

NextGen: HN unit specification

Traditional Head Massage (SCQF level 7)

Unit code: J171 47

SCQF level: 7 (1 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

This unit helps learners develop the knowledge, skills and practical experience to plan and effectively carry out traditional head massage treatments for individual client's conditions and general wellbeing.

Learners:

- research the history, energetic principles, techniques and resources used in traditional head or seated massage relating to the energetic approaches and contra-indications to treatment
- gain knowledge and skills of the safe and appropriate practical applications of products used for traditional massage as well as aftercare and homecare advice for clients
- consult with clients to develop traditional head massage treatment plans and prepare, perform and evaluate the traditional head massage treatment

This unit is suitable for learners following a career in complementary health, beauty therapy and/or spa therapy.

This unit is an optional unit in HNC Complementary Health (SCQF level 7) and HNC Beauty Therapy (SCQF level 7) or can be delivered as a stand-alone unit. To provide broader knowledge and skills, we recommend you deliver this unit alongside the following units:

- Human Anatomy and Physiology for Beauty and Complementary Therapy (SCQF level 7)
- Signature Body Massage Treatments (SCQF level 7)

Entry to this unit is at the centre's discretion, however we recommend that learners have or are working to complete one or more of the following units, or equivalent.

- Human Anatomy and Physiology for Beauty and Complementary Therapy (SCQF level 7)
- Signature Body Massage Treatments (SCQF level 7)
- The Principles and Practices of Complementary Health (SCQF level 7)

On completion of the unit, learners can progress to additional massage-related studies or pursue a career in the complementary or holistic therapy industries.

Unit outcomes

Learners who complete this unit can:

1. research and describe energetic approaches of traditional head massage.
2. plan and prepare for traditional head massage treatments
3. perform traditional head massage treatments
4. evaluate the effectiveness of traditional head massage treatments

Evidence requirements

Research and describe the energetic approaches of traditional head massage (outcome 1)

In open-book conditions, learners research and present a report which covers the following topics:

- a brief history of Chinese, Thai and Indian head massage
- the main principles of Chinese, Thai and Indian head massage approaches to health and wellbeing
- techniques used in Chinese, Thai and Indian head massage
- the use of traditional products, tools and equipment that may be used in Chinese, Thai and Indian head massage
- conditions that may prohibit traditional head massage treatment and why, including:
 - contagious skin diseases
 - dysfunction of the nervous system
 - recent scar tissue
 - undiagnosed lumps and swellings
 - uncontrolled diabetes
 - uncontrolled epilepsy
 - uncontrolled high/low blood pressure
 - pregnancy during 1st trimester

- dysfunction of the musculoskeletal system
- Conditions which restrict treatment and necessary adaptation, including:
 - undergoing medical treatment
 - diabetes
 - epilepsy
 - high blood pressure
 - low blood pressure
 - history of thrombosis or embolism
 - during cancer treatment
 - pregnancy 2nd trimester onwards
 - medication
 - cuts and abrasions
 - cysts, moles and skin tags
- contra-actions and reactions during and after traditional head massage treatment, including allergic reaction, irritation, erythema and hyperaemia, headache, dizziness, nausea
- the physical, physiological or psychological effects of traditional head massage treatments

Learners who are in the process of completing the SCQF level 7 units The Principles and Practices of Complementary Health, Reflexology, Aromatherapy, Signature Body Massage Treatments or equivalent, can cross reference relevant evidence that meet the criteria for this outcome.

Learners undertaking this unit as a stand-alone unit must complete all assessments relating to this outcome.

Plan and prepare for traditional head massage treatments (outcome 2)

Learners must demonstrate:

- preparing themselves and the client for treatment, while acknowledging energetic principles
- workplace requirements including:
 - preparing the treatment environment
 - the placement of products, equipment
 - following health and safety legislation
- appropriate communication skills
- consultation techniques and gaining consent for treatment
- client confidentiality procedures which comply with General Data Protection Regulation (GDPR) requirements
- appropriate liaison with healthcare practitioners, if required
- treatment planning

Perform traditional head massage treatments (outcome 3)

Learners must show they can:

- perform holistic facial techniques **on one client on a minimum of three separate occasions.**
- ensure the client and therapist are positioned correctly
- carry out traditional head massage treatment:
 - to meet client's requirements, using a range of massage techniques
 - using the correct sequence for traditional head massages to meet client requirements
- maintain client care, comfort and relaxation throughout the treatment.
- make adaptations to the treatment plan where required.
- make and record relevant observations during treatment

- advise the client appropriately on:
 - possible contra-actions to treatments
 - aftercare advice
 - relevant and specific homecare and lifestyle recommendations
- carry out the treatment within a commercially viable time

Evaluate the effectiveness of traditional head massage treatments (outcome 4)

Learners demonstrate evaluation methods by:

- effectively gathering and using client, mentor and/or assessor's feedback, ensuring client's aims were met
- deciding if modifications of future treatments are necessary throughout treatment
- making recommendations that support and promote client wellbeing
- identifying any continuing professional practice needs where appropriate

Outcomes 2, 3 and 4

All treatments must be observed and carried out in the assessment environment, within a commercially viable time.

You must complete an assessor observation checklist to record learners' performance that is supported by completed treatment log entries and professional discussion notes.

You observe learners performing a Traditional Chinese, Thai or Indian head massage. You can observe learners performing one chosen modality, you do not need to assess all modalities.

You must assess learners performing:

- traditional head massage on **one client** on a minimum of **three separate occasions** with a minimum of **one chosen modality**

- an individual treatment on **two different clients** on **one occasion** with a minimum of **one chosen modality**

Learners must use appropriate traditional head massage techniques for each client. They must demonstrate all aspects of traditional head massage to include back, shoulders, neck, upper arms, face, ears and scalp to comply with the modality chosen, your centre's instruction and the client's individual requirements.

Where learners give preparations to the client for homecare use, learners should prepare, package and label products and advise the client on the appropriate use, application method and frequency of use. They should include instruction on the action to take in the case of adverse reactions, to meet legislative and the centre's standards.

You must authenticate that assessment evidence is the learner's own work.

Knowledge and skills

Knowledge	Skills
Outcome 1 Learners should understand: • methods of researching, reporting and presenting • the history and energetic principles of Chinese, Thai and Indian head massage • techniques used in Chinese, Thai and Indian head massage • products and equipment used in the practice of Chinese, Thai and Indian head massage • contra-indications to Chinese, Thai and Indian head massage • contra-actions associated with Chinese, Thai and Indian head massage • therapeutic effects of Chinese, Thai and Indian head massage	Outcome 1 Learners can: • access professional and accurate data sources to gain and present relevant information • identify the energetic principles of Chinese, Thai and Indian Head Massage techniques
Outcome 2 Learners should understand: • the requirements for preparation of self and client for treatment with acknowledgement of energetic principles • the requirements for preparation of the therapist in accordance with workplace requirements, placement of products, equipment and health and safety legislation • the requirements for preparation of the treatment environment, working area and products in accordance with health and safety legislation	Outcome 2 Learners can: • prepare the treatment room in a professional and welcoming manner to ensure the comfort and safety of the client and therapist • prepare themselves professionally to carry out the treatments including physical, psychological and emotional readiness

Knowledge	Skills
Outcome 2 (continued) Learners should understand: • the requirements for preparation and performance of the treatment, ensuring client and therapist are positioned correctly • effective consultation techniques • the importance of obtaining and accurately recording client details • the effects of the traditional head massage treatment chosen in relation to the client • the importance of devising an agreed treatment plan with the client	Outcome 2 (continued) Learners can: • prepare the client for treatment including: ○ an assessment of client's requirements in relation to aims, expectations and comfort ○ an explanation of the treatment process ○ explaining the potential benefits, effects and limitations of the treatment • engage effectively to gain relevant information in an open and professional manner • effectively gain and record information to create a bespoke treatment plan for the client • explain to the client the requirement for recording relevant information under GDPR guidelines • obtain consent to proceed with the treatment plan
Outcome 3 Learners should understand: • the treatment sequence for traditional head massage should be carried out to meet the workplace requirements • maintenance of client care, comfort and relaxation throughout the treatment • relevant specific, homecare, after care and lifestyle advice • contra-actions to treatment	Outcome 3 Learners can: • carry out traditional head massage treatment to meet client requirements • give relevant specific, homecare, after care and lifestyle advice

Knowledge	Skills
Outcome 4 Learners should understand: • evaluation methods • the importance of effectively gathering and using client feedback • the importance of ongoing, reflective practice and evaluation skills • the use of evaluation to make recommendations that will support and promote client wellbeing • the use of evaluation to make recommendations that will support additional professional development	Outcome 4 Learners can: • interpret client feedback and give advice and support which is constructive and relevant to the client • record clearly and accurately client details relating to the effectiveness of traditional head massage treatments • use client's feedback to assess the effectiveness of the treatment • use assessor and/or mentor's feedback to identify strengths and areas that require development

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 client effectively
- integrity:
 - respecting the client whilst 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 which will include 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 feeling during treatment, considering sensitivity any 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 their 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 knowledge. 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 products for application as appropriate

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

- using paperless, electronic records to sustainability and securely store sensitive data relating to research projects and client records

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
- waste products and 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 elements of The Principles and Practices of Complementary Health, Signature Body Massage Treatments and Aromatherapy units.

The notional time for delivery of this 1-credit unit is 40 hours. The amount of time allocated to each outcome is at the centre's discretion. The following distribution of time are approximations only.

Outcome 1: research and describe energetic approaches of traditional head massage (5 hours)

For tutorial delivery and activities and introduction to the research inclusions, you should encourage learners to research, prepare and present the evidence for assessment in their own time.

Outcome 2: plan and prepare for traditional head massage treatments (12 hours)

You can deliver this outcome concurrently with outcome 3 to cover tutorials, practical demonstration, learner practice and assessment observations relating to planning and preparing for traditional head treatments.

Outcome 3: perform traditional head massage treatments (14 hours)

You can deliver this outcome concurrently with outcome 2 to cover tutorials, practical demonstration, learner practice and assessment observations relating to performing traditional head massage treatments.

Outcome 4: evaluate the effectiveness of traditional head massage treatments (4 hours)

For tutorial, discussions and learner practice and assessment relating to evaluating of the effectiveness of traditional head massage treatments.

This leaves 5 hours for remediation and/or contingency.

Additional guidance

The guidance in this section is not mandatory.

Content and context for this unit

In this unit, learners develop the skills necessary to perform traditional head massage treatments on a range of clients. They explore the principles of traditional Indian, Chinese and Thai massage in outcome 1. For outcomes 2 to 4, learners perform and evaluate one of the three traditional head massages, depending on what treatments your centre offers. You observe the treatment, which learners deliver based on the chosen energetic principles.

Evidence can be generated using different types of assessment.

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) in Complementary Health or equivalent.
- hold an appropriate teaching qualification or be working towards one.
- be able to interpret current working practices, technologies and products within the complementary and holistic therapy 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 is 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 practice environment suitable for carrying out complementary therapy treatments and dispensing of products that reflect current industry practice, including toilet and water facilities
- practical examples of real-life industry applications of traditional head massage treatments to provide context
- formative and summative assignments and quizzes designed track progress and understanding
- budget and sufficient funding for appropriate materials and tools
- access to 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 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 equipment, products and base mediums used in traditional head massage treatments such as oils, balms and waxes
- access to materials for measuring, mixing and dispensing massage medium

Approaches to delivery

You should introduce the principles of Ayurveda, Traditional Chinese and Thai massages as they relate to health and wellbeing, taking into account the practicalities of what treatments your centre offers. You should take a tutor-led approach to cover knowledge and practical aspects.

Provide learners with sufficient practical experience to develop competence and confidence in all traditional head massage techniques for that modality.

Each learner must prepare for the treatment in accordance with workplace and health and safety requirements.

Before they start treatment, learners should:

- demonstrate adherence to professional protocols, including appropriate appearance, personal hygiene, and having an empathic and professional manner
- show awareness of self-preparation and work-environment requirements relevant to the treatment being performed

When working on peers, you must observe learners:

- maintaining the safety and comfort for themselves and their client
- appropriately and safely placing and adjust equipment, products, any protective coverings and/or clothing

Each learner must perform an accurate and professional consultation, demonstrating the importance of maintaining confidentiality of details obtained during consultation.

Learners should work on peers during allocated practical time to gain confidence and competence before progressing to clients. They gain knowledge and skills through a combination of:

- individualised research – through journals, textbooks and online professional sources
- formal lectures
- organised activities
- class discussions
- demonstrations
- observations
- ongoing oral questioning
- regular home study
- practising practical skills as home study

Traditional head massage focuses greatly on physical and psychological relaxation and can be a valuable therapy in the management of stress. You can deliver this unit with The Principles and Practices of Complementary Health (SCQF level 7) to allow learners to further develop additional skills in consultation, and giving homecare and lifestyle advice.

You should show learners the correct height and positioning of equipment to perform the treatment effectively and comfortably and ensure they have sufficient working space. Learners should ensure correct preparation of treatment environment, including temperature, lighting, ventilation, cleanliness and safety. Learners should know what constitutes commercial and cost-effective timings for treatments.

Outline the specific effects and uses of each traditional head massage technique, to enable learners to tailor treatments to client's specific physical, physiological or psychological needs. You should demonstrate and name pressure points, stroking, kneading, friction and percussion movements as appropriate for the massage approach chosen.

The use of oils, emulsions and waxes in traditional head massage treatments may vary for each energetic approach. Learners research traditional products in outcome 1 and apply where appropriate. They can include the effects and uses of almond, coconut, mustard, olive, sesame, jojoba and brahmi oil. They do not need to blend oils in this unit.

Learners should use their knowledge and skills of anatomy and physiology to evaluate physical, physiological and psychological effectiveness.

Aftercare advice should include fluid intake, diet and nutrition where prior learning allows, resting period after treatment and continuance of treatments.

Homecare advice may incorporate the use of oils and self-massage, pressure point techniques and/or breathing exercises as part of client's self-care.

You should teach learners about possible contra-actions to treatments; for example, tiredness, disorientation, dizziness, nausea, increased perspiration, skin rash,

increased mucus, change in urine (colour and frequency), tension headaches, tenderness in muscle fibres.

Learners should be knowledgeable on appropriate advice for clients to deter and limit the effects of contra-actions.

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

Guidance on the context for delivery

Introduce learners to traditional methods of holistic health maintenance and rebalancing the body back to a healthy equilibrium or homeostasis. Traditional healthcare is based upon the ethos of treating the whole person, mind, body and spirit as a whole and not as separate parts or systems. Energetic principles are attributed to everything around us. Each person has a constitution based on the combination of dynamic energetic qualities likened to elements, that can be influenced positively or negatively by influences such as lifestyle, diet and environment.

Different foods for example have their own energetic qualities that may interact with those of a person's constitution. For example, a hot fiery person may find that eating foods that have a hot fiery energy will increase their heat, further leading to a heat imbalance which may cause conditions such as heartburn, hot itchy skin rashes, irritability or inflammation. Eating cooling or bitter foods may calm any excess fire and balance their energy. Conversely, a person with a cold damp constitution may benefit from foods with dry, hot energy. The traditional principles of Ayurveda, Chinese and Thai approaches to health and wellbeing recognise that not everyone is the same and that their individual constitutional energetic balance must be considered before an individual treatment plan can be devised.

Energetics principles in therapies can be defined as any subtle vibrational interaction with the body to rebalance homeostasis.

You should teach the fundamental principles of traditional head or seated massage relating to the history and traditional methods outlined:

- Indian traditional medicine, Ayurveda — energetic principles influencing constitutional balance including the tridoshas, prakruti, vikruti and examples of basic energetic actions of Indian Head Massage.
- Traditional Chinese Medicine (TCM), energetic principles influencing wellbeing and massage techniques, including Qi, the five elements, Yin Yang, meridian lines.
- Traditional Thai Medicine (TTM), energetic wellness balancing principles influencing massage including a basic understanding of the elements, essences, aggregates, tastes and sense lines.

Approaches to assessment

Learners perform traditional head massage treatments on a range of clients.

They explore the principles of Traditional Indian, Chinese and Thai massage in the open-book research assignment for outcome 1.

For outcomes 2 and 3, learners perform one of the three traditional head massages, depending on what treatments your centre offers. You observe the treatment, which learners deliver based on the chosen energetic principles.

You can observe any techniques not demonstrated within the case studies on an alternative occasion for assessment, or on additional clients, if necessary, as a single treatment.

Learners should complete outcome 4 as close to the completed treatment time as possible. They may have to collate and review feedback and therefore may have a time lapse between the completion of the treatment and completing the evaluation. Encourage learners to complete notes of any information they have, such as their own evaluation of the treatment stages, immediately after the treatment.

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

Traditional Head Massage (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 develop your knowledge, skills and practical experience to plan and effectively carry out traditional head massage treatments for individual client's conditions and general wellbeing.

You research and present your findings on the history, energetic principles, techniques and resources used in traditional head massage relating to the energetic approaches and contra-indications relating Ayurveda, Traditional Chinese and Thai principles in health maintenance and wellbeing.

You gain knowledge and skills of the practical applications of products used for traditional massage as well as aftercare and homecare advice for clients.

You consult with clients to develop traditional head massage treatment plans and prepare, perform and evaluate the traditional head massage treatment.

When you are ready to complete your practical assessments, your assessor observes you preparing, planning, carrying out and evaluating the following practical tasks on three separate clients with different requirements. You perform:

- traditional head massage on one client on a minimum of three separate occasions with a minimum of one chosen modality

- an individual treatment on two different clients on one occasion with a minimum of one chosen modality

This unit is suitable for you if you wish to follow a career in complementary and holistic health, beauty therapy and/or spa therapy. Entry to this unit is at the centre's discretion, however we recommend that you have completed, or are working to complete the following units:

- Human Anatomy and Physiology for Beauty and Complementary Therapy (SCQF level 7)
- Signature Massage Treatments (SCQF level 7),

On completion of the unit, you can progress to additional massage-related studies or a career in the complementary or holistic therapy industries.

Meta-skills

Throughout this unit, you develop meta-skills that are useful for the complementary and holistic health 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:
 - actively listening to the client throughout the treatment
 - identifying the client's needs, what is most relevant to the treatment plan
 - maintaining the focus on the treatment aims throughout
 - prioritising on their treatment delivery to ensure a caring and professional approach

- integrity:
 - developing and maintain a compassionate and professional approach
 - acting on ethics, morals and values, including timekeeping, reliability, discipline and trustworthiness
- adapting:
 - responding to clients' specific requirements
 - evaluating the potential effectiveness of different treatment approaches.
 - adapting treatment plans by considering any observations made during treatment delivery or from receiving client, peer, or mentor's feedback
 - making responsible decisions to alter a course of action where appropriate
- initiative:
 - practicing decision-making skills and self-motivation skills
 - developing self-belief and confidence to enable responsible judgments throughout
 - using information gained from clients to produce a bespoke treatment plan which will include the treatment modality, application methods, products and equipment
 - giving appropriate bespoke aftercare and homecare advice with relevant adaptations throughout a series of treatments.

Social intelligence

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

- communicating:
 - interacting with tutors, mentors, peers and clients
 - receiving communicated information and responding appropriately to others
 - understanding and communicating complex and subject specific information
 - developing a combination of verbal and non-verbal skills

- paying attention to their own and the client's body language and the intonation and words used throughout
- feeling:
 - developing empathic and compassionate practices when working with clients
 - creating bespoke treatment plans
- collaborating:
 - collaborating with tutors, mentors, peers and clients
 - building working relationships while working towards agreed goals
- leading:
 - guiding aspects of collaborative tasks that require coordinated direction
 - Influencing through inspiring motivation for new health and wellbeing regimens

Innovation

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

- curiosity:
 - researching and sourcing information
- creativity:
 - creating and designing bespoke treatment plans to ensure clients receive the most effective treatment.
 - choosing appropriate massage techniques, treatment delivery, products and homecare advice.
- sense-making:
 - interpreting and understanding information gained within tutorials, discussions and when working with clients

- developing and applying holistic thinking when dealing with a number of factors that may influence a bespoke treatment plan for client
- evaluating data or information including what products, equipment and techniques are best suited to help clients manage their health concerns
- critical thinking:
 - evaluating their own performance based on their own observations and client and assessor feedback
 - evaluating own treatments from different perspectives

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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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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