
Overview

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.

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.

The main outcomes of the unit are:

1. maintain safe and effective methods of working when providing body massage treatments
2. consult, plan and prepare for treatments with clients
3. perform manual massage treatments
4. perform mechanical massage treatments
5. provide aftercare advice

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Performance criteria

You must be able to:

- P1 **maintain safe and effective methods of working when providing body massage treatments** by
- P1.1 setting up and monitoring the treatment area to meet organisation procedures and manufacturers' instructions
 - P1.2 making sure that environmental conditions are suitable for the client and the treatment
 - P1.3 ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P1.4 ensuring that your nails are short, clean, well manicured and free of polish
 - P1.5 effectively disinfecting your hands prior to and after treatment
 - P1.6 ensuring your own posture and position minimises fatigue and risk of injury whilst working
 - P1.7 ensuring all tools and **equipment** are cleaned using the correct methods
 - P1.8 positioning **equipment** and **massage mediums** for ease and safety of use
 - P1.9 ensuring the client is in a comfortable and relaxed position suitable for the treatment
 - P1.10 maintaining accepted industry hygiene and safety practices throughout the treatment
 - P1.11 adopting a positive, polite and reassuring manner towards the client throughout the treatment
 - P1.12 maintaining the client's modesty, privacy and comfort at all times
 - P1.13 disposing of waste materials safely and correctly
 - P1.14 ensuring the treatment is cost effective and is carried out within a commercially viable time
 - P1.15 ensuring client record cards are up-to-date, accurate, complete, legible and signed by the client and practitioner
 - P1.16 leaving the treatment area and **equipment** in a condition suitable for future treatments
- P2 **consult, plan and prepare for treatments with clients** by
- P2.1 using **consultation techniques** in a polite, sensitive and friendly manner to determine the client's treatment needs
 - P2.2 obtaining signed, written informed consent from the client prior to carrying out the treatment
 - P2.3 ensuring that informed and signed parent or guardian consent is obtained for minors prior to any massage treatment
 - P2.4 ensuring that a parent or guardian is present throughout the massage treatment for minors under the age of 16

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- P2.5 clearly explaining to the client what the treatment entails in a way they can understand
- P2.6 using suitable **consultation techniques** to identify your client's medical history, **physical characteristics** and lifestyle pattern
- P2.7 asking your client appropriate questions to identify if they have any contra-indications to massage treatments
- P2.8 accurately recording your client's responses to questioning
- P2.9 actively encouraging clients to ask questions and clarify any points
- P2.10 taking the **necessary action** in response to any identified contra-indications
- P2.11 ensuring client advice is given without reference to a specific medical condition and without causing undue alarm and concern
- P2.12 clearly explaining and agreeing the projected cost, likely duration, frequency and types of treatment needed
- P2.13 agreeing in writing the client's needs, expectations and **treatment objectives**, ensuring they are realistic and achievable
- P2.14 ensuring that the client's skin is clean and prepared to suit the type of massage to be used
- P2.15 ensuring that clothing, hair and accessories are effectively protected or removed
- P2.16 selecting suitable **equipment** and **massage mediums** to meet the **treatment objectives**
- P3 **perform manual massage treatments** by
 - P3.1 providing suitable support and cushioning to specific areas of the body during the treatment if necessary
 - P3.2 adapting your **massage techniques**, sequence and **massage mediums** to meet the client's physical characteristics and treatment area(s)
 - P3.3 effectively varying the depth, rhythm and pressure of massage movements to meet **treatment objectives, treatment area(s)** and client's **physical characteristics** and preferences
 - P3.4 ensuring the application and use of **massage medium** minimises waste
 - P3.5 taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
 - P3.6 allowing the client sufficient post-treatment recovery time
 - P3.7 ensuring the finished result is to the client's satisfaction and meet the agreed **treatment objectives**
- P4 **perform mechanical massage treatments** by
 - P4.1 clearly explaining the sensation created by the **equipment** being used
 - P4.2 explaining the treatment procedure to the client in a clear and

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- simple way at each stage in the process
 - P4.3 providing suitable support and cushioning to specific areas of the body during the treatment if necessary
 - P4.4 safely using the correct treatment settings, application and applicator heads on the body throughout the treatment to meet manufacturers' instructions
 - P4.5 adjusting the intensity and duration of the treatment to suit the client's **physical characteristics** and the **treatment area(s)**
 - P4.6 effectively varying the sequence, depth and pressure of massage movements to meet **treatment objectives** and **treatment area(s)**
 - P4.7 checking the client's wellbeing throughout the mechanical massage treatment
 - P4.8 taking appropriate and prompt remedial action if contra-actions or discomfort occur during the course of treatment
 - P4.9 allowing the client sufficient post-treatment recovery time
 - P4.10 ensuring the finished result is to the client's satisfaction and meets the agreed **treatment objectives**
- P5 **provide aftercare advice**
 - P5.1 giving **advice** and recommendations accurately and constructively
 - P5.2 giving your clients suitable **advice** specific to their individual needs

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Knowledge and understanding

You need to know and understand:

Organisational and legal requirements

- K1 your responsibilities under current health and safety legislation, standards and guidance, eg the Health & Safety at Work Act (and any other relevant legislation)
- K2 your responsibilities under local authority licensing regulations for yourself and your premises
- K3 the importance of not discriminating against clients with illnesses and disabilities and why (eg Disability Discrimination Act)
- K4 the age at which an individual is classed as a minor and how this differs nationally
- K5 why minors should not be given treatments without informed and signed parental or guardian consent
- K6 why it is important, when treating minors under the age of 16, to have a parent or guardian present
- K7 the legal significance of gaining signed, informed client consent to treatment
- K8 manufacturers' and organisational requirements for waste disposal
- K9 the importance of the correct storage of client records in relation to the Data Protection Act
- K10 how to complete the client records used in your organisation and the importance of and reasons for keeping records of treatments and gaining client signatures
- K11 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance according to accepted industry and organisation
- K12 your responsibilities and reasons for keeping your nails short, clean, well manicured and free of polish for massage treatments
- K13 the organisation's requirements for client preparation
- K14 your organisation's service times for body massage treatments and the importance of completing the service in a commercially viable time
- K15 your organisation's and manufacturers' requirements for treatment area, equipment maintenance and equipment cleaning regimes

You need to know and understand:

How to work safely and effectively when providing body massage treatments

- K16 how to set up the work area for body massage treatments
- K17 the necessary environmental conditions for body massage treatments (including lighting, heating, ventilation and general comfort) and why these are important
- K18 the importance and reasons for disinfecting hands and how to do this effectively

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- K19 how to position yourself and the client for body massage treatments taking into account individual physical characteristics
- K20 what is repetitive strain injury (RSI), how it is caused and to avoid developing it when delivering massage treatments
- K21 the importance of adopting the correct posture throughout the treatment and the impact this may have on yourself and the outcome of the treatment
- K22 reasons for maintaining client modesty, privacy and comfort during the treatment
- K23 why it is important to maintain standards of hygiene and the principles of avoiding cross-infection
- K24 how to minimise and dispose of waste from treatments
- K25 why it is important to check the client's wellbeing at regular intervals during mechanical massage

You need to know and understand:

Client consultation

- K26 why it is important to encourage and allow time for clients to ask questions
- K27 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender for this treatment
- K28 the importance of questioning clients to establish any contra-indications to head and body massage treatments
- K29 why it is important to record client responses to questioning
- K30 the legal significance of client questioning and recording the client's responses
- K31 how to give effective advice and recommendations to clients
- K32 how to visually assess the physical characteristics in the range
- K33 how to assess posture and skeletal conditions that may be present and how to adapt and change the massage routine
- K34 how to recognise different skin types and conditions
- K35 the reasons why it is important to encourage clients with contra-indications to seek medical advice
- K36 the importance of and reasons for not naming specific contra-indications when encouraging clients to seek medical advice
- K37 why it is important to maintain clients' modesty, privacy and comfort
- K38 relationship between lifestyle patterns and effectiveness of treatment
- K39 the beneficial effects which can result from changes to the client's lifestyle pattern (eg healthy eating and fluid intake, exercise habits, smoking habits, sleep patterns, hobbies, interests and means of relaxation)

You need to know and understand:

Preparation for treatment

- K40 the importance of giving clients clear instructions on the removal of relevant clothing, accessories and general preparation for the treatment

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- K41 why it is important to reassure clients during the preparation process whilst also maintaining the clients' modesty and privacy
- K42 how to select the appropriate massage medium suitable for skin type and condition
- K43 the different types, use and benefits of pre-massage heat treatments
- K44 how to cleanse different areas of the body in preparation for treatment, eg face and feet

You need to know and understand:

Anatomy and physiology

- K45 the structure and function of cells and tissues
- K46 the structure and function of muscles, including the types of muscles (ie voluntary and involuntary)
- K47 the positions and actions of the main muscle groups within the treatment areas of the body specified in the range
- K48 the position and function of the primary bones and joints of the skeleton
- K49 how to recognise postural faults and conditions (eg lordosis, kyphosis, scoliosis)
- K50 the structure, function and location of blood vessels and the principles of circulation, blood pressure and pulse
- K51 the interaction of lymph and blood within the circulatory system
- K52 the structure and function of the lymphatic system
- K53 the basic principles of the central nervous system and autonomic system
- K54 the basic principles of the endocrine, respiratory, digestive and excretory systems
- K55 the structure and function of skin (ie the layers of the epidermis, the dermis, subcutaneous layer, including connective tissues, nerve endings, sweat glands, sebaceous glands, capillaries and hairs)
- K56 the skin characteristics and skin types of different ethnic client groups
- K57 the structure and location of the adipose tissue
- K58 the effects of massage on the individual systems of the body
- K59 the physical and psychological effects of body massage

You need to know and understand:

Contra-indications and contra-actions

- K60 those contra-indications that prevent treatment and why (eg deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin diseases, etc.)
- K61 those contra-indications which may restrict treatment or where caution should be taken, in specific areas and why (eg diabetes, epilepsy, varicose veins, high and low blood pressure, product allergies, etc.)
- K62 possible contra-actions which may occur during and post treatment, why and how to deal with them (eg bruising, inflammation)

You need to know and understand:

Equipment and massage mediums

- K63 the preparation and application of the massage equipment in the range
- K64 the benefits of using the massage equipment in the range

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- K65 the different types and uses of massage mediums (eg oils, creams, powder, emulsion, gel)
- K66 the types and benefits of pre-heat treatments which can be used prior to massage (eg infrared, hot towels, sauna, steam)

You need to know and understand:

Treatment specific knowledge

- K67 how to recognise erythema and hyperemia and its causes
- K68 why it is important to maintain correct posture during massage and complete your own stretching exercises to prevent repetitive strain injury
- K69 the correct use and application of massage techniques to meet a variety of treatment objectives, including those in the range
- K70 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
- K71 how to adapt the massage sequence, depth and pressure to suit different client physical characteristics and areas of the body for mechanical massage
- K72 how to adapt massage treatments for male and female clients
- K73 the areas of the body and body characteristics needing particular care when undertaking mechanical treatments
- K74 the advantages of mechanical and manual massage
- K75 the advantages of combining mechanical and manual massage
- K76 how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client
- K77 how and why support and cushioning would be used during the treatment
- K78 the importance of evaluating the effectiveness of body massage treatments

You need to know and understand:

Aftercare advice for clients

- K79 the lifestyle factors and changes that may be required to improve the effectiveness of the treatment
- K80 post-treatment restrictions and future treatment needs
- K81 products for home use that will benefit and protect the client and those to avoid and why
- K82 how current eating and exercise habits can affect the effectiveness of treatment
- K83 how healthy eating and exercise can improve the effectiveness of the treatment.

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Additional Information

Scope/range related to performance criteria

1. **Equipment** includes
 - 1.1. gyrotory massager
 - 1.2. audio sonic
 - 1.3. infrared

2. **Massage mediums** are
 - 2.1. oil
 - 2.2. cream
 - 2.3. powder

3. **Consultation techniques** are
 - 3.1. questioning
 - 3.2. visual
 - 3.3. manual
 - 3.4. reference to client records

4. **Physical characteristics** are
 - 4.1. weight
 - 4.2. height
 - 4.3. posture
 - 4.4. muscle tone
 - 4.5. age
 - 4.6. health
 - 4.7. skin condition

5. **Necessary action** should be
 - 5.1. encouraging the client to seek medical advice
 - 5.2. explaining why the treatment cannot be carried out
 - 5.3. modification of treatment

6. **Treatment objectives** are
 - 6.1. relaxation
 - 6.2. sense of wellbeing
 - 6.3. uplifting
 - 6.4. anti-cellulite
 - 6.5. stimulating

7. **Massage techniques** are
 - 7.1. effleurage
 - 7.2. petrissage
 - 7.3. tapotement
 - 7.4. vibration

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7.5. friction

8. **Treatment areas** are

- 8.1. face
- 8.2. head
- 8.3. chest and shoulders
- 8.4. arms and hands
- 8.5. abdomen
- 8.6. back
- 8.7. gluteals
- 8.8. legs and feet

9. **Advice** covers

- 9.1. avoidance of activities which may cause contra-actions
- 9.2. future treatment need
- 9.3. modifications to lifestyle patterns
- 9.4. healthy eating and exercise advice
- 9.5. suitable home care products and their use

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Developed by SkillsActive

Version number 1

Date approved June 2009

Indicative review date June 2011

Validity Current

Status Original

Originating organisation Habia

Original URN BT B20

Relevant occupations Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations

Suite Beauty Therapy 2009

Key words body massage, head and body, mechanical body massage techniques