's service times for stone therapy treatments and the importance of completing the service in a commercially viable time	
o. Explain own responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for massage treatments	
p. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Understand how to work safely and effectively when providing stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain how to set up the work area for stone therapy treatments	
b. Explain the necessary environmental conditions for stone therapy treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
c. Explain the importance and reasons for disinfecting your hands and how to do this effectively	
d. Explain what contact dermatitis is and how to avoid developing it when carrying out stone therapy treatments	
e. Explain the importance of disinfecting stones after each treatment and how to do this effectively	
f. Explain how to position yourself and the client for stone therapy treatments taking into account individual physical characteristics	
g. Explain repetitive strain injury (RSI), how it is caused and how to avoid it when carrying out stone therapy treatments	
h. Evaluate the advantages to the therapist of using stone therapy as a means of avoiding RSI	
i. Explain the importance of using the correct-sized stones for the therapist's own hands and the client's physical characteristics	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5 (continued)

Understand how to work safely and effectively when providing stone therapy treatments

You can:	Portfolio reference / Assessor initials*
j. Explain the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the service	
k. Explain the reasons for maintaining client modesty, privacy and comfort during the treatment	
l. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
m. Explain how to minimise and dispose of waste treatments	
n. Explain why it is important to check the client's well-being at regular intervals during stone therapy treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
a. Explain how to use effective consultation techniques for this treatment when communicating with clients of different ages, disabilities, genders and from diverse cultural and religious backgrounds	
b. Explain why it is important to encourage and allow time for clients to ask questions	
c. Explain the importance of questioning clients to establish any contra-indications to head and stone therapy treatments	
d. Explain why it is important to record client responses to questioning	
e. Explain the legal significance of client questioning and the recording of client responses	
f. Explain how to give effective advice and recommendations to clients	
g. Explain how to visually assess the client's physical characteristics	
h. Explain how to carry out and interpret thermal tests	
i. Explain how to assess posture and skeletal conditions that may be present and how to adapt and change the stone therapy treatment routine	
j. Summarise how to recognise different skin types and conditions	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6 (continued)

Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
k. Explain the reasons why it is important to encourage clients with contra-indications to seek medical advice	
l. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	
m. Explain why it is important to maintain the client's modesty and privacy	
n. Evaluate the relationship between lifestyle patterns and effectiveness of treatment	
o. Evaluate the beneficial effects which can result from changes to the client's lifestyle pattern	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand how to prepare for stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment	
b. Explain why it is important to reassure clients during the preparation for the treatment	
c. Explain how to select the appropriate oil suitable for stone therapy treatment	
d. Explain how to cleanse different areas of the body in preparation for treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand anatomy and physiology related to stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the structure and function of cells and tissues	
b. Explain the structure and function of muscles, including the types of muscle (i.e. voluntary and involuntary)	
c. Explain the positions and actions of the main muscle groups within the treatment areas	
d. Explain the position and function of the primary bones and joints of the skeleton	
e. Explain the position and function of the sinuses	
f. Explain how to recognise postural faults and conditions	
g. Explain the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse	
h. Explain the interaction of lymph and blood within the circulatory system	
i. Explain the structure and function of the lymphatic system	
j. Explain the basic principles of the central nervous system and autonomic system	
k. Explain the basic principles of the endocrine, respiratory, digestive and excretory systems	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8 (continued)

Understand anatomy and physiology related to stone therapy treatments

You can:	Portfolio reference / Assessor initials*
l. Explain the structure and function of skin	
m. Explain the skin characteristics and skin types of different ethnic client groups	
n. Explain the structure and location of adipose tissue	
o. Summarise the effects of hot and cold stone therapy on the individual systems of the body	
p. Evaluate the psychological effects of hot and cold stone therapy treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand contra-indications and contra-actions that affect or restrict stone therapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the contra-indications that prevent treatment and why	
b. Explain the contra-indications which may restrict treatment or where caution should be taken in specific areas and why	
c. Explain possible contra-actions which may occur during and post-treatment, how to deal with them, and the importance of dealing with them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how to use stone therapy equipment

You can:	Portfolio reference / Assessor initials*
a. Explain the types of safe, purpose-built stone heating equipment and how to use and position them safely	
b. Explain the insurance implications of using non-professional stone heating equipment	
c. Explain methods of cooling stones	
d. Explain the types of stone, their properties and uses	
e. Explain how to select the correct size and shape of stone for the client's physical characteristics and the area being treated	
f. Explain how to dry and store different types of stone in a way that will effectively energise them	
g. Explain the types of suitable material used to protect the client's skin against extremes of temperature during stone therapy treatment	
h. Explain the recommended operating temperatures for hot and cold stones	
i. Explain the types of oil suitable for stone therapy treatment and their purpose	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
a. Explain the historical and cultural background to stone therapy	
b. Explain the five elements of stone therapy	
c. Explain the basic principles and characteristics of the seven major chakras and their significance for the practice of stone therapy treatment	
d. Explain how to place stones on the seven major chakras to maximise client comfort and the benefits and purposes	
e. Explain how to place stones underneath the body to maximise their benefits, purposes and client comfort	
f. Explain how to place stones on the client's body during treatment and the importance of doing this in a careful, safe and considerate way	
g. Explain the importance of temperature and time management of the stones during treatment and how to carry this out	
h. Explain how to handle the stones safely to avoid excessive noise and disturbance during the treatment	
i. Explain how to recognise erythema and hyperaemia and their causes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11 (continued)

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
j. Explain why it is important to maintain correct posture during stone therapy treatment	
k. Explain the correct use and application of stone therapy techniques to meet a variety of treatment objectives	
l. Explain the importance of evaluating the effectiveness of stone therapy treatments	
m. Explain the correct use and application of stone therapy techniques to meet a variety of treatment objectives	
n. Summarise the benefits and effects of using hot and cold stones, either in isolation or combining the two temperatures during a treatment	
o. Explain how to adapt and combine stone therapy treatment techniques, depth and pressure to suit different client physical characteristics, areas of the body and preferences	
p. Explain how to adapt a stone therapy treatment for male and female clients	
q. Explain the areas of the body and body characteristics needing particular care when undertaking stone therapy treatments	
r. Evaluate the advantages of stone therapy treatments	
s. Explain how and why support and cushioning would be used during the treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11 (continued)

Understand the principles behind stone therapy techniques and how to use them

You can:	Portfolio reference / Assessor initials*
t. Explain how and when to reposition the client safely during treatment and the type of assistance which should be provided by the therapist	
U. Explain how stone therapy may be used to enhance other treatments (e.g. manicure, pedicure, facial)	
V. Explain the recommended recovery times for stone therapy treatments and why this is important	
W. Explain recommended timings for stone therapy treatments and how these should be adapted to meet the client's individual needs and physical characteristics	
X. Explain the physical effects of hot and cold stone therapy treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 12

Understand how to provide aftercare advice

You can:	Portfolio reference / Assessor initials*
a. Evaluate 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)	
b. Explain activities which should be avoided post-treatment	
c. Explain products for home use that will benefit and protect the client and those to avoid and why	
d. Recommend further treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UB300S2

Monitor clients and the operation of sauna, steam and hydrotherapy treatments

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.

NOS

S2

Level

3

Credit value

7

GLH

59

Observations

3

External paper(s)

1



Monitor clients and the operation of sauna, steam and hydrotherapy treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when monitoring clients and the operation of sauna, steam and hydrotherapy treatments
2. Be able to prepare, maintain and monitor the spa environment
3. Be able to provide client consultation, care and advice
4. Be able to provide shut down treatment
5. Understand organisational and legal requirements
6. Understand how to work safely and effectively when monitoring clients and the operation of spa treatment areas
7. Understand preparation, maintenance and monitoring for sauna, steam and hydrotherapy treatments
8. Understand client consultation and care
9. Understand sauna, steam and hydrotherapy treatments
10. Understand how to provide aftercare advice for clients on sauna, steam and hydrotherapy treatments

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 1** 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.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when monitoring clients and the operation of sauna, steam and hydrotherapy treatments

You can:

- a. Check personal hygiene, protection and appearance meet accepted industry and organisational requirements
- b. Use industry hygiene and safety practices throughout the service to minimise the risk of cross infection
- c. Position the person and yourself to minimises fatigue and risk of injury whilst working
- d. Dispose of waste materials safely and correctly
- e. Give clear and accurate instructions to anyone assisting you, when necessary
- f. Check that problems or difficulties are reported to the relevant person(s) promptly in line with organisational procedures*
- g. Keep record cards up to date, accurate, complete, legible and signed by the client and practitioner

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 2

Be able to prepare, maintain and monitor the spa environment

You can:

- a. Set up and monitor the spa treatment areas to meet legal, hygiene and organisation procedures and manufacturers' instructions
- b. Clean all tools and equipment using the correct methods

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 3

Be able to provide client consultation, care and advice

You can:

- a. Use effective consultation techniques to determine the client's suitability for treatment
- b. Obtain signed, written and informed consent prior to treatment from the client or, where the client is a minor, from a parent or guardian*
- c. Identify any contra-indication by asking the person questions and recording the responses*
- d. Encourage clients with suspected contra-indications to seek medical advice without reference to specific conditions and without causing undue alarm or concern*
- e. Fully induct the client into the spa treatment areas following organisational policy
- f. Check that the client understands the benefits, uses and restrictions applicable to each spa treatment area
- g. Highlight to the client the location and content of written instructions for each spa treatment area and their associated risks
- h. Check the client's wellbeing at regular intervals according to organisational policy and maintain the client's comfort at all times
- i. Take the necessary action in response to any contra-actions occurring during the treatment*
- j. Check the treatment is carried out within a commercially viable time

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Outcome 4

Be able to shut down treatment areas

You can:

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

* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



Range

You must practically demonstrate that you have:

Carried out all the types of monitoring	Portfolio reference
Temperature	
Humidity	
Water levels	
Chemical concentration	
Treatment time	
Ventilation	
Ambience of the environment	
Lighting	
Equipment client capacity	
Prepared, maintained, monitored and shut down all spa treatment areas	Portfolio reference
Sauna	
Steam	
Hydrotherapy	
Showers	
Relaxation room	
Taken at least 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Informing the relevant member of staff	
Modifying the treatment	



You must practically demonstrate that you have:

Given all the types of advice	Portfolio reference
Suitable aftercare products and their use	
The contra-actions which may occur post-treatment and how to deal with them	
Post-treatment restrictions	
Recommended further follow-on treatments	
Post-treatment rest and relaxation advice	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 5

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain own responsibilities under relevant health and safety legislation	
b. Explain own responsibilities under any local bye-laws relating to spa treatment areas	
c. Explain the importance of and reasons for not discriminating against clients with illnesses or disabilities and why	
d. Explain the age at which an individual is classed as a minor and how this differs nationally	
e. Explain the current legal and professional guidance relating to any age restrictions for these treatments	
f. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
g. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
h. Explain the legal significance of gaining signed, informed client consent to treatment	
i. Explain manufacturers', organisational and legal requirements for waste disposal	
j. Explain the importance of the correct storage of client records in relation to the Data Protection Act.	
k. Explain how to complete and maintain accurate records of water testing for hydrotherapy treatment areas	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
l. Explain own responsibilities under current Control of Substances Hazardous to Health (COSHH) regulations for the correct use and storage of chemicals required for spa treatments	
m. Explain own responsibilities and reasons for maintaining their own personal hygiene, protection and appearance according to accepted industry and organisation requirements	
n. Explain the organisation's requirements for client preparation	
o. Explain the organisation's recommended service times for sauna, steam and hydrotherapy treatments	
p. Explain the organisation's and manufacturers' requirements for the maintenance and monitoring of spa treatment areas	
q. Explain the organisation's requirements and preferences for setting the ambience of the spa environment	
r. Explain how to complete client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining clients' signatures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to work safely and effectively when monitoring clients and the operation of spa treatment areas

You can:	Portfolio reference / Assessor initials*
a. Explain the type of personal protective equipment that should be available	
b. Explain why it is important to use personal protective equipment	
c. Explain contact dermatitis and how to avoid developing it when carrying out the maintenance of spa treatment areas	
d. Explain the necessary environmental conditions for spa treatment areas and why these are important	
e. Explain how to position the client for spa treatment	
f. Explain reasons for maintaining client comfort during spa treatments	
g. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
h. Explain why it is important to check the client's wellbeing at regular intervals	
i. Explain the importance of regular water intake during spa treatments for both staff and clients	
j. Explain how to give clear instructions to others	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand preparation, maintenance and monitoring for sauna, steam and hydrotherapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain how to prepare and use the equipment for sauna, steam and hydrotherapy treatments	
b. Explain the recommended operating temperatures and humidity levels for sauna, steam and hydrotherapy equipment	
c. Explain the importance of following manufacturers' instructions for client capacity levels for sauna, steam and hydrotherapy equipment	
d. Explain the possible dangers of chemical and equipment misuse	
e. Explain the maintenance and monitoring requirements for sauna, steam and hydrotherapy equipment	
f. Explain the recommended treatment times and the potential risks of exceeding them	
g. Explain how to test and interpret results of water and chemical concentrations	
h. Explain the main types of air and waterborne infections that can affect spa environments and clients	
i. Explain 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	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand client consultation and care

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to encourage and allow time for clients to ask questions	
b. Explain how to use effective consultation techniques	
c. Explain how to give effective advice and recommendations to clients	
d. Explain why it is important to encourage and allow time for clients to ask questions	
e. Explain those contra-indications that will restrict or prevent sauna, steam and/or hydrotherapy treatments and why	
f. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	
g. Explain the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	
h. Explain the possible contra-actions which can occur during water, temperature and spa treatment sessions and how to deal with them	
i. Explain the importance of questioning clients to establish any contra-indications	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8 (continued)

Understand client consultation and care

You can:	Portfolio reference / Assessor initials*
j. Explain why it is important to record client responses to questioning and gain their signature	
k. Explain the legal significance of client questioning and recording client responses	
l. Explain how cultural background impacts on the delivery of sauna, steam and hydrotherapy treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand sauna, steam and hydrotherapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the different types and uses of equipment available for sauna treatments	
b. Compare the different types and uses of equipment available for steam treatments	
c. Compare the different types and uses of equipment available for hydrotherapy treatments	
d. Evaluate the physiological and psychological effects of sauna treatments	
e. Evaluate the physiological and psychological effects of steam treatments	
f. Evaluate the physiological and psychological effects of hydrotherapy treatments	
g. Compare the different physiological and psychological effects of hot and cold spa treatments on the skin and body	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand how to provide aftercare advice for clients on sauna, steam and hydrotherapy treatments

You can:	Portfolio reference / Assessor initials*
a. Explain products for home use that will benefit the client and those to avoid and why	
b. Explain the contra-actions that could occur after sauna, steam and hydrotherapy treatments and what advice to give to clients	
c. Explain the post-treatment restrictions applicable to sauna, steam and hydrotherapy treatments	
d. Explain suitable types of follow-on treatments, their benefits and costs	
e. Explain the importance of water intake post treatment	
f. Explain the nature, duration and importance of rest periods post treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UB300S3

Provide body wrapping and flotation treatments

This unit is about carrying out specialist body wrapping and flotation 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.

NOS

S3

Level

3

Credit value

7

GLH

59

Observations

4

External paper(s)

2



Provide body wrapping and flotation treatments

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing body wrapping and flotation treatments
2. Be able to consult, plan and prepare for the treatments with clients
3. Be able to provide body wrapping treatments
4. Be able to provide flotation treatments
5. Understand organisational and legal requirements
6. Understand how to work safely and effectively when providing body wrapping and flotation treatments
7. Understand how to perform client consultation
8. Understand anatomy and physiology related to body wrapping and flotation treatments
9. Understand body wrapping treatments
10. Understand flotation treatments
11. Understand how to provide aftercare advice for clients on body wrapping and flotation treatments

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 flotation treatments. If using a dry flotation 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.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

The following maximum service times apply to this unit:

Body wrap treatment	60 minutes
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Body wrap treatment with flotation	90 minutes
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Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to maintain safe and effective methods of working when providing body wrapping and flotation treatments

You can:

- a. Set up the work area to meet legal, hygiene and organisation procedures and manufacturers' instructions
- b. Position the person and yourself to minimise fatigue and the risk of injury and allow easy application, maintenance and removal of body wrap and flotation treatments
- c. Ensure all tools and equipments are cleaned using the correct methods
- d. Use industry hygiene and safety practices throughout the treatment to minimise the risk of cross-infection
- e. Maintain the client's modesty, privacy and comfort at all times and check the client's wellbeing at regular intervals according to organisational policy
- f. Dispose of waste materials safely and correctly
- g. Give clear and accurate instructions to anyone assisting you when necessary
- h. Complete the treatment within a commercially viable time
- i. Keep records up to date, accurate, easy to read and signed by the client and technician
- j. Leave the treatment area in a suitable condition for further nail services

** May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 2

Be able to consult, plan and prepare for the treatments with clients

You can:

- a. Use effective consultation techniques to determine the client's treatment needs
- b. Obtain signed, written and informed consent prior to the treatment from the client, or for a minor, from a parent or guardian*
- c. Explain to the client what the treatment entails in a way they can understand
- d. Identify any contra-indications to wrap and flotation treatments by asking the person questions and recording the responses
- e. Encourage clients with suspected contra-indications to seek medical advice without causing undue alarm or concern*
- f. Clearly identify and agree in writing the client's needs, expectations and treatment objectives, ensuring they are realistic and achievable

*May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 3

Be able to provide body wrapping treatments

You can:

- a. Prepare the skin using methods which are suited to the body wrapping objectives
- b. Prepare and apply the wrapping materials and treatment products efficiently in accordance with the body wrapping treatment objectives and manufacturers' instructions
- c. Check the application and use of the wrapping materials and treatment products, minimises waste and avoids soiling of the surrounding area
- d. Remove the wrapping materials and treatment products efficiently in accordance with the body wrapping treatment objectives and manufacturers' instructions
- e. Check that the finished result is to the client's satisfaction and meets the agreed treatment plan objectives

** May be assessed through oral questioning.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Outcome 4

Be able to provide flotation treatments

You can:

- a. Confirm the client's understanding of the flotation treatment and its objectives
- b. Adjust the flotation equipment to meet the client's needs and ensure their comfort
- c. Make sure that the finished result is to the client's satisfaction and meets the agreed treatment plan

* May be assessed through oral questioning.

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				



Range

You must practically demonstrate that you have:

Used all consultation methods	Portfolio reference
Questioning	
Visual	
Reference to client records	
Measuring	
Consulted clients on all life style patterns	Portfolio reference
Diet	
Fluid intake	
Alcohol intake	
Exercise habits	
Smoking habits	
Current body skin care routine	
Carried out all types of skin preparation	Portfolio reference
Use of exfoliation products	
Body brushing techniques	
Pre-heat treatments	
Carried out all body wrapping treatment objectives	Portfolio reference
Slimming	
Detoxifying	
Skin nourishing	



You must practically demonstrate that you have:

Used all wrapping materials	Portfolio reference
Fabric	
Plastic	
Foil	
Used all treatment products	Portfolio reference
Algae (e.g. seaweed)	
Oils	
Mud	
Gels	
Creams	
Given all the types of advice	Portfolio reference
Suitable aftercare products and their use	
The contra-actions which may occur post-treatment and how to deal with them	
Recommendations for changes to lifestyle patterns	
Post-treatment restrictions	
Recommended further follow-on treatments	
Post-treatment rest and relaxation advice	

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 5

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain own responsibilities under relevant health and safety legislation	
b. Explain own responsibilities under any local bye-laws relating to body wrapping and flotation treatments	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why	
d. Explain the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors under 16 years of age, to have a parent or guardian present	
f. Explain why minors should not be given treatments without informed and signed parental or guardian consent	
g. Explain the legal significance of gaining signed, informed consent to treatment	
h. Explain the manufacturers', organisational and legal requirements for waste disposal	
i. Explain the importance of the correct storage of client records in relation to the Data Protection Act.	
j. Explain how to maintain accurate records of water testing for wet flotation equipment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5 (continued)

Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
k. Explain how to complete client records used in your organisation and the importance of and reasons for, keeping records of treatments and gaining client signatures	
l. Explain the responsibilities under current Control of Substances Hazardous to Health (COSHH) regulations for the correct use and storage of chemicals required for flotation treatments	
m. Explain the responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation requirements	
n. Explain the organisation's requirement for client preparation	
o. Explain the organisation's service times for body wrapping and flotation treatments	
p. Explain the organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes and intervals	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand how to work safely and effectively when providing body wrapping and flotation treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the type of personal protective equipment that should be available to yourself	
b. Explain why it is important to use personal protective equipment	
c. Explain contact dermatitis and how to avoid developing it when carrying out body wrapping and flotation treatments	
d. Explain how to set up the work area for body wrapping and flotation treatments	
e. Explain the necessary environmental conditions for body wrapping and flotation treatments (including lighting, heating, ventilation, sound and general comfort) and why these are important	
f. Explain the importance and reasons for disinfecting hands and how to do this effectively	
g. Explain how to position yourself and the client for body wrapping and flotation	
h. Explain how the position of you and the client can affect the desired outcome, and reduce fatigue and the risk of injury	
i. Explain the reason for maintaining client modesty, privacy and comfort during the treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6 (continued)

Understand how to work safely and effectively when providing body wrapping and flotation treatments

You can:	Portfolio reference / Assessor initials*
j. Explain why it is important to maintain standards of hygiene and the principles of avoiding cross-infection	
k. Explain why it is important to check the client's wellbeing at regular intervals	
l. Explain how to give clear instructions to others	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 7

Understand how to perform client consultation

You can:	Portfolio reference / Assessor initials*
a. Explain how to use effective consultation techniques	
b. Explain how to give effective advice and recommendations to clients	
c. Explain why it is important to encourage and allow time for clients to ask questions	
d. Explain 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. Explain how to measure and weigh clients for slimming body wrapping treatments	
f. Explain how to assess body fat and fluid retention	
g. Explain how differing client body weight and frame impacts on flotation equipment set up and use	
h. Explain why it is important to record client responses to questioning	
i. Explain the legal significance of client questioning and recording the client's responses	
j. Explain the reasons why it is important to encourage clients with suspected contra-indications to seek medical advice	
k. Explain the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand anatomy and physiology related to body wrapping and flotation treatments

You can:	Portfolio reference / Assessor initials*
a. Compare the characteristics and conditions of different body types	
b. Explain the effect of exercise on muscle tone and how it can vary	
c. Explain the basic structure and function of skin	
d. Compare the skin characteristics and skin types of different ethnic client groups	
e. Explain the structure, location and utilisation of adipose tissue	
f. Explain the function of the endocrine system and its relationship to weight gain and loss	
g. Explain the function of the excretory system	
h. Explain the function of the digestive system	
i. Explain the basic principles of healthy eating	
j. Explain the function of blood and the principles of circulation, blood pressure and pulse	
k. Explain the structure and function of the heart and arteries, veins and capillaries	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8 (continued)

Understand anatomy and physiology related to body wrapping and flotation treatments

You can:	Portfolio reference / Assessor initials*
l. Explain how to identify erythema and its causes	
m. Explain the structure and function of the lymphatic system	
n. Explain the principles of lymph circulation and the interaction of lymph and blood within the circulatory system	
o. Evaluate the effect of wrap and flotation treatments on the skin, circulatory, lymphatic, endocrine, excretory and digestive systems	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 9

Understand body wrapping treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the different types of pre-heat treatment that can be used prior to body wrapping and their effects	
b. Explain the different types and uses of equipment and products available for body wrapping treatments	
c. Explain the maintenance and monitoring requirements for wrapping materials	
d. Explain the objectives of body wrapping	
e. Explain the methods and products which can be used for preparing the skin prior to body wrapping treatments, and their benefits	
f. Summarise body wrapping products and materials available and their benefits and how to use them	
g. Explain the recommended body wrapping treatment times and the potential risks of exceeding them	
h. Explain the physiological and psychological effects of body wrapping treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 10

Understand flotation treatments

You can:	Portfolio reference / Assessor initials*
a. Compare the uses and benefits of wet flotation treatments e.g. tank, bath and pool	
b. Explain the uses and benefits of a dry flotation bed	
c. Explain how to prepare and use the equipment for wet flotation treatments	
d. Explain how to prepare and use the equipment for dry flotation treatments	
e. Explain the manufacturers' recommended operating temperatures for flotation treatments	
f. Explain the maintenance and monitoring requirements for flotation equipment	
g. Explain the manufacturers' recommended salt concentrations and salt maintenance requirements for different sizes of wet flotation equipment	
h. Explain how to test and interpret results of water and chemical concentrations for wet flotation	
i. Explain the recommended flotation treatment times and the potential risks of exceeding them	
j. Evaluate the physiological and psychological effects of flotation treatments	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 11

Understand how to provide aftercare advice for clients on body wrapping and flotation treatments

You can:	Portfolio reference / Assessor initials*
a. Explain the products for home use that will benefit the client and those to avoid and why	
b. Explain the contra-actions that could occur during and after body wrapping and flotation treatments, how to deal with them and what advice to give to clients	
c. Explain the effects of changes to lifestyle patterns on health and wellbeing	
d. Explain the post-treatment restrictions applicable to body wrapping and flotation treatments	
e. Explain suitable types of follow-on treatments, their benefits and costs	
f. Explain the importance of water intake post-treatment	
g. Explain the nature, duration and importance of rest periods post-treatment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams


