

# VTCT Skills Level 3 Diploma in Beauty Therapy Treatments

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Accreditation start date: .....	1 August 2010
Credit value: .....	58
Total Qualification Time (TQT): .....	580
Guided Learning Hours (GLH): .....	509
Qualification number: .....	500/8964/X

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## Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV30491				
UV30468				
UV20415				
UV30424				
UV30403				
UV30404				
Optional units				

# Qualification

## Introduction

The VTCT Skills Level 3 Diploma in Beauty Therapy Treatments is a course that has been specifically designed to develop your practical beauty therapy skills such as; face and body electrotherapy and body massage.

To further enhance your practical skills you will have the opportunity to choose from the following practical units; providing massage using pre-blended aromatherapy oils, electrical epilation, individual permanent lashes, intimate waxing, spray tan and how to apply self-tan products, and nail enhancements.

Within this qualification you will develop a sound knowledge of health and safety, client care and communication and you can also choose to learn about IT and data handling and contributing to the effective running of a beauty therapy business. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your skills as a beauty therapist to enable you to provide beauty therapy treatments.

The legislations referred to within this qualification apply to UK learners. For learners outside of the UK, you should familiarise yourself with legislations that may apply to you.

## Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

## National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

## Progression

When you have successfully completed this qualification will have the opportunity to progress to the following VTCT Skills qualifications:

- Level 4 Diploma in Advanced Beauty Therapy
- Level 4 Diploma in Permanent Hair Removal and Skin Rejuvenation
- Level 4 Certificate in Laser and Intense Pulsed Light (IPL) Treatments
- Level 4 Award in Skin Blemish Removal

This qualification may lead directly into employment in as a senior beauty therapist in a beauty salon or spa or to self-employment as a mobile beauty therapist.

# Qualification structure

**Total credits required - 58**

All mandatory units must be completed.

## Mandatory units - 42 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30468	T/601/4457	Client care and communication in beauty-related industries	3	28
UV20415	T/601/5642	Working in beauty-related industries	4	31
UV30424	D/601/3559	Provide body massage	9	84
UV30403	L/601/3962	Provide facial electrotherapy treatments	11	104
UV30404	K/601/3953	Provide body electrotherapy treatments	11	104

## Optional units - Minimum of 16 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30425	Y/601/3558	Provide massage using pre-blended aromatherapy oils	7	65
UV30474	Y/601/4452	Provide electrical epilation	11	88
UV30426	D/601/3562	Apply individual permanent lashes	4	38
UV30427	R/601/3560	Intimate waxing for male clients	4	37
UV30428	Y/601/3561	Intimate waxing for female clients	4	37
UV30451	R/601/4465	Provide self tanning	3	25
UV30432	M/601/3565	Nail enhancements and advanced hand and nail art techniques	7	60
UV30459	A/601/4461	IT and data handling in the hair and beauty sector	5	41
UV30449	A/601/5500	Contribute to the effective running of business	3	30
UV30574	D/601/4095	Provide Indian head massage	6	49
UV30430	K/601/5329	Apply micro dermabrasion	4	39
UV30475	H/601/4454	Apply stone therapy massage	9	75
UV30433	F/601/3568	Explore technological developments within the hair beauty and associated areas	7	60

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT Skills will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

## Internal assessment (any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT Skills external quality assurers.

## External assessment (any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT Skills. Externally assessed hard-copy question papers will be set by VTCT Skills, marked by centre staff and sampled by VTCT Skills external quality assurers.

## External anatomy and physiology papers

Some units in this qualification contain a Paper 2 of 2, which assess anatomy and physiology only.

Rather than complete an individual anatomy and physiology paper (Paper 2 of 2) for every unit, you can complete **two** external papers that covers all anatomy and physiology papers in this qualification.

The external paper title in Linx2Achieve is:

- VRQ 3 Beauty Therapy Treatments Mandatory Anatomy and Physiology (Paper 1 of 2)
- VRQ 3 Beauty Therapy Treatments Mandatory Anatomy and Physiology (Paper 2 of 2)

Once these papers have been achieved all unit external papers titled 'Paper 2 of 2' can be signed off by your assessor.

**This only applies to mandatory units in this qualification.** Paper 1 of 1 and Paper 2 of 2 must be completed for all optional units (where applicable).

## Assessment explained

VTCT Skills qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT Skills and regulatory requirements.

An external quality assurer, appointed by VTCT Skills, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

# Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT Skills unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV20415	Working in beauty-related industries	0	✗	✓
UV30424	Provide body massage	2	✓	✓
UV30403	Provide facial electrotherapy treatments	2	✓	✓
UV30404	Provide body electrotherapy treatments	2	✓	✓

Optional units				
		External	Internal	
VTCT Skills unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30425	Provide massage using pre-blended aromatherapy oils	2	✓	✓
UV30474	Provide electrical epilation	1	✓	✓
UV30426	Apply individual permanent lashes	1	✓	✓
UV30427	Intimate waxing for male clients	1	✓	✓
UV30428	Intimate waxing for female clients	1	✓	✓
UV30451	Provide self tanning	1	✓	✓
UV30432	Nail enhancements and advanced hand and nail art techniques	1	✓	✓
UV30459	IT and data handling in the hair and beauty sector	0	✓	✓
UV30449	Contribute to the effective running of business	0	✓	✓
UV30574	Provide Indian head massage	1	✓	✓
UV30430	Apply micro dermabrasion	1	✓	✓
UV30475	Apply stone therapy massage	2	✓	✓
UV30433	Explore technological developments within the hair beauty and associated areas	0	✓	✓

# Unit glossary

	Description
VTCT Skills product code	All units are allocated a unique VTCT Skills product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT Skills.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided Learning Hours (GLH)	The activity of a learner in being taught or instructed or otherwise participating in education or training under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total Qualification Time (TQT)	The number of hours an awarding organisation has assigned to a qualification for guided learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed. However unlike Guided Learning Hours, TQT is not under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowledge, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

# UV30491

## Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up artist, Massage therapist, Nail technician. The term salon is used to incorporate the fixed business locations where services provided by the above practitioners may take place.

Level

**3**

Credit value

**4**

GLH

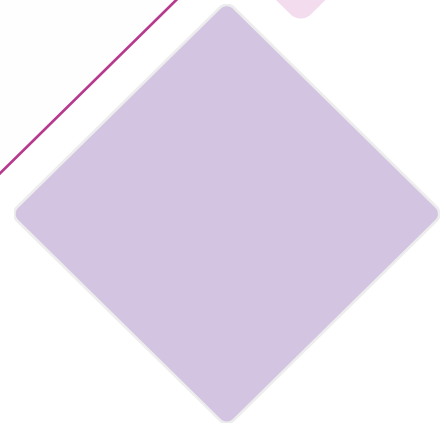
**29**

Observation(s)

**2**

External paper(s)

**0**



# Monitor and maintain health and safety practice in the salon



## Learning outcomes

### On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the salon

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least two occasions**.
4. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.
6. **External paper**  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

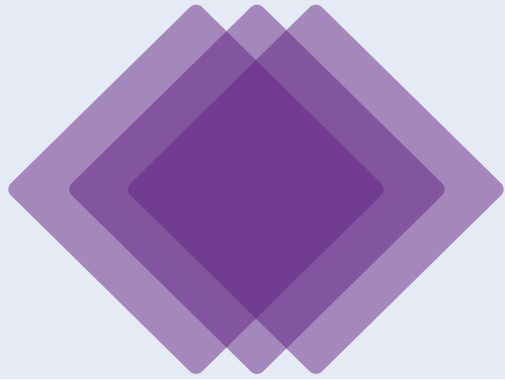
Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

There is no range section that applies to this unit.



# Observations

## Learning outcome 1

### Be able to carry out a risk assessment

**You can:**

- a. Carry out risk assessments and take necessary actions

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	Optional	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				



## Learning outcome 2

### Be able to monitor health and safety in the salon

**You can:**

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	Optional	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



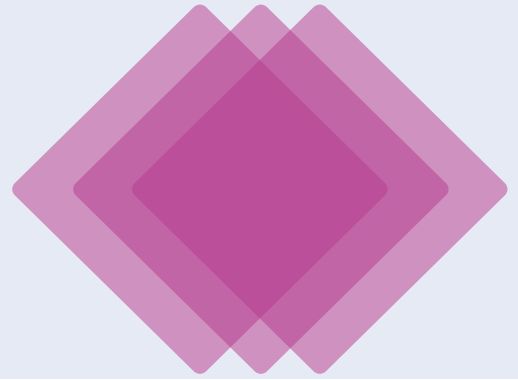
# Knowledge

## Learning outcome 1

### Be able to carry out a risk assessment

You can:	Portfolio reference/ Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

\*Assessor initials to be inserted if orally questioned.



## Learning outcome 2

### Be able to monitor health and safety in the salon

You can:	Portfolio reference/ Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

\*Assessor initials to be inserted if orally questioned.

# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to carry out a risk assessment

### **Working in accordance with current health and safety legislation:**

Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards** – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment** – staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

### **Reasons for risk assessment:**

Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

### **Salon procedure for risk assessments:**

Identify hazard, judgement of salon/barbershop hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

### **Potential salon hazards requiring regular risk assessment:**

**Space** – utilisation, working area, heating, lighting, ventilation, layout and design of the salon/barbershop.

**Chemicals** – procedures, storage, handling, safe usage, safe disposal, records.

**Equipment** – selection, safe usage, handling, lifting, repairs, maintenance.

**Security (stock)** – control systems, procedures, ordering, handling, storage.

## Learning outcome 1: Be able to carry out a risk assessment (continued)

**Security (cash/vouchers)** – staff training, point of sale, in transit.

**Security (people)** – staff, clients, visitors, personal belongings, systems, security, emergency evacuation, storage/use of confidential staff/client records, business information, data protection.

**Buildings** – maintenance of internal and external security, commercially available systems.

**Emergency procedures** – accidents, first aid, fire evacuation, incidents, staff, records.

## Learning outcome 2: Be able to monitor health and safety in the salon

### Salon health and safety legislation

**and regulations:** Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

### Management of health and safety at

**work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs regular safety drills, maintain accurate records, updated procedures and processes, regular staff training, spot checks, keep updated with law changes, take external advice/consultation.

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and ability.

### Providing support for staff:

Up-to-date information such as leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

### Security breaches:

**Inform** – salon owner, management, or tutor.

**Review records** – stock levels/control, monitor takings, inventory of equipment, manual and computerised records, signed, in date training records.



## Learning outcome 2: Be able to monitor health and safety in the salon (continued)

### **Actions in the event of security breaches:**

Take statements, eyewitness accounts, review findings, notify ICO Information Control Office/clients of breach, maintain confidentiality, could result in loss of employment/reputation/business, keep records and documents up to date, review, report to relevant bodies such as the Health and Safety Executive (HSE), Environmental Health Office (EHO), contact emergency services if required.

**Importance of insurance:** Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

**Liability insurance:** Employers, public, professional indemnity.

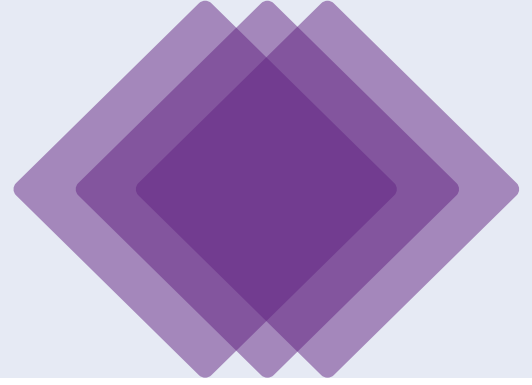
**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for clients and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposables and single-use items, record product usage, paper-free appointment systems and pricelists, energy uses reduction, green energy, reduce carbon footprint.

**Disposal of waste:** Lined waste bin with a lid, byelaws/organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, chemical, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

# Notes



Use this area for notes and diagrams.

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# UV30468

## Client care and communication in beauty related industries

This is a preparation for work unit which is based on capability and knowledge. This unit is about client care and communication in beauty-related industries. You will develop your ability to adapt the provision of client care and their communication skills, to the needs of different clients, as well as learn how to manage client expectations.

Level

**3**

Credit value

**3**

GLH

**28**

Observation(s)

**3**

External paper(s)

**0**



# Client care and communication in beauty related industries



## Learning outcomes

### On completion of this unit you will:

1. Be able to communicate and behave in a professional manner when dealing with clients
2. Be able to manage client expectations

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least three occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

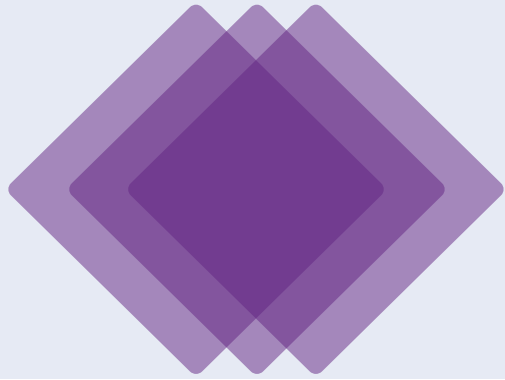
Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to communicate and behave in a professional manner when dealing with clients

**You can:**

- a. Behave in a professional manner within the workplace
- b. Use effective communication techniques when dealing with clients
- c. Adapt methods of communication to suit different situations and client needs
- d. Use effective consultation techniques to identify treatment objectives
- e. Provide clear recommendations to the client

\*May be assessed through oral questioning.

Observation	1	2	3	Optional
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to manage client expectations

**You can:**

- a. Maintain client confidentiality in line with legislation
- b. Use retail sales techniques to meet client requirements

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3	Optional
<b>Date achieved</b>				
<b>Criteria questioned orally</b>				
<b>Portfolio reference</b>				
<b>Assessor initials</b>				
<b>Learner signature</b>				

# Range

\*You must practically demonstrate that you have:

<b>Dealt with all clients</b>	<b>Portfolio reference</b>
New	
Regular	

<b>Used all consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	

<b>Dealt with all complaints</b>	<b>Portfolio reference</b>
Dissatisfied client	
Unrealistic client expectations	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

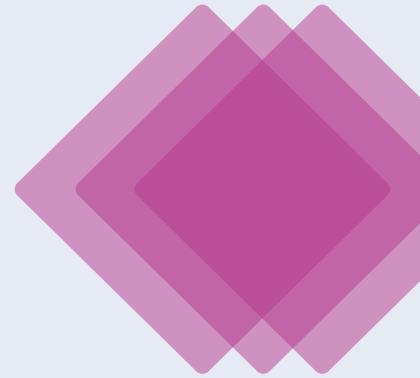
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



# Knowledge



## Learning outcome 1

### Be able to communicate and behave in a professional manner when dealing with clients

You can:	Portfolio reference/ Assessor initials*
f. Assess the advantages and disadvantages of different types of communication used with clients	
g. Describe how to adapt methods of communication to suit the client and their needs	
h. Explain what is meant by the term 'professionalism' within beauty related industries	
i. Explain the importance of respecting a client's 'personal space'	
j. Describe how to use suitable consultation techniques to identify treatment objectives	
k. Explain the importance of providing clear recommendations to the client	

\*Assessor initials to be inserted if orally questioned.

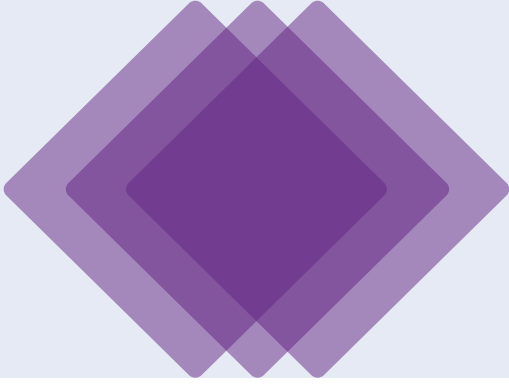


## Learning outcome 2

### Be able to manage client expectations

You can:	Portfolio reference/ Assessor initials*
c. Evaluate client feedback	
d. Evaluate measures used to maintain client confidentiality	
e. Explain the importance of adapting retail sales techniques to meet client requirements	
f. Identify methods of improving own working practices	
g. Describe how to resolve client complaints	

\*Assessor initials to be inserted if orally questioned.



# Notes

Use this area for notes and diagrams.

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# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to communicate and behave in a professional manner when dealing with clients

### Communication techniques

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment/service and expected outcomes, checking client's comfort and wellbeing throughout the treatment/service.

### Verbal communication:

**Advantages** – quick, instant response.

**Disadvantages** – no written record, no time to consider, no paper trail.

### Non-verbal communication:

**Advantages** – expression of feelings, easily identify anger, happiness, confusion.

**Disadvantages** – cannot hide feelings, can be a barrier, no opportunity for discussion.

**Professional manner:** Use positive body language, abide by salon regulations and codes of conduct, encourage clients to ask questions, be supportive and respectful, be sensitive to client's privacy and personal details, avoid inappropriate conversations.

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

## Learning outcome 1: Be able to communicate and behave in a professional manner when dealing with clients (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, avoid conflict between a client and therapist, use a range of related terminology linked to treatment/service being performed.

**Client preparation and care:** Preparing for and performing a treatment/service taking into account any specific requirements and diverse needs the client may have, working in accordance with current equality legislation.

**Client treatment needs:** Assess client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, additional treatments/services.

**Recommendations to client:** Pre-treatment/service instructions on treatment/service process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment/service options, adaptations and modifications, post-treatment/service advice/aftercare, lifestyle changes to maintain or improve health.

**Personal space:** Space between client and therapist, positioning of client, covering of client, suitable location for consultation, client comfort, client privacy, unobtrusive behaviour.

## Learning outcome 2: Be able to manage client expectations

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity/allergy alert test, current skincare/body care regime, treatment/service requirements, client preferences and expectations, skin/body/hair analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment/service options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Client care feedback:** Client consultation form, comments box, verbal and non-verbal methods, target setting, relate to feedback constructively, professional manner, polite, courteous, personal development, improves client satisfaction, salon profits, career development, teamwork, employee training, reputation, repeat business, additional treatments/services.

**Client complaints:** Professional manner, polite, courteous, good client care, referral senior therapist, senior receptionist or manager, dealt with appropriately, resolve situation and assist, good communication techniques, maintain positive client care, eye contact, facial expressions and body language, deal with situation calmly, methods of recording complaints, prompt response verbally/written.

**Retail opportunities:**

Completion of consultation, record on client record card, profit, linking of retail/sales, selling products and other treatments/services, promotional offers, samples, retail displays, repeat business, course of treatments/services, demonstrations, open events, existing client offers.

**Sales techniques:** Body language, verbal, non-verbal, testers, samples, linked to treatment/service, product knowledge, benefits, listen to client's needs, record card, lifestyle factors.

**Improve working practices:** SWOT analysis (strengths, weaknesses, opportunities and threats to business), sales, productivity, analysis, questionnaires, feedback from clients (verbal/non-verbal), repeat business, monitor trends, peer assessment, observation, mystery shopper, appraisal.

# UV20415

## Working in beauty related industries

This unit will provide you with an understanding of the requirements for working in the beauty related industries.

Level

**2**

Credit value

**4**

GLH

**31**

Observation(s)

**0**

External paper(s)

**0**



# Working in beauty related industries



## Learning outcomes

### On completion of this unit you will:

1. Know the key characteristics of beauty related industries
2. Know the working practices associated with beauty related industries

## Evidence requirements

1. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
2. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.
3. **External paper**  
There is no external paper requirement for this unit.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

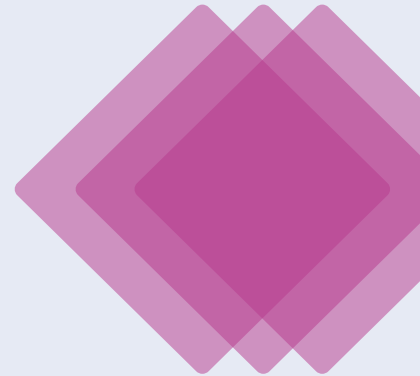
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.



# Knowledge



## Learning outcome 1

### Know the key characteristics of beauty related industries

You can:	Portfolio reference/ Assessor initials*
a. Access sources of information on organisations, services, occupational roles, education and training opportunities within beauty related industries	
b. State the types of organisations within the beauty related industries	
c. State the main services offered by beauty related industries	
d. Describe occupational roles within beauty related industries	
e. State the employment characteristics of working in beauty related industries	
f. Describe the education and training opportunities within beauty related industries	
g. Describe the opportunities to transfer to other sectors or industries	
h. State the main legislation affecting beauty related industries	
i. Describe the basic principles of finance and selling within beauty related industries	
j. Describe the main forms of marketing and publicity used in beauty related industries	

\*Assessor initials to be inserted if orally questioned.

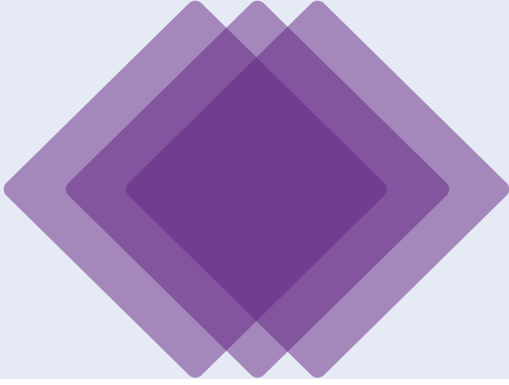


## Learning outcome 2

### Know the working practices associated with beauty related industries

You can:	Portfolio reference/ Assessor initials*
a. Describe good working practices in beauty related industries	
b. State the importance of personal presentation in reflecting professional image when working in beauty related industries	
c. Describe opportunities for developing and promoting your own professional image within beauty related industries	
d. State the basic employment rights and employer responsibilities for working in beauty related industries	
e. Describe the importance of continual professional development for those working in beauty related industries	

\*Assessor initials to be inserted if orally questioned.



# Notes

Use this area for notes and diagrams.

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# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Know the key characteristics of beauty related industries

**Job roles:** Manager, receptionist, salon owner, senior therapist, junior therapist, expectations of each member of staff and their job roles.

**Career opportunities:** Management, receptionist, salon owner, senior therapist, junior therapist, mobile therapist, sales representatives, cruise liners, spas, hotels, product trainers, product developer, fashion industry, media industry, employed, self employed, rental space.

**Sources of information and training opportunities:** Internet, social media, sales representatives, appraisal, personal development, professional magazines, recruitment agencies, trade exhibitions, professional associations, related courses, further education or higher education, apprenticeships.

**Marketing and publicity:** Flyers, magazines, posters, open events, promotions, special offers, letters, adverts, radio, displays, competition, newsletters, website, social media, advantages and disadvantages of each.

**Finance and selling:** Financing a business, business loans, business plans, cash flow forecasts, interest rates, profit, loss, salon pricing structures and how they are devised, wages, selling treatments, products, why people buy, selling factors, targets.

### Health and safety:

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

### Examples of the main treatments/services offered in beauty related industries:

Waxing, eyelash and eyebrow treatments, facial skin care treatments, manicure, pedicure, gel polish application, make-up, face and body electrotherapy treatments, IPL and laser, tanning treatments, scrubs and body wraps, massage treatments, nail enhancements, ear piercing, threading, aesthetics treatments.

## Learning outcome 2: Know the working practices associated with beauty related industries

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single-use items, record product usage, paper-free appointment systems and pricelists.

**Environmental working practices:** Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Electricity at Work Act:** Checking/visual check of equipment, no trailing wires, portable appliance testing (PAT).

**Manual Handling Operations Regulation:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching avoid straining or overreaching.

### **Reporting of Injuries, Diseases and Dangerous Occurrences Regulation:**

Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

### **Control of Substances Hazardous to Health Regulation:**

Replace lids, ensure ventilation for vapour and dust, avoid over exposure to chemicals, use chemicals correctly, follow storage handling use and disposal, correctly dispose of contaminated waste/products, check end date on packaging, store away from heat, damp and direct sunlight, follow relevant manufacturer's instructions.

**Liability insurance:** Employers, public, professional indemnity.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Risk:** Determine the level of risk, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

## Learning outcome 2: Know the working practices associated with beauty related industries (continued)

### **Employer responsibility and employment rights:**

Current and valid liability insurance, display health and safety rules (covering staff, employees, client's, and fire evacuation procedures), provide regular training, accurate record keeping, monitoring, written job terms, job rights and responsibilities, national minimum wage, paid holidays and payslips, protection against unlawful discrimination.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, minors, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment/service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after treatments/services.

**Sterilisation** – heat or chemical methods for example, autoclave, glass bead, UV cabinet.

**Disinfection** – bactericides, fungicides, viricides.

**Towels** – wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Therapist health and wellbeing:** Maintain correct posture when performing treatment/service, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, repetitive strain injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.



## Learning outcome 2: Know the working practices associated with beauty related industries (continued)

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

### **Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment/service and expected outcomes, checking client's comfort and wellbeing throughout the treatment/service.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment/service history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment/service requirements, client preferences and expectations, body and skin analysis, adaptations and modifications, recommendations, treatment/service plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

## Learning outcome 2: Know the working practices associated with beauty related industries (continued)

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Continuous Professional Development (CPD):** Importance of CPD, benefits to personal development, employment opportunities, increase in business performance, professional association and insurance requirements.

### **Opportunities for developing and promoting own professional image:**

Training, communication skills, productivity, incentives, promotions, personal targets, feedback, competitions, trade journals, continuous professional development, charity events.

# UV30424

## Provide body massage

This unit is about the skills involved in providing body massage treatments. You will learn about the classical Swedish massage movements and will be required to adapt massage techniques to suit individual client needs. You will also learn about health, safety, hygiene and client care.

Level

**3**

Credit value

**9**

GLH

**84**

Observation(s)

**4**

External paper(s)

**2**



# Provide body massage

## Learning outcomes

### On completion of this unit you will:

1. Be able to prepare for a body massage treatment
2. Be able to provide a body massage treatment

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least four occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

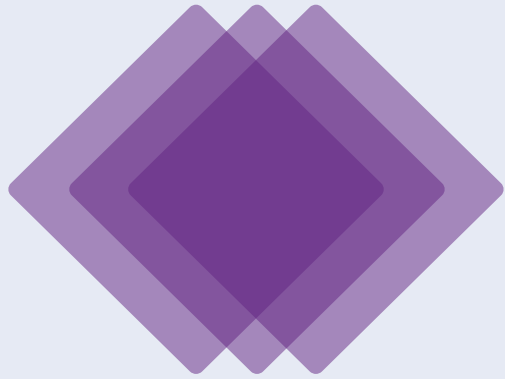
## Maximum service times

The following maximum service times apply to this unit:

**Back massage** – 30 minutes

**Full body massage** – 60 minutes  
(excluding head and face)

**Full body massage** – 75 minutes  
(including head and face)



# Observations

## Learning outcome 1

### Be able to prepare for a body massage treatment

**You can:**

- a. Prepare yourself, the client and work area for body massage
- b. Use suitable consultation techniques to identify treatment objectives
- c. Advise the client on how to prepare for the treatment
- d. Provide clear recommendations to the client
- e. Select products and tools to suit client treatment needs, skin types and conditions

\*May be assessed through oral questioning.

Observation	1	2	3	4	Optional
Date achieved					
Criteria questioned orally					
Portfolio reference					
Assessor initials					
Learner signature					



## Learning outcome 2

### Be able to provide a body massage treatment

**You can:**

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools and techniques to suit client treatment needs, skin types and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

Observation	1	2	3	4	Optional
Date achieved					
Criteria questioned orally					
Portfolio reference					
Assessor initials					
Learner signature					

# Range

\*You must practically demonstrate that you have:

Used all massage mediums	Portfolio reference
Oil	
Oil-free	
Cream	
Powder	
Gel	
Wax/balm	

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	

Dealt with all client physical characteristics	Portfolio reference
Posture	
Muscle tone	
Muscle tension	
Sluggish circulation	
Skin classification	
Skin condition	
Lax elasticity	
Hair density	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

**\*You must practically demonstrate that you have:**

<b>Dealt with a minimum of 1 of the necessary actions</b>	<b>Portfolio reference</b>
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	

<b>Met all treatment objectives</b>	<b>Portfolio reference</b>
Relaxation	
Sense of wellbeing	
Uplifting	
Anti-cellulite	
Stimulating	

<b>Covered all treatment areas</b>	<b>Portfolio reference</b>
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Legs and feet	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

**\*You must practically demonstrate that you have:**

<b>Used all massage techniques</b>	<b>Portfolio reference</b>
Effleurage	
Petrissage	
Tapotement	
Vibration	
Friction	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

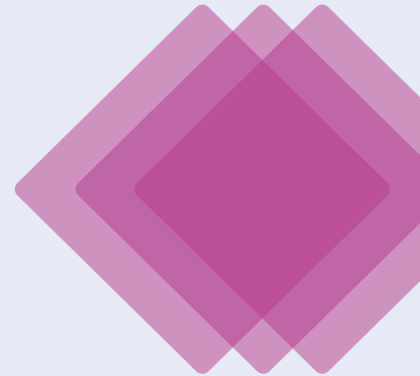
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



# Knowledge



## Learning outcome 1

### Be able to prepare for a body massage treatment

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for body massage treatments	
h. Describe the different consultation techniques used to identify treatment objectives	
i. Describe how to select products and tools to suit client treatment needs, skin types and conditions	
j. Describe the different skin types and conditions	
k. Explain the contra-indications that prevent or restrict body massage treatments	
l. State the objectives of massage treatments	
m. State the benefits derived from massage treatments	
n. Identify general body types	
o. Describe the different types of body fat	
p. Outline common postural faults	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



## Learning outcome 2

### Be able to provide a body massage treatment

You can:	Portfolio reference/ Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools and techniques to suit client treatment needs, skin types and conditions	
l. Describe the benefits and uses of mechanical massage and pre-heat treatments	
m. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. Explain the importance of completing the treatment to the satisfaction of the client	
p. Explain the importance of completing treatment records	
q. Describe the methods of evaluating the effectiveness of the treatment	
r. Describe the aftercare advice that should be provided	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide a body massage treatment

You can:	Portfolio reference/ Assessor initials*
s. Describe the structure and the main functions of the following body systems in relation to massage: <ul style="list-style-type: none"><li>• skin</li><li>• skeletal</li><li>• muscular</li><li>• cardiovascular</li><li>• lymphatic</li><li>• nervous</li><li>• digestive</li><li>• urinary</li><li>• endocrine</li></ul>	
t. Describe the main diseases and disorders of body systems	
u. Describe the effects of massage on the body	
v. Describe the uses of the five classical massage movements	
w. Describe the uses of different massage mediums	
x. Describe the legislation relating to the provision of massage treatments	

\* Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to prepare for a body massage treatment

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection Prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – hand-washing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in covered bin.

**Equipment:** Follow organisational/manufacturer's/supplier's instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Liability insurance:** Employers, public, professional indemnity.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations, Control of Substances Hazardous to Health (COSHH), Personal Protective Equipment (PPE) Regulations, Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

## Learning outcome 1: Be able to prepare for a body massage treatment (continued)

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards** – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, requirement of legislation.

### **Hygiene:**

**General** – Clean/disinfect work area/ surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise therapist's hands before, during and after treatments.

**Disposal of waste** – Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturer's instructions.

### **Environmental working practices:**

Effective and energy efficient working practices, for example lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single use items, record product usage, paper-free appointment systems and pricelists.

### **Therapist health and wellbeing:**

Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

## Learning outcome 1: Be able to prepare for a body massage treatment (continued)

**Client preparation:** Consult with client, perform any necessary pre-treatment tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### **Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – as appropriate to treatment, photographs, digital media, magazines and images can assist the client's understanding.

**Adapting and tailoring approaches for different clients** – for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests, current skincare regime, treatment requirements, client preferences and expectations, body and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).



## Learning outcome 1: Be able to prepare for a body massage treatment (continued)

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

### **Body analysis:**

**Physical characteristics** – muscle tone, muscle tension, sluggish circulation, for example, cellulite, oedema, postural analysis, hair density, skin classification, skin condition, lax elasticity

**Body shapes** – ectomorph, mesomorph, endomorph.

**Body fat types** – Visceral, subcutaneous, body fat distribution.

### **Skin analysis:**

**Skin types** – Normal (balanced), oily, dry, combination.

**Skin conditions** – Congested, dehydrated, fragile, hyper/hypo pigmentation, lack lustre, lax elasticity, mature, photo-aged, photo-sensitive, pustular, sensitised, sensitive, vascular.

**Skin classification** – Fitzpatrick scale, phenotype and genotype, Lancer Scale

The importance of recognising suspicious skin irregularities and lesions and referral to a relevant healthcare professional

**Treatment objectives:** Relaxation, stress and tension relief, lymphatic drainage, postural improvement, sense of wellbeing, health management, uplifting, anti-cellulite, stimulating.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

## Learning outcome 1: Be able to prepare for a body massage treatment (continued)

**Massage mediums:** Cream – promotes longer lasting slip, good for clients requiring deeper tissue work or those who do not like oil, can be washed off, oil – for example, plant oils- sweet almond, grapeseed, jojoba, sunflower provide slip, absorbed slowly, oil-free – non-greasy, provide slip, used for clients with naturally oily skin, easily absorbed, can be washed off, powder – for example, corn powder, promote slip and firmer grip of tissues, suitable for clients with excessive hair growth, gel – provide slip, used for clients with naturally oily skin, easily absorbed, wax/balm – promote firmer grip on tissues, good for clients requiring deeper tissue work.

**Products, tools and equipment:**

Disinfecting fluid, sterilising solution, sanitiser, massage mediums, couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, towels, blanket, additional support/props, headband, gown/robe, disposable slippers, tissues, cotton wool, spatulas, bowls, lined waste bin, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

**Contra-indications:**

**Absolute contra-indication** – An absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – Deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), cancer, cardiovascular conditions (hypertension, hypotension), diarrhoea/vomiting, haemophilia, medical oedema, osteoporosis, fever, recent operations, psychosis, pregnancy, severe varicose veins, recent head and neck injury, haemorrhage, meningitis, nervous system disorders, undiagnosed lumps/pain, on medication.

**Relative contra-indication** – A relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – Diabetes, epilepsy, varicose veins, high/low blood pressure, product allergies, skin disorders – bacterial (boils, folliculitis), viral (warts, verruca), fungal (tinea pedis), drugs/alcohol, cuts/abrasions, bruising, swelling, recent scar tissue, eczema/psoriasis, menstruation, hernia, heavy meal, asthma, sunburn, migraine.



## Learning outcome 2: Be able to provide a body massage treatment

**Knowledge and understanding of the use, benefits and effects of Gyrotory Mechanical Massage (G5):** Increased circulation, increased lymph circulation, softening of fatty tissue, stimulation of sensory nerve endings, stimulation of skin function, desquamation, improve areas of cellulite, improved dry skin.

**Knowledge and understanding of the use, benefits and effects of pre-heat treatments:** Heat pads, electric blanket, infra-red lamp, hot mitts, relaxation of muscle, muscle primed for massage, improves effectiveness of treatment.

**Treatment adaptations:** Based upon the outcome of the consultation, client requirements/diverse needs, body and skin analysis and the result of any relevant tests – choice of products/massage media, massage techniques – effleurage, petrissage, tapotement, frictions, vibrations, pressure, speed, direction of strokes, rhythm, sequence/flow, coverage, duration of treatment, frequency of treatment, accommodating any restrictions/limitations, treatment environment – effects on the multisensory perceptions of the body.

**Treatment evaluation:** Monitor client wellbeing and skin reaction throughout, review body massage treatment, document client reactions and feedback – short and long term effects and benefits, expectations, satisfaction, any reported contra-actions resulting from treatment, self-reflection/reflective practice, booking of further treatments, review of ongoing treatment plan and treatment options.

**Aftercare advice:** Post-treatment instructions/recommendations, verbal and written, for immediate aftercare – water intake, rest; avoidance of activities that may cause contra-actions or reduce treatment benefits, contra-actions and how to deal with them, suitable skin care regime and home treatments, postural exercises, lifestyle changes/improvements, for example stress management techniques, deep breathing exercises, healthy eating and fluid intake, further massage treatments and frequency, alternative treatment options, retail products.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example increase water intake, rest, get fresh air, avoid strenuous activities immediately following treatment.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – Erythema, aching/tenderness, headache, changed sleep patterns, fatigue, thirst, heightened emotions, increased urination.

**Possible unexpected/adverse reactions** – Hyperaemia, bruising, muscle stiffness, oedema, dizziness, nausea, excessive healing response, for example flu-like symptoms, skin reaction, allergy, allergic reaction to products/massage media.

## Learning outcome 2: Be able to provide a body massage treatment (continued)

### Examples of legislation and regulations relating to massage:

**UK only** – London Local Authorities Act requires practitioners of massage to hold a 'Massage and Special Treatments' Licence. Applied at local council level, licences required for massage premises, therapists, mobile therapists, information available from local authority websites and from professional membership associations.

**UK and Europe** – the EU Cosmetics Directive may also be applicable, depending on the massage mediums used.

**The legal requirements for providing treatments to minors and/or vulnerable clients** – Parental/ guardian consent and presence during treatment, insurance.

**General** – this list is not exhaustive and learners and therapists are advised to seek advice from a professional association with regard to regulatory requirements relating to massage.

### Possible benefits of massage:

**Physical and physiological** – improves circulation and lymphatic drainage, improves skin tone/ elasticity, improves muscle tone, reduces muscle fatigue, balances nervous system, improves sleep, aids digestion, boosts immunity.

**Psychological** – relaxation, stress relief, improved sense of wellbeing, increased energy.

**Massage movements:** Effleurage, petrissage, tapotement, vibrations, frictions.

### Skin structure:

**Epidermis** – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

**Dermis** – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the skin:** Protection, heat regulation, absorption, secretion, elimination, sensation, formation of vitamin D, melanin production, process of keratinisation.

### Examples of skin diseases and disorders:

**Congenital** – eczema, psoriasis.

**Bacterial** – acne vulgaris, acne rosacea, folliculitis, boils (furuncles), impetigo.

**Viral** – warts, verruca, herpes simplex (HSV), herpes zoster.

**Fungal** – tinea (pedis, corporis, unguium).

**Infestations** – scabies, pediculosis, (capitis, pubis).

**Pigmentation** – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains, dermatosis papulosa nigra (DPN), post inflammatory hyperpigmentation (PIH), melasma.

**Skin cancers** – basal cell carcinoma, squamous cell carcinoma, malignant melanoma.

**Others** – pseudo folliculitis barbae, acne keloidalis nuchae (AKN), keratosis pilaris.



## Learning outcome 2: Be able to provide a body massage treatment (continued)

### **Skeletal system structure:**

**Bone tissue types** – compact, cancellous.

**Bone cells** – osteocytes, osteoblasts, osteoclasts.

**Bone types** – long (epiphysis, diaphysis, red bone marrow, compact and cancellous tissue, periosteum), short, flat, irregular, sesamoid.

**Joints** – fixed, slightly moveable, freely moveable (ball and socket, hinge, pivot, gliding, condyloid/saddle).

### **Appendicular skeleton:**

**Shoulder girdle** – clavicle, scapula.

**Upper limb** – humerus, radius, ulna, carpals (scaphoid, lunate, triquetral, pisiform, trapezium, trapezoid, capitate, hamate), metacarpals, phalanges.

**Pelvic girdle** – ilium, ischium, pubis (innominate bones).

**Lower limb** – femur, patella, tibia, fibula, tarsals (talus, calcaneus, navicular, medial, intermediate and lateral cuneiform, cuboid), metatarsals, phalanges.

### **Axial skeleton:**

**Skull** – frontal, occipital, parietal, sphenoid, ethmoid, temporal, nasal, zygomatic, maxilla, mandible, lacrimal, turbinate, palatine, vomer, hyoid.

**Thoracic** – ribs, sternum.

**Vertebral column** – cervical, thoracic, lumbar, sacrum, coccyx, intervertebral discs.

**Skeletal functions:** Support, joints, movement, protection, attachment, mineral source, blood cell formation.

### **Examples of skeletal disorders:**

**Abnormal spinal curvatures** – kyphosis, scoliosis, lordosis, cervical spondylitis.

**Fractures** – simple, compound, comminuted, greenstick, impacted, complicated.

**Examples of skeletal diseases:** Gout, osteoarthritis, osteoporosis, Paget's disease, rheumatoid arthritis, rickets, scleroderma, synovitis.

### **Muscular system structure:**

**Types** – voluntary, involuntary, cardiac.

**Muscles of the head, face and neck** – Buccinator, corrugator, depressor anguli oris/triangularis, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae, levator scapulae, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, orbicularis oris, platysma, procerus, pterygoids, risorius, sternocleido mastoid, temporalis, zygomaticus.

**Muscles of the anterior trunk** – Iliopsoas (iliacus and psoas), internal and external intercostals, internal and external obliques, pectoralis major/minor, rectus abdominis, serratus anterior, transversus abdominis.

**Muscles of the posterior trunk** – Deltoid, erector spinae, gluteal group (maximus, medius, minimus), infraspinatus, latissimus dorsi, quadratus lumborum, rhomboids, splenius capitis, subscapularis, supraspinatus, teres major, teres minor, trapezius.

## Learning outcome 2: Be able to provide a body massage treatment (continued)

**Muscles of the upper limb** – Biceps, brachialis, brachioradialis, coracobrachialis, deltoid, extensor carpi digitorum, extensor carpi radialis, extensor carpi ulnaris, flexor carpi digitorum, flexor carpi radialis, flexor carpi ulnaris, pronator teres, supinator radii brevis, triceps.

**Muscles of the lower limb** – Adductors (longus, magnus, brevis), extensor digitorum longus, fibularis (peroneus) longus, flexor digitorum longus, flexor hallucis longus, gastrocnemius, gracilis, hamstrings (biceps femoris, semitendinosus, semimembranosus), piriformis, quadriceps (rectus femoris, vastus lateralis, vastus medialis, vastus intermedius), sartorius, soleus, tensor fascia latae, tibialis anterior, tibialis posterior.

**Muscle functions:** Contraction, relaxation, attachment, heat production, movement (flexion, extension, abduction, adduction, supination, pronation, rotation, circumduction, inversion, eversion, plantar flexion, dorsiflexion), posture, tone.

**Examples of muscular diseases and disorders:** Adhesions, atony, atrophy, bursitis, cramp, fatigue, fibromyalgia, fibrositis, frozen shoulder, muscular dystrophy, myositis, Repetitive Strain Injury (RSI), rupture, shin splints, spasm, sprain, strain, tendonitis, tetanus, torticollis, whiplash.

### Cardiovascular system structure:

**Heart** – wall (endocardium, myocardium, pericardium), aorta, atria, bicuspid (mitral) valve, chordae tendineae, inferior and superior vena cava, papillary muscles, pulmonary artery, pulmonary vein, semilunar valves (aortic and pulmonary), septum, tricuspid valve, ventricles.

**Blood vessels** – arteries, arterioles, veins, venules, capillaries.

**Circulation** – pulmonary, portal, coronary, systemic.

**Major arteries of the head and neck** – carotid, facial, occipital, temporal.

**Major veins of the head and neck** – jugular, occipital, temporal, maxillary, facial.

**Major arteries of the body** – aorta, descending aorta, subclavian, carotid, pulmonary, hepatic, splenic, renal, mesenteric, iliac, vertebral, axillary, brachial, ulnar, radial, palmar arch, femoral, popliteal, anterior tibial, posterior tibial, plantar arch.

**Major veins of the body** – vena cava (inferior and superior), pulmonary, hepatic, splenic, renal, iliac, axillary, brachial, basilic, cephalic, subclavian, saphenous (long and short), venous arch, femoral, popliteal, posterior tibial, anterior tibial.

**Blood** – plasma, leucocytes (granulocytes and agranulocytes), erythrocytes, thrombocytes.

**Cardiovascular functions:** Transport, defence, clotting, temperature regulation and homeostasis.



## Learning outcome 2: Be able to provide a body massage treatment (continued)

### **Examples of cardiovascular disorders and diseases:**

Anaemia, aneurysm, angina, arrhythmias, arteriosclerosis, atherosclerosis, congenital heart disease, deep vein thrombosis, gangrene, haemophilia, hematoma, blood borne diseases, for example, hepatitis, high cholesterol, hypertension, hypotension, leukaemia, myocardial infarction, palpitations, phlebitis, pulmonary embolism, Raynaud's syndrome, septicaemia, sickle cell anaemia, stroke, thrombosis, varicose veins.

**Lymphatic system structure:** Lymph, lymphatic capillaries, lymphatic vessels, lymph nodes, lymphatic trunks, lymphatic ducts (thoracic and right lymphatic duct), subclavian veins, nodes (axillary, cervical – superficial and deep, inguinal, intestinal, occipital, popliteal, post-auricular, parotid, supratrochlear), appendix, Peyer's patches, spleen, tonsils, thymus.

**Lymphatic functions:** Subsidiary circulation (lymph formation), immunity, return of lost plasma proteins to the blood, transport dietary lipids.

**Examples of lymphatic disorders and diseases:** Oedema, Hodgkin's disease, non-Hodgkin's lymphoma, lupus, cellulite, glandular fever, lymphadenitis.

### **Nervous system structure:**

**Central Nervous System (CNS)** – brain, spinal cord, white matter, grey matter, meninges (pia mater, arachnoid mater, subarachnoid space, dura mater), cerebrospinal fluid, bloodbrain barrier, cerebrum, cerebellum, thalamus, hypothalamus.

**Brain stem** – midbrain, pons varolii, medulla oblongata.

**Peripheral Nervous System (PNS)** – spinal nerves (31 pairs), spinal nerve plexus (cervical, brachial, lumbar, sacral, coccygeal), cranial nerves (12 pairs).

**Autonomic Nervous System (ANS)** – sympathetic and parasympathetic divisions.

**Cells** – neuroglia (Schwann cells, oligodendrocytes, astrocytes, microglia), neurones (sensory, motor, interneuron, dendrite, cell body, axon, axon end terminals, neurotransmitters, myelin sheath, nodes of Ranvier, neurilemma). Reflex arc, synapse, motor point.

**Nervous functions** – sense internal/external stimuli, interpret and respond to stimuli, maintain homeostasis, programming, instinctual behaviour, assimilation, memory, learning, intelligence.

**Examples of nervous disorders and diseases:** Bell's palsy, carpal tunnel syndrome, cerebral palsy, depression, epilepsy, meningitis, migraine, multiple sclerosis, neuritis, Parkinson's disease, sciatica.

## Learning outcome 2: Be able to provide a body massage treatment (continued)

### Digestive system structure:

**Tract** – alimentary canal (inner mucosa, submucosa, muscle layer, serous membrane), mouth, salivary glands, tongue, teeth, pharynx, oesophagus, stomach, small intestine (duodenum, jejunum, ileum), large intestine (caecum, ascending colon, transverse colon, descending colon, sigmoid colon, rectum, anus), liver, gall bladder, pancreas.

**Secretions** – saliva, gastric juice, bile, pancreatic juice, intestinal juice, enzymes (salivary amylase, pepsin, trypsin, pancreatic amylase, pancreatic lipase, intestinal amylase, intestinal lipase, intestinal peptidases, maltase, sucrase, lactase), hormones (gastrin).

**Digestive functions:** Ingestion, digestion (carbohydrates, proteins, fats, vitamins, minerals, fibre, water), absorption, assimilation, elimination, peristalsis.

### Examples of digestive disorders and

**diseases:** Anorexia nervosa, appendicitis, bulimia nervosa, Crohn's disease, cirrhosis, colorectal cancer, constipation, diarrhoea, diverticulitis, gall stones, haemorrhoids, heartburn, hepatitis A, hernia, inflammatory bowel disease, irritable bowel syndrome, jaundice, ulcer.

**Urinary system structure:** Kidneys (cortex, medulla, renal pyramids, calyx, nephron, hilus, renal artery, renal vein), ureters, bladder, urethra.

**Urinary functions:** Blood filtration, urine formation, waste elimination, fluid balance regulation.

### Examples of urinary disorders and

**diseases:** Urinary tract infections, cystitis, nephritis, kidney stones (renal calculi), renal colic.

**Endocrine system structure:** Glands and hormones – hypothalamus, pituitary (oxytocin, vasopressin, growth hormone, adrenocorticotrophic hormone, luteinising hormone, follicle stimulating hormone, prolactin, melanin stimulating hormone), pineal (melatonin/serotonin), thyroid (triiodothyronine, thyroxine, calcitonin), parathyroids (parathormone), thymus (thymosin), pancreas – islets of Langerhans (insulin, glucagon), adrenal cortex (glucocorticoids, mineralocorticoids, androgens), adrenal medulla (adrenalin, noradrenalin), ovaries (oestrogen, progesterone), testes (testosterone).

**Endocrine functions:** Hormone secretion, communication, maintaining homeostasis.

### Examples of endocrine disorders and

**diseases:** Acromegaly, Addison's disease, amenorrhoea, congenital hyperthyroidism, Cushing's syndrome, diabetes – type 1 and 2, gigantism, Graves' disease, gynaecomastia, hirsutism, myxedema, polycystic ovarian syndrome, seasonal affective disorders (SAD), restricted growth (dwarfism), virilism.

# UV30403

## Provide facial electrotherapy treatments

This unit is about improving face and skin condition using direct and indirect high frequency, galvanic, electrical muscle stimulation (EMS), microcurrent and lymphatic drainage equipment. You will be required to formulate a specific course of treatments tailored to individual client needs.

Level

**3**

Credit value

**11**

GLH

**104**

Observation(s)

**5**

External paper(s)

**2**



# Provide facial electrotherapy treatments



## Learning outcomes

### On completion of this unit you will:

1. Be able to prepare for facial treatments using electrotherapy
2. Be able to provide facial treatments using electrotherapy

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least five occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to prepare for facial treatments using electrotherapy

#### You can:

- Prepare yourself, client and work area for facial electrotherapy treatments
- Use suitable consultation techniques to identify treatment objectives
- Carry out skin analysis and relevant tests
- Provide clear recommendations to the client
- Select products, tools and equipment to suit client treatment needs, skin types and conditions

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			

<b>Observation</b>	4	5	Optional
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			



**Learning outcome 2**

## Be able to provide facial treatments using electrotherapy

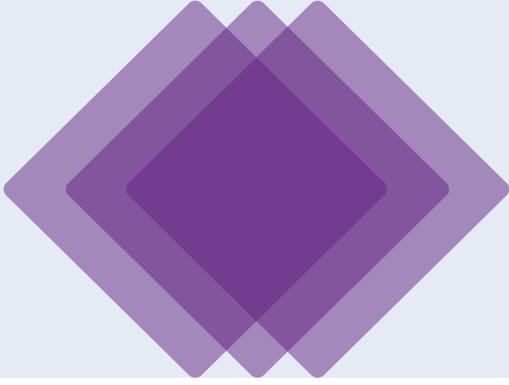
**You can:**

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, skin types and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Evaluate the results of the treatment
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			

<b>Observation</b>	4	5	Optional
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			



# Notes

Use this area for notes and diagrams.

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# Range

\*You must practically demonstrate that you have:

Used all types of equipment	Portfolio reference
Galvanic	
Electrical Muscle Stimulation (EMS)	
Microcurrent	
Lymphatic drainage equipment	
High frequency – direct and indirect	

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	

Carried out a minimum of 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	

Treated a minimum of 3 skin types	Portfolio reference
Oily	
Dry	
Combination	
Normal (balanced)	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

**\*You must practically demonstrate that you have:**

<b>Treated a minimum of 4 skin conditions</b>	<b>Portfolio reference</b>
Congested	
Dehydrated	
Fragile	
Hyper/hypopigmentation	
Lack lustre	
Lax elasticity	
Mature	
Photo-aged	
Photo-sensitive	
Pustular	
Sensitised	
Sensitive	
Vascular	

<b>Met all treatment objectives</b>	<b>Portfolio reference</b>
Improved skin condition	
Improved contour and muscle condition	
Improved skin texture	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

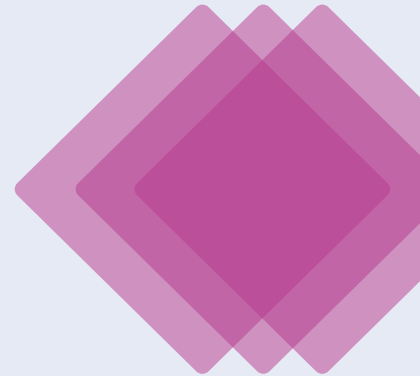
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



# Knowledge



## Learning outcome 1

### Be able to prepare for facial treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for facial electrotherapy treatments	
h. Describe the different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed skin analysis and relevant tests	
j. Describe how to select products, tools and equipment to suit client treatment needs, skin classifications, skin types and conditions	
k. Describe the different skin classifications, skin types and conditions, and skin characteristics.	
l. Explain the contra-indications that prevent or restrict facial electrotherapy treatments	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2

### Be able to provide facial treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit clients treatment needs, skin classifications, skin type and conditions	
l. Describe the effects and benefits of electrotherapy equipment and products on the skin and underlying structures	
m. Explain the principles of electrical currents	
n. Describe how treatments can be adapted to suit client treatment needs, skin classifications, skin types and conditions	
o. State the contra-actions that may occur during and following treatments and how to respond	
p. Explain the importance of completing the treatment to the satisfaction of the client	
q. Explain the importance of completing treatment records	
r. Describe the methods of evaluating the effectiveness of the treatment	
s. Describe the aftercare advice that should be provided	
t. Describe the structure, growth and repair of the skin	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide facial treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
u. Describe skin types, conditions, diseases and disorders	
v. Describe the structure, function, position and action of the head, neck and shoulder muscles	
w. Describe the location, function and structure of the bones of the head, neck and shoulder	
x. Describe the structure and function of the nervous, circulatory and lymphatic systems for the head, neck and shoulders	
y. Explain how the ageing process, lifestyle and environmental factors affect the condition of the skin and underlying structures	

\* Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equalities Act, Data Protection Act, UK General Data Protection Regulations (GDPR), Environmental Protection Act.

**Electricity at work:** Checking/visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy (continued)

### **Control of substances hazardous to health:**

Replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage, handling, use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, requirement of legislation.

**Liability insurance:** Employers, public, professional indemnity.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules (covering staff, employees, clients and fire evacuation), provide regular training, accurate record keeping, monitoring.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise own hands before, during and after treatments.

**Sterilisation** – autoclave, glass bead, chemical, UV cabinet for storage only.

**Disinfection** – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy (continued)

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Environmental working practices:** Effective and energy efficient working practices, for example lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single use items, record product usage, paper-free appointment systems and pricelists.

**Therapist health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue.

Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment skin tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.

### **Communication:**

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.



## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy (continued)

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment, treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests (allergy alert tests), current skincare regime, treatment requirements, client preferences and expectations, skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co-operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and competence, engage in and document Continuous Professional Development (CPD) to maintain best practice.

**The legal requirements for providing treatments to minors and/or vulnerable clients:** Parental/guardian consent and presence during treatment/service, insurance.

## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy (continued)

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Treatment objectives:** Improved skin condition, improved contour and muscle condition, improved skin texture, lymphatic drainage, relaxation.

**Recommendations to client:** Pre-treatment instructions on treatment process, expected physical sensations and sound, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**Skin analysis:** Carry out using a magnifying lamp, protect client's eyes, check all areas of the face and neck for skin type, condition and characteristics, record results on record card.

**Skin classifications:** Fitzpatrick scale, phenotype and genotype, Lancer scale

**Skin types:** Normal (balanced), oily, dry, combination.

**Skin conditions:** Congested, dehydrated, fragile, hyper/hypopigmentation, lack lustre, lax elasticity, mature, photo-aged, photo-sensitive, pustular, sensitised, sensitive, vascular.

**Examples of skin characteristics:** Broken capillaries, pustules, papules, milia, comedones, open pores, fine lines and wrinkles.

The importance of recognising suspicious skin irregularities and lesions and referral to a relevant healthcare professional.

**Skin sensitivity tests:** Tactile test – establishing range of sensation within an area, thermal test – establishing if a client can differentiate between hot and cold temperature.

**Tactile** – use a sharp (orange stick) and smooth (cotton pad) object, stroke over the skin in area to be treated, ask client to differentiate between the different sensations.

**Thermal** – fill one test tube with cold water and one with hot water, place on skin in area to be treated, ask client to differentiate between hot and cold.

**Skin sensitivity test – interpret results:** Client should be able to identify the difference between sharp /blunt and hot/cold, if the client can identify the difference the treatment can proceed, if the client is unresponsive to tactile and thermal tests the treatment should not be carried out due to risk of skin damage, record results.

**Equipment safety:** Check for damage (dials, leads and plugs), no trailing wires, dials at zero before starting, test before use on client, only turn up current during treatment, check with client throughout for comfort and sensitivity, stay with client, always follow manufacturer's instructions for each machine.



## Learning outcome 1: Be able to prepare for facial treatments using electrotherapy (continued)

**Environmental conditions:** Heating (warm), lighting (soft), noise level and music selection (relaxing), ventilation sufficient, pleasant aroma, privacy of work area, client comfort, health, safety and hygiene requirements maintained throughout treatment.

### **Contra-indications:**

**Absolute contra-indication** – an absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), systemic medical conditions, cancer, during chemotherapy and radiotherapy, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, conjunctivitis, severe skin conditions and eye infections, acne, boils and warts, parasitic infestations (for example, scabies, pediculosis), known allergies, medical oedema, fever, recent operations, first trimester of pregnancy, undiagnosed lumps/pain, medication causing thinning or inflammation of the skin (for example steroids, isotretinoin), diagnosed scleroderma.

**Relative contra-indication** – a relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – recent botox or dermal filler injections, recent dermabrasion, recent chemical peels, IPL, laser or epilation, diabetes, epilepsy, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, hyperkeratosis, skin allergies, pregnancy, piercings, anxiety, recent scar tissue, cuts, abrasions, bruises.

## Learning outcome 2: Be able to provide facial treatments using electrotherapy

**Facial electrical technologies:** Galvanic, Electrical Muscle Stimulation (EMS), lymphatic drainage, high-frequency (direct and indirect), microcurrent.

### Principles of electric currents:

**Alternating current** – interrupted current, changing flow of direction, frequency, electrons, bi-phasic, monophasic.

**Direct current** – uses effects of polarity, constant flow in one direction, chemical action anode (+) cathode (-).

**General treatment products:** Eye make-up remover, cleanser, toner, exfoliator (where applicable), masks.

**Post-treatment products:** Moisturiser, sun protection factor (SPF).

### Treatment mediums:

**Galvanic** – ampoules (if required), desincrustation gel, iontophoresis gel.

**Electrical Muscle Stimulation (EMS)** – conducting solution.

**Lymphatic drainage** – oil/cream.

**High-frequency** – massage cream, oxygenating cream or powder.

**Microcurrent** – non-surgical face lifting gel.

Follow manufacturer's instructions for product use.

### Products, tools and equipment:

Disinfecting fluid, sterilising solution, sanitiser, couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, towels, blanket, additional support/props, magnifying lamp, skin warming devices, electrical machines (EMS, lymphatic drainage, high-frequency, galvanic, microcurrent) and all relevant leads, electrodes, pads, ventouses and paper cotton buds (microcurrent) if required, headband, gown/robe, disposable slippers, tissues, cotton wool, spatulas, bowls, mask brushes, large facial sponges/towelling mitts, lined waste bin, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

**Selection process:** Choice based on skin type, condition, muscle tone, client needs, target areas of treatment.

### Treatment techniques:

**Galvanic** – application of desincrustation/iontophoresis gel/solution, client holds indifferent electrode (prepare indifferent electrode according to manufacturer's instructions, for example, place in a dampened sponge pocket), select electrodes (for example, roller, ball electrode) dependant on area, keep electrode/s moving, do not break contact with client's skin, follow timings and intensity identified by manufacturer's instructions.



## Learning outcome 2: Be able to provide facial treatments using electrotherapy (continued)

**Electrical Muscle Stimulation (EMS)** – use conducting solution and equipment in line with manufacturer’s instructions, ensure complete contact with the skin, apply to motor point of the muscle, treatment duration and equipment settings (intensity, frequency, contraction and relaxation timings) as per client comfort/area being worked, follow manufacturer’s instructions.

**Lymphatic drainage equipment** – application of oil/cream, select ventouse size/type dependant on area being worked, no more than 20% skin suction within ventouse, drain ventouse towards lymph nodes, remove suction at end of stroke with finger under ventouse or finger released from ventouse hole.

**Direct high-frequency** – application of cream/powder, application of gauze (if applicable), electrode should be kept in contact with the skin, keep electrode moving, treatment timing relevant to skin type.

**Indirect high-frequency** – application of massage cream/oil, client holds saturator electrode, massage area ensuring skin contact is maintained.

**Microcurrent** – application of lifting gel/lotion, electrodes used following manufacturer’s instructions, routine/movements, machine settings (intensity, frequency, timing) according to manufacturer’s instructions.

### Effects and benefits of facial electrical technologies.

#### Galvanic:

**Effects and benefits** – increased blood and lymphatic circulation, improved skin function, improved skin appearance, improved skin texture (through desquamation), skin types and conditions treated through application of specific gels/ ampoules, dispersal of waste products and fluid from area, deep cleansing, beneficial for specific skin conditions.

#### Electrical Muscle Stimulation (EMS):

**Effects and benefits** – improved firmness of facial muscles, improved circulation, increased metabolism of stimulated muscles, waste products more readily removed from muscles, improved facial contours, beneficial for mature clients/ clients who lack muscle tone.

#### Lymphatic drainage equipment:

**Effects and benefits** – improved blood and lymphatic circulation, stimulation of sluggish skin, reduced oedema, skin desquamation, improved skin appearance, beneficial for dry skin conditions.

#### High frequency (direct):

**Effects and benefits** – increased blood and lymphatic circulation, increased cell metabolism, stimulation of nerve endings, germicidal effect, drying effect, improved skin condition, beneficial for oily skin conditions, mild acne, sluggish skins.

## Learning outcome 2: Be able to provide facial treatments using electrotherapy (continued)

### High frequency (indirect):

**Effects and benefits** – increased sebaceous activity, improved blood and lymphatic circulation, improved lymphatic drainage, improved skin appearance, softening of fine lines and wrinkles, beneficial for dry/dehydrated skins.

### Microcurrent:

**Effects and benefits** – improved blood and lymphatic circulation, improved muscle tone, improved facial contours, improved skin elasticity, improved skin appearance, stimulates cellular function, softening of fine lines and wrinkles, beneficial for mature clients/clients who lack muscle tone.

**Treatment adaptations:** Adapt treatment to suit skin sensitivity, skin type and skin conditions (for example, treatment intensity, treatment duration, frequency of treatments, combination of electrical equipment, product selection, adjust intensity over specific areas).

**Evaluation and client satisfaction:** Agree result verbally and in writing through client feedback on record card, client objective, results of treatment, before and after photos, future treatments, record adaptations for next treatment.

**Aftercare advice:** Post-treatment instructions/recommendations, verbal and written, for immediate aftercare – water intake, avoidance of activities that may cause contra-actions or reduce treatment benefits, for example, no make-up or perfumed products for 24hrs, avoid touching the area (always wash hands before applying products), avoid over-stimulating the area (no heat treatments/exercise/hot showers for 24hrs, no swimming or other facial treatments for 24hrs, avoid UV light/heat for 24hrs), contra-actions and how to deal with them, suitable skin care regime and home treatments, lifestyle changes/improvements, for example stress management techniques, healthy eating and fluid intake, further treatments and frequency, alternative treatment options, retail products.

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment aftercare and advice for homecare, for example increase water intake, avoid perfumed products.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – erythema.

**Possible unexpected/adverse reactions** – hyperaemia, galvanic burn, bruising, irritation, allergy, oedema.



## Learning outcome 2: Be able to provide facial treatments using electrotherapy (continued)

### **Skin:**

**Epidermis** – stratum germinativum, stratum spinosum, stratum granulosum, stratum lucidum, stratum corneum.

**Dermis** – blood/lymph supply, papillary layer, reticular layer, collagen, elastin, macrophages, adipocytes, mast cells, fibroblasts, hair, dermal papilla, sebaceous glands and sebum, arrector pili muscle, sweat glands (eccrine and apocrine), sensory nerve endings.

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the Skin:** Secretion, heat regulation, absorption, protection, elimination, sensation, vitamin D production, melanin production, skin barrier function.

**Growth cycle and repair of skin:** From germinativum to corneum, the process of keratinisation.

### **Examples of skin diseases and disorders:**

**Congenital** – eczema, psoriasis.

**Bacterial** – acne vulgaris, acne rosacea, folliculitis, acne keloidalis nuchae (AKN), boils (furuncles), impetigo.

**Viral** – warts, verruca, herpes simplex (HSV), herpes zoster.

**Fungal** – tinea (pedis, corporis).

**Infestations** – scabies, pediculosis (capitis).

**Pigmentation** – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains, post inflammatory hyperpigmentation (PIH), melasma.

**Others** – basal cell carcinoma, squamous cell carcinoma, malignant melanoma pseudo folliculitis barbae, dermatosis papulosa nigra (DPN), keratosis pilaris, keloid scar.

**Cells (structure):** Cell membrane, nucleus, cytoplasm, mitochondria, ribosomes, golgi apparatus, rough and smooth endoplasmic reticulum.

**Cells (functions):** Metabolism, respiration, growth, excretion, movement, irritability, reproduction.

### **Bones:**

**Location and structure of the bones of the head, neck and shoulder** – shoulder girdle (clavicle, scapula), cervical vertebrae, skull (frontal, occipital, parietal, sphenoid, ethmoid, temporal, nasal, zygomatic, maxilla, mandible, lacrimal, turbinate, palatine, vomer, hyoid).

**Skeletal functions** – support, joints, movement, protection, attachment, mineral source, blood cell formation.

### **Muscles:**

**Location, structure and action of the muscles of the head, face and neck** – buccinator, corrugator, depressor anguli oris, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae superioris, levator scapulae, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, orbicularis oris, platysma, procerus, pterygoids, risorius, sternocleidomastoid, temporalis, zygomaticus.

## Learning outcome 2: Be able to provide facial treatments using electrotherapy (continued)

**Muscular functions:** Contraction, relaxation, attachment, movement (flexion, extension, abduction, adduction, supination, pronation, rotation, circumduction, inversion, eversion, plantar-flexion, dorsiflexion), posture, tone.

### **Nervous system:**

**Nervous system (functions):** Respond to stimuli, process sensory information, sense change (internal/external).

**Nervous system (structure):** Central nervous system, peripheral nervous system (somatic/autonomic).

### **Circulatory system:**

**Functions of blood** – transport, regulation, protection, clotting.

**Arteries** – internal and external carotid, occipital, temporal, facial.

**Veins** – internal and external jugular, occipital, temporal, subclavian.

**Blood composition** – erythrocytes, leucocytes, thrombocytes, plasma.

**Circulation** – heart, pulmonary circulation, capillaries, systemic circulation.

### **Lymphatic system:**

**Functions of the lymphatic system** – fluid distribution, fighting infection, transport of fat.

**Functions of lymph nodes** – filter toxins, clean lymphatic fluid, antibodies and antitoxins, produce lymphocytes.

**Position of lymph nodes** – occipital, mastoid, superficial cervical, deep cervical, parotid, buccal, submental, submandibular.

### **Lifestyle factors that affect skin:**

Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, lack of effective skin care.

### **Environmental factors that affect skin:**

UV light, weather, central heating, drugs, alcohol, serious illness, medication, occupation.

**Signs of ageing skin (intrinsic):** Fine wrinkles, thinning, transparency, lack lustre, less fatty tissue, open pores, slack muscle tone/lax elasticity, dry/flaky skin, telangiectasias (broken capillaries), varicose veins, reduced sweat production, reduced sebum production, poor circulation.

**Signs of ageing skin (extrinsic):** Ephelides (freckles), lentigines (age spots), sallow complexion, spider veins, rough skin, fine lines, deep wrinkles, scars, loose skin, uneven pigmentation, actinic keratosis.

# UV30404

## Provide body electrotherapy treatments

This unit is about improving body and skin condition using galvanic, electrical muscle stimulation (EMS), microcurrent and lymphatic drainage equipment. You will learn how to formulate a specific course of treatments tailored to individual client needs.

Level

**3**

Credit value

**11**

GLH

**104**

Observation(s)

**5**

External paper(s)

**2**



# Provide body electrotherapy treatments



## Learning outcomes

### On completion of this unit you will:

1. Be able to prepare for body treatments using electrotherapy
2. Be able to provide body treatments using electrotherapy

## Evidence requirements

1. **Environment**  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**  
Simulation is not allowed in this unit.
3. **Observation outcomes**  
Competent performance of Observation outcomes must be demonstrated on at **least five occasions**.
4. **Range**  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. **Knowledge outcomes**  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. **Tutor/Assessor guidance**  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. **External paper**  
Knowledge and understanding in this unit will be assessed by an external paper. There are **two external papers** that must be achieved. The criteria that make up the paper are highlighted throughout this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to prepare for body treatments using electrotherapy

**You can:**

- a. Prepare yourself, client and work area for body electrotherapy treatments
- b. Use suitable consultation techniques to identify treatment objectives
- c. Carry out body analysis and relevant tests
- d. Provide clear recommendations to the client
- e. Select products, tools and equipment to suit client treatment needs, body types and conditions

\*May be assessed through oral questioning.

<b>Observation</b>	1	2	3
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			

<b>Observation</b>	4	5	Optional
<b>Date achieved</b>			
<b>Criteria questioned orally</b>			
<b>Portfolio reference</b>			
<b>Assessor initials</b>			
<b>Learner signature</b>			

## Learning outcome 2

### Be able to provide body treatments using electrotherapy

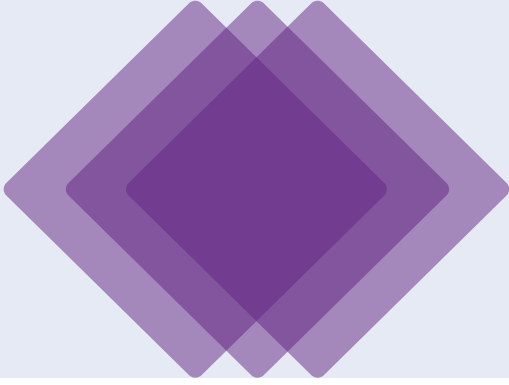
#### You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs, body type and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Evaluate the results of the treatment
- g. Provide suitable aftercare advice

\*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Observation	4	5	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



# Notes

Use this area for notes and diagrams.

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# Range

\*You must practically demonstrate that you have:

Used all types of equipment	Portfolio reference
Galvanic	
Electrical Muscle Stimulation (EMS)	
Microcurrent	
Lymphatic drainage equipment	

Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	

Treated all body types	Portfolio reference
Endomorph	
Mesomorph	
Ectomorph	

Treated all body conditions/characteristics	Portfolio reference
Cellulite	
Poor muscle tone	
Sluggish circulation	
Uneven skin texture	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

**\*You must practically demonstrate that you have:**

<b>Carried out a minimum of 1 of the necessary actions</b>	<b>Portfolio reference</b>
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	

<b>Met all treatment objectives</b>	<b>Portfolio reference</b>
Improved skin and body condition	
Improved contour and muscle condition	

<b>Provided all types of advice/instructions</b>	<b>Portfolio reference</b>
The individual and practitioner's legal rights and responsibilities	
Pre- and post-treatment instructions and care	
Restrictions and associated risks – avoidance of activities which may cause contra-actions	
Future treatment needs	

\*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

\*This is not an exhaustive list.

## Achieving the external paper

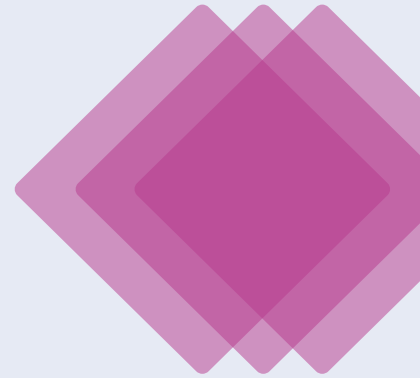
The external paper will test your knowledge of the criteria highlighted. A **pass mark of 70%** must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		



# Knowledge



## Learning outcome 1

### Be able to prepare for body treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for body electrotherapy treatments	
h. Describe the different consultation techniques used to identify treatment objectives	
i. Explain the importance of carrying out a detailed body analysis and relevant tests	
j. Describe how to select products, tools and equipment to suit client treatment needs, body types and conditions	
k. Describe the different body types, conditions and characteristics	
l. Explain the contra-indications that prevent or restrict body electrotherapy treatments	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.



## Learning outcome 2

### Be able to provide body treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Describe different body types and conditions	
l. Explain the importance of using products, tools, equipment and techniques to suit clients treatment needs, body type and conditions	
m. Explain the effects and benefits of electrotherapy equipment and products on the skin and underlying structures	
n. Explain the principles of electrical currents	
o. Describe how treatments can be adapted to suit client treatment needs, body types and conditions	
p. State the contra-actions that may occur during and following treatments and how to respond	
q. Explain the importance of completing the treatment to the satisfaction of the client	
r. Explain the importance of completing treatment records	

\*Assessor initials to be inserted if orally questioned.  
Requirements highlighted are assessed in the external paper.

## Learning outcome 2 (continued)

### Be able to provide body treatments using electrotherapy

You can:	Portfolio reference/ Assessor initials*
s. Describe the methods of evaluating the effectiveness of the treatment	
t. Describe the aftercare advice that should be provided	
u. Describe the structure, growth and repair of the skin	
v. Describe body types, conditions, diseases and disorders	
w. Describe the structure, function, position and action of the muscles of the body	
x. Describe the location, function and structure of the bones of the body	
y. Describe the structure and function of the circulatory and lymphatic systems for the body	
z. Outline the structure and function of the digestive system	
aa. Outline the structure and function of the endocrine system	
ab. Describe the structure and function of the nervous system for the body	
ac. Explain how the ageing process, lifestyle and environmental factors affect the skin, body conditions and underlying structures	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted are assessed in the external paper.

# Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Learning outcome 1: Be able to prepare for body treatments using electrotherapy

### Management of health and safety at work:

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Infection prevention:** Infection prevention and control measures, universal and standard precautions, for example, hand hygiene – handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of working environment and treatment resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Client preparation and care:** Preparing for and performing a treatment taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Towels:** Wash regularly and efficiently, use fresh towels for every client, place dirty towels in a covered bin.

**Regulations:** Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equalities Act, Data Protection Act, UK General Data Protection Regulations (GDPR), Environmental Protection Act.

**Electricity at work:** Checking/visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.

## Learning outcome 1: Be able to prepare for body treatments using electrotherapy (continued)

### **Reporting of injuries, diseases and dangerous occurrences:**

Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

### **Control of substances hazardous to health:**

Replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, correct use of chemicals, follow storage, handling, use and disposal, correct disposal of contaminated waste, products, check end date, packaging, store away from heat, damp and direct sunlight, dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking.

**Hazards and risks:** A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

**Hazards:** Require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Risk:** Likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what is at risk, level of risk, interpret results, conclusions, record findings, regular reviews.

**Reasons for risk assessment:** Staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, requirement of legislation.

**Liability insurance:** Employers, public, professional indemnity.

**Employer responsibility:** Current and valid liability insurance, display health and safety rules (covering staff, employees, clients, fire evacuation), provide regular training, accurate record keeping, monitoring.

**Equipment:** Follow organisational/manufacturers'/suppliers' instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Security (cash):** Staff training, point of sale, regular banking, in transit.

**Security (people):** Staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage, client records, business information).

### **Hygiene:**

**General** – clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise own hands before, during and after treatments.

**Sterilisation** – autoclave, glass bead, chemical, UV cabinet for storage only.

**Disinfection** – heat or chemical methods, bactericides, fungicides, viricides, UV cabinet for storage only.

## Learning outcome 1: Be able to prepare for body treatments using electrotherapy (continued)

**Disposal of waste:** Lined waste bin, organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers' instructions.

**Environmental working practices:** Effective and energy efficient working practices, for example lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for client and employees, water conservation, environmental waste management.

**Sustainable working practices:** For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposable and single use items, record product usage, paper-free appointment systems and pricelists.

**Therapist health and wellbeing:** Maintain correct posture when performing treatment, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue.

Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of couch and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice, preparation of props for client support.

**Client preparation:** Consult with client, perform any necessary pre-treatment skin tests, provide modesty robe/gown, advise client on clothing to remove/keep on, maintain client comfort, privacy and modesty, client positioned correctly.



## Learning outcome 1: Be able to prepare for body treatments using electrotherapy (continued)

### Communication:

**Verbal** – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment.

**Non-verbal** – eye contact, body language, listening.

**Written** – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

**Visual aids** – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

**Adapting and tailoring approaches** – for different clients, for example, new and existing clients, according to age, health conditions.

**Clarification** – checking client understanding of proposed treatment and expected outcomes, checking client's comfort and wellbeing throughout the treatment.

**Record keeping:** Accurate appointment systems, stationery, loyalty rewards, acknowledgement of occasions, consultation record keeping, refer to existing records, ensure information is concise, accurate and in logical order (name, address, contact details, age range, lifestyle profile – work status, medical history, contra-indications, general health and wellbeing, diet and fluid intake, sleep patterns, stress levels, sport/hobbies, recent activities, reason for treatment,

treatment history, allergies/hypersensitivity, contra-actions, skin sensitivity tests (allergy alert tests), current skincare regime, treatment requirements, client preferences and expectations, body and skin analysis, adaptations and modifications, recommendations, treatment plan including products, expected outcomes, alternative treatment options, client informed consent and signature), update record at the end of the service, update at each visit, maintained electronically/digitally/paper-based, documented and stored in compliance with current data protection legislation, for example General Data Protection Regulations (GDPR).

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (clean, short, polish-free, good condition and maintained).

## Learning outcome 1: Be able to prepare for body treatments using electrotherapy (continued)

### **The legal requirements for providing treatments to minors and/or vulnerable clients:**

Parental/guardian consent and presence during treatment/service, insurance.

**Consultation techniques:** Consultation environment (face to face or digital), client requirements, client satisfaction, client expectations and aftercare, informed consent and signatures, visual, manual, questioning, listen, client information reference.

**Treatment objectives:** Improved skin and body condition, improved contour and muscle tone, lymphatic drainage, relaxation.

### **Recommendations to client:**

Pre-treatment instructions on treatment process, expected physical sensations and sound, expected and adverse reactions/contra-actions, outcomes, further treatments, fees and treatment options, adaptations and modifications, post-treatment advice/aftercare, lifestyle changes to maintain or improve health.

**Body and skin analysis:** Carry out a visual and manual body and skin analysis, check body type, conditions and characteristics.

**Body type classification:** Endomorph, mesomorph, ectomorph.

**Body conditions/characteristics:** Muscle tone, muscle tension, hair density, sluggish circulation, body fat (for example, cellulite), skin classification, skin condition, lax elasticity, posture.

**Body fat percentage** – skinfold callipers or manual measurement.

**Body mass index** – weight (kilos) x height (m<sup>2</sup>), use BMI index table.

The importance of recognising suspicious skin irregularities and lesions and referral to a relevant healthcare professional.

**Skin sensitivity tests:** Tactile test – establishing range of sensation within an area, thermal test – establishing if a client can differentiate between hot and cold temperature.

**Tactile** – use a sharp (orange stick) and smooth (cotton pad) object, stroke over the skin in area to be treated, client should be able to differentiate between the different sensations.

**Thermal** – fill one test tube with cold water and one with hot water, place on skin in area to be treated, ask client to differentiate between hot and cold.

**Skin sensitivity test** – interpret results: client should be able to identify the difference between sharp/blunt and hot/cold, if the client can identify the difference the treatment can proceed, if the client is unresponsive to tactile and thermal tests the treatment should not be carried out due to risk of skin damage, record results.

**Equipment safety:** Check for damage (dials, leads and plugs), no trailing wires, dials at zero before starting, test before use on client, only turn up current during treatment, check with client throughout for comfort and sensitivity, stay with client, always follow manufacturer's instructions for each machine.



## Learning outcome 1: Be able to prepare for body treatments using electrotherapy (continued)

**Environmental conditions:** Heating (warm), lighting (soft lighting), noise level and music selection (relaxing), ventilation sufficient, pleasant aroma, privacy of work area, client comfort, maintain health, safety and hygiene requirements throughout treatment.

### **Contra-indications:**

**Absolute contra-indication** – an absolute contra-indication is a condition that prevents the treatment from being carried out and may require referral.

**Examples of contra-indications that may prevent treatment (absolute contra-indications)** – contagious skin disorders bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), systemic medical conditions, cancer, during chemotherapy and radiotherapy, dysfunction of the nervous system, heart disease/disorder, undergoing medical treatment, pacemaker, conjunctivitis, severe skin conditions and eye infections, acne, boils and warts, parasitic infestations (for example, scabies, pediculosis), known allergies, medical oedema, fever, recent operations, first trimester of pregnancy, undiagnosed lumps/pain, medication causing thinning or inflammation of the skin (for example steroids, isotretinoin), diagnosed scleroderma.

**Relative contra-indication** – a relative contra-indication is a condition that requires an assessment of suitability for the treatment and/or if adaptations are required.

**Examples of contra-indications that may restrict treatment (relative contra-indications)** – recent dermabrasion/chemical peels in area, IPL, laser or epilation, diabetes, epilepsy, high/low blood pressure, history of thrombosis or embolism, metal pins or plates, medication, hyperkeratosis, skin allergies, pregnancy, piercings, anxiety, varicose veins, recent scar tissue, cuts, abrasions, bruises.

## Learning outcome 2: Be able to provide body treatments using electrotherapy

**Body electrical technologies:** Galvanic, Electrical Muscle Stimulation (EMS), lymphatic drainage, microcurrent.

### Principles of electric currents:

**Alternating current** – interrupted current, changing direction of flow.

**Direct current** – uses effects of polarity, constant flow in one direction.

**Chemical action** – anode (+) and cathode (-) frequency and electrons, bi-phasic and mono-phasic.

**General treatment products:** Skin cleanser, exfoliating products, body moisturiser, firming gel/cream, sun protection factor (SPF).

### Treatment mediums:

**Galvanic** – anti-cellulite gel/lotion.

**Electrical Muscle Stimulation (EMS)** – conducting solution.

**Lymphatic drainage** – oil/cream.

**Microcurrent** – body lifting gel.

Follow manufacturer's instructions for product use.

### Products, tools and equipment:

Disinfecting fluid, sterilising solution, sanitiser, couch – adjustable, couch cover, couch roll, trolley, chair/stool – adjustable, towels, blanket, additional support/props, magnifying lamp, skin warming device (for example, infra-red lamp), electrical machines (Electrical Muscle Stimulation (EMS), lymphatic drainage, galvanic, microcurrent) and all relevant leads, electrodes, pads, ventouses, gown/robe, disposable slippers, tissues, cotton wool, spatulas, bowls, large sponges/towelling mitts, lined waste bin, products, tools and equipment for cleaning, disinfection, sanitisation, sterilisation as appropriate to treatment.

**Selection process:** Choice based on body condition and characteristics, target areas of treatment.

### Treatment techniques:

**Galvanic** – use anti-cellulite gel/lotion and equipment in line with manufacturer's instructions, pads positioned according to client's needs, placed flat to skin surface and secured with straps, follow timings and intensity identified by manufacturer's instructions.

**Electrical Muscle Stimulation (EMS)** – use conducting solution and equipment in line with manufacturer's instructions, ensure pads are in complete contact with the skin, apply to motor point/origin and insertion of the muscle, treatment duration and equipment settings (intensity, frequency, contraction and relaxation timings) as per client comfort/area being worked, follow manufacturer's instructions.



## Learning outcome 2: Be able to provide body treatments using electrotherapy (continued)

**Lymphatic drainage equipment** – application of oil/cream, select ventouse size/type dependant on area being worked, no more than 20% skin suction within ventouse, drain ventouse towards lymph nodes, remove suction at end of stroke with finger under ventouse or finger released from ventouse hole.

**Microcurrent** – application of lifting gel/lotion, electrodes used following manufacturer's instructions, routine/movements, machine settings (intensity, frequency, timing) according to manufacturer's instructions.

**Skin warming** – infra-red used to warm tissues and muscles prior to treatment, dependant on client skin and muscle condition.

### Effects and benefits of body electrical technologies:

**Galvanic** – increased blood and lymphatic circulation, improved skin function, improved appearance of cellulite, improved body shape.

**Electrical Muscle Stimulation (EMS)** – improved firmness and contour of muscles, improved circulation, increased metabolism of stimulated muscles, increased fluid and waste elimination, improved posture. Suitable for clients unable to undertake physical exercise.

**Lymphatic drainage equipment** – improved blood and lymphatic circulation, stimulation of sluggish skin, reduced oedema, desquamation, improved appearance of cellulite.

**Microcurrent** – improved blood and lymphatic circulation, improved muscle tone, improved appearance of cellulite, stretch marks and scar tissue.

**Treatment adaptations:** Adapt treatment to suit skin sensitivity, body condition and characteristics (for example, treatment intensity, treatment duration, frequency of treatments, combination of electrical equipment, product selection, adjust intensity over specific areas, use of heat to warm tissues).

**Evaluation and client satisfaction:** Agree result verbally and in writing through client feedback on record card, client objective, results of treatment, before and after photos, future treatments, record adaptations for next treatment.

**Aftercare advice:** Post-treatment instructions/recommendations, verbal and written, for immediate aftercare – water intake, avoidance of activities that may cause contra-actions or reduce treatment benefits, for example, no strenuous exercise or other body treatments for 24hrs, avoid UV light/heat/swimming for 24hrs, contra-actions and how to deal with them, suitable skin care regime and home treatments, exercise for postural deviations/improve muscle tone, lifestyle changes/improvements, for example stress management techniques, healthy eating and fluid intake, further treatments and frequency, alternative treatment options, retail products.

## Learning outcome 2: Be able to provide body treatments using electrotherapy

**Contra-actions:** Establish if it is an expected reaction or an unexpected/adverse reaction.

**In the case of expected reactions** – provide immediate post-treatment after care and advice for homecare, for example increase water intake.

**In the case of unexpected/adverse reactions** – discontinue treatment, take remedial action, record unexpected/adverse reaction, advise on homecare and how to access remedial medical care if required.

**Possible expected reactions** – erythema.

**Possible unexpected/adverse reactions** – hyperaemia, galvanic burn, bruising, irritation, allergic reaction, muscle fatigue.

### **Skin structure:**

**Epidermis** – stratum germinativum, stratum spinosum, stratum granulosum, stratum lucidum, stratum corneum.

**Dermis** – blood/lymph supply, papillary layer, reticular layer, collagen, elastin, macrophages, adipocytes, mast cells, fibroblasts, hair, dermal papilla, sebaceous glands and sebum, arrector pili muscle, sweat glands (eccrine and apocrine), sensory nerve endings.

**Hypodermis** – subcutaneous layer, adipose tissue, adipocytes.

**Functions of the skin:** Secretion, heat regulation, absorption, protection, elimination, sensation, vitamin D production, melanin production, skin barrier function.

**Growth cycle and repair of skin:** From germinativum to corneum, the process of keratinisation.

### **Examples of diseases and disorders:**

**Congenital** – eczema, psoriasis.

**Bacterial** – folliculitis, acne vulgaris, acne keloidalis nuchae (AKN), boils (furuncles), impetigo.

**Viral** – warts, verruca, herpes simplex (HSV), herpes zoster.

**Fungal** – tinea (pedis, corporis).

**Infestations** – scabies, pediculosis (capitis, pubis).

**Pigmentation** – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains, post inflammatory hyperpigmentation (PIH), melasma.

**Postural deviations** – scoliosis, kyphosis, lordosis.

**Others** – basal cell carcinoma, squamous cell carcinoma, malignant melanoma, varicose veins, keratosis pilaris, dermatosis papulosa nigra (DPN), keloid scar.

### **Cells:**

**Structure** – cell membrane, nucleus, cytoplasm, mitochondria, ribosomes, Golgi apparatus, rough and smooth endoplasmic reticulum.

**Functions** – metabolism, respiration, growth, excretion, movement, irritability, reproduction.



## Learning outcome 2: Be able to provide body treatments using electrotherapy (continued)

**Position and action of the muscles of the anterior trunk:** Iliopsoas (iliacus and psoas), internal and external intercostals, internal and external obliques, pectoralis major/minor, rectus abdominis, serratus anterior, transversus abdominis.

**Position and action of the muscles of the posterior trunk:** Deltoid, erector spinae, gluteal group (maximus, medius, minimus), infraspinatus, latissimus dorsi, quadratus lumborum, rhomboids, splenius capitis, subscapularis, supraspinatus, teres major, teres minor, trapezius.

**Position and action of the muscles of the upper limb:** Biceps, brachialis, brachioradialis, coracobrachialis, deltoid, extensor digitorum, extensor carpi radialis, extensor carpi ulnaris, flexor digitorum, flexor carpi radialis, flexor carpi ulnaris, pronator teres, supinator, triceps.

**Position and action of the muscles of the lower limb:** Adductors (longus, magnus, brevis), extensor digitorum longus, fibularis (peroneus) longus, flexor digitorum longus, flexor hallucis longus, gastrocnemius, gracilis, hamstrings (biceps femoris, semitendinosus, semimembranosus), piriformis, quadriceps (rectus femoris, vastus lateralis, vastus medialis, vastus intermedius), sartorius, soleus, tensor fascia latae, tibialis anterior, tibialis posterior.

**Function of muscles:** Movement, maintain posture, produce heat, attachment.

**Muscle types:** Structure and function (skeletal/voluntary muscle, cardiac, smooth/involuntary).

### Appendicular skeleton:

**Shoulder girdle** – clavicle, scapula.

**Upper limb** – humerus, radius, ulna, carpals (scaphoid, lunate, triquetral, pisiform, trapezium, trapezoid, capitate, hamate), metacarpals, phalanges.

**Pelvic girdle** – ilium, ischium, pubis (innominate bones).

**Lower limb** – femur, patella, tibia, fibula, tarsals (talus, calcaneus, navicular, medial, intermediate and lateral cuneiform, cuboid), metatarsals, phalanges.

### Axial skeleton:

**Thoracic** – ribs, sternum.

**Vertebral column** – cervical, thoracic, lumbar, sacrum, coccyx, intervertebral disc.

**Functions of bones:** Support, movement, protection, shape, attachment for muscles, mineral source, blood cell formation.

**Structure of bone:** Compact (dense), cancellous (spongy), types of bone – long bones, short bones, flat bones, irregular bones, sesamoid bones.

## Learning outcome 2: Be able to provide body treatments using electrotherapy

### Lymphatic system:

**Functions** – fluid distribution, fighting infection, transport of fat. Lymph nodes (filter toxins, clean lymphatic fluid, antibodies and antitoxins, produces lymphocytes).

**Structure** – popliteal, axillary, inguinal, abdominal or iliac, clavicular, cubital, supraclavicular.

### Digestive system:

**Functions** – ingestion of food, digestion (mechanical/chemical) absorption, elimination, peristalsis.

**Structure** – oesophagus, stomach, small intestine, large intestines, colon.

### Endocrine system:

**Function** – secretion of hormones to target organs.

**Structure** – pituitary, pineal, thyroid, parathyroid, thymus, pancreas, adrenal, ovaries, testes.

### Nervous system:

**Functions** – respond to stimuli, process sensory information, sense change (internal/external).

**Structure** – central nervous system, peripheral nervous system (somatic/autonomic).

**Lifestyle:** Occupation, diet and fluid intake, sleep patterns, smoking, exercise, hobbies, home situation, stress levels, medication, illness, lack of effective skin care.

**Environmental factors:** UV light, weather, central heating, drugs, alcohol, serious illness, medication, occupation.

**Ageing process:** Loss of elasticity, dryness of skin, cell regeneration slows, thinning of skin, broken capillaries, slack muscle tone, poor circulation, waste product removal slows, irregular pigmentation, dehydration, metabolism slows.