

Higher National Unit Specification

General information for centres

Unit title: Stress Management for Clients

Unit code: F1BH 35

Unit purpose: This Unit has been designed to enable candidates to build on previous knowledge; to recognise through effective consultation when clients are presenting with stress; to develop a stress management framework; provide appropriate client advice and to use therapy treatments to aid stress management. The candidate studying this Unit would be undertaking practical application of therapeutic treatments.

On completion of the Unit the candidate should be able to:

- 1 Develop a stress management framework for clients through effective consultation and assessment processes.
- 2 Use therapy treatments for stress relief purposes.

Credit points and level: 0.5 HN Credit at SCQF level 8: (4 SCQF credit points at SCQF level 8*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Candidates should have achieved the HN Units:

- ◆ DH3Y 35 *Stress Management*
- ◆ DN6W 35 *Lifestyle Advice for Clients*

It is highly recommended that the candidate has previously completed or is simultaneously taking the HN Unit: Stress Management.

Core Skills: There are opportunities to develop the Core Skills of Problem Solving and Oral Communication at Higher in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

General information for centres (cont)

Assessment: This Unit lends itself to holistic assessment

Outcome 1 and 2 will be assessed holistically through observation of client consultation, advice and treatment provision and supported by client record cards and oral questioning.

Practical competency should be evidenced by the provision of therapy treatments as an aid to effective stress management.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Develop a stress management framework for clients through effective consultation and assessment processes

Knowledge and/or skills

- ◆ Communication skills/consultation techniques
- ◆ Client body language
- ◆ Symptoms of stress
- ◆ Techniques to manage stress
- ◆ Treatment planning

Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ conduct a client consultation in a sensitive, empathic and respectful manner
- ◆ respond appropriately to observations made relating to client body language
- ◆ gather clear and accurate client information relating to the client's lifestyle, medical history, physiological and psychological well-being
- ◆ identify symptoms of stress presented in the client, tactfully discuss and record
- ◆ provide client advice on techniques to manage stress: healthier life-style options, physical activity, self-massage, breathing, relaxation
- ◆ provide a therapy treatment plan, which has been discussed and agreed with the client

Assessment guidelines

The assessment of this Outcome can be combined with Outcome 2 as part of a single assessment for the Unit, details of which are given under Outcome 2.

Supplementary oral questioning can be used to clarify candidate understanding.

Higher National Unit specification: statement of standards (cont)

Unit title: Stress Management for Clients

It is suggested that this Outcome is integrated with the provision of therapy treatments to show that a framework for stress management has been incorporated into treatment planning and advice for clients.

Outcome 2

Use therapy treatments for stress relief purposes

Knowledge and/or skills

- ◆ Preparation of treatment area and resources
- ◆ Aims of the treatment plan
- ◆ Evaluation of treatment for effectiveness in aiding stress management
- ◆ Aftercare advice
- ◆ Lifestyle advice and stress management techniques

Evidence Requirements

Candidates will need to provide evidence to demonstrate their skills and/or knowledge by showing that they can:

- ◆ prepare the work area and resources for the therapy treatment according to professional standards
- ◆ maintain safe and hygienic practice
- ◆ prepare, screen and position the client appropriately to ensure comfort, privacy and safety
- ◆ position self to ensure the treatment is effective and applied without causing postural imbalance
- ◆ provide a therapy treatment appropriate for the aims of the treatment plan
- ◆ adapt the positioning of the client, when and where necessary, to take into account the client's physical condition (eg pregnancy, clients with lack of mobility, etc)
- ◆ ensure client care, comfort and relaxation is maintained throughout the treatment and adapt the treatment if necessary, working within an acceptable timeframe
- ◆ elicit client satisfaction and evaluate the effectiveness of the treatment in aiding stress management
- ◆ provide specific treatment aftercare advice and home care advice, ensuring recommendations are accurate and based upon the current knowledge of the treatment, potential contra-actions and products available
- ◆ reinforce stress management advice and check the client's understanding of techniques recommended
- ◆ plan for future treatments ensuring client records are complete, up-to-date, accurate and legible

Evidence will be generated by the candidate carrying out therapy treatments for two different clients each presenting with stress. The clients should be different in terms of age, gender or lifestyle. Therapy treatments provided should benefit the client and appropriately aid stress management. Observation checklists should be used to record evidence. The checklists should be supported by client record cards.

Higher National Unit specification: statement of standards (cont)

Unit title: Stress Management for Clients

Assessment guidelines

The assessment of this Outcome can be combined with Outcome 1 as part of a single assessment for the Unit.

The candidate must be able to prove full knowledge of any assessment area that cannot be demonstrated. This can be shown by evaluating existing treatment record cards and reasons for the therapist's advice and choice of therapy treatment.

Supplementary oral questioning can be used to clarify candidate understanding.

It is suggested that this Outcome is integrated with the provision of therapy treatments to show that a framework for stress management has been incorporated into treatment planning and advice for clients.

Administrative Information

Unit code: F1BH 35

Unit title: Stress Management for Clients

Superclass category: HB

Original date of publication: February 2007

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History of changes:

Version	Description of change	Date

Source: SQA

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Higher National Unit specification: support notes

Unit title: Stress Management for Clients

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 20 hours.

Guidance on the content and context for this Unit

This Unit is intended to build on the theory of 'stress' covered in the HN Unit: Stress Management.

If this Unit is to be delivered in isolation then it is important that the theory of stress is covered with the candidate, and should include:

- ◆ definition, causes and symptoms of stress
- ◆ effects of stress arousal
- ◆ effects of stress on self-esteem and on the physical, emotional and social well-being
- ◆ an understanding of external and internal stressors
- ◆ a typical stress related behaviour

The aim of this Unit is to enable candidates to recognise stress within their clients and to be able to provide appropriate advice together with therapy treatments, as an aid to stress management. Particular emphasis will be placed upon:

- ◆ effective consultation techniques and the production of detailed, accurate and legible client record cards
- ◆ the ability to create a calm ambience conducive for relaxation and stress relief
- ◆ the ability to elicit and record appropriate information relating to lifestyle, medical history, physiological and psychological well-being
- ◆ the ability to recognise symptoms of stress presented in the client and to discuss this with the client in a manner which is tactful and empathic
- ◆ the advice provided to the client on techniques to manage stress: healthier life-style options, physical activity, self-massage, breathing, relaxation and beauty or complementary therapy treatments
- ◆ preparation of treatment plans and provision of appropriate therapy treatments for stress relief
- ◆ Completing treatments within the time constraints imposed by industry for the treatments selected
- ◆ competent evaluation of treatment effectiveness and the provision of aftercare/homecare advice – relative to the selected treatment/s
- ◆ information provided to the client relating to potential contra-actions/effects of treatment such as emotional release
- ◆ reinforcement of lifestyle advice and stress management techniques discussed during consultation

The Unit should be conducted within a practical clinic situation, with candidates demonstrating knowledge, confidence and understanding of stress management. Candidates should display confident interaction with clients when consulting and providing recommendations and advice.

Higher National Unit specification: support notes (cont)

Unit title: Stress Management for Clients

It is recognised that the knowledge and skills acquired throughout this Unit are likely to be relevant to many clients attending for therapy treatments. The practical treatments and record cards submitted for the two clients treated, should include two distinctly different clients in terms of age — young/mid years or elderly, gender – male or female and lifestyle — active or sedentary.

In Outcome 1 candidates consult with clients and a framework for stress management is planned including the provision of appropriate therapy treatments and lifestyle advice and techniques for stress relief.

A competent candidate will take the following into consideration:

Client information including: current lifestyle — eating, drinking, smoking, sleeping, occupation, physical activity, leisure activities; physiological and psychological health — medical history, accidents, illnesses, operations, medication and conditions; emotional well-being — perceived stressors, atypical stress-related behaviour.

Indicators of stress recognised in the client:

Physiological:

- ◆ stiffness/muscle tension
- ◆ fatigue
- ◆ poor posture
- ◆ poor digestion
- ◆ increased/decreased appetite
- ◆ eating disorders
- ◆ vomiting
- ◆ diarrhoea
- ◆ sweaty palms
- ◆ cold feet/hands
- ◆ low self esteem
- ◆ restlessness
- ◆ insomnia
- ◆ frequent physical illness and/or delayed recovery

Psychological:

- ◆ anxiety
- ◆ emotional
- ◆ nervousness
- ◆ apathy
- ◆ mood swings
- ◆ withdrawn
- ◆ anger and frustration
- ◆ hyperactivity
- ◆ poor memory
- ◆ argumentative
- ◆ dissatisfaction/negativity/cynicism
- ◆ insecurity
- ◆ paranoia
- ◆ loss of efficiency
- ◆ lack of joy or spontaneity
- ◆ nightmares and recurring disturbing dreams

Stress-related conditions: insomnia, headaches, muscle tension — aching shoulders, neck and back, irritable bowel syndrome, diarrhoea, constipation, pre-menstrual stress, poor blood and lymphatic circulation, eating disorders — anorexia nervosa/bulimia, vertigo, asthma, high blood pressure, psoriasis and eczema.

Higher National Unit specification: support notes (cont)

Unit title: Stress Management for Clients

Stress management techniques:

- ◆ self massage
- ◆ relaxation/breathing exercises
- ◆ positive affirmations
- ◆ talking to others
- ◆ physical activity
- ◆ hobbies and quality time out
- ◆ balanced, healthy diet
- ◆ listening to music
- ◆ avoidance of depressants, alcohol, drugs
- ◆ adequate rest and sleep
- ◆ meditation and visualisation
- ◆ avoidance of stimulants tea, coffee, cigarettes, drugs

Beauty or complementary therapy treatments recommended:

- ◆ facials
- ◆ manicure and pedicure
- ◆ body massage
- ◆ aromatherapy
- ◆ reflexology
- ◆ Indian head massage
- ◆ crystal therapies
- ◆ spa treatments and water therapies
- ◆ Reiki
- ◆ hot stone therapy
- ◆ chair/on-site massage
- ◆ lymphatic drainage massage

In Outcome 2 emphasis is placed on the provision of therapy treatments, treatment evaluation, aftercare/homecare advice and the reinforcement of recommendations relating to lifestyle/stress management techniques.

A competent candidate will take the following into consideration:

Environment for treatment:

- ◆ pleasantly furnished, soft, clean décor
- ◆ subtle calming music
- ◆ natural light and features such as plants, water features
- ◆ avoidance of stressors such as noise, clocks, radios, mobile phones
- ◆ comfortable heating and ventilation
- ◆ fresh clean linen/towels/couch covers
- ◆ use of subtle aromas and natural botanical products

Contra-indications: general and specific to the therapy treatment/s selected.

Contra-actions: specific to the therapy treatment/s selected and in this context the likelihood of some clients experiencing emotional release such as crying.

Stress management techniques/advice such as:

- ◆ self massage
- ◆ relaxation/breathing exercises
- ◆ positive affirmations
- ◆ talking to others
- ◆ physical activity
- ◆ hobbies and quality time out
- ◆ balanced, healthy diet
- ◆ listening to music
- ◆ avoidance of depressants, alcohol, drugs
- ◆ adequate rest and sleep
- ◆ meditation and visualisation
- ◆ avoidance of stimulants tea, coffee, cigarettes, drugs

Higher National Unit specification: support notes (cont)

Unit title: Stress Management for Clients

Provision of therapy treatments to aid stress relief which may include but are not exclusive to:

- ◆ facials
- ◆ manicure and pedicure
- ◆ body massage
- ◆ aromatherapy
- ◆ reflexology
- ◆ Indian head massage
- ◆ pressure point therapy/shiatsu type techniques
- ◆ crystal therapies
- ◆ spa treatments and water therapies
- ◆ Reiki
- ◆ hot stone therapy
- ◆ chair/on-site massage
- ◆ lymphatic drainage massage

Guidance on the delivery and assessment of this Unit

The Unit will be delivered and assessed within the particular group award to which it contributes. There should be sufficient theoretical knowledge and practical experience by candidates to ensure competence and confidence in the provision of stress management advice/techniques and therapy treatments for stress relief.

Theoretical and practical skills should be delivered holistically with client treatments commencing once students have shown a competency, confidence and understanding relating to providing a framework for stress management. Until then, candidates should work on peers during practical tuition time.

Written client case study record cards should be submitted at end of the allocated time for the Unit. It is recommended that two case studies with treatments provided for two different clients in terms of age, gender and lifestyle are carried out. Each treatment should last approximately 1 to 1½ hours depending upon the therapy selected.

Ongoing oral questioning throughout the Unit will assist in monitoring the development of candidates underpinning knowledge. Candidates are encouraged to add to knowledge gained from the tutor through self-research, using textbooks and appropriate websites.

The following instruments of assessment may be integrated to provide evidence across the two Outcomes:

- ◆ Observation checklists
- ◆ Oral questions
- ◆ Case study record cards

The assessments should be completed through integration with the provision of therapy treatments. Practical observation of the candidate should be carried out within a real or simulated work environment on external clients. The skills demonstrated should be matched to the practical checklists. Oral questions may be used to supplement/support observed performance.

Higher National Unit specification: support notes (cont)

Unit title: Stress Management for Clients

Opportunities for developing Core Skills

All elements of the core skill of Problem Solving, that is, planning and organising, critical thinking, and reviewing and evaluating, will be developed as the unit is undertaken, particularly when there is integration with assessment for practical treatment activities in related units. Candidates must undertake a detailed analysis of factors relating to stress in different types of client. Identifying and assessing the relevance of all areas impacting on client behaviour and responses will involve a high level of critical thinking. Justifying and implementing effective management strategies which are devised for each client and allow on-going opportunities for review and evaluation is critical to achievement. Candidates may benefit from personal interviews with the tutor to reinforce analytical evaluative approaches to work.

Candidates will also have opportunities to develop a sophisticated level of oral communication skills. Sensitivity and an empathic understanding of the physical, emotional and cultural needs of clients will support the ability to adapt language and non-verbal communication in order to progress effective communication. Ensuring ways to communicate appropriate complex information to clients, explaining and reassuring during treatment sessions and advising on post treatment needs will be an essential aspect of observed competence. Candidates will be required use and adapt vocabulary, register and style to suit their purpose and clientele, and to be able to respond to in depth questioning from both clients and the assessor confidently and accurately. They will be made fully aware of the range of Listening techniques in order to relate and respond to others in the most appropriate and effective way.

Open learning

Theoretical aspects, such as the theory related to stress management and consultation could be suited to open and distance learning. However, the practical aspect requires assessor observation and will therefore require to be carried out within an assessment centre. It is feasible that candidates attend for assessment purposes only, however, it is recommended that candidate competency is established over a period of time and with tutor support during non-assessed practical treatment sessions.

For further information and advice please refer to *Assessment and Quality Assurance for Open and Distance Learning (SQA, February 2001 — publication code A1030)*.

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

General information for candidates

Unit title: Stress Management for Clients

The aim of this Unit is to enable you to recognise stress within your clients so that you can provide appropriate advice together with therapy treatments, as an aid to stress management.

In **Outcome 1** — particular emphasis will be placed upon:

- ◆ effective consultation techniques and the production of detailed, legible client record cards
- ◆ the ability to create a calm ambience conducive for relaxation and stress relief
- ◆ the ability to elicit and record appropriate information relating to lifestyle, medical history, physiological and psychological well-being
- ◆ the ability to recognise symptoms of stress presented in your clients and to discuss these with them in a manner which is tactful and empathic
- ◆ the advice you provide to your client on techniques to manage stress may include: healthier lifestyle options, physical activity, self-massage, breathing, relaxation and therapy treatments
- ◆ your ability to recognise contra-indications and restrictions to therapy treatments and knowledge of when your client should be referred on for medical advice
- ◆ preparation of treatment plans and provision of appropriate therapy treatments for stress relief

In **Outcome 2** — particular emphasis will be placed upon:

- ◆ professionalism, hygiene, and appearance
- ◆ preparation of the working environment, which is conducive to relaxation and in accordance with health and safety requirements
- ◆ providing therapy treatments for the purpose of stress relief
- ◆ completing treatments within the time constraints imposed by industry for the treatments selected
- ◆ competent evaluation of treatment effectiveness and the provision of aftercare/homecare advice — relative to the selected treatment/s
- ◆ information provided to your client relating to potential contra-actions/effects of treatment such as emotional release
- ◆ reinforcement of lifestyle advice and stress management techniques discussed during consultation

The Unit should be carried out within a practical clinic situation, where you will demonstrate knowledge, confidence and understanding of stress management. You will be expected to display confident interaction with clients when consulting and providing treatments, recommendations and advice.

Whilst it is recognised that the knowledge and skills acquired during this Unit are likely to be relevant to many of your clients attending for therapy treatments, the practical treatments and record cards submitted for assessment purposes for the two clients treated, should include two distinctly different clients in terms of age — young/mid years or elderly, gender — male/female and lifestyle — active/sedentary.

General information for candidates (cont)

Unit title: Stress Management for Clients

You may participate in three types of assessment and the evidence produced will integrate to cover the two Outcomes:

- ◆ case study record cards — detailing the outcome of client consultation and recording recommendations for treatments and advice providing a framework for stress management and including client aftercare and homecare advice
- ◆ practical performance — where you will carry out the treatment selected through consultation with your client for stress relief purposes
- ◆ oral questions — asked by your assessor prior to or post treatment application

On completion of this Unit you should be able to:

- ◆ develop a stress management framework for clients through effective consultation and assessment processes
- ◆ use therapy treatments for stress relief purposes