

# VTCT Level 3 Certificate in Beauty Therapy

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Operational start date: **1 September 2014**  
Credit value: **35**  
Total Qualification Time (TQT): **350**  
Guided learning hours (GLH): **295 - 976**  
Qualification number: **601/4229/7**

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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 (if/where applicable) 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				
UV30435				
UV30424				
Optional units				

# The qualification

## Introduction

The VTCT Level 3 Certificate in Beauty Therapy has been designed to develop your practical beauty therapy skills.

In this qualification you will cover body massage, health and safety and client communication skills. To further develop your skills you will have the opportunity to choose from a wide range of optional units in electrotherapy, epilation, Indian Head massage, stone therapy, intimate waxing and other practical beauty therapy treatments.

You will also develop sound theoretical knowledge and understanding to underpin all the practical skills gained throughout 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 British Association of Beauty Therapy and Cosmetology (BABTAC), the standard setting body for the beauty therapy industry.

## Prerequisites

Learners who wish to undertake this qualification must also achieve the VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) for Beauty Therapy and Nail Services qualification or a regulated equivalent.

Your centre will have ensured that you have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.

## Progression

On completion of this qualification you may choose to undertake further study; qualifications you could progress to include:

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

Alternatively, upon completion of this qualification a wide range of employment opportunities as a senior beauty therapist may become available to you. These could include working in the following types of businesses:

- Beauty salons
- Cruise ships
- Product companies
- Beauty retail environments
- Day spa
- Destination spa
- Prisons
- Hospitals and hospices
- Working on an independent self employed basis

# Qualification structure

## Total credits required - 35 (minimum)

All mandatory units must be completed. A minimum of 35 must be achieved at level 3 or above.

### Mandatory units - 17 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29	3
UV30435	J/601/5337	Promote and sell products and services to clients	4	34	3
UV30424	D/601/3559	Provide body massage	9	84	3



### Optional units - 18 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UV30468	T/601/4457	Client care and communication in beauty-related industries	3	28	3
UV30403	L/601/3962	Provide facial electrotherapy treatments	11	104	3
UV30404	K/601/3953	Provide body electrotherapy treatments	11	104	3
UV30474	Y/601/4452	Provide electrical epilation	11	88	3
UV30425	Y/601/3558	Provide massage using pre-blended aromatherapy oils	7	65	3
UV30574	D/601/4095	Provide Indian head massage	6	49	3
UV30450	Y/601/4466	Provide UV tanning	2	20	3
UV30451	R/601/4465	Provide self tanning	3	25	3
UV30426	D/601/3562	Apply individual permanent lashes	4	38	3
UV30427	R/601/3560	Intimate waxing for male clients	4	37	3
UV30428	Y/601/3561	Intimate waxing for female clients	4	37	3
UV30430	K/601/5329	Apply micro dermabrasion	4	39	3
UV30475	H/601/4454	Apply stone therapy massage	9	75	3
UV30493	D/600/8779	Maintaining personal health and wellbeing	7	60	3
UV30433	F/601/3568	Explore technological developments within the hair, beauty and associated areas	7	60	3
UV30409	D/601/4355	Camouflage make-up	7	60	3

# 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 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 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.

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

## Assessment explained

VTCT 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 and regulatory requirements.

An external quality assurer, appointed by VTCT, 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 unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30435	Promote and sell products and services to clients	0	✓	✓
UV30424	Provide body massage	2	✓	✓



## Optional units

		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV30403	Provide facial electrotherapy treatments	2	✓	✓
UV30404	Provide body electrotherapy treatments	2	✓	✓
UV30474	Provide electrical epilation	1	✓	✓
UV30425	Provide massage using pre-blended aromatherapy oils	2	✓	✓
UV30574	Provide Indian head massage	1	✓	✓
UV30450	Provide UV tanning	1	✓	✓
UV30451	Provide self tanning	1	✓	✓
UV30426	Apply individual permanent lashes	1	✓	✓
UV30427	Intimate waxing for male clients	1	✓	✓
UV30428	Intimate waxing for female clients	1	✓	✓
UV30430	Apply micro dermabrasion	1	✓	✓
UV30475	Apply stone therapy massage	2	✓	✓
UV30493	Maintaining personal health and wellbeing	1	✗	✓
UV30433	Explore technological developments within the hair, beauty and associated areas	0	✓	✓
UV30409	Camouflage make-up	2	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<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>Guided 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 competent observations, per outcome, 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>Observation outcome</b>	An observation outcome details the tasks that must be practically demonstrated 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, a portfolio of evidence or other forms 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 with 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.



# UV30435

## Promote and sell products and services to clients

This unit will help you to develop your skills and knowledge in the products and services you use and sell. Working through this unit will help develop your skills in techniques for effective communication with your clients, interpreting buying signals, managing client expectations, introducing new products and services, describing the features and benefits and learning how to close a sale.

This unit is about keeping pace with new developments and encouraging your clients to take an interest in them.

Level

**3**

Credit value

**4**

GLH

**34**

Observations

**3**

External paper(s)

**0**



# Promote and sell products and services to clients

## Learning outcomes

On completion of this unit you will:

1. Be able to promote and sell hair and beauty products
2. Understand how to evaluate the promotion of products and services

## 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. *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 promote and sell hair and beauty products

You can:

- a. Identify selling opportunities
- b. Use effective communication techniques
- c. Interpret buying signals and the client's intentions
- d. Manage client expectations, to achieve a realistic objective
- e. Introduce products and/or services to clients
- f. Use effective selling techniques to close a sale

*\* May be assessed through oral questioning.*

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

# Developing knowledge

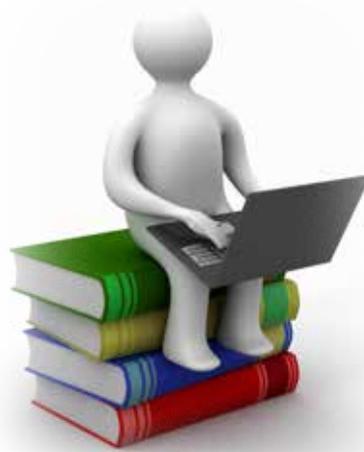
## Achieving knowledge outcomes

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 promote and sell hair and beauty products

You can:	Portfolio reference / Assessor initials*
g. Explain the benefits for the salon of promoting services and products to the client	
h. Explain the importance of product and service knowledge when selling	
i. Explain communication techniques used to promote products and services	
j. Explain the differences between the terms 'features' and 'benefits'	
k. Describe the stages of the sale process	
l. Describe how to manage client expectations	
m. Explain how to interpret buying signals	
n. Explain the legislation that affects the selling of services or products	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



## Outcome 2

### Understand how to evaluate the promotion of products and services

You can:	Portfolio reference / Assessor initials*
a. Review effectiveness of selling techniques	
b. Explain the importance of reviewing selling techniques	
c. Explain different methods of evaluating selling techniques	
d. Describe how to implement improvements in your own selling techniques	
e. Evaluate the effectiveness of advertising services and products to a target audience	
f. Explain the importance of how to set and agree sales targets and objectives	

\* 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 promote and sell hair and beauty products

**Selling opportunities:** Window displays, reception area, display cabinets, rotation of stock, new products/services, leaflets, free samples, during consultation, during/after service, email/mail/text, promotional events (e.g. launch parties, shows, charity events).

### **Effective communication techniques:**

**Verbal** – face to face, tone of voice, language, pace, clarity, reassure, use a range of related terminology.

**Non-verbal** – body language, positive attitude, posture, facial expressions, eye contact, gestures, proximity.

**Questioning** – open, closed, probing.

**Listening** – patience, trust, support, decipher, respond.

**Buying signals and the client's intentions:** Client showing interest/no interest, client asking questions, requesting information (price, availability, availability of appointments, making appointments, verbal agreement).

**Client's expectations to achieve a realistic objective:** Educate the client in product use, be honest, match service/product to client needs, realistic and achievable, lifestyle compatible.

**The benefits for the salon of promoting services and products to the client:** Increase salon turnover, commission, professional image, encourage clients to use quality products, encourage return

visits, increase client confidence, increase sales in other areas, shows motivation, passion and enthusiasm.

**Explain the importance of product and service knowledge when selling:** Professional image, instils confidence, improved aftercare advice, customers go on to promote salon, customers return increase – profits increase.

### **The differences between the terms 'features' and 'benefits':**

**Features** – the quality or characteristic of a service or product (service should compliment client, product made in both salon/retail size bottles).

**Benefits** – advantage of using a product on skin/hair.

**The stages of the sale process:** Interest, questioning, doubt, knowledge, clarification, need, want, purchase.

**The legislation that affects the selling of services or products:** consumer protection legislation, cosmetic products (safety), trade descriptions, sales of goods, the supply of goods and services.



## Outcome 2: Understand how to evaluate the promotion of products and services

**The importance of reviewing selling techniques:** Know what works and what doesn't, opportunity to change, sales training, profit and loss analysis.

**Different methods of evaluating selling techniques:** Monitor, review targets, questionnaire/survey, analyse results, summarise, judge, compare and contrast, profit and loss analysis.

**How to implement improvements in your own selling techniques:** Targets, objectives, involvement in target setting (achievable, tailored, motivating, personal training).

**Evaluate effectiveness of advertising services and products to a target audience:** Advertising plan, target audience (previous knowledge), what (you want to achieve), how (acceptable and appropriate communication), where (cost effective), when (scheduling of advertisements), result (expectations, measurable), budget (need, available, controlled, monitor, short/long term, impact on individual/business), compare/contrast, analyse.

**The importance of how to set and agree sales target/objectives:** Aim of business, goals (apply to the whole business), objectives (apply to individuals), break business into chunks (sales, production, administration), key results areas (KRA), use employee's job description (relevant to employee),

**SMART criteria** – Specific (short/long range, clear, in writing), Measurable (quantitative/qualitative), Achievable,

Realistic (reasonable, reachable and beatable – avoid optimistic goals which are counterproductive and de-motivating), Timely (specified time frame, challenging, motivating).

# 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 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:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 minutes



# Observations

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



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



# Range

\*You must practically demonstrate that you have:

<b>Used all massage mediums</b>	<b>Portfolio reference</b>
Oil	
Cream	
Powder	
<b>Used all consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
Reference to client records	
<b>Dealt with all client physical characteristics</b>	<b>Portfolio reference</b>
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
<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	

\*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:**

Met <b>all</b> treatment objectives	Portfolio reference
Relaxation	
Sense of wellbeing	
Uplifting	
Anti-cellulite	
Stimulating	
Covered <b>all</b> treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Legs and feet	
Used <b>all</b> massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Vibration	
Friction	
Provided <b>all</b> types of advice	Portfolio reference
Avoidance of activities which may cause contra-actions	
Future treatment needs	
Modifications to lifestyle patterns	
Healthy eating and exercise advice	
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 papers 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 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 in white are assessed in the external paper.*



## 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 in white are assessed in the external paper.*



## 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:	
• skin	
• skeletal	
• muscular	
• cardiovascular	
• lymphatic	
• nervous	
• digestive	
• urinary	
• endocrine	
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 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 a body massage treatment

### Management of health and safety

**at work:** Cleaning up spillages, report slippery surfaces, remove report obstacles, good all round access to trolleys and equipment, sterilise or disinfect (tools, equipment, work surfaces), personal protective equipment.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

**Towels:** Clean for every client, dirty towels in covered bin.

**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:** 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** – require immediate legislation, 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.

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

### Hygiene:

**General** – disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, clean towels between client, place dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

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

### Therapist posture and deportment:

Correct posture when sitting, correct posture when lifting, correct posture when 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



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

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, client comfort, privacy, modesty, client positioned correctly.

### **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 and accurate, 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, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

**Professional appearance:** Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, make-up (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, pride in work, punctuality, employer and client loyalty.

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

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

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

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

**Recommendations to client:** Treatment process, expected sensations, contra-actions, outcomes, further treatments, treatment options, aftercare advice, lifestyle changes.

**Massage mediums:** Cream, oil, powder, gel, wax.

**Tools:** Headband, towels, couch, couch cover, couch roll, chair, trolley, bin, cotton wool, bowl, tissues, spatula.

**Skin types:** Normal, oily, dry.

**Skin conditions:** Mature, sensitive, dehydrated.

**Body fat types:** Visceral, subcutaneous, gender variables, ethnic variables.



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

**Examples of contra-indications that may prevent treatment:** 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.

**Examples of contra-indications that may restrict treatment:** 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.



## Outcome 2: Be able to provide a body massage treatment

**Knowledge and understanding of the benefits and effects of G5 (Gyratory Mechanical Massage):** 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 benefits and uses 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:** Products, pressure, techniques, speed, order, direction, coverage, timing, frequency.

**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, drink water, healthy diet, stress management, treatment options, lifestyle changes, contra-actions.

**Possible contra-actions:** Erythema, aching/tenderness (pressure, technique adaptation), headache (drink water, rest, fresh air), dizziness (rest, deep breathing), nausea (rest, deep breathing), flu like symptoms (rest), changed sleep patterns, fatigue (rest, fresh air), thirst (drink water), heightened emotions (rest, relaxation, referral), increased urination (toxin release, drink water). Action – treatment adaptation, discussion/advice, first aid responses.

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

**UK only** – London Local Authorities Act requires practitioners of massage to hold a 'Special Treatments' the Medicines Act and the Consumer Protection Act may also be relevant to therapists providing massage services.

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

**General** – 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.

### Possible benefits of massage:

**Physiological** – improved circulation and lymph drainage, improved skin tone/elasticity, improved muscle tone, reduced muscle fatigue, balance nervous system, improved sleep, aids digestion, boosts immunity.

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

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

### 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).



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

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

**Pigmentation** – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains.

**Others** – basal cell carcinoma, squamous cell carcinoma, malignant melanomas.

### Skin:

**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.

### 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).

### Bones (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.

### Bones (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.



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

### **Muscles of the head, face and 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 capitis, 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, tetanus, torticollitis, 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.

**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,



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

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, supratrochlear), 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.

### 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, blood brain barrier, cerebrum, cerebellum, thalamus, hypothalamus, pituitary, pineal.

**Brain stem** – midbrain, pons varoli, 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, neurolemma). 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.

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

### Digestive system structure:

**Tract** – alimentary canal (inner mucosa, submucosa, muscle layer, serous membrane), mouth, salivary glands, tongue, teeth, pharynx, oesophagus, stomach, small intestine (duodenum,



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

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, 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 (tri-iodothyronine, 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, cretinism, Cushing's syndrome, diabetes insipidus, diabetes mellitus, dwarfism, gigantism, goitre, Graves' disease, gynecomastia, hirsutism, myxedema, polycystic ovarian syndrome, seasonal affective disorders (SAD), stunted growth, virilism.