



**Arrangements for:  
National Certificate Group Award  
In Wellness Therapies at SCQF level 6**

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## **Acknowledgement**

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of National Qualification Group Awards.



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# 1 Introduction

This is the Arrangements Document for the new Group Award in Wellness Therapies, at SCQF level 6, which was validated in July 2011. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The Group Award in Wellness Therapies at SCQF level 6 has been developed under the Design Principles for National Certificates. This document is the Arrangements Document for a National Certificate Award designed principally for use by Scotland's Colleges of Further Education, training providers and SQA Approved Centres. The use is not confined as the Units and Award may be suitable for training providers and within the secondary education sector.

The scoping conducted in 2009/2010 identified that there was broad support for a nationally devised qualification which would provide a coherent and consistent approach to the delivery of skills and knowledge at NQ level within the Wellness Industry.

In 2006 SQA developed the Higher National Certificate/Higher National Diploma in Complementary Therapies at SCQF levels 7 and 8. Approved Centres have indicated that candidates undertaking the HNC/HND Complementary Therapies Group Awards would benefit from a National Certificate Qualification at SCQF level 6. The first phase was to carry out initial research for a development at SCQF level 6 to judge the feasibility of the considerable anecdotal evidence available that such a development would be welcomed by centres and of value to candidates.

The concept was based on the premise that centres offered the HNC/HND award in Complementary Therapy which are recognised as being quality assured by SQA and so achieved a National Standard. However each centre make use of very different progression routes, Units, methods and resources to bring new entrants up to the stage at which they could realistically enter a Higher National route. This was a concern shared by a sufficient number of colleges, to justify the work being undertaken. There is currently a range of college devised qualifications at NQ level and/or competitor awards in this area but there is no national qualification for Wellness at National Certificate level.

The award is designed to support candidates who wish to pursue (as a possible career path) working within the Wellbeing Industry. At the same time, many of the competences achieved would allow candidates to make other career decisions and follow different pathways in the Beauty Industry. They are designed to support candidates towards an HN and/or Scottish Vocational Qualification (SVQ) award and to allow them to develop the basic skills and competence which colleges report as being missing at times when candidates go straight into an HN or SVQ programme without the underpinning knowledge that they require.

The main objectives of the qualification are to develop understanding and basic skills in the areas of Wellness Therapies. The qualification structure has been devised so that candidates will receive a broad education in Wellness Therapies and this is reflected in the qualification title. Candidates will also have an opportunity to undertake a range of specialist Units.

The NC in Wellness Therapies has been developed at SCQF level 6 and will:

- ◆ enable candidates to develop the basic skills required to seek employment at trainee level in the Wellness and Beauty industry
- ◆ enable candidates to progress to workbased qualifications within the sector and the completion of National Occupational Standards
- ◆ prepare candidates to progress to further study at SCQF levels 7 and 8, in particular to HNC/HNDs in Complementary Therapies and Beauty Therapies

Centres will be able to use the award and the Units as they see fit in order to best support their own candidates.

All Units have links to National Occupational Standards and links to Core Skills Units.

In short, the National Certificate in Wellness Therapies is designed to equip candidates with the skills, knowledge and understanding required for progression to further academic and/or professional qualifications and entry into the industry at a trainee level.

## **2 Rationale for the development of the Group Award**

SQA currently offers a range of HNC/HNDs and SVQs in Complementary Therapies and Beauty Therapies — please refer to Appendix 1 for a list of these qualifications.

At NQ level there are nationally devised qualifications in Beauty Therapies at SCQF levels 5 and 6 delivered by most colleges. There is no provision at these levels for candidates who wish to progress along a Wellness or Complementary Therapies pathway.

Currently the majority of students who are studying Beauty or Complementary Therapies are female and aged between 16 and 22, although the student cohort also includes males and adult returnees. On average, 90% of candidates progress to HN provision.

This is a new National Certificate Qualification which is designed to give candidates an understanding of Wellness Therapies at SCQF level 6. The Wellness Therapies qualification allows for a more aligned progression to the HNC/HND Complementary Therapies and aspects of Beauty Therapies.

This Group Award is designed to meet the needs of the delivering centres and to fill an identified gap in current provision.

Consultation was commissioned by the Scottish Qualification Authority (SQA). This research was initially to consider a specific qualification at SCQF level 6 in Wellness Therapies. An online survey invited expressions of interest and enabled the Qualifications Design Team to be set up. A consultation meeting was held in Glasgow in autumn 2010 with all further education colleges who had an interest in Wellness Therapies invited to attend. Further focus group meetings took place after the report was finalised.

The Qualification Design Team met to discuss the framework to meet the needs of the expected candidates (Membership list Appendix 2).

The qualifications have been designed to meet the needs of the following target groups:

- ◆ school leavers
- ◆ progression candidates
- ◆ adults returning to education
- ◆ unemployed candidates who wish to enhance their career prospects

To allow SQA to make an informed decision on the need for a qualification for Wellness Therapies at SCQF level 6, a scoping exercise was undertaken in 2009 which involved:

- ◆ desk research and discussions with Habia-UK to review labour market information and identify demand from employers for qualifications at this level
- ◆ a review of the content of existing NQ level courses in Wellness and Beauty Therapies
- ◆ consultation with 14 further education colleges by means of an online survey, meetings and taking account of existing research conducted by City of Glasgow College.

The scoping exercise concluded that there was broad support for a nationally devised qualification and that this would result in a more coherent approach to the delivery of skills at SCQF level 6. There was not overwhelming evidence for a level 5 award to be developed at this time. The scoping report also made a number of recommendations, including the following:

- ◆ the qualification should focus on practical skills, interpersonal skills and underpinning knowledge to enable candidates to develop a foundation to further education, training and employment within the Beauty/Wellness industry
- ◆ the focus of the qualification should be on developing a broad range of basic skills which are relevant to employment in the Wellness/Beauty Therapy sector but which will also provide opportunities to progress on to HN level qualifications
- ◆ developing a suite of new Units should be part of the development process
- ◆ the qualification structure should have sufficient flexibility to meet the needs of the different colleges

The Consultant's Report on the scoping exercise, attached as *Appendix 7*, provides more details on the scoping exercise.

As a result of the scoping report, SQA took the decision in 2010 to develop a National Certificate level qualification at SCQF level 6 for Wellness Therapies which could be delivered by all colleges in Scotland.

The recommendations of the scoping report were accepted and the following design guidelines were established for the development process:

- ◆ the focus of the qualification should be on practical skills, interpersonal skills and underpinning knowledge to enable candidates to develop a foundation to further education, training and employment within the Beauty/Wellness industry
- ◆ the qualification should ensure that candidates are introduced to, and learn to use, industry methods which should develop employability skills to assist them to seek employment opportunities in the sector
- ◆ the qualification should provide clear progression routes to HNC/HND in Complementary Therapies and Beauty Therapies study and provide relevant exit skills to enable a smooth transition
- ◆ the qualification should provide sufficient flexibility to allow different colleges to tailor delivery programme to meet local needs
- ◆ the qualification should enable entry from a wide group of potential candidates, including school leavers and adult returnees and should not assume any previous skills
- ◆ the qualification should include sufficient optional Units to allow candidates to develop specialist skills, to support their creativity and to provide additional progression routes to employment or further study
- ◆ the Units in the qualification should also be capable of being delivered independently and as small clusters

SQA established a cross college Qualification Design Team (QDT) and representatives of Ayr and Moray Colleges contributed to the development of the qualification structure and new Units, with the support of a consultant. *Appendix 5* outlines the members of the Qualification Design Team.

## 3 Aims of the Group Award

### 3.1 Principal aims of the Group Award

#### Principal Aims

- ◆ flexible approaches within a national framework
- ◆ a focus on the development of candidates knowledge and understanding which underpins performance in the workplace — team working; communication
- ◆ common mandatory elements of study for various vocational pathways
- ◆ choices of optional Units for various vocational pathways
- ◆ to provide candidates with a positive and supportive learning environment which can foster an interest and enthusiasm in the subject areas of Wellness Therapies
- ◆ to enable candidates to understand the basic concepts of Wellness Therapies and provide a foundation for the development of their skills
- ◆ to provide opportunities for candidates to explore and demonstrate their creativity
- ◆ to introduce candidates to methods and techniques used in the Wellness industry which, with further training, could ultimately lead to a range of employment opportunities
- ◆ to provide opportunities to progress within SCQF to further study, in particular at HNC and HND level
- ◆ to encourage candidates to take responsibility for their own learning and develop their transferable and employability skills such as research, planning, evaluation, presenting and team working and Core Skills of *Communication, Problem Solving, ICT, Numeracy and Working with Others*

The National Certificate Group Award is designed to develop and assess a defined set of skills and knowledge in this specialist area.

### 3.2 General aims of the Group Award

The general aims of this NC Wellness Therapies award include:

- ◆ developing an understanding of the skills required to plan and carry out individualised body massage treatments
- ◆ developing communication skills which ensures consultation with clients about treatments are tailored to client needs
- ◆ developing an understanding of different types anatomy and physiology which will be useful in dealing with clients
- ◆ developing an understanding of current health and safety legislation procedures in the salon;
- ◆ exploring the effects which alcohol, caffeine and smoking have on health and wellbeing
- ◆ researching the factors which cause stress and their effects of the body
- ◆ gaining an understanding of the structure and function of the skin/hair and factors which need to be taken into account in deciding a client treatment plan
- ◆ a basic understanding of research sources relating to the Wellness Therapies

### **3.3 Target groups**

#### **Target Group**

There are no formal access requirements for this qualification.

Potential target groups for this qualification include:

- ◆ school leavers who wish to learn more about a career in Wellness and/or Beauty industry
- ◆ school leavers who wish to consolidate existing school qualifications
- ◆ individuals who have skills and experience in Wellness Therapies and who wish to gain a formal qualification
- ◆ adult returners who wish to seek employment in the Wellness sector — this could include self employment
- ◆ individuals who wish to undertake an HNC/HND but do not meet the entry requirements

Further details of access requirements are outlined in Section 4.

### **3.4 Employment opportunities**

It is expected that successful completion of the NCGA Wellness Therapies at SCQF level 6 may lead to employment in a trainee position in areas such as Beauty Salons and Spas. This is not an award which is expected to take the student directly into full time employment as a fully qualified therapist.

Ultimately, with further study and/or training there may be a range of self employment opportunities and career options within the sector, for example:

- ◆ Complementary Therapist
- ◆ Spa Therapist
- ◆ Beauty Therapist
- ◆ Lecturer in Further Education
- ◆ Trainer in Private Centre
- ◆ Therapist on cruise ships
- ◆ Therapist within large hotel groups
- ◆ Therapist within a clinical setting

## **4 Access to Group Award**

Access to this award is at the discretion of the centre, however, candidates would benefit from previous experience of wellness therapies. Relevant work experience would also be acceptable.

Each Unit of the award states that entry is at the discretion of the centre, however, it should be noted that some of these Units do recommend completion of prior Units. This may assist centres in creating a logical timetable for delivering the Units which allow candidates to build the required knowledge and skills.

The Units are designed to encourage candidates to take responsibility for their own learning and work to specifications — this could include practical tasks, design tasks and research tasks. It is therefore anticipated that candidates will have some proven problem solving ability — typically this would be equivalent to SCQF level 4.

Aspects of *Communication, Working with Others, Problem Solving, Information and Communication Technology (ICT)* and *Numeracy* skills are expected to be developed within this award.

It may be appropriate to ask potential candidates to attend an interview where they demonstrate their previous experience and aptitude for the qualification.

The over-riding criterion to be satisfied is that the applicant has a realistic chance of achieving the Wellness Therapies qualification.

## **5 Group Award structure**

### **5.1 Framework**

The qualification structure for the NCGA in Wellness Therapies is designed to provide a flexible framework which will:

- ◆ provide a common foundation of skills for all candidates through seven common mandatory Units
- ◆ ensure that candidates can develop techniques in key skill areas which underpin further training and study
- ◆ provide opportunities through ‘Anatomy and Physiology’.
- ◆ To gain knowledge of current health and safety legislation
- ◆ Units combine a range of skills throughout the qualification
- ◆ ensure that candidates have an understanding of, and build expertise in, Wellness industry methods
- ◆ allow individual colleges the flexibility to provide tailored programmes
- ◆ provide candidates with a range of options which will allow them to specialise in key disciplines and/or develop specialist skills
- ◆ provide a range of progression routes to employment and/or further study

The qualification comprises of 12 credits: 9 mandatory credits and 3 credits from the optional section.

National Units at SCQF levels 1–6 comprise 40 hours guided learning and 20 hours self-directed learning. This means that the Units in these frameworks have six SCQF credit points. One SCQF credit point represents a notional 10 learning hours. Credit points indicate the volume of learning required to achieve a qualification.

Candidates completing the Group Award could also be given the additional opportunity for individualised learning programmes tailored to their specific performance skills. A proportion of the learning and teaching activities will include Options for self-directed study.

Centres should note that this Group Award comprises 76 SCQF credit points.

| Unit title   | Code    | SCQF credit points | SCQF level | SQA credit value |
|--|---------|--------------------|------------|------------------|
| <b>Mandatory Units</b>   |         |                    |            |                  |
| Body Massage   | DN6C 33 | 16                 | 6          | 2                |
| Wellness Therapies: First Aid in the Salon                     | FR0A 12 | 6                  | 6          | 1                |
| Wellness Therapies: Body Structures and Benefits of Treatments | FT92 12 | 12                 | 6          | 2                |
| Healthy Eating and Wellbeing                                   | FR0C 12 | 6                  | 6          | 1                |
| Wellness Therapies: Managing Stress                            | FR0D 12 | 6                  | 6          | 1                |
| Scalp, Neck and Shoulder Massage                               | F6XE 12 | 6                  | 6          | 1                |
| Wellness Therapies: An Investigation                           | FR0E 12 | 6                  | 6          | 1                |
| <b>Optional Units</b>  |         |                    |            |                  |
| On-Site Acupressure Massage                                    | FR0F 12 | 6                  | 6          | 1                |
| Wellness Therapies: Facial Massage                             | FR0L 12 | 12                 | 6          | 2                |
| Thai Foot massage  | FR0J 12 | 6                  | 6          | 1                |
| Wellness Therapies: Natural Products                           | FR0K 12 | 6                  | 6          | 1                |
| Ear Candle and Facial Sinus Drainage Treatments                | FR0M 12 | 6                  | 6          | 1                |
| Reiki 1  | FR0N 12 | 6                  | 6          | 1                |
| Wellness Therapies: Crystal Therapy                            | FR0P 12 | 12                 | 6          | 2                |

Within in the QDT discussions have taken place regarding developing more Optional Units in line with current trends. An example of additional Units: 'Shiatsu', 'Ethics for the Wellness Therapist' and 'Ayurveda Therapy'. It was decided that the Optional list is extensive and there will be future opportunities to add other Units if a market need arises.

## 5.2 Mapping information

NQGA Wellness Therapies at SCQF level 6  
Core Skill Mapping

| Unit title  | Oral Communication | Written Communication | Numeracy | Working with Others | Information and Communication Technology | Problem Solving |
|---|--------------------|-----------------------|----------|---------------------|--|-----------------|
| Body Massage  | X                  | X                     | X        | X                   |  |                 |
| Wellness Therapy: First Aid in the Salon                      | X                  | X                     |          | X                   |  | X               |
| Wellness Therapies: Body Structures and Benefits of Treatment | X                  | X                     |          | X                   | X  | X               |
| Healthy Eating and Wellbeing                                  | X                  | X                     | X        | X                   | X  |                 |
| Wellness Therapies: Managing Stress                           | X                  | X                     |          | X                   |  | X               |
| Scalp, Neck and Shoulder Massage                              | X                  | X                     |          | X                   |  | X               |
| Wellness Therapies: An Investigation                          | X                  | X                     |          |                     | X  | X               |
| On-Site Acupressure Massage                                   | X                  | X                     |          | X                   |  | X               |
| Wellness Therapies: Facial Massage                            | X                  | X                     |          | X                   |  | X               |
| Thai Foot Massage   | X                  | X                     |          | X                   |  | X               |
| Wellness Therapies: Natural Products                          | X                  | X                     |          | X                   |  | X               |
| Ear Candle and Facial Sinus Drainage Treatments               | X                  | X                     |          | X                   |  | X               |
| Reiki 1   | X                  | X                     |          | X                   |  | X               |
| Wellness Therapies: Crystal Therapy                           | X                  | X                     |          | X                   |  | X               |

## 5.3 Articulation, professional recognition and credit transfer

As this is a new award there are no transition arrangements.

## 6 Approaches to delivery and assessment

### Content and context

This National Certificate Group Award is not designed to train individuals to full industrial competence. Rather they will place an emphasis on developing the basic skills and knowledge required to engage in the next stages of acquisition of those skills and knowledge which will be attractive to future employers both within and outwith the Wellness Therapy Sector.

Candidates can then build on these skills when working towards achieving an HNC/HND or SVQ award.

This award should be delivered within the context of Wellness Therapies. This will enable candidates to develop a greater understanding of terminology, safe working practices, research methods, personal skills, commercial targets and strategic industry objectives.

The intention is that candidates undertaking any of the Units will gain personal skills and knowledge which may lead towards future employment after further education and training. Candidates will develop a broad knowledge of the industry and the accepted practices within.

Delivery would in all cases require that candidates are well supported in the initial stages and would require support throughout to ensure that standards were being maintained and that there was no compromise on health or safety issues at any time.

Assessments would be observational, recorded evidence. The skills developed will have a practical focus which will be carried out in a realistic work environment.

## 7 General information for centres

### 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](http://www.sqa.org.uk/assessmentarrangements).

### Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* ([www.sqa.org.uk](http://www.sqa.org.uk)).

## 8 General information for candidates

### What is the National Certificate in Wellness Therapies?

The award has been designed with Mandatory and Optional Units in the National Certificate Group Award (NCGA) in Wellness Therapies at SCQF level 6. Each Unit can be taken on its own without completing the Group Award.

Guidance and Context gives the purpose of the Unit and details the activities which will enable you to combine essential knowledge and practical skills to be achieved on completion of the Units.

Undertaking the mandatory Units you would expect to gain the following knowledge and skills:

- ◆ Relevant current health and safety legislation
- ◆ Client Consultation
- ◆ Research into Wellness Therapies
- ◆ Prepare for and carryout a number of therapies
  - Body Massage
  - Scalp, Neck and Shoulder Massage
  - Facial Massage using Wellness Therapies
  - On-Site Massage
  - Thai Foot Massage
  - Ear Candle and Sinus Drainage Treatment
  - Crystal Therapies
  - Reiki1\* (only delivered by a Reiki Master)
- ◆ Develop Skills in:
  - Stress Management
  - Healthy Eating and Wellbeing

Throughout the qualification you will learn about Anatomy and Physiology relating to Wellness Therapies.

## 9 Glossary of terms

**SCQF:** This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at [www.scqf.org.uk](http://www.scqf.org.uk)

**SCQF credit points:** One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

**SCQF levels:** The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

**Dedicated Unit to cover Core Skills:** This is a non-subject Unit that is written to cover one or more particular Core Skills.

**Embedded Core Skills:** This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

**Signposted Core Skills:** This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

**Qualification Design Team:** The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

**Consortium-devised National Certificates/National Progression Awards** are those developments or revisions undertaken by a group of centres in partnership with SQA.

## 10 Appendices

Appendix 1: Qualification Design Team Members

## **Appendix 1: Qualification Design Team Members**

Pauls Gallacher  
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