



## Higher National Unit specification

### General information

**Unit title:** Remedial Massage (SCQF level 8)

**Unit code:** HL92 35

**Superclass:** HK

**Publication date:** May 2017

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This unit is designed to enable learners to develop the skills required to provide remedial massage for clients. It is intended for learners who wish to have a greater understanding and knowledge of massage techniques in order to help clients with problems due to posture or injury.

Learners will consult with clients, devise treatment plans, then prepare for and perform remedial massage techniques to suit client needs. They will evaluate the effectiveness of the treatment and provide appropriate rehabilitation exercises, aftercare and homecare advice.

Throughout learners will demonstrate knowledge of and adherence to relevant health and safety procedures; appearance which reflects organisational and industry standards and effective communication and consultation techniques.

This unit will be beneficial for those who wish to pursue a career within the beauty therapy, complementary therapy and spa industries broadening their knowledge and skills.

### Outcomes

On successful completion of the unit the learner will be able to:

- 1 Consult with client to identify needs and establish treatment plan.
- 2 Prepare for treatment and apply remedial massage techniques.
- 3 Evaluate the effectiveness of the treatments and provide appropriate rehabilitation exercises, aftercare and homecare advice.

## **Higher National Unit Specification: General information (cont)**

**Unit title:** Remedial Massage (SCQF level 8)

### **Credit points and level**

2 Higher National Unit credits at SCQF level 8: (16 SCQF credit points at SCQF level 8)

### **Recommended entry to the unit**

Learners should have successfully achieved Human Anatomy and Physiology for Beauty and Complementary Therapists, Body Massage Treatments and/or equivalent.

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the support notes for this unit specification.

There is no automatic certification of Core Skills or Core Skill components in this unit.

### **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.

### **Equality and inclusion**

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

## Higher National Unit specification: Statement of standards

### Unit title: Remedial Massage (SCQF level 8)

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.

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. Learners 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

Consult with client to identify needs and establish treatment plan.

#### Knowledge and/or skills

- ◆ Communication skills/consultation techniques
- ◆ Client's personal and medical details/client's requirements
- ◆ Body analysis/physical assessment
- ◆ Correct assessment of the problematic area/s
- ◆ Relevance of active, passive and resisted testing
- ◆ Conditions which may prohibit treatment and why (contra-indications): acute soft tissue injuries; open wounds; bone and joint injuries; deep-vein thrombosis; infectious skin diseases
- ◆ Conditions which restrict treatment (special care conditions) and necessary adaptation: varicose veins; diabetes; myositis ossificans; melanoma; tumours; haemophilia; epilepsy; osteoporosis; asthma, any form of arthritis; any chronic disorder of any system of the body
- ◆ Common musculoskeletal injuries/inflammation and repair
- ◆ Referral to other professionals — when/how
- ◆ Treatment planning/recording of details

### Outcome 2

Prepare for treatment and apply remedial massage techniques.

#### Knowledge and/or skills

- ◆ Work environment — health and safety
- ◆ Personal preparation — appearance, hygiene and working posture
- ◆ Preparation of equipment
- ◆ Preparation of client — care, comfort, screening and positioning
- ◆ Effects and uses of different remedial massage techniques: effleurage, petrissage, frictions, rocking and shaking, tapotement
- ◆ Application of techniques

## Higher National Unit specification: Statement of standards (cont)

### Unit title: Remedial Massage (SCQF level 8)

- ◆ Anatomy and physiology:
  - Structure and range of movement within the different joints of the body to enable tests to be carried out correctly and safely
  - The attachment points and actions of muscles to enable the identification of the possible source of the problem and treat accordingly
- ◆ Effects and uses of thermal and electrical modalities (applied if and where needed)

### Outcome 3

Evaluate the effectiveness of the treatments and provide appropriate rehabilitation exercises, aftercare and homecare advice.

#### Knowledge and/or skills

- ◆ Evaluation of the treatment
- ◆ Importance of client feedback
- ◆ Plan for future treatments
- ◆ Rehabilitation exercises
- ◆ Aftercare and homecare advice
- ◆ Recording of details

#### Evidence requirements for this unit

Learners will need to provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

#### Outcome 1

Answer structured restricted and extended response questions in closed-book conditions. The questions set must enable learners to demonstrate their knowledge of:

- ◆ the relevance of active, passive and resisted testing.
- ◆ conditions which may prohibit treatment and why (contra-indications): acute soft tissue injuries; open wounds; bone and joint injuries; deep-vein thrombosis; infectious skin diseases.
- ◆ conditions which restrict treatment (special care conditions) and necessary adaptation: varicose veins; diabetes; myositis ossificans; melanoma; tumours; haemophilia; epilepsy; osteoporosis; asthma, any form of arthritis; any chronic disorder of any system of the body.
- ◆ identifying common musculoskeletal injuries.
- ◆ explaining the process and treatment of inflammation and repair.
- ◆ identifying when to refer a client onto other professionals.

## Higher National Unit specification: Statement of standards (cont)

**Unit title:** Remedial Massage (SCQF level 8)

### Outcome 1, 2 and 3

Demonstrate by observed practical performance **over a course of four treatments, on two clients with different musculoskeletal problems** that they are able to:

- ◆ communicate effectively and professionally with the client (interact with the client in a professional, sensitive and empathic manner) gather the correct information to plan a treatment appropriate to the client's needs.
- ◆ carry out a body analysis / physical assessment.
- ◆ assess problematic areas correctly and record the details accurately.
- ◆ devise an appropriate treatment plan.
- ◆ prepare the working environment effectively considering current health and safety legislation.
- ◆ prepare themselves for the treatment to meet accepted hygiene, industry and organisational requirements.
- ◆ devise an appropriate treatment plan.
- ◆ position themselves to ensure the treatment is effective and applied without harm to themselves.
- ◆ prepare and position the client appropriately to ensure comfort, privacy and safety throughout the treatment.
- ◆ screen the client appropriately to maintain the client's modesty.
- ◆ adapt the positioning of the client when and where necessary to take account of the client's physical condition.
- ◆ demonstrate an understanding of anatomy and physiology during the application of remedial massage techniques.
- ◆ apply remedial massage techniques, which are appropriate to the client's needs and aims of the treatment plan.
- ◆ use thermal and electrical modalities if and where appropriate and apply them correctly.
- ◆ communicate effectively and professionally with the client to elicit feedback.
- ◆ evaluate the effectiveness of the treatment.
- ◆ receive feedback from client.
- ◆ reassess the area to plan for future treatments.
- ◆ give appropriate rehabilitation exercises specific to the clients' needs (eg posture improvement, deep breathing, mobility and strengthening).
- ◆ demonstrate and explain rehabilitation exercises clearly to the client.
- ◆ give relevant aftercare and homecare advice to the client.
- ◆ record all details accurately and legibly.

An assessor observation checklist must be used to provide evidence of performance supported by accurate client records which have been completed by the learner.

## Higher National Unit specification: Statement of standards (cont)

### Unit title: Remedial Massage (SCQF level 8)

Client records must include:

- ◆ clients personal and medical details
- ◆ client requirements
- ◆ body analysis/physical assessment
- ◆ treatment plan — tests used to assess the area and results, choice of remedial massage techniques, benefits of remedial massage techniques selected appropriate to the client's needs, use and effects of thermal and electrical modalities if and where appropriate
- ◆ client feedback
- ◆ evaluate the effectiveness of the treatment including the reassessment of the area prior to and after each treatment, improvements noted and plan for future treatments
- ◆ appropriate rehabilitation exercises specific to the client's needs
- ◆ relevant aftercare and homecare advice
- ◆ recommended timescale between treatments

Practical performance must be carried out in a realistic working environment in a commercially acceptable time.



## Higher National Unit Support Notes

**Unit title:** Remedial Massage (SCQF level 8)

Unit support notes are offered as guidance and 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 unit is intended to prepare learners for industry by giving them the essential underpinning knowledge and skills to enable them to plan and effectively carry out remedial massage. It should enable the learner to assess the client's condition to identify the individual client needs and treat accordingly, thus providing an individual treatment specific to that client. It also provides the learner with the knowledge and skills to offer rehabilitation exercises to restore a range of movement to the problematic area.

Learners will consult with clients, devise treatment plans, then prepare for and perform remedial massage techniques to suit client needs. They will evaluate the effectiveness of the treatment and provide appropriate rehabilitation exercises, aftercare and homecare advice.

Throughout learners will demonstrate knowledge of an adherence to relevant health and safety procedures; appearance which reflects organisational and industry standards and effective communication and consultation techniques.

It is recommended that learners undertake this unit after completing *Human Anatomy and Physiology for Beauty and Complementary Therapists* and *Body Massage Treatments*.

The unit may also give learners the opportunity to progress into the area of sports therapy.

**Outcome 1** addresses the consultation process giving learners the underpinning knowledge and/or skills to gather the correct information and carry out appropriate tests to plan the treatment according to the client's condition. Learners should have an understanding of the:

- ◆ content of the consultation.
- ◆ particular consultation techniques to establish client's physical, physiological and psychological requirements.
- ◆ requirement of assessing the client's postural analysis.
- ◆ importance of correct assessment of the area.
- ◆ relevance of active, passive and resisted testing.

## Higher National Unit Support Notes (cont)

### Unit title: Remedial Massage (SCQF level 8)

- ◆ accurate recording of test results.
- ◆ conditions which may prohibit treatment and why (contra-indications): acute soft tissue injuries; open wounds; bone and joint injuries; deep-vein thrombosis; infectious skin diseases.
- ◆ conditions which restrict treatment (special care conditions) and necessary adaptation: varicose veins; diabetes; myositis ossificans; melanoma; tumours; haemophilia; epilepsy; osteoporosis; asthma, any form of arthritis; any chronic disorder of any system of the body.
- ◆ limitations of their skills.
- ◆ how and when to refer client to other professionals.

Learners should also understand the precipitating factors to injuries and/or problems; the varying common musculoskeletal injuries; the treatment of inflammation and the stages of repair to give them a greater understanding to carry out the consultation in more depth, therefore helping to ensure the treatment is specific to that client. Learners need this underpinning knowledge to ensure they are made aware of their limitations as a therapist and recognise when to refer clients on.

- ◆ Precipitating factors should include:
  - medical history
  - lifestyle
  - posture
  - clients' psychological and emotional state
- ◆ Musculoskeletal injuries should include:
  - bone
  - joint
  - ligament
  - muscle
  - tendon
  - bursae
  - loose bodies
  - nerve problems

**Outcome 2** looks at the importance of the preparation for the treatment and gives learners the knowledge and/or skills to understand the uses of the different techniques and modalities and apply them accordingly to carry out treatments effective to the client's condition. Learners should have an understanding of the:

- ◆ reasons for particular preparations for the work environment.
- ◆ importance of and requirements for the learner's personal hygiene and professional appearance.
- ◆ safe preparation of equipment.
- ◆ reasons and need for appropriate client preparation, positioning and screening.
- ◆ posture while applying the treatment.
- ◆ screening and supporting the area during the treatment.
- ◆ positioning of the client during the treatment.



## Higher National Unit Support Notes (cont)

### Unit title: Remedial Massage (SCQF level 8)

- ◆ use of palpatory skills.
- ◆ choice of remedial massage techniques used appropriate to the client's requirements and the aims of the treatment plan.
- ◆ effects and uses of different remedial massage techniques: effleurage, petrissage, frictions, rocking and shaking, tapotement.
- ◆ understanding of the anatomy of the area being treated (see notes below).
- ◆ effects and uses of thermal and electrical modalities: heat pad, cold packs, infra-red, audio sound - only if and where needed.
- ◆ effects and uses of MET (Muscle Energy Techniques) and/or PNF (Proprioceptive Neuromuscular Facilitation) stretching.

Learners must have knowledge of the structure and range of movement within the different joints of the body to enable them to carry out tests correctly and safely. These should include:

- ◆ anatomical structure of joints: intervertebral, shoulder, shoulder girdle, elbow, wrist, hip, pelvic girdle, knee and ankle
- ◆ range of movement of joints: intervertebral, shoulder, shoulder girdle, elbow, wrist, hip, pelvic girdle, knee and ankle

Learners must know the attachment points and actions of muscles having an effect on neck action, shoulder action, arm action, back action, hip action, upper leg action and lower leg action to enable them to identify the possible source of the problem and therefore treat accordingly

**Outcome 3** addresses the importance of evaluating the treatment. This outcome gives learners the knowledge and/or skills to reassess the problematic area and evaluate for future treatments. It also gives learners the underpinning knowledge to provide rehabilitation exercises and appropriate aftercare and homecare advice for the client's specific problem. Learners should have an understanding of the:

- ◆ reasons why evaluation is important.
- ◆ importance of client feedback.
- ◆ tests used to reassess the area and the need for reassessment of the problematic area.
- ◆ appropriate rehabilitation exercises specific to the client's needs (eg posture improvement, deep breathing, mobility and strengthening).
- ◆ recommended timescale between treatments.
- ◆ specific aftercare and homecare advice.
- ◆ need to keep accurate records.
- ◆ planning for future treatments.

## **Higher National Unit Support Notes (cont)**

**Unit title:** Remedial Massage (SCQF level 8)

### **Guidance on approaches to delivery of this unit**

It is recommended that an induction to the unit be given enabling the learner to understand fully what is required and the approaches which will be adopted. A learner centred, participative and practical approach should be encouraged throughout.

The unit should be delivered towards the later part of the group award by which time learners should have a good appreciation of the anatomy and physiology required for the unit.

Delivery should be in the form of practical demonstrations with learners practising the skills required to achieve the competences. These should be supported by lectures and course notes relating to the theoretical aspects of remedial massage.

Emphasis should be placed on the importance of communicating with clients in a professional manner; communicating effectively during consultation, while developing treatment plans and when providing advice to clients.

Opportunities should be taken within unit delivery to integrate knowledge in a realistic context.

It is important that learners get feedback on their progress throughout. Feedback should highlight aspects where learners did well as well as areas that require to be improved.

Practical assessment should take place when learners are competent.

Learners should be made aware that overall, their work should meet SCQF level 8 criteria and have a clear understanding of these.

### **Guidance on approaches to assessment of this unit**

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

The evidence requirements are fully expressed in the mandatory section of this unit specification.

#### **Outcome 1**

Structured restricted and extended response questions in closed book conditions.

## Higher National Unit Support Notes (cont)

**Unit title:** Remedial Massage (SCQF level 8)

### **Outcome 1, 2 and 3**

Observed practical performance over a course of four treatments, on two clients with different musculoskeletal problems

An assessor observation checklist must be used to provide evidence of performance supported by accurate client records which have been completed by the learner.

Client records must include:

- ◆ clients personal and medical details
- ◆ client requirements
- ◆ body analysis/physical assessment
- ◆ treatment plan — tests used to assess the area and results, choice of remedial massage techniques, benefits of remedial massage techniques selected appropriate to the clients' needs, use and effects of thermal and electrical modalities if and where appropriate
- ◆ client feedback
- ◆ evaluate the effectiveness of the treatment including the reassessment of the area prior to and after each treatment, improvements noted and plan for future treatments
- ◆ appropriate rehabilitation exercises specific to the client's needs
- ◆ suitable aftercare and homecare advice
- ◆ recommended timescale between treatments

Practical performance must be carried out in a realistic working environment in a commercially acceptable time.

There are good opportunities for formative assessment within these outcomes, including self and peer assessment.

One of the observed practical performances may be assessed during a work experience situation if learners are 'shadowing' a physiotherapist or sports therapist.

Assessment must allow the learner to demonstrate competence at the level of the qualification and provide an opportunity for evidence of each learner's performance to be generated and assessed. This evidence must then be judged against the standards set out in the unit specification. To achieve a unit, learners must generate the evidence required in relation to all outcomes. This information is found in the Statement of Standards in the relevant unit specification.

Assessors should keep in mind that overall, the work should meet SCQF level 8 criteria. <http://scqf.org.uk/the-framework/scqf-levels/>

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome. Marking schemes should also be provided.

Learner assessment responses and records of learner achievement should be retained. These records should be available for external verification.

## Higher National Unit Support Notes (cont)

**Unit title:** Remedial Massage (SCQF level 8)

### Opportunities for 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 social software. Centres which wish to use E-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of E-assessment to support SQA's qualifications is available at [www.sqa.org.uk/e-assessment](http://www.sqa.org.uk/e-assessment).

### Opportunities for developing Core and other essential skills

Aspects of the core skill of *Problem Solving*, that is, planning and organising, critical thinking, and reviewing and evaluating, will be naturally developed as the massage treatment is planned and safely undertaken. In planning the treatment learners will identify and analyse a range of factors including suitable products, equipment and techniques to ensure the treatment meets the needs of each individual client. The treatment application must ensure client comfort and safety. Taking account of timing sequence and duration will require good planning and organising skills. Compliance with health and safety legislation is integral to achievement. Analytical evaluation of the effectiveness of treatments in relation to identified aims could be enhanced by formative group discussion.

Communication skills are not formally assessed however learners will be expected to present oral and written communication to an acceptable professional standard. Skills in accessing and analysing information on massage effects and techniques should be developed to provide underpinning knowledge. Analytical evaluation of information accessed should be encouraged in order to assure that information is accurate and current.

Oral communication skills will be developed in practical work with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and giving aftercare advice and specific relevant lifestyle advice will be an essential aspect of competence. Learners should be fully aware of a range of active listening techniques in order to relate and respond to others in the most appropriate and effective way, adapting language, register and style to suit their purpose and clientele.

In addition to the specific vocational skills developed and assessed learners will have the opportunity to develop generic skills which will enhance their employability skills profile, eg customer care skills, communication skills, time management.

## History of changes to unit

Version	Description of change	Date

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## General information for learners

### Unit title: Remedial Massage (SCQF level 8)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to provide you with the necessary skills and knowledge to assess musculoskeletal problems and perform remedial massage techniques specific to the client's condition.

Delivery of this unit will be in the form of practical demonstrations where you will practice the skills required on your peers before progressing to clients. In addition to the practical aspects you will receive course notes and lectures relating to the theoretical aspects of remedial massage.

To successfully achieve this unit you will need to demonstrate your knowledge by presenting sufficient evidence that you have met all the evidence requirements for each outcome as detailed in the unit specification. Methods of assessment are detailed below:

#### Outcome 1

Structured restricted and extended response questions in closed book conditions.

#### Outcome 1, 2 and 3

Observed practical performance over a course of four treatments, on two clients with different musculoskeletal problems.

An assessor observation checklist must be used to provide evidence of performance supported by accurate client records which have been completed by the learner.

Client records must include:

- ◆ clients personal and medical details
- ◆ client requirements
- ◆ body analysis/physical assessment
- ◆ treatment plan — tests used to assess the area and results, choice of remedial massage techniques, benefits of remedial massage techniques selected appropriate to the clients' needs, use and effects of thermal and electrical modalities if and where appropriate
- ◆ client feedback
- ◆ evaluate the effectiveness of the treatment including the reassessment of the area prior to and after each treatment, improvements noted and plan for future treatments
- ◆ appropriate rehabilitation exercises specific to the clients' needs
- ◆ suitable aftercare and homecare advice
- ◆ recommended timescale between treatments

## General information for learners (cont)

### Unit title: Remedial Massage (SCQF level 8)

Key areas of knowledge will be:

- ◆ Communication skills/consultation techniques
- ◆ Client's personal and medical details/client's requirements
- ◆ Body analysis/physical assessment
- ◆ Correct assessment of problematic area/s
- ◆ Conditions which may prohibit treatment and why (contra-indications): acute soft tissue injuries; open wounds; bone and joint injuries; deep-vein thrombosis; infectious skin diseases
- ◆ Conditions which restrict treatment (special care conditions) and necessary adaptation: varicose veins; diabetes; myositis ossificans; melanoma; tumours; haemophilia; epilepsy; osteoporosis; asthma, any form of arthritis; any chronic disorder of any system of the body
- ◆ Common musculoskeletal injuries/inflammation and repair
- ◆ Referral to other professionals — when and how
- ◆ Treatment planning/recording of details
- ◆ Work environment — health and safety
- ◆ Personal preparation — appearance, hygiene and working posture
- ◆ Preparation of equipment
- ◆ Preparation of client — care, comfort, screening and positioning
- ◆ Effects and uses of different remedial massage techniques: effleurage, petrissage, frictions, rocking and shaking, tapotement
- ◆ Application of techniques
- ◆ Anatomy and physiology:
  - Structure and range of movement within the different joints of the body to enable tests to be carried out correctly and safely
  - The attachment points and actions of muscles to enable the identification of the possible source of the problem and treat accordingly
- ◆ Effects and uses of thermal and electrical modalities (applied if and where needed)
- ◆ Evaluation of the treatment
- ◆ Importance of client feedback
- ◆ Plan for future treatments
- ◆ Rehabilitation exercises
- ◆ Aftercare and homecare advice
- ◆ Recording of details

Aspects of the core skill of *Problem Solving*, that is, Planning and Organising, Critical Thinking, and Reviewing and Evaluating, will be naturally developed as the massage treatment is planned and safely undertaken. In planning the treatment you will identify and analyse a range of factors including suitable products, equipment and techniques to ensure the treatment meets the needs of each individual client. The treatment application must ensure client comfort and safety. Taking account of timing sequence and duration will require good planning and organising skills. Compliance with health and safety legislation is integral to achievement. Analytical evaluation of the effectiveness of treatments in relation to identified aims could be enhanced by formative group discussion.

## **General information for learners (cont)**

### **Unit title:** Remedial Massage (SCQF level 8)

Communication skills are not formally assessed however you will be expected to present oral and written communication to an acceptable professional standard. Skills in accessing and analysing information on massage effects and techniques should be developed to provide underpinning knowledge. Analytical evaluation of information accessed should be encouraged in order to assure that information is accurate and current.

Oral communication skills will be developed in practical work with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and giving aftercare advice and specific relevant lifestyle advice will be an essential aspect of competence. Learners should be fully aware of a range of active listening techniques in order to relate and respond to others in the most appropriate and effective way, adapting language, register and style to suit their purpose and clientele.

In addition to the specific vocational skills developed and assessed you will have the opportunity to develop generic skills which will enhance your employability skills profile, eg customer care skills, communication skills, time management.