



National Unit Specification: general information

UNIT Back, Neck and Shoulder Massage (SCQF level 5)

CODE F4P4 11

SUMMARY

On completion of this Unit the candidate will have gained knowledge and skills, which will enable them to identify contra indications, indications, effects and special care requirements. Perform a back, neck and shoulder massage treatment including devising a treatment plan and meeting the treatment aims. This Unit is suitable for candidates who are studying a Beauty programme.

OUTCOMES

- 1 Investigate the contra indications, special care, contra actions and effects of massage.
- 2 Prepare for a back neck and shoulder massage.
- 3 Perform back, neck and shoulder massage and give home and aftercare advice.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

**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.*

Administrative Information

Superclass: HK

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National Unit Specification: general information (cont)

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CORE SKILLS

There is no automatic certification of Core Skills components in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in Learning and Teaching Approaches for this Unit.

National Unit Specification: statement of standards

UNIT Back, Neck and Shoulder Massage (SCQF level 5)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Investigate contra indications, contra actions, special care and effects of massage.

Performance Criteria

- (a) Identify the contra indication to a massage treatment.
- (b) Identify the contra actions to a massage treatment.
- (c) Identify special care for a massage treatment.
- (d) Identify the general effects to massage.

OUTCOME 2

Prepare for back, neck and shoulder massage.

Performance Criteria

- (a) Demonstrate self-preparation.
- (b) Demonstrate area preparation.
- (c) Demonstrate client preparation.

OUTCOME 3

Perform back, neck and shoulder massage, give home and aftercare advice and evaluate the treatment.

Performance Criteria

- (a) Identify client requirements.
- (b) Perform back neck and shoulder massage following the correct sequence, time and application.
- (c) Demonstrate client handling techniques.
- (d) Comply with current health and safety techniques throughout.
- (e) Provide suitable home care and aftercare advice and record it accurately.
- (f) Review and evaluate the treatment.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Outcome 1 — Written and/or oral evidence

Evidence for Outcome 1 should be gathered at appropriate points throughout the Unit and included in a folio. The contra indications for Outcome 1 should be investigated early on in the Unit, prior to the treatment being carried out.

Contra indications:

- ◆ skin disease and disorders
- ◆ cuts and abrasions
- ◆ severe bruising
- ◆ cancer
- ◆ excessive moles
- ◆ heart disease/disorders
- ◆ thrombosis
- ◆ recent scar tissue

Special care:

- ◆ high/low blood pressure
- ◆ diabetic
- ◆ epilepsy

Contra actions:

- ◆ erythema
- ◆ headaches
- ◆ tiredness
- ◆ light headed
- ◆ nausea

General effects for:

Effleurage: provides continuity of movement
 promotes relaxation
 improves general circulation
 soothes nerve endings
 allows client to become accustomed to the massage

Petrissage: increase in circulation
 increases lymph flow
 promotes relaxation
 provides warmth to the area
 loosen scar tissue

National Unit Specification: statement of standards (cont)

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	aid joint mobility
	ease aches and pains
Tapotment:	stimulating effect on nerve endings
	increase circulation
	warms the area
	helps to soften adipose tissue
Vibrations:	stimulating to the nerves when coarse
	soothing when fine

Outcome 2 and 3 — Performance evidence and written and/or oral evidence

Candidates will be required to perform a back, neck and shoulder massage treatment on a minimum of four occasions. They must:

- ◆ personal hygiene
- ◆ clean uniform is worn
- ◆ hair is worn appropriately and tied back if required
- ◆ hands are clean
- ◆ nails are well presented
- ◆ minimum jewellery is worn
- ◆ appropriate footwear is worn
- ◆ area is clean in accordance with health and safety
- ◆ treatment area is warm
- ◆ plinth is set up as demonstrated with clean towels and blanket
- ◆ trolley is suitably prepared with massage oil and a consultation sheet
- ◆ consultation is performed in a professional manner
- ◆ treatment plan is agreed
- ◆ clear instructions are given to the client as to what articles of clothing need to be removed
- ◆ client's modesty is protected
- ◆ good client handling skills

The back, neck and shoulder massage treatment must include:

- ◆ client's requirements are clear as per the treatment plan

Perform a back neck and shoulder massage in the correct sequence, time and procedure to include:

- ◆ effleurage
- ◆ single-handed kneading
- ◆ double handed kneading
- ◆ thumb kneading
- ◆ wringing
- ◆ rolling
- ◆ hacking

National Unit Specification: statement of standards (cont)

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- ◆ cupping
- ◆ vibrations
- ◆ aftercare and homecare

The candidate is required to perform four back neck and shoulder massages and complete consultation sheets for each. The treatments will be assessed using an assessor observation checklist.

Evidence for Outcome 2 and 3 should be gathered at appropriate points throughout the Unit on completion of each back, neck and shoulder massage treatment. The candidate must review and evaluate the treatment performed. Candidates must:

- ◆ obtain feedback from the client
- ◆ evaluate the treatment plan using a pro forma checklist
- ◆ identify a future treatment plan for the client

Evidence should be included in the candidate folio.

National Unit Specification: support notes

UNIT Back, Neck and Shoulder Massage (SCQF level 5)

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 80 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This is a mandatory Unit within the National Certificate Group Award Beauty Care and Make-up (SCQF level 5). It can also be taken as a free-standing Unit.

This Unit is intended for candidates who wish to develop a basic knowledge and understanding of back, neck and shoulder massage. The Unit will be achieved through investigation and practical activity. The investigation will include:

- ◆ contra-indications, special care; contra-actions; salon procedures; massage techniques and movements; effects of massage
- ◆ the practical activity will include: preparation of self, treatment area and client; consultation; treatment plan; massage treatment; aftercare and home care advice
- ◆ safe and hygienic practices should be reinforced throughout this Unit in relation to self, client, equipment and workplace

The knowledge gained from the investigation will be used by observing the contra indications and special care requirements seen on the client.

Consultation techniques need to be learned in order to determine the client's needs.

A treatment plan can then be established once all this information has been collected.

The current regulations that cover back, neck and shoulder massage services are:

- ◆ The Health and Safety at Work etc Act
- ◆ The Workplace (Health, Safety and Welfare) Regulations
- ◆ The Manual Handling Operations Regulations
- ◆ The Personal Protective Equipment at Work Regulations
- ◆ The Provision and Use of Work Equipment Regulations
- ◆ The Control of Substances Hazardous to Health Regulations (COSHH)
- ◆ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

Candidates should be taught:

Contra-indications which should include: cuts and abrasions; skin disease and disorders; severe bruising; cancer; excessive moles; heart disease/disorders; thrombosis; recent scar tissue. Special care conditions which should include: high/low blood pressure; diabetic; epilepsy. Contra actions which should include: erythema; headaches; tiredness; light headed; nausea. General effects of massage movements which should include: Effleurage — provides continuity of movement; promotes relaxation; improves general circulation; soothes nerve endings; allows client to become accustomed to the massage. Petrissage — increase in circulation; increases lymph flow; promotes relaxation; provides warmth to the area; loosen scar tissue; aid joint mobility; ease aches and pains.

National Unit Specification: support notes (cont)

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Tapotment — stimulating effect on nerve endings; increase circulation; warms the area; helps to soften adipose tissue. Vibrations — stimulating to the nerves when coarse; soothing when fine.

Candidates should be taught about the key aspects of basic massage treatment care and carrying out treatments. This should include: Accurate client consultation; identification of treatment plan; preparation of self, client, work area and materials; perform a back neck and shoulder massage in the correct sequence, time and procedure to include: effleurage; single-handed kneading; double handed kneading; thumb kneading; wringing; rolling; hacking; cupping; vibrations.

The candidate will be taught to review and evaluate the treatment performed by obtaining feedback from the client; evaluating the treatment plan using a pro forma checklist; identifying a future treatment plan for the client.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Teacher/lecturer provides demonstrations with candidates practising the skills required to enable competence in performing back, neck and shoulder massage treatments. The theoretical aspects of this Unit should be: health and safety legislation; consultation techniques; treatment procedures; treatment environment; preparation of self, area and client.

A range of delivery techniques can be used including group discussion, self directed learning- text books, handouts, Information Technology, demonstration, practical activity and role play.

Oral questions may be asked to establish the candidates understanding of underpinning knowledge and monitor progression.

The following is a suggested procedure for the practical activity:

- ◆ personal hygiene
- ◆ clean uniform is worn
- ◆ hair is worn appropriately and tied back if required
- ◆ hands are clean
- ◆ nails are well presented
- ◆ minimum jewellery is worn
- ◆ appropriate footwear is worn
- ◆ area is clean in accordance with health and safety
- ◆ treatment area is warm
- ◆ plinth is set up as demonstrated with clean towels and blanket
- ◆ trolley is suitably prepared with massage oil and a consultation sheet
- ◆ consultation is performed in a professional manner
- ◆ treatment plan is agreed
- ◆ clear instructions are given to the client as to what articles of clothing need to be removed
- ◆ client's modesty is protected
- ◆ good client handling skills

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

There are opportunities to gather evidence toward the Core Skills: *Communication, Working with Others*, and *Problem Solving* although there is no automatic certification of Core Skills.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

The assessment will be through written and/or oral evidence under open-book conditions which contains essential aspects of basic back, neck and shoulder massage and the effects of treatments.

The evidence for Outcome 1 should be in the form of a folio and should include the contra-indications which should include: cuts and abrasions; skin disease and disorders; severe bruising; cancer; excessive moles; heart disease /disorders; thrombosis; recent scar tissue, possible contra-actions as: erythema; headaches; tiredness; light headed; nausea. Identifying the effects of the massage movements

Outcomes 2 and 3 will be assessed by performance evidence through an assessor observation checklist in a realistic work environment and supported by a completed client treatment plan. The practical observation will be carried out on a minimum of four occasions to ensure the objectives of the Outcomes are met. The candidate will also be required to submit a client consultation sheet.

Oral questioning may be used to supplement practical observation to assess area of knowledge and or skills not covered by practical activity.

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)*.