

# VTCT Skills Level 3 Certificate in Stone Therapy Massage

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Accreditation start date: **1 August 2010**  
Credit value: **16**  
Total Qualification Time (TQT): **160**  
Guided learning hours (GLH): **132**  
Qualification number: **500/9595/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				
UV30475				

# The qualification

## Introduction

The VTCT Skills Level 3 Certificate in Stone Therapy Massage is a qualification that has been specifically designed to develop your practical skills in; how to provide the relaxing and stress relieving treatment of massage using hot and cold stones.

Underpinning this qualification you will develop a sound knowledge of health and safety, client care and communication. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification, such as anatomy and physiology.

The purpose of this qualification is to develop your skills in providing stone therapy massage treatments to a high level of occupational ability, to enable you to provide your own services for clients.

## 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.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



## Progression

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

- Level 3 NVQ Diploma in Beauty Therapy Massage

Progression opportunities also exist in the form of specialist VTCT Skills vocationally related qualifications:

- Level 3 Diploma in Massage Therapy
- Level 3 Diploma in Spa and Body Treatments
- Level 3 Certificate in Indian Head Massage
- Level 3 Certificate in Massage Using Pre-Blended Aromatherapy Oils
- Level 3 Award in Spa Treatments
- Level 3 Diploma in Complementary Therapies
- Level 3 Diploma in Body Massage
- Level 3 Diploma in Reflexology
- Level 3 Diploma in Aromatherapy
- Level 3 Diploma in Sports Massage Therapy

This qualification may lead directly into employment in the beauty or complementary therapy industries as a massage therapist in a salon or clinic or self employment as a massage therapist.

# Qualification structure

## Total credits required - 16

All mandatory units must be completed.

### Mandatory units - 16 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
UV30475	H/601/4454	Apply stone therapy massage	9	75

# 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.

## 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:

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

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	✓	✓
UV30475	Apply stone therapy massage	2	✓	✓

# Unit glossary

	Description
<b>VTCT Skills product code</b>	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.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	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.
<b>Credit value</b>	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.
<b>Guiding Learning hours (GLH)</b>	The activity of a learner in being taught or instructed by - 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.
<b>Total qualification time (TQT)</b>	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 - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Maximum service times</b>	The maximum time in which a particular service or practical element must be completed.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	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.
<b>Assessment criteria</b>	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.
<b>Range</b>	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.

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 must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor 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. All outcomes must be achieved.
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.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

There are no range statements that apply to this unit.



# Observations

## 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.*

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



## 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.

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

# 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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## 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.

Requirements highlighted in white are assessed in the external paper.



## 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.*

*Requirements highlighted in white 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.

## Outcome 1: Be able to carry out a risk assessment

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

**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 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.

**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.

**Security (cash)** – 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, personnel, records.



## 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.

**Monitor and support others to ensure compliance of health and safety:**

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

**Providing support for staff:** Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

**Security breaches:**

**Inform** - salon owner, management, head of school.

**Review records** - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

**Actions** - take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

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

# Notes

Use this area for making notes and drawing 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 your 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 must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor 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.

## Maximum service times

There are no maximum service times that apply to this unit.

## 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

## 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
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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## 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.*

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



# Range

\*You must practically demonstrate that you have:

<b>Dealt with <b>all</b> clients</b>	<b>Portfolio reference</b>
New	
Regular	
<b>Used <b>all</b> consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
<b>Dealt with <b>all</b> 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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## 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.

Requirements highlighted in white are assessed in the external paper.



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## 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.

Requirements highlighted in white 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.

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

**Verbal communication:** (speaking) manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

**Advantages** – quick, instant response, client body language.

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

**Non-verbal communication:** eye contact, body language, listening.

**Advantages** – written communication, detailed, recorded, clear, specific, opportunity to consider, paper trail.

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

**Disadvantages** – written communication, cannot see reaction, cannot change mind, no opportunity for discussion.

**Body language** – cannot hide feelings, can be a barrier.

**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, professional appearance, avoid inappropriate conversations.

**Professional appearance:** Clean, professional uniform, no jewellery or piercings, hair neatly tied back (fringe secured), closed-in footwear, personal hygiene and cleanliness (shower/bath,

cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained, short, no nail varnish, no nail extensions).

**Professional ethical conduct:** Polite, cheerful and friendly manner; friendly facial expressions, positive attitude, eye contact, open body language, client relations (not argumentative, confidentiality), respect for colleagues and competitors, avoid gossip, pride in work, honesty, integrity, punctuality, employer and client loyalty.

### **Consultation communications:**

Establish client requirements and therapist recommendations, give appropriate advice if client is contra-indicated, client satisfaction, client expectations, suitability and aftercare, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, signatures of client and therapist (legal document; insurance claims, acknowledgement of recommendations), avoid conflict between a client and therapist, visual, manual, question, listen, client card reference, use a range of related terminology linked to treatment being performed.

**Client requirements:** Age, cultural background, special needs, satisfied clients, dealing with dissatisfied clients, all clients treated equally, clear, direct, action taken where necessary, written record.



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

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

**Recommendations to client:** Explain treatment (the process, expected sensations, skin reaction, outcomes), advise client of most suitable treatment, further treatments, aftercare advice, lifestyle changes, seek agreement from client, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales, insurance reasons, completion of consultation process, returning/repeat clients, new business).

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



## Outcome 2: Be able to manage client expectations

**Client confidentiality:** Data protection, professional, use of sensitive information, type of information, client access to their own records, maintain client's confidence, storage of client's personal details, record cards, method of destroying sensitive data, access available to authorised persons, time limit of storage of data, secured storage facility.

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

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

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

**Sales techniques:** Body language, verbal, non-verbal, testers, samples, linked to

treatment, 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.

# Notes

Use this area for making notes and drawing diagrams



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# UV30475

## Apply stone therapy massage

This unit is about providing hot and cold stone therapy treatments. It covers both massage and the placing of stones on the head, face and body. The ability to adapt stone therapy treatments to individual client needs is also a requirement.

Level

**3**

Credit value

**9**

GLH

**75**

Observation(s)

**4**

External paper(s)

**2**



# Apply stone therapy massage

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for stone therapy massage services
2. Be able to carry out stone therapy massage

## Evidence requirements

1. *Environment*  
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of 'Observation' outcomes must be demonstrated to your assessor 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. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

# 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:

Full body stone therapy treatment (including the face)	75 minutes
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# Observations

## Outcome 1

### Be able to prepare for stone therapy massage services

You can:

- a. Prepare yourself, the client and work area for stone therapy massage
- 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

*\* May be assessed through oral questioning.*

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



## Outcome 2

### Be able to carry out stone therapy massage

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
- 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	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Range

\*You must practically demonstrate that you have:

Used <b>all</b> consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with a <b>minimum of 1</b> necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why treatment cannot be carried out	
Modifying the treatment	
Used <b>all</b> types of equipment	Portfolio reference
Professional stone heater	
Stones	
Accessories	
Cooling systems	
Dealt with <b>all</b> client physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	

\*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>Met all treatment objectives</b>	<b>Portfolio reference</b>
Relaxing	
Balancing	
Uplifting	
Sense of wellbeing	
Local decongestion	
Relief from muscular tension	
<b>Used a minimum of 3 out of 4 types of stones</b>	<b>Portfolio reference</b>
Basalt	
Marine	
Marble	
Semi-precious stones	
<b>Used all stone therapy techniques</b>	<b>Portfolio reference</b>
Rotation of stones	
Alternation of hot and cold stones	
Use of hot stones only	
Use of cold stones only	
Combination of stone types and sizes	
Temperature management	

\*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:**

Covered <b>all</b> treatment areas	Portfolio reference
Face	
Head	
Neck, chest and shoulders	
Arms and hands	
Abdomen	
Back	
Legs and feet	
Used <b>all</b> treatment techniques	Portfolio reference
Effleurage	
Petrissage	
Friction	
Tapping	
Tucking	
Placement	
Trigger point	
Given <b>all</b> types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Suitable home care products and their use	

\*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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

## Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria 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



## Outcome 1

### Be able to prepare for stone therapy massage services

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 stone therapy massage	
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.	
k. Explain the contra-indications that prevent or restrict stone therapy massage	
l. Describe the types of stones, their properties and uses	
m. Describe the historical and cultural background for stone therapy massage	
n. Describe how stones should be stored	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white are assessed in the external paper.*



## Outcome 2

### Be able to carry out stone therapy massage

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 client treatment needs	
l. Describe how treatments can be adapted to suit client treatment needs	
m. State the contra-actions that may occur during and following treatments and how to respond	
n. Explain the importance of completing the treatment to the satisfaction of the client	
o. Explain the importance of completing treatment records	
p. Describe the methods of evaluating the effectiveness of the treatment	
q. Describe the aftercare advice that should be provided	
r. Describe the structure, function, position and action of the muscles of the body	

\*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 2 (continued)

### Be able to carry out stone therapy massage

You can:	Portfolio reference / Assessor initials*
s. Describe the location, function and structure of the bones of the body	
t. Describe the structure and function of the circulatory and lymphatic systems for the body	
u. Describe the physical and psychological effects of hot and cold stone therapy	

*\*Assessor initials to be inserted if orally questioned.*

*Requirements highlighted in white 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.

## Outcome 1: Be able to prepare for stone therapy massage services

**Management of health and safety at work:** Clean up spillages, report slippery surfaces, remove/report obstacles, ensure good all round access to trolleys and equipment, sterilise/disinfect tools, equipment and work surfaces, wear personal protective equipment.

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

**Manual handling** – moving stock, lifting, working at heights, unpacking, posture, department, balance weight, preserve back, prevent slouching.

**Towels** – clean for every client, place dirty towels in covered bin.

**Liability insurance** – employers, public, professional indemnity.

**Reporting of injuries, diseases and dangerous occurrences** – accident book, reporting diseases, local bye-laws, code of conduct, risk assessment.

**Regulations:** Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

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

**Hazards:** Something with potential to cause harm, requiring immediate attention,

level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

**Equipment** – only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance, portable appliance testing, correct disposal of contaminated waste, records.

**Examples of legislation and regulations relating to massage:** London Local Authorities require practitioners of massage to hold a 'Special Treatments' license, in the UK, the Medicines Act and the Consumer Protection Act may also be relevant to therapists providing massage services. The EU Cosmetics Directive may also be applicable, depending on the massage mediums used. This list is not exhaustive and learners and therapists are advised to seek advice from a professional association (such as FHT) with regard to regulatory requirements relating to massage.

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

**Hygiene:**

**General** – sterilise and sanitise tools, disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, sanitise with sprays and gels, clean towels between clients, place dirty towels in covered bin, use disposable towels, dispense products with



## Outcome 1: Be able to prepare for stone therapy massage services (continued)

a spatula, pump or spray, use disposables wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

**Disposal of waste** – single use items, pedal bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

### **Therapist posture and deportment:**

Correct posture when sitting, lifting and carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

**Work area:** Clean and hygienic, height adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

**Client preparation:** Protect client clothing, ensure client positioned correctly and comfortably, respect privacy and modesty.

### **Communication:**

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

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

**Record keeping:** Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions,

consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirements, treatment plan), update record at the end of the treatment, update at each visit, maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, closed in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained).

**Professional ethical conduct:** Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, take pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, listen, client card reference.

**Body analysis:** Muscle tone, overweight/normal weight, height, cellulite, oedema, postural analysis, excessive hair, temperature sensitivity.



## Outcome 1: Be able to prepare for stone therapy massage services (continued)

**Thermotherapy:** Alternate use of heated and cooled stones, therapeutic values of both temperatures, muscle conditions, therapeutic value of oils used, effects of cool and warm temperatures on the body/vascular system/main body systems, physical effect of temperature on the body, sensitivity to temperature/reaction to temperature, response to oils, energy of temperature, physical response to heat, physical response to cold temperatures on the body, emotional response of temperature, Ying Yang of temperature, Ying Yang of basalt/marble, duration of response short term/long term response, duration of treatment, process of treatment/treatment sequence, distribution of temperature, stone technique, increase/decrease temperature both hot and cold, length and duration, isolated/specific work, related/antagonistic, injury/healing.

### **Contra-indications:**

**Examples of contra-indications that may prevent treatment** – contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), allergies (skin), during chemotherapy or radiotherapy, cardiovascular conditions (hypertension, hypotension, deep vein thrombosis), pregnancy, diabetes (loss of skin sensitivity), severe varicose veins, clinical obesity.

**Examples of contra-indications that may restrict treatment** – cuts/abrasions, diabetes, epilepsy, menstruation, hernia, heavy meal, neck problems, varicose veins, asthma, sunburn, migraine, excessive erythema.

### **Examples of possible contra-actions:**

Reaction to extremes of temperature,

erythema, swelling, allergic reaction, temperature sensitivity, (adverse response – remove all stones, maintain records, client to seek medical advice if required).

**Treatment area:** Towels, sheets, pillowcases, pillows, linens, room temperature (heating)/lighting, positioning of massage couch, dressing of towels, pillow support for client, quiet room, ventilation, and privacy.

**Stones:** Basalt stone, marble stone, energetic and vibrational properties, geological origins, formation process, hardness, smoothness, shape, size, weight, orientation, conversion to massage strokes, density, temperature deliverance and transference.

### **Cultural origins of stone massage:**

Cultural use of stones, historical use of stones, stones for healing, stones for worship, Inyan Pejuta – Native American Indian practice, seven sister ceremony, Mary Nelson, current day.



## Outcome 2: Be able to carry out stone therapy massage

**Treatment techniques (process of collection, delivery and return of stones to heater/cooler):** Placement and removal of stones to and from water heater during treatment, selection of stones, shapes, placement and removal of stones to and from the cooler during treatment, selection of stones, shapes, use of spoon, safe handling of warm stones, delivery of fresh warm stones to client, delivery of fresh cool stones to client, technique of moving stones over body, delivering treatment requirements with stones, deep work, light work.

**Treatment techniques (stone massage therapy):** Effleurage, petrissage, deep tissue, muscle stripping, placement, kneading, friction, facial work, speed and pressure, tucking, removal, storage, stone selection.

**Treatment techniques (client communication during treatment):** Balance of position on couch, safety of position on couch, ergonomics of body, posture, sitting up and lying down whilst supporting body in process, turning over mid-treatment, protection of physical body through posture/handling, temperature, pressure request, feedback, response, immediate, delayed, skin, muscle response, relaxation, invigoration.

**Treatment evaluation:** Feedback, expectations fulfilled, effective treatment, contra-actions, realistic time, satisfied client, treatment options, treatment plan review.

**Aftercare advice:** Rest, postural exercises, deep breathing exercises, mobility exercises, products, drink water, healthy diet, stress management, treatments options, lifestyle changes, contra-actions.

**Physiological effects of stone therapy massage:** Increased circulation, warm tissues, stimulation of skin increasing cellular function, desquamation, increased sebaceous secretions, increased lymphatic flow, stimulate nerve endings, break down of fatty tissue, relax tense muscles.

**Psychological effects of stone therapy massage:** Relaxation, relief from tension and stress, sense of wellbeing, invigorating.

**Bones:**

**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.



## Outcome 2: Be able to carry out stone therapy massage (continued)

### Axial skeleton;

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

**Thoracic** – ribs, sternum.

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

**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, neck:

Buccinator, corrugator, depressor labii anguli, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae, levator scapula, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, orbicularis oris, platysma, procerus, pterygoids, risorius, sterno-cleido mastoid, temporalis, zygomaticus.

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

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

**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 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, plantarflexion, dorsiflexion), posture, tone.

**Examples of muscular diseases and disorders:** Adhesions, atony, atrophy, bursitis, cramp, fatigue, fibromyalgia, fibrositis, frozen shoulder, lumbago, muscular dystrophy, myositis, RSI, rupture, shin splints, spasm, sprain, strain, tendonitis, torticollitis, whiplash.



## Outcome 2: Be able to carry out stone therapy massage (continued)

### Cardiovascular system structure:

**Heart** – wall (endocardium, myocardium, pericardium), aorta, atria, bicuspid (mitral) valve, chordae tendineae, inferior/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.

**Circuits** – pulmonary circulation, portal circulation, coronary circulation, systemic circulation.

**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, plantar arch.

**Major veins of the body** – vena cava (inferior and superior), pulmonary, hepatic, splenic, renal, iliac, axillary, brachial, basilica, 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, regulation and homeostasis.

**Examples of cardiovascular disorders and diseases:** Anaemia, aneurysm, angina, arrhythmias, arteriosclerosis,

atherosclerosis, congenital heart disease, deep vein thrombosis gangrene, haemophilia, hematoma, HIV/AIDS, high cholesterol, hepatitis, hypertension, hypotension, leukemia, myocardial infarction, palpitations, phlebitis, pulmonary embolism, raynauds syndrome, septicaemia, sickle cell anaemia, stroke, thrombosis, varicose veins.

**Lymphatic system structure:** Lymph, lymph 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, supraclavicular), appendix, peyers 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.

# Notes

Use this area for notes and diagrams



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