



National Unit Specification: general information

UNIT Scalp, Neck and Shoulder Massage (SCQF level 6)

CODE F6XE 12

SUMMARY

This Unit has been designed as an optional Unit in the National Certificate Group Award (NCGA) in Beauty at SCQF level 6, NCGA in Media Make-up at SCQF level 6 and NCGA in Hairdressing at SCQF level 6, but can also be taken as a free-standing Unit.

Candidates will learn about the structure and function of the skin and hair, skin and hair types, conditions and factors preventing treatment as well as the bones and muscles of the head, neck and shoulder area. They will also learn how to analyse the skin and hair before selecting an appropriate treatment plan and products to suit the client needs.

Candidates will develop practical skills in massage of the scalp, neck and shoulder.

This Unit is suitable for those who have no previous qualifications or experience.

OUTCOMES

- 1 Demonstrate knowledge of scalp, neck and shoulder massage.
- 2 Prepare for scalp, neck and shoulder massage.
- 3 Carry out scalp, neck and shoulder massage.
- 4 Evaluate practical skills developed.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass: HL

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National Unit Specification: general information (cont)

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CREDIT VALUE

1 credit at SCQF level 6 (6 SCQF credit points at SCQF level 6*).

**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*

CORE SKILLS

There is no automatic certification of Core Skills or Core Skills components in this Unit. Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches*.

National Unit Specification: statement of standards

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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

Demonstrate knowledge of scalp, neck and shoulder massage.

Performance Criteria

- (a) Identify and describe the structure of the skin and hair.
- (b) Identify the bones and muscles of the head, neck and shoulder area.
- (c) Identify the functions of the skin and hair.
- (d) Identify and describe skin and hair types.
- (e) Describe common skin conditions of the skin and hair.
- (f) Describe the beneficial effects of massage on the skin, scalp and hair.
- (g) Identify factors which would prevent treatment taking place.

OUTCOME 2

Prepare for scalp, neck and shoulder massage.

Performance Criteria

- (a) Prepare treatment area appropriately.
- (b) Consult with client to determine the skin and hair type and the required massage techniques.
- (c) Prepare client for the required massage.
- (d) Select correct products and resources to be used according to skin and hair type and salon range.

OUTCOME 3

Carry out scalp, neck and shoulder massage.

Performance Criteria

- (a) Carry out massage techniques to help improve skin and hair conditions, aid relaxation and encourage psychological uplift as appropriate.
- (b) Give relevant aftercare, homecare advice and product recommendations to client.
- (c) Record aftercare and homecare advice and product recommendations on client record.
- (e) Comply with relevant current legislation requirements.

National Unit Specification: statement of standards (cont)

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OUTCOME 4

Evaluate practical skills developed.

Performance Criteria

- (a) Identify own strengths and weaknesses in relation to practical skills developed.
- (b) Gather feedback from teacher/lecturer on own skills and abilities.
- (c) Identify areas for improvement following reflection.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Performance evidence and written/oral recorded evidence which covers all the Outcomes and Performance Criteria is required for this Unit.

Outcome 1 Structured Questions

Structured questions will be carried out in closed-book conditions. Candidates must demonstrate their knowledge of:

- ◆ skin, and hair structure — layers of the epidermis, structures within the dermis-arrector pili muscle, sweat gland, sebaceous gland, sensory nerve endings, lymph vessel, dermal papilla, blood supply, hair follicle, layers of the hair and the subcutaneous layer
- ◆ bones of the head, neck and shoulder area — frontal, temporal, parietals, occipital, cervical spine, clavical, scapula, humerus
- ◆ muscles of the head, neck and shoulder area — Epicranial aponeurosis (tendon), frontalis, temporalis, occipitalis, trapezius, deltoid, triceps, biceps
- ◆ functions of the skin — sensation, heat regulation, absorption, protection, excretion, secretion
- ◆ functions of the hair — sensation, heat regulation, protection
- ◆ skin types — dry, normal, oily, combination
- ◆ hair types — dry, brittle, chemically processed, oily
- ◆ common skin conditions — comedones, milia, papules, pustules, dilated capillaries
- ◆ beneficial effects of effleurage, petrissage, percussion and vibrations on the skin, scalp and hair
- ◆ factors which would prevent treatment taking place- skin diseases, skin disorders, skin and hair infections, viral conditions and any condition which would cause discomfort to the client

Outcome 2 Performance Evidence

Candidates will be required to demonstrate by practical activity on a minimum of **three** occasions that they will be able to:

- ◆ prepare treatment area appropriately
- ◆ consult with client to determine skin and hair type and the required massage techniques
- ◆ prepare client for the required massage
- ◆ select correct products to be used according to skin and hair type and salon range
- ◆ select correct resources to be used according to procedure

National Unit Specification: statement of standards (cont)

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Outcome 3 Performance Evidence

Candidates will be required to demonstrate by practical activity on a minimum of **three** occasions that they will be able to:

- ◆ carry out massage techniques to help improve skin and hair conditions, aid relaxation and encourage psychological uplift as appropriate
- ◆ give relevant aftercare, homecare advice and product recommendations to client
- ◆ record aftercare and homecare advice and product recommendations on client record
- ◆ comply with relevant current legislation

Performance evidence for Outcome 2 and 3 must be gathered on the same assessment occasion in a realistic time.

Practical performance must be demonstrated on **three different** clients, each practical performance covering a **different condition**. The specified conditions are relaxation, uplift and improvement of skin and hair condition.

Massage techniques including effleurage, petrissage, percussion and vibrations must be demonstrated over the three specified conditions as appropriate with awareness shown that all techniques may not be applicable for all clients.

An assessor observation checklist and completed client record which accurately records aims and objectives of the treatment, massage techniques, skin and hair type, product selection, relevant aftercare and homecare advice, product recommendations must be used to provide for Outcomes 2 and 3.

Outcome 4 Candidate Evaluation

Evidence requirements for Outcome 4 should take the form of one completed candidate evaluation.

Candidates must identify their strengths and weaknesses on the practical skills contained in this Unit and get feedback from their teacher/lecturer. They will then identify areas which could be improved following reflection.

National Unit Specification: support notes

UNIT Scalp, Neck and Shoulder Massage (SCQF level 6)

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 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

Candidates will learn about the structure and function of the skin and hair, muscles of the head neck, hair types, common skin conditions and factors preventing treatments taking place. They will also learn the bones and muscles of the head, neck and shoulder area and the beneficial effects of massage on the skin scalp and hair.

Candidates will learn how to prepare for scalp, neck and shoulder massage in a beauty, media make-up or hairdressing environment, selecting appropriate products to carry out scalp, neck and shoulder massage using a variety of techniques to help improve skin and hair conditions, aid relaxation and encourage psychological uplift.

Practical treatment must be carried out on a client.

It is essential that relevant aspects of current health and safety legislation are explained and adhered to as part of the work of this Unit.

Key areas of knowledge are:

- ◆ skin, and hair structure — layers of the epidermis, structures within the dermis-arrector pili muscle, sweat gland, sebaceous gland, sensory nerve ending, lymph vessel, dermal papilla, blood supply, hair follicle, layers of the hair and the subcutaneous layer
- ◆ bones of the head, neck and shoulder area -frontal, temporal, parietals, occipital, cervical spine, clavical, scapula, humerus
- ◆ muscles of the head, neck and shoulder area — Epicranial aponeurosis (tendon), frontalis, temporalis, occipitalis, trapezius, deltoid, triceps, biceps
- ◆ functions of the skin — sensation, heat regulation, absorption, protection, excretion, secretion
- ◆ functions of the hair — sensation, heat regulation, protection
- ◆ skin types — dry, dehydrated normal, oily, combination
- ◆ hair types — dry, brittle, chemically processed and oily
- ◆ common skin conditions — comedones, milia, papules, pustules, dilated capillaries
- ◆ factors which would prevent treatment taking place- skin diseases (eg scabies, ringworm) , skin disorders (eg psoriasis, eczema) skin and hair infections (eg impetigo, pediculosis capitis,) viral conditions (eg papilloma virus, herpes simplex) and anything which would cause discomfort to the client
- ◆ hygiene procedures
- ◆ working safely in the salon
- ◆ prevention of infection
- ◆ beneficial effects of massage on the skin, scalp and hair — effleurage, petrissage, percussion and vibrations and their related effects to include — psychological uplift, relaxation, stress relief, to promote physical relaxation, improve general circulation of blood and lymphatic flow, soothe or sedate sensory nerve endings, aid joint mobility, improve muscular tension, improve skin and hair condition

National Unit Specification: support notes (cont)

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- ◆ conditions of work, eg dress code, personal conduct
- ◆ resources required for scalp, neck and shoulder massage
- ◆ knowledge of and the importance of adhering to the requirements of appropriate current legislation and where to find further information on:
 - Health and Safety at Work Act
 - Control of Substances Hazardous to Health (COSHH) Regulations
 - Personal Protective Equipment (PPE) at work Regulations
 - Data Protection Act
 - Provision and use of Work Equipment Regulations
- ◆ organisational requirements relating to treatment areas, storage and disposal
- ◆ client preparation, according to environment
- ◆ importance of analysis of skin and hair
- ◆ product knowledge — salon's range of massage mediums, and specialised hair and scalp treatment serums
- ◆ salon procedure for scalp, neck and shoulder massage
- ◆ effective communication
- ◆ how to plan a treatment package which meets client needs

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

There should be an introduction to the Unit which allows the candidates to understand fully what is required and the approaches which will be adopted.

The main approach to learning in this Unit should be experiential, practical and candidate-centred. Candidates should have the opportunity to learn and develop practical skills in a salon environment where they will experience workplace conditions and will learn to work with others.

Due to the practical nature of this Unit, each part of learning and teaching should incorporate both theory and practical, to facilitate learning. Candidates will therefore understand the relevance of the knowledge and understanding more easily as they experience the practical application. The learning and teaching should arise naturally throughout the practical activities.

Practical demonstration followed by supported role play, initially with peers, will enable candidates to practice and gain confidence before progressing to work on clients, with an emphasis placed on working safely in the salon environment. Formative work throughout will enhance performance.

Candidates should be shown and allowed to practise consultation techniques with possible problem scenarios explored with questioning, observation and palpation of tissue used to analyse the skin and hair thoroughly.

Candidates should be shown how to prepare the client appropriately for treatment ensuring client comfort and emphasising choice of suitable products for skin and hair condition. Salon product range and cost effective use of products should be discussed.

Candidates should learn effleurage, petrisage, percussion and vibration techniques and when to use these effectively to meet the clients needs. The observation and monitoring of the client should take place throughout treatment to ensure client comfort and detect possible contra-actions during or after treatment.

National Unit Specification: support notes (cont)

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Candidates should be able to give relevant aftercare, homecare and product recommendations to clients.

Achievement of this Unit will be dependant on candidates being able to carry out practical activities either in a realistic working environment or real workplace, which involves working with clients, working with others and will develop good working practice.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In the Unit candidates will interact with customers and others. These are good opportunities for developing aspects of the Core Skill of *Communication* and also interpersonal skills.

Candidates will use oral communication during the consultation process, discussing clients' different needs and expectations. Problem solving will be incorporated while deciding which treatments are most suitable. Written communication will be evidenced when candidates are completing client records.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification.

Evidence should be gathered at appropriate points throughout the Unit. The evidence for Outcome 1 should be gathered when the underpinning knowledge has been covered.

There are good opportunities for formative assessment in this Unit, including self and peer assessment and for collecting feedback from the teacher/lecturer.

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 Communication 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)*.

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.