

## Overview

This standard is about the skills involved in providing Indian head massage treatment. The ability to adapt massage techniques to suit individual client's needs and the environment in which the massage takes place is a crucial requirement. The ability to perform Indian head massage with and without the use of oils is also required.

To carry out this standard you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

The main outcomes of this standard are:

1. maintain safe and effective methods of working when providing Indian head massage treatments
2. consult, plan and prepare for Indian head massage treatments
3. perform Indian head massage treatments

## Performance criteria

*You must be able to:*

### **Maintain safe and effective methods of working when providing Indian head massage treatments**

\*

\*

1. maintain your responsibilities for health and safety throughout the treatment
2. prepare your client and yourself to meet legal and organisational requirements
3. maintain your client's modesty and privacy at all times
4. position your client to meet the needs of the treatment without causing them discomfort
5. ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
  1. ensure environmental conditions are suitable for the client and the treatment
  2. use working methods that minimise the risk of cross-infection
  3. ensure the use of clean equipment and materials
  4. promote environmental and sustainable working practices
  5. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  6. dispose of waste materials to meet legal requirements
  7. complete the treatment within a commercially viable time

\*

\*

### Consult, plan and prepare for Indian head massage treatments

\*  
\*

1.  
use **consultation techniques** to determine the client's treatment plan
2.  
ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
3.  
ensure that a parent or guardian is present throughout the service for minors under the age of 16
4.  
recognise any contra-indications and take the **necessary action**
5.  
carry out a sensitivity test to establish suitability for use of pre blended aroma therapy oils and record the results
6.  
obtain signed, informed consent from the client prior to carrying out the treatment
7.  
adapt your preparation procedures to suit the environment in which the massage is to be undertaken
8.  
assess the client's **physical characteristics** and agree **treatment objectives** that meet the client's needs

### Perform Indian head massage treatments

1.  
provide suitable support and cushioning to the required areas of the body during the treatment
2.  
adapt your **massage techniques**, sequence and massage medium to meet the client's **physical characteristics** and **treatment areas**
3.  
vary the depth, rhythm and pressure of **massage techniques** to meet **treatment objectives, treatment areas** and the client's **physical characteristics**

Provide Indian head massage

---

and preferences

4.

co-ordinate your breathing techniques with that of the client

5.

take remedial action if contra-actions or discomfort occurs during the course of treatment

6.

check the client's well-being throughout the treatment and allow the client sufficient post-treatment recovery time

7.

ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**

8.

give your client **advice and recommendations** on the treatment provided

9.

ensure your client's records are completed and signed by you and the client

## Knowledge and understanding

*You need to know and understand:*

### **Maintain safe and effective methods of working when providing Indian head massage treatments**

\*

\*

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the legal and organisational requirements for client protection and preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. the responsibilities under local authority licensing regulations for yourself and your premises
5. the reasons for maintaining the client's modesty and privacy during the treatment
6. safe positioning techniques for yourself and your client and why these are important
7. the necessary environmental conditions for services such as heating and ventilation and why these are important
  1. methods of cleaning, disinfection and sterilisation
  2. methods of working safely and hygienically to avoid cross-infection
  3. the hazards and risks which exist in your workplace and the safe working practices which you must follow
  4. the different types of working methods that promote **environmental and sustainable working practices**
  5. suppliers' and manufacturers' instructions for the safe use of equipment, materials

## Provide Indian head massage

---

and products which you must follow

6.

the legal requirements for waste disposal

7.

the reasons for completing the treatment in a commercially viable time

### Consult, plan and prepare for Indian head massage treatments

\*

\*

1.

why it is important to communicate with clients in a professional manner

2.

how to complete a consultation taking into account the client's **diverse needs**

3.

the legal requirements for providing treatment to minors under 16 years of age

4.

the age at which an individual is classed as a minor and how that differs nationally

5.

the importance of agreeing the treatment that meets the client's needs

6.

the legal significance of gaining signed, informed client consent to carry out the treatment

7.

the legislative requirements for storing and protecting client data

8.

how to recognise **contra-indications** that would prevent or restrict the treatment

9.

the contra-indications requiring medical referral and why

10.

the necessary action to take in relation to specific contra-indications when referring clients

11.

the reasons for not naming specific contra-indications when referring clients

12.

how to visually assess the client's physical characteristics

13.

## Provide Indian head massage

---

the causes of postural faults and conditions

14.

massage selection criteria for different skin, scalp and hair conditions

15.

the procedure for carrying out a skin sensitivity test prior to use of pre-blended aromatherapy oils and recording the results

16.

the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results

17.

how to prepare the treatment to suit different work environments

### **Perform Indian head massage treatments**

\*

\*

1.

the areas of the body that may require support and cushioning during the treatment and how to provide it

2.

the use and application of Indian head massage techniques to meet a variety of treatment objectives

3.

how to adapt the sequence, depth and pressure of massage techniques to suit different client's physical characteristics, areas of the body and client preferences

4.

how co-ordinating your own breathing techniques with that of the clients can enhance the effectiveness of the treatment

5.

the origins and traditions of Indian head massage and Ayurveda

6.

the principles and practices of marma points and their purpose

7.

the principles and practices of the seven primary chakras and their importance in relation to the Indian head massage treatment

8.

the benefits of Indian head massage treatment

Provide Indian head massage

---

9.  
the remedial action to take if **contra-actions** or discomfort occur during the course of treatment
10.  
the **anatomy and physiology** of the head, neck and shoulders
11.  
why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time
12.  
the methods used to evaluate the effectiveness of Indian head massage treatments
13.  
the **advice and recommendations** on products and treatments to your client

## Scope/range related to performance criteria

### Consultation techniques

- \*
- \*

1. questioning
2. listening
3. visual
4. manual
5. written

### Necessary action

- \*
- \*

1. encouraging the client to seek medical advice
2. explaining why the treatment cannot be carried out
3. modification of treatment

### Physical characteristics

- \*
- \*

1. posture
2. muscle tone
3. age
4. health
5. skin condition

Provide Indian head massage

---

6. hair condition

7. scalp condition

**Treatment objectives**

\*

\*

1. relaxation

2. sense of well-being

3. uplifting

4. improvement of hair and scalp condition

\* \*

\*

\*

**Massage techniques**

\*

\*

1. effleurage

2. petrissage

3. tapotement

4. friction

5. marma point acupressure

**Treatment areas**

\*

\*

Provide Indian head massage

---

1. face
2. head
3. chest and shoulders
4. arms and hands
5. back
6. chakras

\*

\*

**Advice and recommendations**

\*

\*

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. present and future products and treatments
  1. post-treatment advice

## Scope/range related to knowledge and understanding

### **Health and safety**

1. Health and Safety at Work Act
2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. The Health and Safety (First Aid) Regulations
4. The Regulatory Reform (Fire Safety) Order
5. The Manual Handling Operations Regulations
  1. The Control of Substances Hazardous to Health Regulations (COSHH)
7. The Electricity at Work Regulations
8. The Environmental Protection Act
9. The Management of Health and Safety at Work Regulations
  1. The Health and Safety (Information for Employees) Regulations

### **Environmental and sustainable working practices**

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled eco-friendly furniture
7. using low chemical paint
8. using environmentally friendly product packaging
  - 1.

Provide Indian head massage

---

choosing responsible domestic products (Fairtrade tea and coffee)

2.

encouraging carbon reducing journeys to work

**Diverse needs**

\*

\*

1. cultural

2. religious

3. age

4. disability

1. gender

\*

\*

**Contra-indications** which prevent

\*

\*

1.

contagious skin diseases

2.

dysfunction of the nervous system

3.

recent scar tissue

4.

undiagnosed lumps and swellings

**Contra-indications** which restrict

1.

undergoing medical treatment

2.

uncontrolled diabetes

3.

Provide Indian head massage

---

epilepsy

4.

high/low blood pressure

5.

history of thrombosis or embolism

6.

medication

7.

pregnancy

8.

piercings

9.

cuts and abrasions

10.

during cancer treatment

**Contra-actions**

\*

\*

1.

erythema

2.

hyperaemia

3.

allergic reaction to products

**Anatomy and physiology**

1.

structure and functions of the skin

2.

structure, function, position and action of muscles

3.

position and function of bones

4.

structure and function of the circulatory system

5.

Provide Indian head massage

---

structure and function of the lymphatic system

6.

basic principles of the central nervous system and autonomic nervous system

7.

basic principles of the endocrine, respiratory, olfactory, digestive and excretory systems

**Advice and recommendations**

\*

\*

1.

additional treatments

2.

additional products

3.

the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep

4.

post-treatment restrictions and future treatment needs

5.

post-treatment advice includes drinking plenty of water and relaxation

6.

time intervals between treatments

## Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors

1.  
a willingness to learn
2.  
a flexible working attitude
3.  
a team worker
4.  
a positive attitude
5.  
personal and professional ethics

## Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual

1.  
meeting the organisation's standards of behaviour
2.  
greeting the client respectfully and in a friendly manner
3.  
communicating with the client in a way that makes them feel valued and respected
4.  
treating the client courteously and helpfully at all times
5.  
adapting behaviour to respond effectively to different client behaviour
6.  
checking with the client that you have fully understood their expectations
7.  
responding promptly and positively to the client's questions and comments
8.  
recognising information that the client might find complicated and checking whether they fully understood

## Provide Indian head massage

---

9. meeting both organisational and industry standards of appearance.

### Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors

1. the ability to self-manage
2. excellent verbal and non-verbal communication
3. using the most appropriate ways of communicating with a client
4. responding promptly to a client seeking assistance
5. quickly locating information that will help the client
6. providing the client with information they need about services and products offered by the organisation

### Glossary

#### **Ayurveda**

An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit.

#### **Chakras**

The ancient Sanskrit word chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

#### **Marma Points**

Vital energy points defined as an anatomical site where flesh, veins, arteries, tendons, bones and joints meet up. Acupressure massage is applied to these vital energy points. The ancient Sanskrit word marma means hidden or secret.

SKABT18



Provide Indian head massage

---

**Developed by** SkillsActive

---

**Version Number** 2

---

**Date Approved** 30 Jan 2015

---

**Indicative Review Date** 29 Apr 2020

---

**Validity** Current

---

**Status** Original

---

**Originating Organisation** SkillsActive

---

**Original URN** SKAB23

---

**Relevant Occupations** Beauty Therapy, Spa Therapist, Massage Therapist

---

**Suite** Beauty Aesthetics, Spa Therapy

---

**Keywords** massage; Indian head massages; Chakras

---