

Overview

This standard is about the skills involved in providing head and body massage treatments. It covers manual massage of the head and body, as well as mechanical body massage techniques. The ability to adapt massage techniques to suit an individual client's needs is a requirement.

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 body massage treatments
2. consult, plan and prepare for massage treatments
3. perform manual massage treatments
4. perform mechanical massage treatments

Performance criteria

You must be able to:

Maintain safe and effective methods of working when providing body massage treatments

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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
5. ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
 1. provide support and cushioning to the required areas of the body during the treatment
 2. take remedial action if contra-actions or discomfort occur during the course of treatment
 3. check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
 4. ensure environmental conditions are suitable for the client and the treatment
 5. use working methods that minimise the risk of cross-infection
 6. ensure the use of clean equipment and materials
 7. promote environmental and sustainable working practices
 8. follow workplace and suppliers' or manufacturers' instructions for the safe use of

Provide body massage treatments

equipment, materials and products

9.

dispose of waste materials to meet legal requirements

10.

complete the treatment within a commercially viable time

Consult, plan and prepare for massage treatments

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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 treatment for minors under the age of 16

4.

recognise any contra-indications and take the **necessary action**

5.

assess the client's **physical characteristics** and agree the **treatment objectives** that meet the client's needs

6.

obtain signed, informed consent from the client prior to carrying out the treatment

7.

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

8.

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

Perform manual massage treatments

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1.

adapt your **massage techniques**, sequence and **massage mediums** to meet the client's **physical characteristics** and **treatment areas**

2.

Provide body massage treatments

vary the depth, rhythm and pressure of **massage techniques** to meet **treatment objectives** and the client's **physical characteristics** and preferences

3.

ensure the application and use of **massage medium** minimises waste

Perform mechanical massage treatments

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1.

provide information about the sensation created by the **equipment** and the treatment procedure to the client at each stage in the process

2.

adjust the **equipment** and duration of the treatment to suit the client's **physical characteristics** and the **treatment areas**

3.

vary the sequence, depth and pressure of massage movements to meet **treatment objectives** and **treatment areas**

Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when providing body massage treatments

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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 using these are important
7.
the areas of the body that may require provide support and cushioning during the treatment
8.
the remedial action to take if **contra-actions** or discomfort occur during the course of treatment
9.
why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
10.
the necessary environmental conditions for services such as heating and ventilation and why these are important

Provide body massage treatments

11.
methods of cleaning, disinfection and sterilisation
12.
methods of working safely and hygienically to avoid cross-infection
13.
the hazards and risks which exist in your workplace and the safe working practices which you must follow
14.
the different types of working methods that promote **environmental and sustainable working practices**
15.
suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
16.
the legal requirements for waste disposal
17.
the reasons for completing the treatment in a commercially viable time

Consult, plan and prepare for massage treatments

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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 with the client the treatment that meets their 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

Provide body massage treatments

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 different clients' physical characteristics
13.
the causes of postural faults and conditions
14.
how to match massage medium to different skin types and conditions
15.
the **advice and recommendations** on products and treatments to your client

Perform manual and mechanical massage treatments

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1.
the different types, uses and benefits of pre-massage heat treatments
2.
the use and application of massage techniques to meet a variety of treatment objectives
3.
how the massage sequence, depth and pressure can be adapted to suit different client physical characteristics
4.
how to adapt the massage treatments to suit different treatment objectives and treatment areas
5.
the areas of the body and body characteristics needing particular care when undertaking mechanical massage treatments
- 6.

Provide body massage treatments

how to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client

7.

the benefits of mechanical and manual massage and how these can be adapted to prevent **work related injuries**

8.

how other parts of the body can be utilised for manual massage and the benefits of incorporating these techniques

9.

the different skin types and skin characteristics

10.

the **anatomy and physiology** of the body

11.

the **physical and psychological** effects of body massage

12.

the effects of massage on the individual systems of the body

13.

the importance of ensuring the client has post-treatment recovery time

14.

the methods used to evaluate the effectiveness of body massage treatments

Scope/range related to performance criteria

Consultation techniques

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

Necessary action

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

Physical characteristics

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1. body type
2. posture
3. muscle tone
4. age
5. health

Provide body massage treatments

6. skin condition

Treatment objectives

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1. relaxing
2. sense of wellbeing
3. uplifting
4. anti-cellulite
5. stimulating

Advice and recommendations

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

Massage techniques

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1. effleurage
2. petrissage
3. tapotement
4. vibration

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5. friction

Massage mediums

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1. oil
2. cream
3. powder

Treatment areas

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1. face
2. head
3. chest and shoulders
4. arms and hands
5. abdomen
6. back
 1. gluteals
8. legs and feet

Equipment

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- *

1. gyratory massager
2. infra-red

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
6. 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

Contra-actions

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1. erythema
2. hyperaemia
3. allergic reaction to products

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)

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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. choosing responsible domestic products (Fairtrade tea and coffee)
 2. encouraging carbon reducing journeys to work

Diverse needs

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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

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Contra-indications which restrict

1.
undergoing medical treatment
2.
uncontrolled diabetes
3.
epilepsy
4.
high/low blood pressure
5.
history of thrombosis or embolism
6.
varicose veins
7.
metal pins or plates
8.
medication
9.
pregnancy
10.
piercings
11.
cuts and abrasions
12.
during cancer treatment

Advice and recommendations

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1.
additional treatments
2.
additional products
3.
the lifestyle factors and changes that may be required to improve the effectiveness

Provide body massage treatments

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

Work related injuries

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1. back injury

2. carpal tunnel syndrome

3. neck strain

1. repetitive strain injury (RSI)

Anatomy and physiology

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1. the structure and function of cells and tissues

2. the structure, function and different types of muscles

3. the positions and actions of the main muscle groups identified within the treatment areas of the body

4. the position and function of the primary bones and joints of the skeleton

5. how to recognise postural faults and conditions

1. the structure and function of the circulatory system

7. the structure and function of the lymphatic system

1.

the basic principles of the central nervous system and autonomic system

2.

Provide body massage treatments

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

3.

the structure and functions of skin

4.

the structure and location of the adipose tissue

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Physical and psychological **

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Physical effects:

1. relaxes muscles
2. stimulates circulatory and lymphatic systems
3. calms or stimulates nerve fibres

Psychological effects:

1. stress and tension relief
2. improved general well-being
3. calming and relaxing

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

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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

Body types

The ectomorph is often below average weight for their height and will have a lean appearance. Ectomorphs tend to have a very high metabolism and often complain of relentless eating with little to no weight gain.

The endomorphic body type is the complete opposite of an ectomorph. This individual will usually be larger in appearance with heavier fat accumulation and little muscle definition. They find it hard to lose weight, even when they diet and exercise.

The mesomorph has a more muscular and lean physique. The mesomorph is between the ectomorph and the endomorph so displays qualities from both. They may have a larger frame than the endomorph, but a lower body fat percentage than the ectomorph. This is often the body type that everybody wants.

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Gyratory massage

Gyratory massage uses a revolving mechanical equipment to reproduce the effects of manual massage movements.

Pre-heat treatments

These can include heat packs, sauna, steam, infra-red, baths, paraffin wax baths and power showers are some examples of pre-heat treatments.

Treatment plan

The stages or plan you intend to follow in carrying out a particular treatment. The basic content of the treatment plan includes areas to be treated, type of treatment, product and/or equipment to be used, known contra-indications, contra-actions, treatment advice, client signature, and client feedback.

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Provide body massage treatments

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