



Higher National Project-based Graded Unit Specification

General Information

This graded unit has been validated as part of the HNC in Beauty Therapy. Centres are required to develop a project-based assessment in accordance with this validated specification.

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Graded unit code: HW9X 34

Type of project: Practical Assignment

Publication date: November 2017

Source: Scottish Qualifications Authority

Version: 01

Graded unit purpose

This graded unit is designed to provide evidence that the learner has achieved the following principal aims of the HNC Beauty Therapy:

- ◆ Develop a sound understanding of the principles of Anatomy and Physiology in relation to the application of Beauty Therapy techniques.
- ◆ Develop knowledge, understanding and practical skills in a variety of standard Beauty Therapy treatments.
- ◆ Enhance a sound understanding of the principles of Anatomy and Physiology in relation to the application of Beauty Therapy techniques.
- ◆ Enhance empathic client care skills.
- ◆ Enhance and extend knowledge, understanding and practical skills in a wide variety of Beauty Therapy treatments.
- ◆ Enhance confidence in using salon equipment.
- ◆ Enhance working practices to the current accepted professional standards within the industry.

Higher National Project-based Graded Unit Specification: General information (cont)

Learners will carry out an investigation based on the skills gained from the mandatory units. The practical assignment is in three stages — Planning, Developing and Evaluating. Learners must produce written evidence for each stage.

At each stage learners should demonstrate adherence to current professional standards, demonstrate knowledge and use language, format and structure appropriate to SCQF level 7.

Learners must plan all aspects of a salon day to demonstrate how they would manage a successful column. They must plan to deliver a range of treatments, implement their plan by running the salon day undertaking a minimum of 6 treatments on different clients, demonstrating a range of practical skills. The range of treatments must be varied and include single, combination and short treatments. On a minimum of two clients multiple treatments must be carried out. The investigation will culminate in the learner evaluating the success of the planned day.

The work necessary to undertake the practical assignment will consolidate skills and knowledge acquired throughout the HNC Beauty Therapy and must reflect the content of the mandatory Units of the award.

Credit points and level

1 Higher National unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7)

Recommended entry to the graded unit

It is recommended that the learner should have completed or be in the process of completing the following units relating to the above principal aims prior to undertaking this graded unit:

Unit number	Unit title
HX03 34	Beauty Therapy: Applied Anatomy and Physiology
HW0W 35	Beauty Therapy: Product Knowledge
HW0X 35	Beauty Therapy: Face and Body Treatment Packages
HW0Y 35	Beauty Therapy: Professional Salon Skills

Higher National Project-based Graded Unit Specification: General information (cont)

Core Skills

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

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

Assessment support pack

The assessment support pack for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the Assessment Support Pack to ensure a comparable standard. Assessment support packs are available on SQA's secure website.

Equality and inclusion

This graded unit 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 SQA's website:
www.sqa.org.uk/assessmentarrangements

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Assessment

This graded unit will be assessed by the use of a project-based *investigation* developed by centres. The project should provide the learner with the opportunity to produce evidence that demonstrates she/he has met the aims of this graded unit.

The project undertaken by the learner must be a complex task which involves:

- ◆ variables which are complex or unfamiliar
- ◆ relationships which need to be clarified
- ◆ a context which may be unfamiliar to the learner

The project must require the learner to:

- ◆ analyse the task and decide on a course of action for undertaking the project
- ◆ plan and organise work and carry it through to completion
- ◆ reflect on what has been done and draw conclusions for the future
- ◆ produce evidence of meeting the aims which this graded unit has been designed to cover.

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Practical assignment brief:

This practical assignment and the way it is planned will enable learners to generate evidence to showcase the diversity and range of skills and knowledge developed. It should facilitate a degree of choice in the way the practical assignment is taken forward; enabling learners to reflect their interests and personal strengths whilst ensuring each individual client journey is reflective of current industry practice.

Planning

Learners must plan all aspects of a salon day to demonstrate how they would manage a successful column. Learners must plan to deliver a range of treatments on a minimum of six clients over the salon day. Two clients must receive multiple treatments. Learners should reflect on the skills developed in the mandatory units, and produce a treatment menu covering a variety of treatments which they will offer during the salon day. The range of treatments must be varied and include single, combination and short treatments.

Learners must schedule appointments for each client within their column and provide evidence of appointment details and timing for each client. Appointment scheduling must reflect commercial timing. Learners must devise a consultation record which will enable all relevant information to be gathered from each client to support the treatment range being carried out during the planned salon day.

Developing

Learners must implement the planned salon day by preparing for and managing their planned column reflecting commercial timing, industry practice and standards. Learners must consult with each client and devise a treatment plan for the scheduled treatment. Learners should demonstrate an understanding of each client's needs, the relevant benefits of the treatment in relation to client aims, highlight the relevant benefits of product and equipment selection, discuss the effects of the treatment applied in relation to the relevant body systems and highlight how the treatment was applied and adapted to meet client aims and expectations. They should give advice and recommendations which will enhance the benefits of the treatment and record all relevant information on a client consultation record. Throughout the salon day learners must comply with all aspects of relevant current Health and Safety legislation and should include relevant health and safety information within their submission.

Evaluating

Learners must evaluate the success of the planned salon day by reviewing their plan, assessing its strengths and weaknesses and produce an evaluative report. They must reflect on treatment choice for inclusion on the salon day, column timings, management of salon day/column, summarise any unforeseen events (where applicable) and detail how these were handled, identify knowledge and skills which have been gained or developed and justify to what extent the practical assignment met the original brief.

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Conditions of assessment

The learner should be given a date for completion of the project. However, the instructions for the project should be distributed to allow the learner sufficient time to assimilate the details and carry out the project. During the time between the distribution of the project instructions and the completion date, assessors may answer questions; provide clarification, guidance and reasonable assistance. The project should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the learner's evidence at the time of the completion date.

Evidence requirements for this graded unit

The project undertaken by learners will consist of three stages: planning; developing; and evaluating. At each stage learners should demonstrate adherence to current professional standards, demonstrate knowledge and use language, format and structure appropriate to SCQF level 7.

The following table specifies the minimum evidence required to pass each stage.

Project stage	Minimum evidence requirements	% Mark allocation
Stage 1 — Planning	<p>Learners should produce and submit a detailed written plan which must:</p> <ul style="list-style-type: none"> ◆ Contain a treatment menu which includes a varied range of treatments — single, combination and short, reflecting the skills developed within the mandatory section of the HNC Beauty Therapy which can be carried out during a salon day. ◆ Provide a daily appointment column scheduling a varied range of six treatments which will be carried out on a minimum of six clients. Two clients must receive multiple treatments. ◆ Provide planned timing for each client which reflects industry practice ◆ Identify equipment, products and consumables required for the salon day. ◆ Include a consultation record devised by the learner which will enable all relevant information to be gathered from each client to support the treatment range. <p><i>The learner must achieve all of the minimum evidence specified above in order to pass the Planning stage. The learner should achieve a minimum of 15 out of the allocated 30 marks to achieve a C Grade.</i></p>	30

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Project stage	Minimum evidence requirements	% Mark allocation
Stage 2 — Developing	<p>Learners should produce and submit written evidence which must:</p> <ul style="list-style-type: none"> ◆ Demonstrate the management of their planned salon day/column, reflecting commercial timing, industry practice and standards. ◆ Demonstrate compliance with relevant current Health and Safety legislation. <p>For each client:</p> <ul style="list-style-type: none"> ◆ Provide evidence of consultation and treatment planning. ◆ Discuss the relevant benefits of the treatment in relation to client aims. ◆ Highlight the relevant benefits of the product and equipment selection. ◆ Discuss the effects of the treatment applied in relation to the relevant body systems. ◆ Highlight how the treatment was applied and adapted to meet client aims and expectations. ◆ Demonstrate the provision of relevant, specific advice which will enhance the treatment provided. <p><i>The learner must achieve all of the minimum evidence specified above in order to pass the Developing stage. The learner should achieve a minimum of 20 out of the allocated 40 marks to achieve a C Grade.</i></p>	40
Stage 3 — Evaluating	<p>Learners should produce and submit a comprehensive report which must evaluate the success of the planned salon day and includes:</p> <ul style="list-style-type: none"> ◆ An assessment of strengths and weaknesses. ◆ Reflects on treatment choice for inclusion in the treatment menu. ◆ Reflects on column timings, management of salon day/column. ◆ Summarises any unforeseen events and detail how these were handled (where applicable). ◆ Identifies knowledge and skills which have been gained or developed. ◆ Discusses to what extent the practical assignment met the original brief. <p><i>The learner must achieve all of the minimum evidence specified above in order to pass the Evaluating stage. The learner should achieve a minimum of 15 out of the allocated 30 marks to achieve a C Grade.</i></p>	30

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Assessing and grading learners

The overall project will be marked out of **100**. Only whole marks should be used.

The percentage of marks allocated to each stage of the project is outlined in the **evidence requirements**.

It is a requirement that learners must meet the minimum *evidence requirements* for the *Planning stage before progressing to the Developing stage before progressing to the Evaluating stage*. **Learners may produce evidence over and above that specified in the minimum evidence requirements and deserve more than half the available marks for that stage.** Assessors should use the Grade Related Criteria outlined below to judge learner performance.

Learners are required to work independently to meet the *evidence requirements* of the Graded unit. At the same time, learners need appropriate support. SQA uses the term reasonable assistance to describe the balance between supporting learners in their project and not providing too much assistance.

At the end of *each* stage there should be opportunities for remediation and re-assessment of learners for that particular stage. This includes the final *Evaluation stage*. Any re-assessment should be carried out in line with the centre's own assessment policy. Where remediation is required, no more than half of the available marks may be awarded on the re-assessment.

Learners must provide clear evidence that knowledge and skills from each of the mandatory units in the award has been used or integrated into the practical assignment. They should ensure that the content selected in submissions is relevant as quantity is not a substitute for quality.

Within learner submissions referencing is essential. Direct quotations, facts and figures, as well as ideas and theories from both published and unpublished works must be referenced.

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.

Assessors should keep in mind that overall, the work should meet SCQF level 7 criteria. <http://scqf.org.uk/the-framework/scqf-levels/>

Assessors should use their professional judgement when making assessment decisions. If in doubt, the assessor should refer to their internal verifier.

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Grade Related Criteria	
Grade A	Grade C
<p>Is a seamless, coherent piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence for the three essential phases of the project, is produced to a high standard, and is quite clearly inter-related. ◆ demonstrates an accurate and insightful interpretation of the project brief. ◆ is highly focused and relevant to the tasks associated with the project brief. ◆ is clear and well-structured throughout and language used is of a high standard in terms of level, accuracy and technical content. ◆ effectively consolidates and integrates required knowledge and skills. ◆ demonstrates the learner's ability to work autonomously. 	<p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence of the three essential phases of the project, is produced to an adequate standard. ◆ demonstrates an acceptable interpretation of the project brief. ◆ is focused and relevant to the tasks associated with the project brief. ◆ is satisfactorily structured and language used is adequate in terms of level, accuracy and technical content. ◆ consolidates and integrates knowledge and skills but this may lack some continuity and consistency. ◆ demonstrates independent learning with minimum support and revision during project.

The marks allocated to each stage will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the learner for this graded unit based on the following grade boundaries.

- A = 70%–100%
- B = 60%–69%
- C = 50%–59%

These grade boundaries are fixed and should **not** be amended.

If a learner does not achieve a pass or wishes to upgrade, then this must be done using a substantially different project, ie all stages are undertaken using a new project (case study, investigation or practical assignment). In these circumstances, the highest grade achieved should be awarded.

More information on reasonable assistance, remediation and re-assessment may be found in the SQA publication *Guidance for the Implementation of Graded units in Higher National Certificates and Diplomas* (SQA, 2008, Publication code: CA4405).



Higher National Project-based Graded Unit Support Notes

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Guidance on approaches to delivery and assessment of this graded unit

An induction to the unit should be given enabling the learner to fully understand what is required. Learners should at this time be given a date for the completion of the practical assignment.

The delivery of new knowledge should not be required, as achievement of this unit will be dependent on the learner being able to demonstrate the knowledge acquired from the mandatory units of the HNC Beauty Therapy award. It is therefore essential that learners have completed or are in the process of completing the mandatory units before they begin this graded unit. This unit should not be seen as a repeat of previous unit assessments. The emphasis should be on the integration, application, further development of existing knowledge and skills.

When planning learners should be encouraged to make sure that they set themselves clear objectives and make these Specific, Measurable, Achievable, Realistic and Timebound (SMART).

It should be highlighted to learners that the range of treatments included in the treatment menu for their salon day will be an important factor to showcase the skills they have developed and to represent a commercial salon environment.

Equipment availability should be considered when scheduling appointments and reflected during planning submissions.

The identification of when salon facilities/resources are required and available could form part of the learners planning activities.

Consultation, treatment planning and implementation should demonstrate that learners have considered each client's aims and expectations. Learners should clearly demonstrate knowledge of the benefits of the treatment applied in relation to client aims, selected relevant products and equipment and are able to concisely detail the effects of the treatment(s) provided on the relevant body systems. Homecare and lifestyle advice given should enhance the treatment provided.

Access to *Information Communications Technology (ICT)* facilities may be required by learner.

Constructive feedback will support learners as they progress through each stage of the graded unit. Learners should therefore receive feedback following the submission and marking of each stage of the graded unit, during one to one recorded mentor meetings. When allocating time for one to one mentoring meetings assessors may wish to prioritise learners in need of additional support.

Higher National Project-based Graded Unit Support Notes (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Written feedback should be used to clearly exemplify the marks allocation which will support both the internal and external verification process.

Assessors should keep in mind that overall, the work should meet SCQF level 7 criteria.
<http://scqf.org.uk/the-framework/scqf-levels/>

Assessors should use their professional judgement when making assessment decisions. If in doubt, the assessor should refer to their internal verifier.

Opportunities for developing Core and other essential skills

Components of the core skill of *Problem Solving*, that is, Planning and Organising, Critical Thinking, and Reviewing and Evaluating, will be naturally developed as the graded unit is planned and safely undertaken. While planning learners will consider information on clients, and identify the potential beneficial effects of treatment application for each client. Time management will be an important aspect of scheduling appointments and implementation of the planned salon day and will require good planning and organising skills. Learners are expected to take responsibility for their own performance; source relevant physical resources including products and equipment; plan how the salon day will be managed and effectively manage the salon day.

Communication skills are not formally assessed however learners will be expected to present oral and written communication to an acceptable professional standard.

Oral communication skills will be developed while consulting with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and while giving relevant specific advice. 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 recipient.

In addition, learners will extend their practical skills and enhance their employability skills profile by providing optimum treatments for their clients; developing working practices to the current accepted professional standards.

History of changes to graded unit

Version	Description of change	Date

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General information for learners

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

This graded unit is designed to provide evidence that you have achieved the following principal aims of the HNC Beauty Therapy:

- ◆ Develop a sound understanding of the principles of Anatomy and Physiology in relation to the application of Beauty Therapy techniques.
- ◆ Develop knowledge, understanding and practical skills in a variety of standard Beauty Therapy treatments.
- ◆ Enhance a sound understanding of the principles of Anatomy and Physiology in relation to the application of Beauty Therapy techniques.
- ◆ Enhance empathic client care skills.
- ◆ Enhance and extend knowledge, understanding and practical skills in a wide variety of Beauty Therapy treatments.
- ◆ Enhance confidence in using salon equipment.
- ◆ Enhance working practices to the current accepted professional standards within the industry.

Before you start this unit you should have completed or be in the process of completing the following units relating to the above specific aims:

Unit number	Unit title
HX03 34	Beauty Therapy: Applied Anatomy and Physiology
HW0W 35	Beauty Therapy: Product Knowledge
HW0X 35	Beauty Therapy: Face and Body Treatment Packages
HW0Y 35	Beauty Therapy: Professional Salon Skills

The evidence for the practical assignment is generated over time and involves three distinct stages — Planning, Developing, Evaluating. Each stage has to be achieved before the next is undertaken. Any re-assessment of the stages must be undertaken before proceeding to the next.

In order to successfully complete this unit, you will be required to achieve a satisfactory level of performance for each stage.

You will be given a date for completion of the investigation. The instructions for the practical assignment will be distributed to allow sufficient time to assimilate the details and carry out the practical assignment. During the time between the distribution of the instructions and the completion date, assessors may answer questions; provide clarification, guidance and reasonable assistance. The practical assignment should be marked as soon as possible after the completion date. The final grading given will reflect the quality of the evidence you have provided.

You are required to work independently to meet the *evidence requirements* of the graded unit. You should however receive feedback following the submission and marking of each stage of the graded unit, during one to one recorded mentor meetings.

The overall investigation will be marked out of 100. Planning — 30, Developing — 40, Evaluating — 30.

General information for learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

You must achieve **all of the minimum evidence specified in order to pass each stage. When you do this you will be allocated half of the available marks for each stage.** You may produce evidence over and above that specified in the minimum evidence requirements and deserve more than half the available marks for that stage.

At each stage you should demonstrate adherence to current professional standards, demonstrate knowledge and use language, format and structure appropriate to SCQF level 7.

At the end of each stage there should be opportunities for remediation and re-assessment for that particular stage. This includes the final Evaluation stage. Any re-assessment should be carried out in line with the centre's own assessment policy. Where remediation is required, no more than half of the available marks may be awarded on the re-assessment.

Practical assignment brief:

This practical assignment and the way it is planned will enable you to generate evidence to showcase the diversity and range of skills and knowledge developed. It should facilitate a degree of choice in the way the practical assignment is taken forward; enabling you to reflect your interests and personal strengths whilst ensuring each individual client journey is reflective of current industry practice.

Planning

You must plan all aspects of a salon day to demonstrate how you would manage a successful column. You must plan to deliver a range of treatments on a minimum of six clients over the salon day. Two clients must receive multiple treatments. You should reflect on the skills developed in the mandatory units and produce a treatment menu of a range of treatments which you will offer during the salon day. The range of treatments must be varied and include single, combination and short treatments.

You must schedule appointments for each client within your column and provide evidence of appointment details and timing for each client. Appointment scheduling must reflect commercial timing. You must devise a consultation record which will enable all relevant information to be gathered from each client to support the treatment range being carried out during the planned salon day.

Developing

You must implement the planned salon day by preparing for and managing your planned column reflecting commercial timing, industry practice and standards. You must consult with each client and devise a treatment plan for the scheduled treatment. You should demonstrate an understanding of each client's needs, the relevant benefits of the treatment in relation to client aims, highlight the relevant benefits of product and equipment selection, discuss the effects of the treatment applied in relation to the relevant body systems and highlight how the treatment was applied and adapted to meet client aims and expectations. You should give advice and recommendations which will enhance the benefits of the treatment and record all relevant information on a client consultation record. Throughout the salon day you must comply with all aspects of relevant current Health and Safety legislation and should include relevant health and safety information within your submission.

General information for learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

Evaluating

You must evaluate the success of the planned salon day by reviewing your plan, assessing its strengths and weaknesses and produce an evaluative report. You must reflect on treatment choice for inclusion on the salon day, column timings, management of salon day/column, summarise any unforeseen events (where applicable) and detail how these were handled, identify knowledge and skills which have been gained or developed and justify to what extent the practical assignment met the original brief.

You must provide all of the following minimum evidence to achieve a C Pass —

Planning: Produce and submit a detailed written plan which must:

- ◆ Contain a treatment menu which includes a varied range of treatments — single, combination and short, reflecting the skills developed within the mandatory section of the HNC Beauty Therapy which can be carried out during a salon day.
- ◆ Provide a daily appointment column scheduling a varied range of six treatments which will be carried out on a minimum of six clients. Two clients must receive multiple treatments.
- ◆ Provide planned timing for each client which reflects industry practice.
- ◆ Identify equipment, products and consumables required for the salon day.
- ◆ Include a consultation record devised by you which will enable all relevant information to be gathered from each client to support the treatment range.

Developing: Produce and submit written evidence which must:

- ◆ Demonstrate the management of your planned column, reflecting commercial timing, industry practice and standards.
- ◆ Demonstrate compliance with relevant current Health and Safety legislation.

For each client —

- ◆ Provide evidence of consultation and treatment planning.
- ◆ Discuss the relevant benefits of the treatment in relation to client aims.
- ◆ Highlight the relevant benefits of the product and equipment selection.
- ◆ Discuss the effects of the treatment applied in relation to the relevant body systems.
- ◆ Highlight how the treatment was applied and adapted to meet client aims and expectations.
- ◆ Demonstrate the provision of relevant, specific advice which will enhance the treatment provided.

Evaluating: Produce and submit a comprehensive report which must evaluate the success of the planned salon day and include:

- ◆ An assessment of strengths and weaknesses
- ◆ Reflects on treatment choice for inclusion in the treatment menu
- ◆ Reflects on column timings, management of salon day/column
- ◆ Summarises any unforeseen events and detail how these were handled
- ◆ Identifies knowledge and skills which have been gained or developed
- ◆ Discusses to what extent the practical assignment met the original brief.

General information for learners (cont)

Graded unit title: Beauty Therapy: Graded Unit 1 (SCQF level 7)

You must provide clear evidence throughout that knowledge and skills from each of the mandatory units in the award has been used or integrated into the practical assignment.

You should ensure that the content selected in your submission is relevant as quantity is not a substitute for quality.

Within your submission referencing is essential. Direct quotations, facts and figures, as well as ideas and theories from both published and unpublished works must be referenced.

Core Skill development:

Components of the core skill of *Problem Solving*, that is, Planning and Organising, Critical Thinking, and Reviewing and Evaluating, will be naturally developed as the graded unit is planned and safely undertaken. While planning you will consider information on clients, and identify the potential beneficial effects of treatment application for each client. Time management will be an important aspect of scheduling appointments and implementation of the planned salon day and will require good planning and organising skills. You are expected to take responsibility for your own performance; source relevant physical resources including products and equipment; plan how the salon day will be managed and effectively manage the salon day.

Communication skills are not formally assessed however you will be expected to present oral and written communication to an acceptable professional standard.

Oral communication skills will be developed while consulting with clients when interaction must be professional, sensitive and empathic. Communicating appropriate information to clients, explaining and reassuring during treatment sessions and while giving relevant specific advice. You 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 recipient.

In addition, you will extend your practical skills and enhance your employability skills profile by providing optimum treatments for your clients; developing working practices to the current accepted professional standards.