

Next Gen: HN unit specification

Holistic Facial Techniques (SCQF level 7)

Unit code: JRR8 47

SCQF level: 7 (8 SCQF credit points)

Valid from: August 2026

This unit specification provides detailed information about the unit to ensure consistent and transparent assessment year on year. It is for lecturers and assessors, and contains all the mandatory information you need to deliver and assess the unit.

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Unit purpose

In this unit, learners develop essential knowledge and skills to apply holistic facial treatments. They combine facial massage techniques with manual facial modalities, supported by relevant anatomy and physiology, product formulations and theoretical foundations, to effectively consult with clients.

Learners carry out client consultations and skin analysis to devise personalised treatment plans that meet client's objectives, while following treatment protocols, product knowledge guidelines and current health and safety regulations. They provide appropriate homecare, aftercare and future treatment recommendations.

Effective communication and consultation techniques are a key focus, and learners develop important interpersonal skills while ensuring empathy and sensitivity when working with clients.

The unit covers key topics, including absolute and relative contra-indications, potential contra-actions, adverse reactions and the physical, physiological and psychological effects of treatment. Learners research facial modalities, and understand their effects and benefits, and how to apply them safely.

Practical treatments include cleansing, toning, exfoliation, holistic facial massage, masque therapy, product layering, and the use of manual modalities such as facial globes, Gua sha, rollers, bamboo tools, Thai compress, and lymphatic drainage cups. Learners perform massage techniques including effleurage, petrissage, tapotement, frictions, vibrations, pressure points, sinus drainage, and lymphatic drainage to the face, neck, shoulders, and décolleté.

Learners work holistically to promote both physiological and psychological wellbeing, maintaining high standards of professional practice, hygiene, communication, and dress, in line with National Occupational Standards (NOS).

Learners should focus on holistic methods of application to ensure the whole treatment promotes physiological and psychological wellbeing as key objectives.

If learners are also studying Aromatherapy (SCQF level 7), they can combine personalised oil blends for the face, neck, shoulders and décolleté holistically. Learners who have prior knowledge in Natural Products (SCQF level 6) can explore a holistic approach to using product formulations throughout the treatment.

This unit is an optional unit in the HNC Complementary Health, learners can also study the unit on a stand-alone basis.

Learners should have knowledge of anatomy and physiology of the skin, bones, muscles, and lymph nodes of the face, neck, and shoulders to complete the unit.

The unit is suitable for learners with no prior experience in performing holistic facial massage techniques. We recommend that learners should have or be working towards one or more of the following units:

- Human Anatomy and Physiology for Beauty and Complementary Therapy (SCQF level 7)
- The Principles and Practices of Complementary Health (SCQF level 7)
- Aromatherapy (SCQF level 7)

For health and safety reasons, it is your centre's responsibility to ensure that learners are 16 years old at the time of registration. See the [Hair and Beauty Industry Authority \(HABIA\) fact sheet](#) for more information on pre-16 age restrictions.

Upon successful completion of the unit, learners have the essential skills and knowledge to progress to additional massage-related studies or pursue a career in complementary health therapies.

Unit outcomes

Learners who complete this unit can:

1. research holistic facial techniques
2. plan and prepare for holistic facial techniques
3. perform holistic facial massage techniques with modalities
4. reflect on the effectiveness of the treatment

Evidence requirements

Learners must produce product and performance evidence that reflects SCQF level 7 and industry standards.

You must assess learners' research reports for outcome 1 in open-book conditions.

You must holistically assess the practical evidence for outcomes 2 to 4.

To successfully achieve the unit, learners must provide the following evidence:

Research holistic facial techniques (outcome 1)

Learners must:

- describe the key benefits, effects and safety considerations of the following massage styles and techniques:
 - effleurage
 - petrissage
 - tapotement
 - frictions
 - vibrations
 - pressure point
 - sinus drainage
 - lymphatic drainage

- research history and origins of each of the following manual modalities:
 - globes
 - Gua sha
 - jade or rose quartz rollers
 - bamboo
 - Thai compress
 - lymphatic drainage cups
- describe the key effects, benefits and all safety considerations for the following modalities:
 - globes
 - Gua sha
 - jade or rose quartz rollers
 - bamboo
 - Thai compress
 - lymphatic drainage cups
- describe absolute and relative contra-indications to holistic facial techniques
- describe specific contra-actions and adverse reactions that may occur during or after the application of holistic facial techniques.
- describe the term holistic in relation to therapies

You must provide a learner brief for each learner and use an assessor checklist to assess the learner's competence for each evidence requirement.

Plan and prepare for holistic facial techniques (outcome 2)

You must observe learners carrying out practical performances on a minimum of **three clients** using a **minimum of three different manual modalities**.

Learners must:

- present themselves professionally
- prepare the client by:

- ensuring they are comfortable and correctly positioned
- asking them to remove jewellery and accessories
- prepare the holistic facial treatment area in accordance with industry standards following health, safety and hygiene practices
- sterilise and disinfect all equipment and/or modalities and work surfaces before use
- demonstrate appropriate communication skills
- demonstrate client confidentiality procedures that comply with General Data Protection Regulations (GDPR) and gain client consent
- devise a personalised plan for each client, where they:
 - consider a combination treatment
 - select suitable holistic facial manual modalities alongside holistic facial techniques to meet the objectives
- plan the treatment sequence
- select suitable products for holistic facial massage treatment, where they consider:
 - cleansers
 - toners
 - physical exfoliator
 - massage medium
 - masques
 - moisturising and/or hydrating products
- consider the following massage mediums:
 - cream
 - balm
 - gel
 - oil

Learners who have achieved Aromatherapy at SCQF level 7 can also consider aromatherapy blended products or homemade product formulations for a holistic approach.

- select the appropriate manual facial modality to meet the needs of the client, for example:
 - globes
 - Gua sha
 - jade or rose quartz rollers
 - bamboo
 - Thai compress
 - lymphatic drainage cups

(This is not an exhaustive list and should be agreed by each centre.)

- comply with health, safety and hygiene protocols for manual facial modality in accordance with the treatment objective

Perform holistic facial techniques with modalities (outcome 3)

You must observe learners carrying out practical performances on a minimum of **three clients** using a **minimum of three different manual modalities**.

Learners must:

- prepare skin for holistic facial technique using the appropriate products for eyes, lips, face, neck and décolleté
- perform a visual and manual examination of the skin
- use skin analysis to collectively customise product selection for holistic facial massage technique
- select appropriate products from the following:
 - cleansers
 - toners
 - physical exfoliators
 - masques

- moisturising and hydrating products
- apply appropriate massage medium to the face, neck, décolleté and shoulders, choosing from:
 - creams
 - oils
 - balms
 - gels
 - suitable homemade product formulations (where prior knowledge exists)
- perform facial, neck, décolleté and shoulder massage using a holistic approach to the pace and pressure, using a variety of the following massage techniques:
 - effleurage
 - petrissage
 - tapotement
 - frictions
 - vibrations
 - pressure points
 - sinus drainage
 - lymphatic drainage
- apply at least one facial modality for each treatment, following protocols for correct and safe use from the following list:
 - globes
 - Gua sha
 - jade or rose quartz rollers
 - bamboo
 - Thai compress
 - lymphatic drainage cups

Learners must choose a minimum of **three different modalities across the three clients**. (This is not an exhaustive list and should be agreed by each centre.)

- follow the protocols for the correct and safe use of manual modalities
- monitor clients, during and post treatment, considering client comfort, safety, contra-actions and adverse reactions
- remove massage medium
- apply masque therapy to the face and neck with a masque brush to meet the objectives and remove masque effectively
- apply finishing products to moisture and hydrate the skin
- carry out treatment within a commercially viable time
- complete treatment with bespoke aftercare and homecare advice and recommendations

Reflect on the effectiveness of the treatment (outcome 4)

Learners must reflect on the effectiveness of the holistic facial technique **on three clients on a minimum of three separate occasions.**

Learners must demonstrate evaluation methods by:

- gathering feedback from the client post treatment
- reflecting on the feedback gained from clients and assessors to evaluate the effectiveness of the holistic facial technique alongside their chosen modality combined with manual facial massage techniques
- reflecting on treatment objectives
- evaluating the results of the manual facial modality, massage techniques and product choices used in the treatment to make recommendations that will support results and promote client wellbeing
- evaluating using the feedback to influence future practice to continuously improve holistic practical skills

Outcomes 2, 3 and 4

You must complete an assessor checklist for outcomes 2, 3 and 4 to assess the learner's competence for each evidence requirement.

Knowledge and skills

Knowledge	Skills
Outcome 1 Learners should understand: • methods of researching, reporting and presenting • the term 'holistic' in relation to facial therapies • absolute and relative contra-indications and contra-actions of holistic facial techniques • the importance of being aware of clients undergoing medical treatments for contra-indications such as: ○ heart conditions ○ using a pacemaker ○ dysfunction of the nervous system ○ diabetes ○ epilepsy ○ high and low blood pressure ○ metal pins and plates ○ medication ○ pregnancy ○ piercings ○ cuts and abrasions ○ parasitic infections ○ fungal infections ○ bacterial and viral skin infections ○ eye infections	Outcome 1 Learners can: • describe contra-indications, contra-actions, adverse reactions, effects and benefits of all holistic facial techniques • describe the differences in all massage techniques uses, effects and benefits • include all safety precautions • describe the concept of a holistic therapies approach to treatment, including physical, physiological and psychological effects • describe health, safety and hygiene protocols for manual facial modalities, in accordance with the treatment objective • work in a way that reflects the SCQF level of the unit

Knowledge	Skills
Outcome 1 (continued) Learners should understand: • contra-actions and reactions, during and after holistic facial techniques, including: ○ adverse skin reactions ○ swelling ○ dizziness ○ nausea ○ light-headedness ○ skin breakouts ○ increased urination and/or bowel activity ○ bruising ○ headaches ○ muscle soreness and/or muscle fatigue ○ heightened emotional release — (healing crisis) • the different types of holistic manual facial modalities to include: ○ globes ○ Gua sha ○ Jade or rose quartz rollers ○ bamboo ○ Thai compress ○ lymphatic drainage cups • the benefits and effects of each of the holistic facial modalities	

Knowledge	Skills
Outcome 1 (continued) Learners should understand: • the benefits and effects of manual massage techniques for the face, neck, décolleté and shoulders, including: ○ effleurage ○ petrissage ○ tapotement ○ frictions ○ vibrations ○ pressure points ○ sinus drainage ○ lymphatic drainage • associated health and safety for each of the holistic facial modalities	

Knowledge	Skills
Outcome 2 Learners should understand: • the importance of presenting themselves professionally • how to prepare for holistic facial techniques, including preparing the treatment area and trolley set up • the importance of client preparation and client care throughout • effective communication skills and consultation techniques • specific product choice and chosen facial modality, in accordance with the treatment • health and safety and hygiene protocols • treatment sequence • the importance of adhering to commercially viable treatment times • the importance of gaining consent, to meet government legislation and professional guidelines	Outcome 2 Learners can: • professionally present themselves • prepare the treatment environment to reflect a holistic setting, setting the temperature, lighting, ventilation and ensuring privacy • set up the treatment area and trolley, products and modality in accordance with the treatment health and safety and hygiene protocols • prepare for three effective and comprehensive client consultations for holistic facial massage treatments with clients, gathering clear and accurate details • identify possible contra-actions that may occur from the application of massage techniques and/or from the application of massage modalities • identify suitable modality for treatment to complement holistic facial massage, to include safely applying: ○ globes ○ Gua sha ○ jade or rose quartz rollers ○ bamboo ○ Thai compress ○ lymphatic drainage cups This list is not exhaustive and should be agreed by the centre. • explain holistic facial techniques in terms of procedures, indications and effects of treatment

Knowledge	Skills
	Outcome 2 (continued) Learners can: • select and prepare suitable products, with the option to include homemade product formulations to enhance the treatment (where prior knowledge exists) • plan treatment sequence and timing
Outcome 3 Learners should understand: • the application of holistic facial techniques with modalities • the procedure to complete a facial skin cleanse and analysis • how to perform facial, neck, décolleté and shoulder massage movements • how to select appropriate massage medium (cream, balm, gel, oil) for dry, oily, combination, balanced skin types • techniques: effleurage, petrissage, tapotement, frictions, vibrations, pressure points, sinus and lymphatic drainage • the physiological and psychological benefits and effects of application techniques • how to select facial modality to the clients aims, including: globes, Gua sha, jade or rose quartz rollers, bamboo, Thai compress, lymphatic drainage cups • how to incorporate facial modality safely and effectively	Outcome 3 Learners can: • perform three effective practical performances on three different clients • explain the treatment protocol and agree on the aims and treatment with the client • select a minimum of one different modality for use on each of the three clients • effectively analyse and prepare the skin for treatment, using eye makeup remover, cleanser, toner, exfoliator to suit client's skin • perform a facial skin cleanse routine using appropriate products for eyes, lips, face and décolleté • select suitable exfoliator if appropriate for treatment and client's skin • select appropriate massage medium for holistic massage treatment • apply appropriate massage styles

Knowledge	Skills
Outcome 3 (continued) Learners should understand: • reasons for monitoring clients, and considering their comfort during treatment • reasons and ways to adapt and modify pressure where required • how to select masques, following correct holistic facial technique, to meet the needs of the client's skin • how to choose and develop products for masque therapy to enhance the holistic treatment (where prior knowledge exists from Aromatherapy SCQF level 7 or Natural Products SCQF level 6) • the techniques of applying masques, safely protecting hairline and eyes • the potential contra-actions and adverse reactions, and how to respond should they occur • the importance of following protocol to clean and maintain holistic facial modalities • the importance of observations during the treatment • the importance of bespoke aftercare and homecare advice and recommendations	Outcome 3 (continued) Learners can: • perform holistic facial massage techniques reflective of industry standards by: ○ adapting or modifying pressure where required ○ monitoring time, sequence and application ○ adapting treatment with the safe and effective use of chosen modality • select the appropriate products for the skin type by considering dry, oily, combination or balanced skin types • apply and remove masque following manufacturers protocol (or where prior knowledge exists, they can use natural homemade formulations) • enhance holistic facial massage treatment with suitable pace, pressure and combination of massage and modality to meet objectives • select and apply the appropriate products to hydrate and protect the skin to finish treatment • monitor client comfort throughout • recommend the correct aftercare advice for holistic facial massage technique • provide bespoke homecare • advise on further treatments • use correct protocol to clean and maintain manual modalities • demonstrate good communication and interpersonal skills and sensitivity while working on clients

Knowledge	Skills
Outcome 4 Learners should understand: • the benefits of reflecting on feedback from clients and assessors to evaluate the effectiveness of the holistic facial techniques • the importance of gathering feedback from clients post treatment • the importance of evaluating the results of the holistic facial techniques to enhance results and client wellbeing • how feedback can influence future practice to continuously improve holistic practical skills	Outcome 4 Learners can: • gather feedback from the client post treatment • reflect on the treatment objectives • evaluate the results of the facial massage and facial modality techniques • evaluate product choices • evaluate feedback to influence future practice to continuously improve practical skills

Meta-skills

You must give learners opportunities to develop their meta-skills throughout this unit. We have suggested how to incorporate the most relevant ones into the unit content, but you may find other opportunities.

Self-management

This includes focusing, integrity, adapting and initiative. The most relevant are:

- focusing:
 - identifying the specific needs of the client on each occasion
 - creating a suitable treatment plan to treat the client effectively
- integrity:
 - respecting the client while managing treatment expectations
 - having the client's aims at the forefront of treatment
 - respecting client's confidential information by strictly following the guidelines for GDPR
- adapting:
 - adjusting treatment effectively in response to unforeseen circumstances
 - altering pace, pressure of massage techniques and manual modalities to meet the needs of the client and treatment
- initiative:
 - using information gained from clients to produce a bespoke treatment plan that includes the treatment modality, application methods and products
 - giving appropriate bespoke aftercare and homecare advice with relevant adaptations throughout

Social intelligence

This includes communicating, feeling, collaborating and leading. The most relevant are:

- communicating:
 - collating information from the client
 - ensuring client is comfortable and well-informed throughout and after treatment
- feeling:
 - being aware of client's feelings during treatment, considering sensitivity, anxiety and vulnerability
 - being understanding, empathetic and using good communication skills to put client at ease throughout
- collaborating:
 - working with peers in the salon environment to coordinate work, and assisting each other when required
- leading:
 - planning and developing treatment plans for clients
 - providing appropriate treatments and advice to clients

Innovation

This includes curiosity, creativity, sense-making and critical thinking. The most relevant are:

- curiosity:
 - sourcing information
 - researching
 - noticing significant information

- asking questions
- recognising problems
- searching for solutions
- evaluating sessions
- looking for ways to assess own meta-skills development
- creativity:
 - devising interesting and informative ways in which to present ideas or solutions to a given task
 - creating reports or projects that are enjoyable to read as well as informative and relevant
 - adapting homecare activities to best suit a client's lifestyle and personality
- sense-making:
 - applying holistic thinking when dealing with several factors that may influence a task
 - organising, evaluating and editing information for reports or project presentations
 - deciding on the relevant factors for bespoke treatment planning
- critical thinking:
 - deconstructing complex and variable data and effectively applying this to treatments
 - analysing and identifying the relevant effects that can then be best used in individual circumstances
 - distinguishing professional sources of information from lay person's opinion
 - choosing the best course of action regarding the client's treatment plan among a variety of alternatives

Literacies

This unit provides opportunities to develop the following literacies.

Learners complete an open-book research report addressing all the criteria in the evidence requirements and knowledge and skills. Learners should work independently, using prior knowledge as well as industry sources to support their explanations and demonstrate their understanding. The report should be coherent, well-constructed and reflective of SCQF level 7.

You should encourage learners to write reflectively when evaluating their performance, highlighting areas of competence and areas where improvement or support are required.

Numeracy

Learners develop numeracy skills by:

- planning treatments in relation to selected timings to meet industry requirements
- measuring and blending essential oils using percentages and following health and safety protocols if they integrate assessment of Aromatherapy at SCQF level 7

Communication

Learners develop communication skills by:

- conducting consultations effectively and communicating with their peers
- building their confidence in communication and advance questioning skills to promote professional conversations

Digital

Learners develop digital skills by:

- researching and producing an open-book report

Learning for Sustainability

Throughout this unit, you should encourage learners to develop their skills, knowledge and understanding of sustainability.

This includes:

- a general understanding of social, economic and environmental sustainability
- a general understanding of the United Nations Sustainable Development Goals (SDGs)
- a deeper understanding of subject-specific sustainability
- the confidence to apply the skills, knowledge, understanding and values they develop in the next stage of their life

You should encourage learners to develop a deeper understanding of sustainable practices and recognise the impact this has on the environment.

Key areas of consideration include:

- sustainability of product brands used
- recycling of product packaging and consumables
- salon waste and chemical disposal measures
- reusable consumables
- reducing use of plastic
- reducing use of energy
- conserving water

Delivery of unit

This is an optional unit in HNC Complementary Health. You can deliver it as a stand-alone unit or partially integrate it with Human Anatomy and Physiology for Beauty and Complementary Therapy at SCQF level 7, or Aromatherapy at SCQF level 7. Learners do not need any prior knowledge of holistic facial techniques, but they may find it helpful to have completed Natural Products at SCQF level 6.

This unit has 1 credit, 8 SCQF credit points at level 7. We recommend 40 hours contact with 40 hours self-directed study.

We suggest the following distribution of time, including assessment:

Outcome 1 — research holistic facial techniques (10 hours)

Outcome 2 — plan and prepare for holistic facial techniques (5 hours)

Outcome 3 — perform holistic facial massage techniques with modalities (20 hours)

Outcome 4 — reflect on the effectiveness of the treatment (5 hours)

Additional guidance

The guidance in this section is not mandatory.

Content and context for this unit

In this unit, learners develop knowledge and skills related to holistic facial massage techniques. They:

- research the term holistic in relation to complementary health
- learn about the effects and uses of facial massage movements of effleurage, petrissage, tapotement, frictions, vibrations, pressure points, sinus and lymphatic drainage techniques
- effectively and safely plan and apply these techniques in personalised treatment plans
- identify both absolute and relative contra-indications, as well as potential contra-actions, and learn how to manage these effectively
- research manual modalities for use on the face, neck, shoulders and décolleté, as well as health and safety, contra-indications and contra-actions related to massage techniques

Contra-indications:

- undergoing medical treatment
- heart conditions
- pacemaker
- dysfunction of the nervous system
- diabetes
- epilepsy
- high and low blood pressure
- metal pins and plates
- medication
- pregnancy
- piercings

- cuts and abrasions
- parasitic infections
- fungal infections
- bacterial and viral skin infections
- eye infections

Contra-actions and reactions:

During and after holistic facial techniques treatment, includes:

- adverse skin reactions
- swelling
- bruising
- dizziness
- light-headedness and/or nausea
- skin breakouts
- increased urination and/or bowel activity
- muscle soreness and/or muscle fatigue
- headaches
- general fatigue
- heightened emotional release and/or healing crisis

Outcomes 2 and 3

Learners plan, prepare and apply holistic facial techniques to address individual client needs. They understand:

- holistic facial techniques — holistic massage and the use of manual facial modalities
- how to promote a holistic environment within the treatment
- physiological and psychological effects and benefits of all the treatment techniques
- how to adapt treatment combinations for clients using manual massage techniques with manual modalities
- how to work on a variety of skin types — dry, oily, combination, balanced

- how to identify a suitable modality to create the most suitable and effective treatment
- how to include more than one modality into their treatments, following treatment protocols and health and safety **(there must be a minimum of one different modality for each treatment)**
- how to use massage techniques and how to incorporate these safely and effectively alongside the chosen modality
- how to prepare skin, including using physical exfoliant where appropriate to the client treatment plan, masque therapy and finishing products to offer moisturising and hydrating to meet objectives
- how to apply their knowledge of treatment techniques, ensuring compliance with organisational and industry standards for self-presentation, timing and treatment sequencing all while considering relevant health and safety legislation
- how to enhance their employability skills, such as customer care, effective communication, time management, and awareness of national occupational standards
- the importance of gaining consent, to meet government legislation and professional guidelines
- current health and safety regulations, including Control of Substances Hazardous to Health (COSHH) risk assessment and GDPR requirements

Client consultation records should include:

- the date of treatment
- client general health and medication
- findings from the facial analysis
- the chosen product and modality
- a completed absolute and relative contra-indications checklist
- client treatment objectives
- general effects of the treatment
- adaptations to treatment (where applicable)
- contra-actions (where applicable)
- aftercare and specific homecare and retail advice
- client feedback

- an evaluation of the treatment

Learners also learn effects and uses of manual facial modalities current to industry, including.

- Gua sha
- globes
- bamboo
- herbal compress
- lymphatic facial cups
- jade or rose quartz rollers
- stones

(This list is not exhaustive and should be agreed by your centre.)

Outcome 4

Learners reflect on the effectiveness of the full treatment.

They consider:

- the effectiveness of the chosen modality along with any massage techniques used in the treatment
- product choices, sequencing and time management
- client and assessor feedback
- how to use the feedback to influence future practice to continuously improve holistic practical skills and combinations of manual modalities with massage techniques

Learners should provide the client with written and/or oral recommendations that support results and promote client wellbeing.

If learners have prior knowledge of Natural Products at SCQF level 6 or Aromatherapy at SCQF level 7, or are working towards these units, they can use these skills in their holistic facial technique treatments, following industry protocols for health and safety.

Resources

The occupational expertise of those involved in the assessment and quality assurance processes is key to ensure valid, fair and reliable assessment. The assessor and internal verifier must be occupationally competent.

They must:

- hold an appropriate professional and/or technical qualification that demonstrates an in-depth technical knowledge of the unit, and the standard of competencies required, for example Higher National Diploma (HND) Complementary Health or equivalent
- hold an appropriate teaching qualification or be working towards one
- be able to interpret current working practices, technologies and products in the beauty industry and be committed to upholding the integrity of the unit
- demonstrate competence in assessment and/or internal verification of the subject
- have access to, and engage with, continuous professional development activities, to keep up to date with developments and any issues relevant to the unit

Your centre must have appropriate checks in place to ensure health and safety, and correct insurance in place for learners.

Your centre must have access to a salon environment to allow for teaching and assessing.

Learners must have access to:

- a realistic clinic salon practice environment, suitable for carrying out therapy treatments, and using products that reflect current industry practice, including toilet and water facilities
- practical examples of real-life industry applications of holistic facial techniques to provide context
- formative and summative assignments: to track progress and understanding
- budget: sufficient funding for appropriate materials and tools
- a comprehensive library and digital resources for research and report writing activities

- e-Learning platforms for virtual classes or supplementary learning
- course materials: learner handouts, textbooks, articles, and other reading and/or reference materials (for example Microsoft Teams, Canvas, Moodle, Blackboard)
- software applications to support the development of e-portfolio and other digital artefacts and communication tools, including those required by neurodiverse client groups
- access to a variety of manual facial modalities: Gua sha, stones, jade or rose quartz rollers, bamboo, herbal compresses, small manual lymphatic facial cups (This list is not exhaustive and should be agreed by your centre.)
- facial cleansers, toners, moisturising and hydrating products, physical exfoliators, a choice of masques to meet the needs of the skin
- base mediums, such as creams, lotions, gels and balms
- access to items for dispensing carrier oils, creams, lotions, gels and balms

Approaches to delivery

You should introduce and discuss with learners the learning approach, assessment criteria, and content. You must encourage a participative, holistic and practical approach throughout the unit. You should also encourage learners to research independently to address all specified criteria, demonstrating a depth of knowledge reflective of SCQF level 7.

Given the practical nature of the unit, every aspect of learning and teaching should integrate both theory and practice to facilitate effective learning. This help learners grasp the relevance of the knowledge as they experience its practical application.

You should also encourage learners to draw on their knowledge of anatomy and physiology to better understand the benefits and effects of holistic facial techniques of massage and manual modalities.

We recommend that you demonstrate the preparation of the treatment area and client to ensure learners can professionally organise, sequence and incorporate relevant health and safety considerations.

You should demonstrate how to perform holistic massage techniques to the face, neck, shoulders and décolleté using specific massage styles, techniques and manual modalities. You should also teach learners how to select and use products that are appropriate for each client and their treatment aims and objectives. Your demonstrations reinforce the benefits and results of each treatment. You can use further demonstrations to explain how to adapt treatment applications.

You should make learners aware of, and ensure they check for, relative and absolute contra-indications prior to any treatment.

There are opportunities for cross delivery and holistic assessment across other mandatory units in the HNC Complementary Health.

You must give learners time to develop good working practice in a realistic working environment.

Mentors should oversee the learner's practical performance and provide feedback so that learners can evaluate and adapt their performance where required.

Any practical activity used to generate evidence should reflect the knowledge and skills identified in the evidence requirements for each outcome.

Approaches to assessment

Outcome 1

Assess outcome 1 by a research report that learners complete in open-book conditions, with access to reference materials. Learners research key effects and benefits of massage techniques and manual facial modalities.

Learners should use cohesive language and correct grammar and punctuation. Learners should include academic references from a range of sources to support their writing. Learners should present their projects in a coherent format. Your centre may wish to specify format criteria, for example the preferred text font and size.

Learners must authenticate their evidence. They should include a declaration of validity that the content is their own work, unless cited otherwise. Learners should sign and date their submissions. Your centre should encourage digital submissions to your virtual learning environment (VLE) using anti-plagiarism software.

Outcomes 2, 3 and 4

You should assess outcomes 2, 3 and 4 holistically. Learners must perform a minimum of **three holistic facial technique treatments on three different clients**, choosing a different manual modality for each client where possible. You should use an assessor observation checklist alongside a thorough client consultation card to ensure that all evidence requirements are met and documented, allowing for tracking of learner progress throughout the unit.

Learners should apply a variety of massage techniques throughout the treatment to meet the client's needs.

Each client should have at least one different chosen manual facial modality for each treatment following health and safety protocols.

Learners should have completed or be in the process of completing Human Anatomy and Physiology for Beauty and Complementary Therapy (SCQF level 7).

You can assess the absolute and relative contra-indications component of this unit in isolation or combined across other units. When combining assessment, you must consider the assessment conditions specified in the evidence requirements. This holistic approach reduces the assessment load and avoids over-assessing learners.

Equality and inclusion

This unit is designed to be as fair and as accessible as possible with no unnecessary barriers to learning or assessment.

You must consider the needs of individual learners when planning learning experiences, selecting assessment methods or considering alternative evidence.

Guidance on assessment arrangements for disabled learners and those with additional support needs is available on the [assessment arrangements web page](#).

Information for learners

Holistic Facial Techniques (SCQF level 7)

This information explains:

- what the unit is about
- what you should know or be able to do before you start
- what you need to do during the unit
- opportunities for further learning and employment

Unit information

In this unit, you gain the relevant knowledge and skills necessary to complete holistic facial techniques to meet client requirements.

You complete a research report focusing on identifying and describing the massage styles, additional techniques and/or modalities being used during massage application and explain the benefits and effects of each massage technique and modality. You identify conditions that prevent and restrict the application of all massage techniques and or modalities, alongside specific contra-actions that may occur during or after massage application. Your treatment performance is observed on a minimum of three occasions.

You assess clients' needs to create, prepare, and administer tailored treatments, while also providing personalised aftercare and homecare product recommendations. This includes preparing the treatment area, resources and relevant equipment in accordance with salon procedures, consulting with clients to design customised treatment plans, preparing clients for procedures, and performing treatments using appropriate massage styles, techniques and modalities with a holistic approach to physical, physiological and psychological effects of treatment.

Your client consultations help you to develop treatment plans that align with clients' objectives, while adhering to established treatment protocols, product knowledge

and equipment guidelines, and current health and safety regulations. You work with a diverse clientele to apply holistic facial techniques on clients with different aims and objectives.

You deepen your understanding of selected massage styles, techniques and modalities for the face, neck, shoulders and décolleté, emphasising the recognition of the benefits and effects of each of these for your clients. You apply this knowledge in planning and devising individualised treatment plans, offering aftercare guidance, prescribing suitable at-home products, and evaluating the effectiveness of the treatments implemented.

Throughout the unit, you must demonstrate a thorough understanding of and strict adherence to current health and safety regulations. You exhibit hygienic practices in the salon and adhere to dress codes that reflect salon and industry standards. Effective communication and consultation techniques are a key focus, and you develop important interpersonal skills while ensuring sensitivity when working with clients.

Upon successful completion of the unit, you have the essential skills and knowledge to progress to additional massage related studies or pursue a career in complementary health therapies.

Meta-skills

Throughout this unit, you develop meta-skills that are useful for the complementary therapies sector.

Meta-skills are transferable behaviours and abilities that help you adapt and succeed in life, study and work. There are three categories of meta-skills: self-management, social intelligence and innovation.

Self-management

This includes focusing, integrity, adapting and initiative. The most relevant are:

- focusing:

- identifying the specific needs of the client on each occasion
- creating a suitable treatment plan to treat the client effectively
- integrity:
 - respecting the client while managing treatment expectations
 - having the client's aims at the forefront of treatment
 - respecting client's confidential information by strictly following the guidelines for General Data Protection Regulations (GDPR)
- adapting:
 - adjusting treatment effectively in response to unforeseen circumstances
 - altering pace, pressure of massage techniques and manual modalities to meet the needs of the client and treatment
- initiative:
 - using information gained from clients to produce a bespoke treatment plan that includes the treatment modality, application methods and products
 - giving appropriate bespoke aftercare and homecare advice with relevant adaptations throughout

Social intelligence

This includes communicating, feeling, collaborating and leading. The most relevant are:

- communicating:
 - collating information from the client
 - ensuring client is comfortable and well-informed throughout and after treatment
- feeling:
 - being aware of clients feelings during treatment, considering sensitivity, anxiety and vulnerability

- being understanding, empathetic and using good communication skills to put client at ease throughout
- collaborating:
 - working with peers in the salon environment to coordinate work and assisting each other when required
- leading:
 - planning and developing treatment plans for clients
 - providing appropriate treatments and advice to clients

Innovation

This includes curiosity, creativity, sense-making and critical thinking. The most relevant are:

- curiosity:
 - sourcing information
 - researching
 - noticing significant information
 - asking questions
 - recognising problems
 - searching for solutions
 - evaluating sessions
 - looking for ways to assess own meta-skills development
- creativity:
 - devising interesting and informative ways in which to present ideas or solutions to a given task
 - creating reports or projects that are enjoyable to read as well as informative and relevant
 - adapting homecare activities to best suit a client's lifestyle and personality

- sense-making:
 - applying holistic thinking when dealing with several factors that may influence a task
 - organising, evaluating and editing information for reports or project presentations
 - deciding on the relevant factors for bespoke treatment planning
- critical thinking:
 - being able to deconstruct complex and variable data and effectively apply this to treatments
 - analysing and identifying the relevant effects that can then be best used in individual circumstances
 - distinguishing professional sources of information from lay person's opinion
 - choosing the best course of action regarding the client's treatment plan among a variety of alternatives.

Learning for Sustainability

Throughout this unit, you develop skills, knowledge and understanding of sustainability.

You learn about social, economic and environmental sustainability principles and how they relate to the complementary therapies sector. You also develop an understanding of the [United Nations Sustainable Development Goals](#).

You develop a deeper understanding of sustainable practices and recognise the impact this has on the environment.

Key areas of consideration include:

- sustainability of product brands used
- recycling of product packaging and consumables
- salon waste and chemical disposal measures
- reusable consumables

- reducing use of plastic
- reducing use of energy
- conserving water

Administrative information

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Superclass: HL

History of changes

Version	Description of change	Date

Please check [our website](#) to ensure you are using the most up-to-date version of this unit.

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