



---

# External Assessment Material – Past Paper

---

**BT3D1 – Level 3 Diploma in Massage Therapies**

**BT3ED1 – Level 3 Extended Diploma in Massage Therapies**



## External Assessment Material – Past Paper



### BT3D1 – Level 3 Diploma in Massage Therapies

### BT3ED1 – Level 3 Extended Diploma in Massage Therapies

Please write clearly in block capitals.									
Centre number									
Learner number									
Surname									
Other names									
Learner signature									
Date									

## EXAM QUESTIONS

### Time allowed:

### Instructions

- Use black ink.
- Answer all questions.
- You must answer questions in the spaces provided.
- Do all rough work in this book. Cross through any work you do not want to be marked.

### Information

- There are two sections to this paper.
- Both sections should be attempted.
- The marks for the questions are shown in brackets.

### Advice

Please read each question carefully before answering.



Electrical equipment is used daily within a busy salon. Incorrect maintenance or inadequate care of this equipment could result in it becoming a potential fire hazard.

**Q1 (a)** From the list of options, **select** the appropriate colour-coded fire extinguisher to use on an electrical fire:

**[1 marks]**

- |                          |   |        |
|--------------------------|---|--------|
| <input type="checkbox"/> | A | black  |
| <input type="checkbox"/> | B | cream  |
| <input type="checkbox"/> | C | red    |
| <input type="checkbox"/> | D | white  |
| <input type="checkbox"/> | E | yellow |

**Total for Question 1 = 1 marks**



Cross-contamination can occur when the salon environment is not kept clean. In the salon, it is important that all work areas, tools and equipment are well maintained and that they are disinfected between clients.

**Q2 (a)** From the list of options, **select** the effect of a disinfectant:

**[1 marks]**

- |                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> | A | causes the elimination of most harmful micro-organisms            |
| <input type="checkbox"/> | B | destroys and inhibits growth of all living micro-organisms        |
| <input type="checkbox"/> | C | ensures the removal of minor impurities and germs                 |
| <input type="checkbox"/> | D | provides an environment for mitosis to occur with micro-organisms |
| <input type="checkbox"/> | E | removes the surface grime and oil from surfaces or objects        |

**Total for Question 2 = 1 marks**



During the consultation for a massage treatment, Mrs Fletcher informs the therapist that she has been suffering with eczema on her legs, which has turned very red, swollen and hot. On closer inspection, it appears that there may be an infection of the deep layers of the skin and underlying tissues.

**Q3 (a)** From the list of options, **select** the contra-indication the client may be suffering with:

**[1 marks]**

- |                          |   |                      |
|--------------------------|---|----------------------|
| <input type="checkbox"/> | A | acute hepatitis      |
| <input type="checkbox"/> | B | cellulitis           |
| <input type="checkbox"/> | C | keratosis pilaris    |
| <input type="checkbox"/> | D | psoriasis            |
| <input type="checkbox"/> | E | seborrheic keratosis |

**Total for Question 3 = 1 marks**



There are many different types of massage therapies that are used for a variety of health-related purposes. One such alternative massage therapy will adjust a client's physical structure by using manipulative techniques and balancing energy flow. It will realign the client, not only physiologically but also psychologically, emotionally and spiritually.

**Q4 (a)** From the list of options, **select** the alternative massage therapy being described:

**[1 marks]**

- |                          |   |                 |
|--------------------------|---|-----------------|
| <input type="checkbox"/> | A | acupressure     |
| <input type="checkbox"/> | B | Bowen technique |
| <input type="checkbox"/> | C | Lomi Lomi       |
| <input type="checkbox"/> | D | reiki           |
| <input type="checkbox"/> | E | shiatsu         |

**Total for Question 4 = 1 marks**



The therapist is preparing to wipe down the treatment area at the end of the working day. He has found a cleaning product which has a COSHH symbol printed on the label, see **Figure 1**.

**Figure 1**



**Q5 (a)** From the list of options, **select** the correct description for the symbol shown in **Figure 1**:

**[1 mark]**

<input type="checkbox"/>

- A a corrosive that may cause skin and eye damage
- B a flammable gas, aerosol, liquid or solid
- C a substance that may cause respiratory sensitisation
- D a toxic substance that may cause skin and eye irritation
- E an explosive which is self-reactive to substances

**Total for Question 5 = 1 mark**



A therapist has recently had to start working seven days a week in a spa, in order to cover the high intake of clients booked in for massage treatments. The therapist has now informed the spa manager that, due to the heavy workload, she has started to develop tendonitis and severe dermatitis in her hands.

**Q6 (a)** From the list of options, **select** the regulation which would provide guidance for the spa manager:

**[1 marks]**

- |                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> | A | Cosmetic Products Enforcement Regulations                             |
| <input type="checkbox"/> | B | Manual Handling Operations Regulations                                |
| <input type="checkbox"/> | C | Personal Protective Equipment at Work Regulations                     |
| <input type="checkbox"/> | D | Provision and Use of Work Equipment Regulations                       |
| <input type="checkbox"/> | E | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations |

**Total for Question 6 = 1 marks**



Lilly is a 14-year-old client who has just arrived at the salon for her full body massage. During consultation, Lilly explains that she has a large bruise close to the deltoid and slight acne across the shoulder blades.

**Q7 (a)** From the list of options, **select** the action the massage therapist should take:

**[1 mark]**

- |                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> | A | a doctors permission is required with an adult present during the treatment                 |
| <input type="checkbox"/> | B | no consent is required but an adult must be present during the treatment                    |
| <input type="checkbox"/> | C | permission is required from a parent or guardian before treatment can be given              |
| <input type="checkbox"/> | D | the minor must sign a disclaimer with a parent or guardian present during the treatment     |
| <input type="checkbox"/> | E | the parent or guardian must be present during treatment and signed permission must be given |

**Total for Question 7 = 1 mark**



During the consultation for a massage treatment, the client, Jim, informs the therapist that he would like a deep, therapeutic massage. He has recently been decorating his new house which has resulted with him having sore, tight upper back muscles. During the massage, the therapist locates an adhesion in the client's trapezius muscle.

**Q8 (a)** From the list of options, **select** the most suitable massage movement to release adhesions in muscles:

**[1 marks]**

- |                          |   |            |
|--------------------------|---|------------|
| <input type="checkbox"/> | A | effleurage |
| <input type="checkbox"/> | B | frictions  |
| <input type="checkbox"/> | C | petrissage |
| <input type="checkbox"/> | D | tapotement |
| <input type="checkbox"/> | E | vibrations |

**Total for Question 8 = 1 marks**



A newly-qualified therapist wishes to set up a massage therapy business. The therapist requires insurance that will cover against any allegations that may be made regarding inadequate advice or services to the client. It must also cover the legal costs and expenses of defending a claim, as well as compensation payable to the client to rectify the mistake.

**Q9 (a)** From the list of options, **select** the insurance policy which will provide suitable cover for the therapist:

**[1 marks]**

- |                          |   |                                  |
|--------------------------|---|----------------------------------|
| <input type="checkbox"/> | A | employers liability insurance    |
| <input type="checkbox"/> | B | personal accident insurance      |
| <input type="checkbox"/> | C | product liability insurance      |
| <input type="checkbox"/> | D | professional indemnity insurance |
| <input type="checkbox"/> | E | public liability insurance       |

**Total for Question 9 = 1 marks**



Margaret has attended the salon for a massage treatment, as she has been feeling very depressed with muscular and joint pain. Margaret has been having trouble sleeping and has had repeated headaches, which has made concentrating very difficult. She has also been having flu-like symptoms for the past six months. Margaret is suffering with oedema in the lymph nodes of her arm and has also started to have slight tremors in her hands. The therapist is concerned that the client may be suffering with a contra-indication that may impact on the massage treatment.

**Q10 (a)** From the list of options, **select** the contra-indication the client may be suffering with:

**[1 marks]**

- |                          |                        |
|--------------------------|------------------------|
| <input type="checkbox"/> | A atherosclerosis      |
| <input type="checkbox"/> | B haemophilia          |
| <input type="checkbox"/> | C multiple sclerosis   |
| <input type="checkbox"/> | D myalgic encephalitis |
| <input type="checkbox"/> | E Parkinson's disease  |

**Total for Question 10 = 1 marks**



During the consultation, the therapist notices that the client has a rash on her arm that is ring-shaped, with a raised red border, see **Figure 2**.

**Figure 2**



**Q11 (a)** From the list of options, **select** the contra-indication shown in **Figure 2**:

**[1 marks]**

- |                          |                        |
|--------------------------|------------------------|
| <input type="checkbox"/> | A pediculosis capitis  |
| <input type="checkbox"/> | B pediculosis corporis |
| <input type="checkbox"/> | C rosacea              |
| <input type="checkbox"/> | D tinea corporis       |
| <input type="checkbox"/> | E tinea pedis          |

**Total for Question 11 = 1 marks**



A newly-employed salon therapist, regularly returns home from work with headaches. The therapist speaks with the salon manager raising concerns the lighting and ventilation could be inadequate in the salon.

**Q12 (a)** From the list of options, **select** the regulation that would provide guidance to the therapist:

**[1 marks]**

- |                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> | A | Health and Safety Information for Employees Regulations |
| <input type="checkbox"/> | B | Manual Handling Operations Regulations                  |
| <input type="checkbox"/> | C | Personal Protective Equipment at Work Regulations       |
| <input type="checkbox"/> | D | Provision and Use of Work Equipment Regulations         |
| <input type="checkbox"/> | E | Workplace (Health, Safety and Welfare) Regulations      |

**Total for Question 12 = 1 marks**



A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

**Q13 (a) Outline** the term hazard and risk.

**[2 marks]**

---

---

---

---

---

---

**Total for Question 13 = 2 marks**

A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

**Q14 (a) Describe** the actions which should be carried out after completing a risk assessment.

**[3 marks]**

---

---

---

---

---

---

---

---

**Total for Question 14 = 3 marks**



A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

**Q15 (a) Summarise** who would be responsible for monitoring the salon if it did not adhere to health and safety legislations.

**[2 marks]**

---

---

---

---

---

**Total for Question 15 = 2 marks**

Selling retail products to clients is essential for business growth. The therapist must be able to provide up to date, accurate information and to explain the features and benefits of products and treatments to inspire confidence in the client.

**Q16 (a) Outline** the meaning of the term 'feature'.

**[1 marks]**

---

---

---

**Total for Question 16 = 1 marks**





The history of massage provides vital knowledge to a therapist, enabling them to understand how the treatment was used and developed. Most of the concepts of massage, which are used today, were developed many years ago. The history of massage has stood the test of time to prove itself as a vital health enhancing treatment.

**Q18 (a) Explain** the principles of Ayurveda.

**[3 marks]**

---

---

---

---

---

---

---

---

**Total for Question 18 = 3 marks**



The history of massage provides vital knowledge to a therapist, enabling them to understand how the treatment was used and developed. Most of the concepts of massage, which are used today, were developed many years ago. The history of massage has stood the test of time to prove itself as a vital health enhancing treatment.

**Q19 (a) Analyse** the popularity of massage therapy and how it is used in today's industry.

**[3 marks]**

---

---

---

---

---

---

---

---

**Total for Question 19 = 3 marks**



Emma is a 38-year-old business woman. She has booked in for a full body massage treatment. She has been having tension headaches, so wishes to have a massage to relax and ease the tension in her neck and shoulders. This is the first time that Emma has had a massage treatment. She is, therefore, very anxious regarding the treatment procedure and its effects.

During the consultation, the therapist notes that Emma is currently menstruating, she has a nut allergy and very sensitive skin with patches of eczema on her back. Emma also suffers with right shoulder pain. The therapist establishes that this is due to Emma carrying her heavy office folders in her work bag.

**Q20 (a) Outline five physiological effects of massage.**

**[5 marks]**

---

---

---

---

---

---

---

---

**Total for Question 20 = 5 marks**



Emma is a 38-year-old business woman. She has booked in for a full body massage treatment. She has been having tension headaches, so wishes to have a massage to relax and ease the tension in her neck and shoulders. This is the first time that Emma has had a massage treatment. She is, therefore, very anxious regarding the treatment procedure and its effects.

During the consultation, the therapist notes that Emma is currently menstruating, she has a nut allergy and very sensitive skin with patches of eczema on her back. Emma also suffers with right shoulder pain. The therapist establishes that this is due to Emma carrying her heavy office folders in her work bag.

**Q21 (a) Describe and justify three elements of a suitable treatment plan for the client.**

**[6 marks]**

---

---

---

---

---

---

---

---

**Total for Question 21 = 6 marks**



Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.

**Q22 (a) Outline three** factors which may influence an employee's welfare within the salon.

**[3 marks]**

---

---

---

---

---

---

---

---

---

**Total for Question 22 = 3 marks**





## BT3D1.BT3ED1.EX1 - Mark Scheme

### General marking guidance

- All learners must receive the same treatment. Examiners must mark all learners in the exact same way.
- Examiners should positively apply marking grids. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- The marking grid should be used at all times with all marks used appropriately.
- Marks on the marking grid are designed to be awarded. Examiners are encouraged to award full marks if deserved. In contrast, examiners should award zero marks if there is no rewardable content.
- Where judgement is required, the marking grid will provide the principles by which marks will be awarded.
- Answers provided are indicative and not exhaustive. Other suitable answers provided by a learner should be rewarded.
- Examiners in doubt, regarding the application of the marking grid to a learner's response, must consult with a senior examiner.

Electrical equipment is used daily within a busy salon. Incorrect maintenance or inadequate care of this equipment could result in it becoming a potential fire hazard.

Q1 (a) From the list of options, select the appropriate colour-coded fire extinguisher to use on an electrical fire:

UCO28M LO1, LO2	Multiple Choice Question	Answer
A	black	<b>Correct answer because</b> Co2 is safe to use on electrical fires.
B	cream	<b>Incorrect answer because</b> AFFF foam is not suitable for electric fires.
C	red	<b>Incorrect answer because</b> this is a water extinguisher which is not suitable for electric fires.
D	white	<b>Incorrect answer because</b> not a colour used on a colour coded fire extinguisher.
E	yellow	<b>Incorrect answer because</b> wet chemical is not suitable for electric fires.

Most correct answer

A      D

Least correct answer

E    B      C

Cross-contamination can occur when the salon environment is not kept clean. In the salon, it is important that all work areas, tools and equipment are well maintained and that they are disinfected between clients.

Q2 (a) From the list of options, select the effect of a disinfectant:

UCO28M LO2 UBT96M LO1	Multiple Choice Question	Answer
A	causes the elimination of most harmful micro-organisms	<b>Correct answer because</b> this is the effect of disinfectant.
B	destroys and inhibits growth of all living micro-organisms	<b>Incorrect answer because</b> this is the effect of sterilisation.
C	ensures the removal of minor impurities and germs	<b>Incorrect answer because</b> this would occur with using just a wet cloth with no disinfectant.
D	provides an environment for mitosis to occur with micro-organisms	<b>Incorrect answer because</b> disinfectant does not provide an environment for cell division.
E	removes the surface grime and oil from surfaces or objects	<b>Incorrect answer because</b> this would occur with using just a wet cloth with no disinfectant.

Most correct answer

Least correct answer

A

B

C

E

D

During the consultation for a massage treatment, Mrs Fletcher informs the therapist that she has been suffering with eczema on her legs, which has turned very red, swollen and hot. On closer inspection, it appears that there may be an infection of the deep layers of the skin and underlying tissues.

Q3 (a) From the list of options, select the contra-indication the client may be suffering with:

UBT96M LO2	Multiple Choice Question	Answer
A	acute hepatitis	<b>Incorrect answer because</b> this is inflammation of the liver.
B	cellulitis	<b>Correct answer because</b> this is an infection of the deeper layers of the skin and tissues.
C	keratosis pilaris	<b>Incorrect answer because</b> this is where the skin becomes rough and bumpy, usually on the arms, thighs or bottom.
D	psoriasis	<b>Incorrect answer because</b> this is red scaly patches of skin.
E	seborrheic keratosis	<b>Incorrect answer because</b> this is a harmless growth found on the skin.

Most correct answer

Least correct answer

B	D	E	C	A
---	---	---	---	---

There are many different types of massage therapies that are used for a variety of health-related purposes. One such alternative massage therapy will adjust a client's physical structure by using manipulative techniques and balancing energy flow. It will realign the client, not only physiologically but also psychologically, emotionally and spiritually.

Q4 (a) From the list of options, select the alternative massage therapy being described:

UBT98M LO2	Multiple Choice Question	Answer
A	acupressure	<b>Incorrect answer because</b> this is an ancient healing art of using the fingers to gradually press key healing points, which stimulate the body's natural self-curative abilities.
B	Bowen technique	<b>Incorrect answer because</b> there is no manipulation used; it is a hands-on therapy that is applied using very gentle pressure. There is no manipulation or adjustment of hard tissue and no force is used.
C	Lomi Lomi	<b>Incorrect answer because</b> a Lomi Lomi therapist will use long flowing strokes across the whole body.
D	reiki	<b>Incorrect answer because</b> it is administered by "laying on hands" and is based on the idea that an unseen "life force energy" flows through us and is what causes us to be alive.
E	shiatsu	<b>Correct answer because</b> it uses manipulations to adjust body structure and balance its energy flow. It works on the whole person, not just with the physical body, but also with the psychological, emotional and spiritual aspects of being.

Most correct answer

Least correct answer

E

A

B

C

D

The therapist is preparing to wipe down the treatment area at the end of the working day. He has found a cleaning product which has a COSHH symbol printed on the label, see Figure 1.

Figure 1



Q5 (a) From the list of options, select the correct description for the symbol shown in Figure 1:

UCO28M LO1, LO2 UBT96M LO1	Multiple Choice Question	Answer
A	a corrosive that may cause skin and eye damage	<b>Correct answer because</b> the symbol matches the correct image description.
B	a flammable gas, aerosol, liquid or solid	<b>Incorrect answer because</b> this symbol would be a flame.

C	a substance that may cause respiratory sensitisation	<b>Incorrect answer because</b> this symbol would be a skull and crossbones.
D	a toxic substance that may cause skin and eye irritation	<b>Incorrect answer because</b> this symbol would be an exclamation mark.
E	an explosive which is self-reactive to substances	<b>Incorrect answer because</b> this symbol would be an explosive.

Most correct answer

Least correct answer

A

D

C

B

E

A therapist has recently had to start working seven days a week in a spa, in order to cover the high intake of clients booked in for massage treatments. The therapist has now informed the spa manager that, due to the heavy workload, she has started to develop tendonitis and severe dermatitis in her hands.

Q6 (a) From the list of options, select the regulation which would provide guidance for the spa manager:

UCO28M LO2	Multiple Choice Question	Answer
A	Cosmetic Products Enforcement Regulations	<b>Incorrect answer because</b> this regulation ensures that cosmetics and toiletries are safe to use, are correctly labelled and fit for their intended purpose.
B	Manual Handling Operations Regulations	<b>Incorrect answer because</b> this regulation deals with the transporting of loads and aims to prevent skeletal and muscular injury to the body due to poor working practice.
C	Personal Protective Equipment at Work Regulations	<b>Incorrect answer because</b> this regulation requires employers to identify activities and processes that require personal protective equipment, to supply the PPE to the employees and provide training.
D	Provision and Use of Work Equipment Regulations	<b>Incorrect answer because</b> this regulation deals with the safe use of work equipment, both new and second-hand, and maintaining it so that it is fit for purpose.
E	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	<b>Correct answer because</b> this regulation requires the reporting and recording of injuries, diseases and dangerous occurrences that happen in the workplace, it must be likely that the occupational disease was made worse by the person's current work.

Most correct answer

Least correct answer

E

B

C

D

A

Lilly is a 14-year-old client who has just arrived at the salon for her full body massage. During consultation, Lilly explains that she has a large bruise close to the deltoid and slight acne across the shoulder blades.

Q7 (a) From the list of options, select the action the massage therapist should take:

UBT90M LO1, LO4 UBT96M LO1	Multiple Choice Question	Answer
A	a doctors permission is required with an adult present during the treatment	<b>Incorrect answer because</b> the client does not have a condition requiring a doctors permission.
B	no consent is required but an adult must be present during the treatment	<b>Incorrect answer because</b> this would not protect the therapist or salon in the event of an alleged incident.
C	permission is required from a parent or guardian before treatment can be given	<b>Incorrect answer because</b> written permission would also be required to protect the therapist/salon.
D	the minor must sign a disclaimer with a parent or guardian present during the treatment	<b>Incorrect answer because</b> this would not protect the therapist or salon in the event of an alleged incident. It could be argued the minor was under age and did not realise what they had agreed too.
E	the parent or guardian must be present during treatment and signed permission must be given	<b>Correct answer because</b> this would help protect the therapist and the salon and ensure they meet insurance requirements.

Most correct answer

Least correct answer

E

B

D

C

A

During the consultation for a massage treatment, the client, Jim, informs the therapist that he would like a deep, therapeutic massage. He has recently been decorating his new house which has resulted with him having sore, tight upper back muscles. During the massage, the therapist locates an adhesion in the client's trapezius muscle.

Q8 (a) From the list of options, select the most suitable massage movement to release adhesions in muscles:

UBT96M LO2	Multiple Choice Question	Answer
A	effleurage	<b>Incorrect answer because</b> this movement is a flowing movement helping to increase blood and lymph flow.
B	frictions	<b>Correct answer because</b> this movement is used to break down adhesions in muscles.
C	petrissage	<b>Incorrect answer because</b> this movement compresses and relaxes the muscles.
D	tapotement	<b>Incorrect answer because</b> this movement has a stimulating effect.
E	vibrations	<b>Incorrect answer because</b> this movement helps to loosen scar tissue.

Most correct answer

Least correct answer

B

C

E

D

A

A newly-qualified therapist wishes to set up a massage therapy business. The therapist requires insurance that will cover against any allegations that may be made regarding inadequate advice or services to the client. It must also cover the legal costs and expenses of defending a claim, as well as compensation payable to the client to rectify the mistake.

Q9 (a) From the list of options, select the insurance policy which will provide suitable cover for the therapist:

UBT90M LO1 UBT96M LO1	Multiple Choice Question	Answer
A	employers liability insurance	<b>Incorrect answer because</b> this is a legal requirement if a business employs one or more people. It protects against the cost of compensation claims arising from employee illness or injury.
B	personal accident insurance	<b>Incorrect answer because</b> this insurance pays the business a lump sum or weekly amount if the employer, or an insured employee, are unable to work after an accident.
C	product liability insurance	<b>Incorrect answer because</b> this insurance covers the manufacturer's or seller's liability for losses or injuries to a buyer, user or bystander caused by a defect or malfunction of the product.
D	professional indemnity insurance	<b>Correct answer because</b> this insurance covers any alleged claims that inadequate advice or services may have been provided to the client.
E	public liability insurance	<b>Incorrect answer because</b> this insurance covers the cost of any legal action and compensation claims made against a business if a third party is injured or their property suffers damage whilst at the business premises.

Most correct answer

Least correct answer

D

E

C

A

B

Margaret has attended the salon for a massage treatment, as she has been feeling very depressed with muscular and joint pain. Margaret has been having trouble sleeping and has had repeated headaches, which has made concentrating very difficult. She has also been having flu-like symptoms for the past six months. Margaret is suffering with oedema in the lymph nodes of her arm and has also started to have slight tremors in her hands. The therapist is concerned that the client may be suffering with a contra-indication that may impact on the massage treatment.

Q10 (a) From the list of options, select the contra-indication the client may be suffering with:

UBT96M LO2	Multiple Choice Question	Answer
A	atherosclerosis	<b>Incorrect answer because</b> this is a disease of the arteries characterised by the deposition of fatty material on their inner walls.
B	haemophilia	<b>Incorrect answer because</b> this results in people bleeding longer after an injury, easy bruising, and an increased risk of bleeding inside joints or the brain.
C	multiple sclerosis	<b>Incorrect answer because</b> this is a condition which can affect the brain and/or spinal cord, causing a wide range of potential symptoms, including problems with vision, arm or leg movement, sensation or balance.
D	myalgic encephalitis	<b>Correct answer because</b> this is a condition that is characterised by a range of neurological symptoms and signs, muscle pain with intense physical or mental exhaustion.
E	Parkinson's disease	<b>Incorrect answer because</b> this is a progressive neurological condition. The main symptoms are tremor, rigidity and slowness of movement.

Most correct answer

Least correct answer

D

E

C

A

B

During the consultation, the therapist notices that the client has a rash on her arm that is ring-shaped, with a raised red border, see Figure 2.

Figure 2



Q11 (a) From the list of options, select the contra-indication shown in Figure 2:

UBT96M LO2	Multiple Choice Question	Answer
A	pediculosis capitis	<b>Incorrect answer because</b> this is head lice.
B	pediculosis corporis	<b>Incorrect answer because</b> this is a cutaneous condition caused by body lice that lay their eggs in the seams of clothing.
C	rosacea	<b>Incorrect answer because</b> this is a common skin condition, found usually across the cheeks and nose.

D	tinea corporis	<b>Correct answer because</b> this is known as ringworm it is a skin infection that is caused by fungi which is ringed shaped.
E	tinea pedis	<b>Incorrect answer because</b> this is known as Athlete's foot. It is a common skin infection of the feet caused by fungus.

Most correct answer

Least correct answer

D

B

A

E

C

A newly-employed salon therapist, regularly returns home from work with headaches. The therapist speaks with the salon manager raising concerns the lighting and ventilation could be inadequate in the salon.		
Q12 (a) From the list of options, select the regulation that would provide guidance to the therapist:		
UCO28M LO1	Multiple Choice Question	Answer
A	Health and Safety Information for Employees Regulations	<b>Incorrect answer because</b> these regulations require that employers give information to employees by means of either displaying a poster or distributing a copy of the approved leaflet.
B	Manual Handling Operations Regulations	<b>Incorrect answer because</b> this regulates any activity that requires an individual to lift, move or support a load, will be classified as a manual handling task.
C	Personal Protective Equipment at Work Regulations	<b>Incorrect answer because</b> this regulates that employers have duties concerning the provision and use of personal protective equipment (PPE) at work.
D	Provision and Use of Work Equipment Regulations	<b>Incorrect answer because</b> this regulation requires that equipment provided for use at work, including machinery, is safe.
E	Workplace (Health, Safety and Welfare) Regulations	<b>Correct answer because</b> the regulation requires all employers to ensure that the salon has adequate ventilation from chemicals, a good standard of cleanliness is upheld, adequate lighting available and adequate toilet facilities, which are well ventilated and lit.

Most correct answer

Least correct answer

E

D

A

B

C

A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

Q13 (a) Outline the terms hazard and risk.

UCO28M LO1, LO2, LO3	Answer	Total marks
	<p><b>1-2 marks awarded for outlining</b> the terms hazard and risk:</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Hazard – anything that has the potential to cause harm</li> <li>• Risk – the likelihood that the hazard will cause harm</li> </ul> <p><b>(Maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>		

A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

Q14 (a) Describe the actions which should be carried out after completing a risk assessment.

UCO28M LO1, LO2, LO3	Answer	Total marks
	<p><b>1-3 marks awarded</b> for <b>describing</b> the action which should be taken after completing a risk assessment.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• <b>Record the outcomes</b> of the risk assessment on the relevant paperwork. This should then be <b>stored appropriately</b>. <b>Actions should be addressed</b>, and <b>staff updated</b>, arrange <b>further staff training</b> where necessary. <b>Regularly monitor and review</b> the risk assessments.</li> </ul> <p><b>(Maximum 3 marks)</b></p>	<b>3 marks</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>		

A risk assessment is something that an employer is required to carry out by law. They must be carried out at regular intervals, in order to meet the requirements of health and safety legislation and to ensure the safety of staff and clients.

Q15 (a) Summarise who would be responsible for monitoring the salon if it did not adhere to health and safety legislations.

UCO28M LO1, LO2, LO3	Answer	Total marks
	<p><b>1-2 marks awarded</b> for summarising who would be responsible for monitoring the salon.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>The <b>Health &amp; Safety Executive</b> is responsible for monitoring the salon if it is non-compliant, they would provide the salon with <b>improvement notices</b> and monitor the <b>completion of the necessary actions</b>.</li> </ul> <p><b>(Maximum 2 marks)</b></p>	<b>2 marks</b>
Additional guidance		
Do not award marks for		

Selling retail products to clients is essential for business growth. The therapist must be able to provide up to date, accurate information and to explain the features and benefits of products and treatments to inspire confidence in the client.

Q16 (a) Outline the meaning of the term 'feature'.

UBT119M LO1,LO2	Answer	Total marks
	<p><b>1 mark awarded</b> for <b>outlining</b> a meaning of the term feature:</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• A <b>feature</b> describes the surface statement about the product or treatment such as what it can do. The unique selling point.</li> </ul> <p><b>(Maximum 1 mark)</b></p>	<b>1 mark</b>
Additional guidance		
Do not award marks for		

The history of massage provides vital knowledge to a therapist, enabling them to understand how the treatment was used and developed. Most of the concepts of massage, which are used today, were developed many years ago. The history of massage has stood the test of time to prove itself as a vital health enhancing treatment.

Q17 (a) Outline six key historical developments of massage therapies, from the earliest known reference through to the present day.

UBT98M LO1 UBT96M LO2	Answer	Total marks
	<p><b>1-6 marks awarded for outlining up to six</b> key developments of massage therapies:</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• The earliest known reference to massage dates back to 2700 BC</li> <li>• The west was introduced to massage therapy during the Greek empire.</li> <li>• Galen, used the therapy to treat diseases and physical injuries.</li> <li>• Between 1450 and 1600, massage therapy reached Europe &amp; medical schools.</li> <li>• During the nineteenth century, Swedish massage was developed by Pehr Henrik Ling.</li> <li>• During the 1840s, Dr Mathia Roth, introduced massage therapy to Britain and in 1856 massage therapy was introduced to the U.S</li> <li>• In 1878 a Dutch massage practitioner named Johan Georg Mezger, introduced the phrase ‘Swedish massage’</li> </ul> <p><b>(Maximum 6 marks)</b></p>	<p><b>6 marks</b></p>

<b>Additional guidance</b>		
<b>Do not award marks for</b>		

The history of massage provides vital knowledge to a therapist, enabling them to understand how the treatment was used and developed. Most of the concepts of massage, which are used today, were developed many years ago. The history of massage has stood the test of time to prove itself as a vital health enhancing treatment.

Q18 (a) Explain the principles of Ayurveda.

UBT98M LO1 UBT96M LO2	Answer	Total marks
	<p><b>1-3 marks awarded for explaining</b> the principles of Ayurveda:</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Ayurveda is the traditional holistic medical system in India</li> <li>• Ancient seers and natural scientists developed this system based on centuries of studies, experiments and meditations.</li> <li>• Ayurveda was widely adopted throughout India and Southeast Asia. Ayurveda views that individuals incur illnesses and diseases when they live out of harmony with their environment.</li> <li>• To treat conditions, individuals must restore natural mental and physical balance by re-establishing harmony between themselves and the world around them. At that point, they can begin to heal naturally.</li> <li>• Based on the patient's health imbalances, constitution and the time of year, Ayurveda recommends how to use the five senses to interact with the environment in order to create balance.</li> <li>• Treatments in Ayurveda include diet and herbalism, aromatherapy, colour therapy, sound therapy and touch therapy</li> </ul>	<p><b>3 marks</b></p>

	<b>(Maximum 3 marks)</b>	
<b>Additional guidance</b>		
<b>Do not award marks for</b>		

The history of massage provides vital knowledge to a therapist, enabling them to understand how the treatment was used and developed. Most of the concepts of massage, which are used today, were developed many years ago. The history of massage has stood the test of time to prove itself as a vital health enhancing treatment.

Q19 (a) Analyse the popularity of massage therapy and how it is used in today's industry.

UBT98M LO1 UBT96M LO2	Answer	Total marks
	<p><b>1-3 marks awarded</b> for <b>analysing</b> the popularity of massage therapies and how it is used in today's industry:</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Most popular massage therapy is Swedish massage which has many psychologically and physiologically effects on the human body systems. This is the most common massage service provided in salons.</li> <li>• Swedish massage is either performed by the therapist for a 30 minute treatment, which usually just incorporates the neck, back and shoulders, a 60 minute treatment which incorporates the whole body or a 75 minute treatment which incorporates the whole body including the face, neck and scalp.</li> <li>• Swedish massage is either applied as a relaxing massage treatment or a stimulating massage treatment</li> <li>• Massage treatments are available in a wide range of businesses from salons, spas, cruise ships etc., due to its popularity with clients</li> </ul> <p><b>(Maximum 3 marks)</b></p>	<p><b>3 marks</b></p>

<b>Additional guidance</b>		
<b>Do not award marks for</b>		

Emma is a 38-year-old business woman. She has booked in for a full body massage treatment. She has been having tension headaches, so wishes to have a massage to relax and ease the tension in her neck and shoulders. This is the first time that Emma has had a massage treatment. She is, therefore, very anxious regarding the treatment procedure and its effects.

During the consultation, the therapist notes that Emma is currently menstruating, she has a nut allergy and very sensitive skin with patches of eczema on her back. Emma also suffers with right shoulder pain. The therapist establishes that this is due to Emma carrying her heavy office folders in her work bag.

Q20 (a) Outline five physiological effects of massage.

UBT96M LO2	Answer	Total marks
	<p><b>1-5 marks awarded for outlining up to five</b> physiological effects of massage therapy:</p> <p><b>Areas the candidate may discuss:</b></p> <p>Effects on the skin</p> <ul style="list-style-type: none"> <li>○ Increased production of sweat from the sweat glands, helping to excrete urea and waste products through the skin</li> <li>○ Increased sebum production, helping to improve the skin's suppleness and resistance to infection</li> <li>○ Improved the skin's colour and elasticity of the skin</li> <li>○ Improved circulation to the skin, increased nutrition and cell regeneration</li> </ul> <p>Effects on the skeletal system</p> <ul style="list-style-type: none"> <li>○ Improved muscle tone and balance, reducing the physical stress placed on bones and joints</li> <li>○ Increased joint mobility, breaking down scar tissue and adhesions</li> </ul>	<p><b>5 marks</b></p>

	<ul style="list-style-type: none"><li>○ Effects on the muscular system</li><li>○ Increased flexibility in the muscles, relieving muscular tightness, stiffness, and spasms</li><li>○ Reduction in muscle fatigue and soreness caused by increased blood circulation</li></ul> <p>Effects on the cardiovascular system</p> <ul style="list-style-type: none"><li>○ Improved circulation and enhanced blood flow</li><li>○ Delivery of fresh oxygen and nutrients to the tissues, improving the removal of waste products, toxins and carbon dioxide</li><li>○ Temporarily decreases blood pressure, due to dilation of capillaries</li><li>○ Decreases the heart rate due to relaxation</li></ul> <p>Effects on the lymphatic system</p> <ul style="list-style-type: none"><li>○ Reduces oedema</li><li>○ Strengthens the immune system, due to increase in white blood cells</li></ul> <p>Effects on the respiratory system</p> <ul style="list-style-type: none"><li>○ Decreased rate of respiration due to the reduced stimulation of the sympathetic nervous system</li><li>○ Improved lung capacity by relaxing any tightness in the respiratory muscles</li></ul> <p>Effects on the digestive system</p> <ul style="list-style-type: none"><li>○ Increased peristalsis in the large intestine, helping to relieve constipation, colic and gas</li></ul> <p>Effects on the urinary system</p>	
--	---	--

	<ul style="list-style-type: none"><li>○ Increased urinary output due to the increased circulation and lymph drainage from the tissues</li></ul> <p>Effects on the nervous system</p> <ul style="list-style-type: none"><li>○ Stimulates or soothes nerves depending on the techniques used</li><li>○ Stimulates the parasympathetic nervous system, helping promote relaxation and the reduction of stress, reduces pain by the release of endorphins</li></ul> <p><b>(Maximum 5 marks)</b></p>	
<b>Additional guidance</b>		
<b>Do not award marks for</b>		

Emma is a 38-year-old business woman. She has booked in for a full body massage treatment. She has been having tension headaches, so wishes to have a massage to relax and ease the tension in her neck and shoulders. This is the first time that Emma has had a massage treatment. She is, therefore, very anxious regarding the treatment procedure and its effects.

During the consultation, the therapist notes that Emma is currently menstruating, she has a nut allergy and very sensitive skin with patches of eczema on her back. Emma also suffers with right shoulder pain. The therapist establishes that this is due to Emma carrying her heavy office folders in her work bag.

Q21 (a) Describe and justify three elements of a suitable treatment plan for the client.

UBT96M LO2 & LO3 UBT90M, UBT119M LO2	Answer	Total marks
	<p><b>1-3 marks awarded for describing up to three</b> elements of a suitable treatment plan for the client.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Select a massage medium which does not contain nuts, due to the client's allergy.</li> <li>• As the client has tension and shoulder pain the therapist should concentrate on petrissage and friction massage techniques on the trapezius deltoid and rhomboids muscles.</li> <li>• The therapist must ensure that enough time is allocated for a scalp and neck massage, this will help ease the tightness in the scalp and neck muscles which may be causing the tension headaches.</li> <li>• The client's abdominal area should be avoided, due to client menstruating.</li> <li>• If the client is nervous, it is important to provide reassurance and talk through the process of the massage.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Avoiding the areas of eczema on the clients back if the skin is broken.</li> </ul> <p><b>(Maximum 3 marks)</b></p>	<b>6 marks</b>
	<p><b>1-3 further marks</b> for <b>justifying</b> each element of the treatment plan.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Importance of avoiding any nut oil is due to the client having a nut allergy as this could cause an allergic reactions, which are sometimes severe. A severe reaction to nuts is called anaphylaxis and can be life-threatening.</li> <li>• The treatment will be effective at helping to relax the client and ease the tension in the neck and shoulder area. The massage will help to increase the flexibility in the muscles, relieve the muscular tightness, stiffness, and spasms, it will also help to reduce the muscle fatigue and soreness by increasing blood circulation.</li> <li>• By concentrating on using petrissage movements which compresses and relaxes the muscle tissue, increases circulation and remove waste products. This will help remove lactic acid, help to eliminate fatigue and relax the clients contracted muscles, easing the shoulder pain and the tension headaches that the client is having.</li> <li>• The client’s abdominal area should be avoided due to client menstruating. This may be uncomfortable for the client.</li> <li>• If the client nervous it is important to provide reassurance and talk through the process of the massage. This will help put the client at ease and allow them to fully relax.</li> <li>• Avoiding the areas of eczema on the client’s back if the skin is broken. Products may cause further irritation to the skin and be uncomfortable for the client.</li> </ul> <p><b>(Maximum 3 marks)</b></p>	
<b>Additional guidance</b>		

<b>Do not award marks for</b>		
-----------------------------------	--	--

**Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.**

**Q22 (a) Outline three factors which may influence an employee's welfare within the salon.**

UCO28M LO1	Answer	Total marks
	<p><b>1-3 marks awarded for up to three</b> factors which may influence an employee's welfare.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Smoking – policies, restrictions and/or bans to protect non-smokers</li> <li>• Stress – employers must reduce stress by considering possible causes and taking appropriate action</li> <li>• Alcohol/Drugs – strict policies should be in place as these issues jeopardise safety by affecting a person's judgement</li> <li>• First aid provision – risk assessments should be carried out to identify the level of first aid provision needed and everyone at work must be made aware of first aid arrangements. An appointed first aider must be in place at all times when people are working and must be known to all staff. First aid provision also applies to self-employed people</li> <li>• Harassment and bullying – cause anxiety and stress and are illegal (Health and Safety at Work Act). Policies must be in place that make this clear and link to disciplinary action</li> </ul> <p><b>(Maximum 3 marks)</b></p>	<b>3 marks</b>
Additional guidance		

<b>Do not award marks for</b>		
-----------------------------------	--	--

**Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.**

**Q23 (a) Describe how environmental factors influence health and safety within the salon and provide an example.**

UCO28M LO1, LO2	Answer	Total marks
	<p><b>1-2 marks awarded for describing</b> how environmental factors influence health and safety.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Environmental factor – The correct salon working conditions for both clients and therapists, ensuring that the workplace is comfortable, warm and clean so that the environment is a safe place to visit and work in.</li> </ul> <p><b>(Maximum 2 marks)</b></p>	<p><b>4 marks</b></p>

	<p><b>1-2 further marks awarded</b> for providing an example.</p> <p><b>Areas the candidate may discuss</b></p> <ul style="list-style-type: none"><li>• Environmental – example ensuring the correct working temperature is maintained 16-20 degrees Celsius, adequate ventilation preventing the salon from being too stuffy but not droughty. The lighting must be bright enough for the therapist to see clearly but not so bright so the client cannot relax. A cluttered salon can cause trips and falls.</li></ul> <p><b>(Maximum 2 marks)</b></p>	
<b>Additional guidance</b>		
<b>Do not award marks for</b>		