



Qualification Specification

ProQual Level 3 Diploma in Massage Therapies

ProQual Level 3 Diploma in Massage Therapies



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 Diploma in Massage Therapies 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 massage treatments. It would be suitable for those who wish to progress into a senior massage therapist role, 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 advanced massage techniques.
- To allow candidates to develop and demonstrate their competence at advanced massage 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 Diploma in Massage Therapies
Qualification Number:	610/4901/3
Level:	3
Total Qualification Time (TQT):	400 Hours 40 Credits
Guided Learning Hours (GLH):	330 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:	04/08/2025
Next Review Due:	04/08/2028

Learner Profile

Candidates for this qualification should either:

- Hold the ProQual Level 2 Award in Massage Therapies, the ProQual Level 2 Diploma 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 **two** mandatory units. Candidates must complete both mandatory units to complete this qualification. Candidates must then also complete **three** optional units. Candidates may complete more than three optional units if they so wish.

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
Optional Units – Candidates must complete three units in this group.				
J/651/3835	Providing Body Massage Treatments Using Advanced Techniques	3	150	100
D/651/3841	Providing Body Massage Treatments Using Thermal Techniques	3	120	100
D/651/3850	Providing Holistic Head, Neck and Shoulder Massage Treatments	3	150	100
F/651/3851	Providing Indian Head Massage	3	120	100
L/651/3855	Providing Stone Therapy Treatments	3	150	100
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 Diploma in Massage Therapies

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: • 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: • 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: • 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 <i>The learner will be able to:</i>		Assessment Criteria <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: - 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: - 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.		
		1.7	Explain why common medical conditions may contraindicate common beauty services.		
		1.8	Explain the importance of communicating with the client: - In a professional manner. - Within the limits of your own competencies.		

1	Continued	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.
		1.19	Explain the client's rights, in relation to beauty services, including: • Reflection time. • Informed consent. • Financial/contractual agreement. • The right to request the subject specific qualifications, training and indemnity insurance.

1	<i>Continued</i>	1.20	Explain the importance of providing instructions and advice both pre and post the service.
2	Carry out a client consultation as a beauty professional.	2.1	Carry out a consultation, taking account of: • 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	Recognise, respond and sign-post appropriately in response to any disclosed conditions or contra-indications.
		2.3	Explain the fee structure.
		2.4	Provide the client with pre-treatment instructions and recommendations.
		2.5	Explain any associated risks to the client.
		2.6	Agree and document the consultation and expected service outcomes.
		2.7	Discuss any physical sensation that may occur during the service.
		2.8	Agree the service plan and obtain the client's informed consent for the treatment.

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 four times, across four units** 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:		Providing Body Massage Treatments Using Advanced Techniques		Level:	3
Unit Number:	J/651/3835	TQT:	150	GLH:	100
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to provide body massage treatments using advanced techniques.	1.1	Describe the contra-indications for a massage treatment, including: • If the service needs to be abandoned. • If the service needs to be modified. • If a referral to an appropriate healthcare professional is required.		
		1.2	Explain the importance of recognising suspicious skin irregularities and lesions, and referring them to an appropriate healthcare professional.		
		1.3	Explain how the following factors can impact a body massage treatment: • Medical history. • Client lifestyle profile. • Postural faults and conditions.		
		1.4	Explain how to carry out an interpret pre-treatment tests.		
		1.5	Explain how the frequency of providing body massage treatments can impact on the professional's health and wellbeing, including: • Ways in which risks to health and wellbeing can be avoided. • How to avoid work related injuries. • How to maintain own personal wellbeing.		
		1.6	Explain why it is important to maintain own posture and stance throughout the treatment, including how posture and stance supports the flow and effectiveness of the treatment.		
		1.7	Describe how to maintain the client's comfort and care throughout the treatment.		

1	Continued	1.8	Describe the types of hygiene products available for the skin and the importance of following manufacturer instructions.
		1.9	Describe the types, benefits and limitations of pre-treatments that can be carried out prior to a body massage treatment, including: • Deep cleanse. • Exfoliation. • Skin warming treatments.
		1.10	Describe the following massage mediums and how they are used: • Oil. • Cream. • Oil free. • Powder.
		1.11	Describe the following application techniques: • Hands. • Elbows. • Forearms. • Wrist. • Use of non-thermal hand held tools.
		1.12	Describe the following massage techniques: • Effleurage. • Petrissage. • Tapotement. • Friction. • Vibrations. • Pressure point. • Lymphatic drainage. • Deep tissue. • Light touch. • Passive movements.

1	Continued	1.13	Explain how massage techniques can be adapted to produce the following therapeutic effects: • Detoxification. • Stimulating. • Toning. • Relaxation. • Improved sense of wellbeing. • Mild pain relief. • Improve immune function. • Improve neurological function.
		1.14	Explain how to prepare and use the following tools and equipment: • Skin warming devices. • Non-thermal hand held tools.
		1.15	Describe the risks associated with a body massage and how to mitigate them.
		1.16	Explain the importance of allowing recovery time for the client following the body massage treatment.
		1.17	Describe the advice and guidance that should be provided following a body massage treatment.
		1.18	Describe the signs and symptoms of the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Oedema. • Excessive healing response.
		1.19	Describe how body massage treatments can cause, and how to avoid, the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Oedema. • Excessive healing response.

1	Continued	1.20	Describe how to respond, should any of the following adverse reactions occur: • Hyperaemia. • Bruising. • Allergy. • Oedema. • Excessive healing response.
2	Provide body massage treatments using a range of advanced techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including: • Client objectives and desired outcomes. • Client body and skin concerns. • Treatment history. • Recent activity. • Current skincare regime. • Lifestyle profile. • Alternative treatment options. • Associated risks. • Associated fees and timescales.
		2.2	Confirm and agree with the client that they have understood the proposed body massage treatment, including: • Expected outcomes, • Possible contra-actions, • Possible adverse effects. • Physical sensation of the treatment.
		2.3	Obtain and record the client's informed consent for the treatment.
		2.4	Carry out appropriate pre-treatment tests and record the results in accordance with legislative and organisational requirements.
		2.5	Carry out a skin and body analysis, including: • Muscle tone • Muscle tension • Hair density. • Sluggish circulation. • Skinn classification. • Skin condition. • Lax elasticity. • Posture analysis.

2	Continued	2.6	Carry out an appropriate pre-treatment, including: • Deep cleanse. • Exfoliation. • Skin warming treatments.
		2.7	Select appropriate tools, equipment and massage medium for the body massage treatment.
		2.8	Provide a body massage, including: • Applying massage medium using an appropriate application technique. • Carrying out advanced body massage techniques. • Checking pressure, rhythm and flow of the massage with the client and adapting as needed.
		2.9	Adhere to health and safety requirements for the duration of the treatment, including: • 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.
		2.10	Conclude the treatment, including: • 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.
		2.11	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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:

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- Expert witness testimony.
- Candidate reflection on own practical work.

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- 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 three times** 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:		Providing Body Massage Treatments Using Thermal Techniques		Level:	3
Unit Number:		D/651/3841	TQT:	120	GLH: 100
Learning Outcomes The learner will be able to:		Assessment Criteria The learner can:			
1	Understand how to provide body massages using thermal techniques.	1.1	Describe the contra-indications for thermal body massages, including: • If the service needs to be abandoned. • If the service needs to be modified, and how. • If a referral to a healthcare professional.		
		1.2	Explain the importance of recognising suspicious skin irregularities and lesions and referring these to a relevant healthcare professional.		
		1.3	Explain how to carry out and interpret pretreatment tests.		
		1.4	Explain how the frequency of providing thermal therapy massage treatments can impact own health and wellbeing, including: • Ways in which risks to own health and wellbeing can be avoided. • How to avoid workplace injuries. • How to maintain own personal wellbeing.		
		1.5	Explain why it is important to maintain own stance and posture throughout the massage treatment, including how this supports the flow and effectiveness of the treatment.		
		1.6	Explain why it is important to carry out a body and skin analysis prior to the treatment.		
		1.7	Explain why it is important to identify the client's postural faults and how these can be improved.		

1	Continued	1.8	Describe the types of hygiene products for the skin, that can be used prior to a thermal massage treatment.
		1.9	Describe the following massage mediums, and when to use them: • Oil. • Cream. • No massage medium.
		1.10	Explain how to prepare and use the following tools and equipment to provide thermal massage therapy: • Hand held tools that require heating. • Hand held tools that require cooling. • Heating equipment and preparations. • Cooling equipment and preparations.
		1.11	Explain why thermal therapy should not be used statically on the skin and why constant movements are required.
		1.12	Describe the following massage techniques: • Effleurage. • Petrissage. • Friction. • Tapotement. • Pressure point. • Lymphatic drainage. • Use of hand-held tools that require heating. • Use of hand-held tools that require cooling. • Placement of stones on chakra points of the body. • Trigger point, tucking and tapping.
		1.13	Explain how thermal massage treatments can be used to deliver the following therapeutic effects: • Detoxification. • Stimulating. • Toning. • Relaxation. • Improved sense of wellbeing. • Mild pain relief. • Improved immune function. • Improved neurological function.

1	Continued	1.14	Describe the risks associated with a thermal body massage and how to mitigate them.
		1.15	Explain the importance of allowing recovery time for the client following the thermal body massage treatment.
		1.16	Describe the advice and guidance that should be provided following a thermal body massage treatment.
		1.17	Describe the signs and symptoms of the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.
		1.18	Describe how body massage treatments can cause, and how to avoid, the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.
		1.19	Describe how to respond, should any of the following adverse reactions occur: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.
2	Provide body massages, for a range of therapeutic effects, using thermal techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including: • Client objectives and desired outcomes. • Client body and skin concerns. • Treatment history. • Recent activity. • Current skincare regime. • Lifestyle profile. • Alternative treatment options. • Associated risks. • Associated fees and timescales.

2	Continued	2.2	Confirm and agree with the client that they have understood the proposed body massage treatment, including: • Expected outcomes. • Possible contra-actions. • Possible adverse effects. • Physical sensation of the treatment.
		2.3	Obtain and record the client's informed consent for the treatment.
		2.4	Carry out appropriate pre-treatment tests and record the results in accordance with legislative and organisational requirements.
		2.5	Carry out a skin and body analysis, including: • Muscle tone. • Muscle tension. • Hair density. • Sluggish circulation. • Skin classification. • Skin condition. • Lax elasticity. • Posture analysis.
		2.6	Prepare and cleanse the area to be treated.
		2.7	Select and prepare the thermal therapy tools and equipment, including: • Hand-held tools that require heating. • Hand-held tools that require cooling. • Heating equipment and preparations. • Cooling equipment and preparations.
		2.8	Provide a thermal body massage treatment, including: • Selecting and applying an appropriate massage medium. • Using thermal therapy techniques. • Maintaining own posture and stance. • Using techniques and adaptations to avoid injury to the client. • Check the pressure, rhythm and flow of the treatment with the client and adapt accordingly. • Maintaining the client's comfort and dignity at all times.

2	<i>Continued</i>	2.9	Adhere to health and safety requirements for the duration of the treatment, including: • 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.
		2.10	Conclude the treatment, including: • 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.
		2.11	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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 three times** 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:		Providing Holistic Head, Neck and Shoulder Massage Treatments		Level:	3
Unit Number:		D/651/3850	TQT:	150	GLH: 100
Learning Outcomes The learner will be able to:		Assessment Criteria The learner can:			
1	Understand how to provide holistic head, neck and shoulder massage treatments.	1.1	Describe the contra-indications for thermal body massages, including: • If the service needs to be abandoned. • If the service needs to be modified, and how. • If a referral to a healthcare professional.		
		1.2	Explain the importance of recognising suspicious skin irregularities and lesions and referring these to a relevant healthcare professional.		
		1.3	Explain how traditional eastern ayurvedic principles and Indian head massage has evolved to incorporate diverse needs of individuals and the environment.		
		1.4	Explain how the frequency of providing thermal therapy massage treatments can impact own health and wellbeing, including: • Ways in which risks to own health and wellbeing can be avoided. • How to avoid workplace injuries. • How to maintain own personal wellbeing.		
		1.5	Explain why it is important to maintain own stance and posture throughout the massage treatment.		
		1.6	Explain why it is important to carry out a body and hair, skin, and scalp analysis prior to the treatment.		
		1.7	Describe the types of hygiene products for the skin, that can be used prior to a holistic head, neck and shoulder massage treatment.		

1	Continued	1.8	Describe the following massage mediums, and when to use them: • Oil. • Cream. • Oil free.
		1.9	Describe the following massage techniques: • Effleurage. • Petrissage. • Tapotement. • Friction. • Vibrations. • Pressure point. • Lymphatic drainage. • Adapted pressure. • Eastern ayurvedic techniques.
		1.10	Explain how holistic head, neck and shoulder massage can be used to deliver the following therapeutic effects: • Detoxification. • Stimulating. • Toning. • Relaxation. • Improved sense of wellbeing. • Mild pain relief. • Improved immune function. • Improved neurological function.
		1.11	Describe the risks associated with a holistic head, neck and shoulder massage and how to mitigate them.
		1.12	Explain the importance of allowing recovery time for the client following the holistic head, neck and shoulder massage.
		1.13	Describe the advice and guidance that should be provided following a holistic head, neck and shoulder massage.
		1.14	Describe the signs and symptoms of the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.

1	<i>Continued</i>	1.15	Describe how body massage treatments can cause, and how to avoid, the following adverse reactions: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.
		1.16	Describe how to respond, should any of the following adverse reactions occur: • Hyperaemia. • Bruising. • Allergy. • Excessive healing response.
2	Provide holistic head, neck and shoulder massage treatments using a range of techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including: • Client objectives and desired outcomes. • Client body and skin concerns. • Treatment history. • Recent activity. • Current skincare regime. • Lifestyle profile. • Alternative treatment options. • Associated risks. • Associated fees and timescales.
		2.2	Confirm and agree with the client that they have understood the proposed body massage treatment, including: • Expected outcomes. • Possible contra-actions. • Possible adverse effects. • Physical sensation of the treatment.
		2.3	Obtain and record the client's informed consent for the treatment.
		2.4	Carry out appropriate pre-treatment tests and record the results in accordance with legislative and organisational requirements.

2	Continued	2.5	Carry out a hair, skin and scalp analysis to inform the treatment plan, including: • Skin type. • Skin classification. • Skin condition. • Hair classification. • Hair condition. • Hair density. • Scalp condition.
		2.6	Prepare and cleanse the treatment area.
		2.7	Select an appropriate massage medium to be used for the: • Face. • Neck décolleté. • Upper shoulders. • Scalp.
		2.8	Provide a holistic head, neck and shoulder massage treatment, including: • Applying an appropriate massage medium. • Using appropriate massage techniques. • Maintaining own posture and stance. • Using techniques and adaptations to avoid injury to the client. • Check the pressure, rhythm and flow of the treatment with the client and adapt accordingly. • Maintaining the client's comfort and dignity at all times.
		2.9	Adhere to health and safety requirements for the duration of the treatment, including: • 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	Continued	2.10	Conclude the treatment, including: • 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.
		2.11	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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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:		Providing Indian Head Massage		Level:	3
Unit Number:	F/651/3851	TQT:	120	GLH:	100
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to provide Indian head massage.	1.1	Describe the signs and symptoms of the following contra-indications: - 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: - 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.		
		1.4	Describe safe positioning techniques for both the professional and client, and why these are important.		

1	Continued	1.5	Explain how the following diverse needs can impact an Indian head massage: • Cultural identify. • Religious belief. • Age • Disability. • Gender.
		1.6	Explain how to carry out a visual assessment of the following physical characteristics: • Posture. • Muscle tone. • Age. • Health. • Skin condition. • Hair condition. • Scalp 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: • Effleurage. • Petrissage. • Tapotement. • Friction. • Marma point acupressure.
		1.10	Explain how to adapt the sequence, depth and pressure of massage techniques for the following treatment areas: • Face. • Head. • Chest and shoulders. • Arms and hands. • Back. • Chakras.

1	Continued	1.11	Explain how Indian head massage can be used to deliver the following treatment objectives: • Relaxation. • Sense of well-being. • Uplifting. • Improvement of hair and scalp condition.
		1.12	Explain how co-ordinating your own breathing techniques with that of the client can enhance the effectiveness of the treatment.
		1.13	Describe the origins and traditions of Indian head massage and Ayurveda.
		1.14	Describe the principles of Marma points and their purpose.
		1.15	Describe the principles of the seven primary chakras and their importance in relation to Indian head massage treatment.
		1.16	Explain why it is important to allow sufficient post-treatment recovery time.
		1.17	Describe the advice, guidance and recommendations that should be provided to the client after the treatment.
		1.18	Describe the signs and symptoms of the following adverse effects: • Erythema. • Hyperaemia. • Allergic Reaction.
		1.19	Explain how Indian head massage can cause the following adverse reactions and how to avoid them: • Erythema. • Hyperaemia. • Allergic Reaction.
		1.20	Describe the course of action that should be taken in the event of the following adverse reactions: • Erythema. • Hyperaemia. • Allergic Reaction.

2	Provide Indian head massage to meet a variety of treatment objectives.	2.1	Carry out a concise and comprehensive consultation with the client, including: • 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: • Posture. • Muscle tone. • Age. • Health. • Skin condition. • Hair condition. • Scalp 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	Carry out the Indian head massage treatment, including: • Providing suitable support and cushioning during the treatment. • Adapting massage techniques, sequence and massage medium to meet the client's physical characteristics and treatment areas. • Vary the depth, rhythm and pressure of the treatment to meet treatment objectives, treatment areas, physical characteristics and client preferences. • Co-ordinate breathing techniques with the client.

2	Continued	2.6	Adhere to health and safety requirements for the duration of the treatment, including: • 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.
		2.7	Conclude the treatment, including: • 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.
		2.8	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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Title:		Providing Stone Therapy Treatments		Level:	3
Unit Number:		L/651/3855	TQT:	150	GLH: 100
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to provide stone therapy treatments.	1.1	Describe the signs and symptoms of the following contra-indications: - Contagious skin diseases. - Dysfunction of the nervous system. - Recent scar tissue. - Undiagnosed lumps and swellings. - Diabetes. - Epilepsy. - Hypertension. - Hypotension. - Cuts and abrasions. - Varicose veins.		
		1.2	Explain the necessary action to be taken if any of the following contra-indications are identified: - 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.		
		1.4	Describe safe positioning techniques for both the professional and client, and why these are important.		

1	Continued	1.5	Explain how the following diverse needs can impact a stone therapy treatment: • Cultural identify. • Religious belief. • Age. • Disability. • Gender.
		1.6	Explain how to carry out a visual assessment of the following physical characteristics: • Body type. • Posture. • Muscle tone. • Age. • Health. • Skin condition.
		1.7	Identify 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 stone therapy techniques: • Effleurage. • Petrissage. • Friction. • Tapping. • Tucking. • Placement. • Trigger point. • Rotation. • Alternation of hot and cold stones. • Use of cold stones only. • Use of hot stones only. • Combination of stone types and sizes.
		1.10	Explain how to adapt a stone therapy treatment for the following treatment areas: • Face. • Head. • Neck, chest and shoulders. • Arms and hands. • Abdomen. • Back. • Legs and feet.

1	Continued	1.11	Explain how stone therapy treatments have the following physical and psychological effects: • Relaxing muscles. • Stimulating circulatory/lymphatic systems. • Calms or stimulates nerve fibres. • Stress and tension relief. • Improved general well-being. • Calming and relaxing.
		1.12	Describe the properties of the following types of stone: • Basalt. • Marble. • Semi-precious.
		1.13	Explain how to select the following to meet the client's needs: • Techniques. • Stone size. • Stone type. • Stone shape. • Stone quality. • Massage medium.
		1.14	Explain how to introduce and place the treatment stones to maximise their benefits and ensure client comfort.
		1.15	Explain the importance of temperature management and how this is achieved.
		1.16	Explain the benefits of selecting and placing specific stones to the seven major chakras.
		1.17	Explain the five elements of stone therapy.
		1.18	Explain the basic principles and characteristics of the seven major chakras and their significance to the practice of stone therapy treatment.
		1.19	Describe how different types of stone should be stored.

1	Continued	1.20	Describe the risks associated with stone therapy treatments and how to mitigate them, including: • Methods of working to avoid cross-contamination. • The importance of checking temperature. • Safe handling techniques to avoid excessive noise and disturbance. • The types of materials used to protect the client's skin against extremes of temperature. • How to adapt stone therapy techniques to prevent work related injuries.
		1.21	Explain the advice and guidance that should be given to the client following a stone therapy treatment.
		1.22	Describe the signs and symptoms of the following adverse reactions: • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.23	Explain how stone therapy treatments can cause the following adverse reactions and how to avoid them: • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.24	Explain the action that should be taken if any of the following adverse reactions occur: • Erythema. • Hyperaemia. • Allergic reaction to products.

2	Provide stone therapy treatments to deliver a range of therapeutic effects.	2.1	Carry out a concise and comprehensive consultation with the client, including: • 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: • 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	Carry out the stone therapy treatment, including: • Protect the client's skin against extremes of temperature. • Place treatment stones on chakra points to meet the treatment objectives. • Place treatment stones under the body, ensuring client comfort. • Select and apply a treatment oil to meet treatment objectives. • Manage treatment techniques to prevent overexposure of heat to the skin • Adapt your stone therapy techniques and sequence to meet the client's physical characteristics, treatment area(s) and treatment objectives. • Vary the depth, rhythm and pressure of treatment techniques to meet treatment objectives and client's physical characteristics and preferences.

2	Continued	2.6	Adhere to health and safety requirements for the duration of the treatment, including: • 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.
		2.7	Conclude the treatment, including: • 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.
		2.8	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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Title:		Providing Massage Treatments Using Pre-Blended Aromatherapy Oils		Level:	3
Unit Number:	M/651/3856	TQT:	120	GLH:	100
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: - 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: - 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: • Cultural identify. • Religious belief. • Age. • Disability. • Gender.
		1.6	Explain how to carry out a visual assessment of the following physical characteristics: • 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: • Effleurage. • Petrissage. • Tapotement. • Pressure points.
		1.10	Explain how to adapt a massage treatment for the following treatment areas: • Face. • Head. • Chest and shoulders. • Arms and hands. • Abdomen. • Back. • Gluteals. • Legs and feet.

1	Continued	1.11	Explain how massage treatments using pre-blended aromatherapy oils can be used to meet the following treatment objectives: • 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	Describe the signs and symptoms of the following adverse reactions: • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.18	Explain how body massage can cause the following adverse reactions and how to avoid them: • Erythema. • Hyperaemia. • Allergic reaction to products.
		1.19	Explain the action that should be taken if any of the following adverse reactions occur: • Erythema. • Hyperaemia. • Allergic reaction to products.

2	Carry out massage treatments using a range of aromatherapy techniques.	2.1	Carry out a concise and comprehensive consultation with the client, including: • 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: • 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 aromatherapy massage treatment, including: • 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	Adhere to health and safety requirements for the duration of the treatment, including: • 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	Conclude the treatment, including: • 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	Evaluate the treatment provided, including: • Areas of strength. • Areas for improvement. • Actions to be taken to implement improvements.

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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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