



Qualification Specification

ProQual Level 3 Certificate in Aromatherapy Services

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This qualification is part of ProQual's broad offer of qualifications in the Hair and Beauty Sector.

To find out more about other qualifications in this, or any other sector, or for our latest fees; check our Fees Schedule via the QR code below:



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Introduction

The ProQual Level 3 Certificate in Aromatherapy Services provides a nationally recognised qualification for those working in the beauty or spa therapy industries, and who wish to further develop their skills at providing aromatherapy services. It would be suitable for those who wish to progress into a senior massage therapist, or who are already working in such a role and wish to demonstrate their competence.

The aims of this qualification are:

- To allow candidates to develop and demonstrate their knowledge of aromatherapy services techniques.
- To allow candidates to develop and demonstrate their competence at aromatherapy services techniques.
- To provide a progression route within the industry, for those wishing to progress within the beauty or spa therapy industries.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF), and has been published in Ofqual's Register of Qualifications.

Qualification Profile

Qualification Title:	ProQual Level 3 Certificate in Aromatherapy Services
Qualification Number:	610/4906/2
Level:	3
Total Qualification Time (TQT):	240 Hours 24 Credits
Guided Learning Hours (GLH):	180 Hours
Assessment:	Pass/Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual verifiers
Qualification Start Date:	06/01/2025
Qualification Review Date:	06/01/2028

Learner Profile

Candidates for this qualification should either:

- Hold the ProQual Level 2 Award in Massage Therapies, the ProQual Level 2 Certificate for Beauty Therapists with the massage unit or an equivalent qualification.

OR

- Have at least **three years** of verifiable experience providing massage therapies.

Candidates for this qualification should be employed in a role, or enrolled on a training course, that will allow them to carry out a range of advanced massage services on a number of real or simulated clients.

Candidates for this qualification must be **at least 16 years old** on the day that they are registered for this qualification. Centres are reminded that no assessment activity should be undertaken until a candidate has been registered.

Candidates who complete this qualification may go on to complete other advanced qualifications in ProQual's Hair and Beauty Suite.

Qualification Structure

This qualification consists of **four** mandatory units. Candidates must complete both mandatory units to complete this qualification. There are no optional units in this qualification.

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete all units in this group.				
J/651/2395	Health and Safety in a Salon Environment	2	10	10
K/651/2421	Carrying Out Client Consultation as a Beauty Professional	2	30	20
R/651/3857	Principles of Blending Essential Oils	3	80	50
M/651/3856	Providing Massage Treatments Using Pre-Blended Aromatherapy Oils	3	120	100

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form**.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have the appropriate equipment to enable candidates to carry out the practical requirements of this qualification.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 3 Certificate in Aromatherapy Services

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.
(Suitable for assessment taking place in a working salon only.)
- ProQual Level 3 Award in Assessing Vocational Achievement.
(Suitable for assessment taking place in a simulated training environment only.)

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

Occupationally competent means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:	Health and Safety in a Salon Environment			Level:	2
Unit Number:	J/651/2395	TQT:	10	GLH:	10
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Prepare salon areas for treatment.	1.1	Identify common hazards and risks in a salon environment.		
		1.2	State the health and safety requirements for practitioners carrying out beauty treatments, including but not limited to: <ul style="list-style-type: none"> • Health and Safety at Work Act. • The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). • Manual Handling Operations Regulations. • Control of Substances Hazardous to Health Regulations (COSHH). 		
		1.3	Describe how to clean, disinfect and sterilise different types of tools and equipment.		
		1.4	Explain the difference between sterilisation and disinfection.		
		1.5	Explain why it is important to follow salon procedures and any given instructions when setting up tools and equipment for a given treatment.		
		1.6	Describe the required environmental conditions for a given treatment, including: <ul style="list-style-type: none"> • Lighting. • Heating. • Ventilation. • General Comfort. 		

1	<i>Continued</i>	1.7	Explain why it is important that the above environmental conditions are provided.
		1.8	Explain why it is important to maintain personal hygiene, protection and appearance according to accepted industry and organisational standards.
		1.9	Explain the reasons and importance of keeping records of treatments.
2	Maintain salon treatment areas.	2.1	Explain how to safely dispose of waste materials and products from beauty treatments.
		2.2	Explain the requirements for re-stocking products and other items.
		2.3	Describe own responsibilities in relation to the storage of: <ul style="list-style-type: none"> • Equipment. • Products. • Client records.
		2.4	Describe how the work area should be left after a treatment.
		2.5	Explain why it is important to leave the work area in the condition described above.

Additional Assessment Information

This unit is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

This unit is a **common unit**. Centres should be aware that candidates may have completed this unit as part of another ProQual Hair and Beauty qualification and may be eligible for recognition of prior learning.

Title:		Carrying Out Client Consultation as a Beauty Professional		Level:		2	
Unit Number:		K/651/2421		TQT:		30	
				GLH:		20	
Learning Outcomes		Assessment Criteria					
<i>The learner will be able to:</i>		<i>The learner can:</i>					
1	Understand how to carry out a client consultation as a beauty professional.	1.1	Explain the importance of taking account of: <ul style="list-style-type: none"> The client's declared medical history and current medical status. The client's service history. The client's service requirements. The client's concerns, expectations and desired outcome. The client's physical and psychological wellbeing. Any contra-indications. 				
		1.2	Explain why it is important to work with competent professionals to support effective and safe working practice.				
		1.3	Explain what is meant by the terms: <ul style="list-style-type: none"> Relative contra-indications. Absolute contra-indications. 				
		1.4	Identify common relative and absolute contra-indications for common beauty services.				
		1.5	Describe the visible symptoms of common contra-indications for beauty services.				
		1.6	Explain the importance of referring contraindications and medical conditions to an appropriate professional.				

1	Continued	1.7	Explain why common medical conditions may contraindicate common beauty services.
		1.8	Explain the importance of communicating with the client: <ul style="list-style-type: none"> • In a professional manner. • Within the limits of your own competencies.
		1.9	Describe the impact of social influences, the media and current trends on the consultation process.
		1.10	Explain why it is important to assess, discuss, agree, review and document the consultation outcomes.
		1.11	Explain the importance of clearly explaining the service process, expected outcomes and associated risks.
		1.12	Describe the benefits of using visual aids during consultation.
		1.13	Explain how to manage a client's expectations.
		1.14	Identify beauty services that may be prohibited or restricted for minors.
		1.15	Identify beauty services that require a test to be carried out before they are supplied.
		1.16	Explain the importance of carrying out pre-treatment tests.
		1.17	Describe the legislative requirements for gaining, recording, storing, protecting and retaining any client data.
		1.18	Describe the legislative and regulatory requirements for taking and storing visual media of the client's treatment area.

1	<i>Continued</i>	1.19	<p>Explain the client's rights, in relation to beauty services, including:</p> <ul style="list-style-type: none"> • Reflection time. • Informed consent. • Financial/contractual agreement. • The right to request the subject specific qualifications, training and indemnity insurance.
		1.20	<p>Explain the importance of providing instructions and advice both pre and post the service.</p>
2	Carry out a client consultation as a beauty professional.	2.1	<p>Carry out a consultation, taking account of:</p> <ul style="list-style-type: none"> • The client's declared medical history and current medical status. • The client's service history. • The client's service requirements. • The client's concerns, expectations and desired outcome. • The client's physical and psychological wellbeing • Any contra-indications.
		2.2	<p>Recognise, respond and sign-post appropriately in response to any disclosed conditions or contra-indications.</p>
		2.3	<p>Explain the fee structure.</p>
		2.4	<p>Provide the client with pre-treatment instructions and recommendations.</p>
		2.5	<p>Explain any associated risks to the client.</p>
		2.6	<p>Agree and document the consultation and expected service outcomes.</p>
		2.7	<p>Discuss any physical sensation that may occur during the service.</p>
		2.8	<p>Agree the service plan and obtain the client's informed consent for the treatment.</p>

Additional Assessment Information

Learning Outcome 1 is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Centres may use the appropriate ProQual Candidate Workbook to organise candidate evidence or may use their own portfolio templates.

It is expected that competence of each assessment criteria will be observed **at least twice, across four treatments** before it is awarded.

Evidence of practical skills **may** be simulated, provided:

- All practical activities are carried out on live models.
- The simulated environment matches, as close as possible, the environment found in a working salon.

Title:	Principles of Blending Essential Oils		Level:	3
Unit Number:	R/651/3857	TQT:	100	GLH: 80
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Understand the types of essential oils used for aromatherapy services.	1.1	Describe the following essential oil groups: <ul style="list-style-type: none"> • Flowers. • Fruits. • Trees. • Herbs. 	
		1.2	Explain the risks associated with essential oils and how to mitigate them.	
		1.3	Explain the differentiation between base, middle and top note essential oils.	
		1.4	Explain why base, middle and top notes are each required in an aromatherapy blend.	
		1.5	Explain the recommended ratio of base, middle and top notes for safe practices and to prevent toxicity.	
		1.6	Describe how to store, handle, use and dispose of essential oils.	
2	Understand how essential oils can deliver a range of therapeutic effects.	2.1	Explain the effects of the following essential oil groups on common ailments: <ul style="list-style-type: none"> • Flowers. • Fruits. • Trees. • Herbs. 	

2	Continued	2.2	<p>Describe the following therapeutic effects:</p> <ul style="list-style-type: none"> • Detoxification. • Balancing. • Stimulating. • Toning. • Relaxation. • Improved sense of wellbeing. • Uplifting. • Mild pain relief. • Improve immune function. • Improved neurological function. • Cicatrisant. • Anti-viral. • Anti-septic.
		2.3	<p>Explain how aromatherapy can deliver the following therapeutic effects:</p> <ul style="list-style-type: none"> • Detoxification. • Balancing. • Stimulating. • Toning. • Relaxation. • Improved sense of wellbeing. • Uplifting. • Mild pain relief. • Improve immune function. • Improved neurological function. • Cicatrisant. • Anti-viral. • Anti-septic.

Additional Assessment Information

This unit is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:		Providing Massage Treatments Using Pre-Blended Aromatherapy Oils		Level:		3	
Unit Number:		M/651/3856		TQT:		80	
				GLH:		50	
Learning Outcomes <i>The learner will be able to:</i>			Assessment Criteria <i>The learner can:</i>				
1	Understand how to provide massage treatments using pre-blended aromatherapy oils.	1.1	Describe the signs and symptoms of the following contra-indications: <ul style="list-style-type: none"> Contagious skin diseases. Dysfunction of the nervous system. Recent scar tissue. Undiagnosed lumps and swellings. Diabetes. Epilepsy. Hypertension. Hypotension. Cuts and abrasions. 				
		1.2	Explain the necessary action to be taken if any of the following contra-indications are identified: <ul style="list-style-type: none"> Contagious skin diseases. Dysfunction of the nervous system. Recent scar tissue. Undiagnosed lumps and swellings. Diabetes. Epilepsy. Hypertension. Hypotension. Cuts and abrasions. Undergoing medical treatment, History of thrombosis or embolism. Pregnancy. Piercings. Undergoing cancer treatment. 				
		1.3	Explain how and why to maintain the client's modesty and privacy during the treatment.				

1	Continued	1.4	Describe safe positioning techniques for both the professional and client, and why these are important.
		1.5	Explain how the following diverse needs can impact a massage treatment: <ul style="list-style-type: none"> • Cultural identify. • Religious belief. • Age. • Disability. • Gender.
		1.6	Explain how to carry out a visual assessment of the following physical characteristics: <ul style="list-style-type: none"> • Body type. • Posture. • Muscle tone. • Age. • Health. • Skin condition.
		1.7	The causes of postural faults and conditions.
		1.8	Explain how and why to carry out a skin sensitivity test prior to the use of aromatherapy oils.
		1.9	Describe the following massage techniques <ul style="list-style-type: none"> • Effleurage. • Petrissage. • Tapotement. • Pressure points.
		1.10	Explain how to adapt a massage treatment for the following treatment areas: <ul style="list-style-type: none"> • Face. • Head. • Chest and shoulders. • Arms and hands. • Abdomen. • Back. • Gluteals. • Legs and feet.

1	Continued	1.11	<p>Explain how massage treatments using pre-blended aromatherapy oils can be used to meet the following treatment objectives:</p> <ul style="list-style-type: none"> • Relaxation. • Sense of well-being. • Uplifting. • Stimulating.
		1.12	Explain why some areas of the body require particular care when providing a massage treatment using pre-blended aromatherapy oils.
		1.13	Explain the benefits of co-ordinating your breathing techniques with that of the client.
		1.14	Explain how to use, store and maintain pre-blended aromatherapy oils.
		1.15	Describe the risks associated with massage treatments using pre-blended aromatherapy oils and how to mitigate them.
		1.16	Explain the advice and guidance that should be given to the client following the treatment.
		1.17	<p>Describe the signs and symptoms of the following adverse reactions:</p> <ul style="list-style-type: none"> • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.18	<p>Explain how massage treatments can cause the following adverse reactions and how to avoid them:</p> <ul style="list-style-type: none"> • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.19	<p>Explain the action that should be taken if any of the following adverse reactions occur:</p> <ul style="list-style-type: none"> • Erythema. • Hyperaemia. • Allergic reaction to products.

2	Carry out massage treatments using a range of techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including: <ul style="list-style-type: none"> • Client objectives and desired outcomes. • Client body and skin concerns. • Identification of potential contra-indications. • Associated risks. • Associated fees and timescales.
		2.2	Carry out a visual analysis of the client's physical characteristics: <ul style="list-style-type: none"> • Body type. • Posture. • Muscle tone. • Age. • Health. • Skin condition.
		2.3	Carry out appropriate pre-treatment tests to determine suitability for treatment, and record the results in line with legislative and organisational requirements.
		2.4	Obtain and record the client's informed consent for the treatment.
		2.5	Select pre-blended aromatherapy oils to meet the treatment objectives.
		2.6	Carry out the massage treatment, including: <ul style="list-style-type: none"> • Provide cushioning and support to the required areas of the body. • Adapt massage techniques, sequence and use of pre-blended aromatherapy oil to meet the client's physical characteristics and treatment areas. • Vary the depth, rhythm and pressure of massage movements to meet treatment objectives, treatment areas and client's physical characteristics and preferences. • Co-ordinate breathing techniques with the client.

2	Continued	2.7	<p>Adhere to health and safety requirements for the duration of the treatment, including:</p> <ul style="list-style-type: none"> • Monitor the client's health and wellbeing throughout the treatment. • Implement the correct course of action in the event of an adverse reaction. • Maintain own posture and stance.
		2.8	<p>Conclude the treatment, including:</p> <ul style="list-style-type: none"> • Completing and storing the client's treatment records in line with organisational and legislative requirements. • Provide the client with appropriate post treatment advice and guidance.
		2.9	<p>Evaluate the treatment provided, including:</p> <ul style="list-style-type: none"> • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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- All practical activities are carried out on live models.
- The simulated environment matches, as close as possible, the environment found in a working salon.

Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.



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