



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.



A patch test prior to an Indian head massage informs the therapist of any pre-disposed skin sensitivity the client may have to massage mediums.

Q1 (a) From the list of options, **select** the oil most likely to cause a positive result:

[1 marks]

- | | |
|--------------------------|-------------|
| <input type="checkbox"/> | A almond |
| <input type="checkbox"/> | B coconut |
| <input type="checkbox"/> | C grapeseed |
| <input type="checkbox"/> | D mustard |
| <input type="checkbox"/> | E olive |

Total for Question 1 = 1 marks



Stone massage therapy uses a variety of different types of stones to improve a client's physical and emotional wellbeing. These stones come from diverse origins and have unique characteristics.

Q2 (a) From the list of options, **select** the origins and characteristics of basalt stones:

[1 marks]

- | | | |
|--------------------------|---|--------------------------------------------------------------------------|
| <input type="checkbox"/> | A | Arizona origin, hard and smooth stones incorporating the fire element |
| <input type="checkbox"/> | B | igneous rock origin, which emits vibrations to channel positive energies |
| <input type="checkbox"/> | C | ocean origin, with a high mineral content and cool temperature |
| <input type="checkbox"/> | D | organic rock origin, fragile and heavy and hold a cool temperature |
| <input type="checkbox"/> | E | volcanic rock formed from lava eruptions, which hold heat very well |

Total for Question 2 = 1 marks



During a facial massage the therapist notices that there is some oedema present in the tissue around the base of the client's scalp and back of the neck. The client complained of some tenderness in this area and asked for the pressure to be reduced.

Q3 (a) From the list of options, **select** the lymph nodes that are likely to be affected:

[1 marks]

- | | | |
|--------------------------|---|------------------------------------|
| <input type="checkbox"/> | A | axillary and popliteal |
| <input type="checkbox"/> | B | buccal and mandibular |
| <input type="checkbox"/> | C | mastoid and parotid |
| <input type="checkbox"/> | D | submandibular and submental |
| <input type="checkbox"/> | E | superficial cervical and occipital |

Total for Question 3 = 1 marks



Carys, a 70-year old client, is having an Indian head massage to reduce the symptoms of anxiety, headaches and eye strain. Since retiring five years previously, she has lost her confidence and becomes anxious in social situations. Her sleep is disturbed and she often wakes during the night. Anxiety has triggered mild eczema on the back of her neck and scalp, which from time to time flares up.

Q4 (a) From the list of options, **select** the most effective techniques to meet the needs of the client:

[1 marks]

- | | | |
|--------------------------|---|--------------------------------------------------------------------------|
| <input type="checkbox"/> | A | brisk vibrations, frictions and neck and shoulder marma points |
| <input type="checkbox"/> | B | deep petrissage, champing on the scalp, focus on the heart chakra |
| <input type="checkbox"/> | C | effleurage, chakra balancing and focus on grounding. |
| <input type="checkbox"/> | D | rubbing, shaking, frictions and focus on the root chakra |
| <input type="checkbox"/> | E | slow light petrissage, face and scalp marma points, focus on root chakra |

Total for Question 4 = 1 marks



Rikesh has booked in for a stone massage to help ease muscular tension in his back. He is in good general health. During the consultation he informs the massage therapist that he has uncontrolled high blood pressure. A referral to a health care professional is required to see if the massage can be carried out safely.

Q5 (a) From the list of options, **select** the health care professional the client will need to see:

[1 mark]

- | | | |
|--------------------------|---|----------------------|
| <input type="checkbox"/> | A | Chiropractor |
| <input type="checkbox"/> | B | General Practitioner |
| <input type="checkbox"/> | C | Local pharmacist |
| <input type="checkbox"/> | D | Osteopath |
| <input type="checkbox"/> | E | Physiotherapist |

Total for Question 5 = 1 mark



A massage therapist should have an excellent understanding of the systems of the body to appropriately adapt the techniques used in treatments. This knowledge starts at the smallest functional unit of the body, the cell. These contain a number of organelles, with highly-specialised functions.

Q6 (a) From the list of options, **select** the organelle which is built from DNA and directs the activities of the cell:

[1 marks]

- | | | |
|--------------------------|---|-----------------|
| <input type="checkbox"/> | A | golgi apparatus |
| <input type="checkbox"/> | B | lysosomes |
| <input type="checkbox"/> | C | mitochondria |
| <input type="checkbox"/> | D | nucleus |
| <input type="checkbox"/> | E | ribosomes |

Total for Question 6 = 1 marks



Jay and Zoe have booked in for an Indian head massage together, in the couples room. Both have asked for a relaxing and calming massage to help them unwind and relieve tension.

Q7 (a) From the list of options, **select** which modification the therapist should use on the male client:

[1 mark]

- | | | |
|--------------------------|---|----------------------------------------|
| <input type="checkbox"/> | A | apply firmer pressure |
| <input type="checkbox"/> | B | avoid using any oil |
| <input type="checkbox"/> | C | more pressure point movements |
| <input type="checkbox"/> | D | slower effleurage |
| <input type="checkbox"/> | E | spend less time warming up the muscles |

Total for Question 7 = 1 mark



Tatiana cancelled her last massage appointment as she was suffering from a cold and cough. She has been clear from symptoms for a few days, however was still too unwell for a massage treatment. She was experiencing pain and tenderness in her face especially around her cheeks, eyes, ears and teeth, a persistent headache and difficulties breathing through her nose.

Q8 (a) From the list of options, **select** the respiratory condition the client may be suffering with:

[1 marks]

- | | | |
|--------------------------|---|-------------|
| <input type="checkbox"/> | A | asthma |
| <input type="checkbox"/> | B | bronchitis |
| <input type="checkbox"/> | C | rhinitis |
| <input type="checkbox"/> | D | sinusitis |
| <input type="checkbox"/> | E | tonsillitis |

Total for Question 8 = 1 marks



During a stone therapy massage the therapist works with both the physical body and its energy. This dual approach maintains free flowing energy and promotes wellbeing.

Q9 (a) From the list of options, **select** the name of the technique that uses vibrational energy from the stones:

[1 marks]

- | | |
|--------------------------|---------------------|
| <input type="checkbox"/> | A cryotherapy |
| <input type="checkbox"/> | B frictions |
| <input type="checkbox"/> | C geo-thermotherapy |
| <input type="checkbox"/> | D piezoelectric |
| <input type="checkbox"/> | E thermotherapy |

Total for Question 9 = 1 marks



Jodi has arrived for her weekly stone back massage. She suffers from mild haemophilia; the salon has GP consent to perform the treatment. Jodi also has some small patches of itchy and inflamed eczema on the back of her legs. She would like to switch off and relax as she is also feeling tension in her upper trapezius and rhomboids. Her preference today is towards thermotherapy techniques.

Q10 (a) From the list of options, **select** the suitable treatment modification for the client:

[1 marks]

- | | | |
|--------------------------|---|-------------------------------------------------------------------------|
| <input type="checkbox"/> | A | avoid petrissage and trigger point work on the trapezius and rhomboids |
| <input type="checkbox"/> | B | focus deep tissue work on the trapezius and rhomboids using cold stones |
| <input type="checkbox"/> | C | heat the stone water to no more than 100°F using the thermometer |
| <input type="checkbox"/> | D | minimise the use of therapeutic stones and use Swedish techniques |
| <input type="checkbox"/> | E | reduce the stone temperature and pressure used throughout the massage |

Total for Question 10 = 1 marks



Mellissa is an accomplished long-distance runner, who has recently experienced some pain in her joints. She trains five times a week and competes most months in 10k runs across the country.

Q11 (a) From the list of options, **select** the two major types of synovial joints that are most used in running:

[1 marks]

- | | | |
|--------------------------|---|---------------------------|
| <input type="checkbox"/> | A | ball and socket and hinge |
| <input type="checkbox"/> | B | cartilaginous and hyaline |
| <input type="checkbox"/> | C | condyloid and saddle |
| <input type="checkbox"/> | D | fibrous and sutures |
| <input type="checkbox"/> | E | gliding and pivot |

Total for Question 11 = 1 marks



Sylvia is booked in for an Indian head massage, during the consultation she shows the therapist a skin disorder on her scalp. The undiagnosed disorder is characterised with red, ring-shaped patches with silvery scales. It is intensely itchy and inflamed. She has never experienced this before but her mum also has the same symptoms.

Q12 (a) From the list of options, **select** the name of the suspected contra-indication:

[1 marks]

- | | | |
|--------------------------|---|----------------|
| <input type="checkbox"/> | A | eczema |
| <input type="checkbox"/> | B | herpes simplex |
| <input type="checkbox"/> | C | herpes zoster |
| <input type="checkbox"/> | D | psoriasis |
| <input type="checkbox"/> | E | tinea capitis |

Total for Question 12 = 1 marks



Stacey has been having weekly stone massages to help reduce stress symptoms and tightness in her neck and shoulders. During the consultation for treatment four, she explains to the therapist that she experiences a headache in the evening after each treatment, increased urination and a change in her sleeping pattern.

Q13 (a) From the list of options, **select** the most suitable aftercare advice to solve the contra-actions:

[1 marks]

- | | | |
|--------------------------|---|---------------------------------------------------------------|
| <input type="checkbox"/> | A | increase water intake and avoid alcohol |
| <input type="checkbox"/> | B | provide postural exercises to prevent muscle tension |
| <input type="checkbox"/> | C | recommend the client receive two massages each week |
| <input type="checkbox"/> | D | rest after the treatment and use stress management techniques |
| <input type="checkbox"/> | E | use a clear quartz crystal on the third eye chakra |

Total for Question 13 = 1 marks



The hamstrings are made up of three muscles, which are involved in essential movement of the body.

Q14 (a) From the list of options, **select** the position of the biceps femoris muscle:

[1 marks]

- | | | |
|--------------------------|---|----------------------------------------|
| <input type="checkbox"/> | A | anterior aspect and sides of the thigh |
| <input type="checkbox"/> | B | anterior aspect of the upper arm |
| <input type="checkbox"/> | C | posterior aspect of the calf |
| <input type="checkbox"/> | D | posterior aspect of the humerus |
| <input type="checkbox"/> | E | posterior aspect of the thigh |

Total for Question 14 = 1 marks



Massage treatments have a range of physiological effects on the systems of the body. Therapists are required to have a thorough understanding of anatomy and physiology to understand the implications of their treatment techniques.

Q15 (a) From the list of options, **select** the vessel that enters the left atrium of the heart:

[1 marks]

- | | |
|--------------------------|--------------------|
| <input type="checkbox"/> | A aorta |
| <input type="checkbox"/> | B carotid artery |
| <input type="checkbox"/> | C pulmonary artery |
| <input type="checkbox"/> | D pulmonary vein |
| <input type="checkbox"/> | E vena cava |

Total for Question 15 = 1 marks



When skeletal muscle is examined microscopically, the movement of each muscle fibre can be observed. The sliding filament theory explains how a muscle contracts.

Q16 (a) From the list of options, **select** the smallest structures that are responsible for a muscle contraction:

[1 marks]

- | | | |
|--------------------------|---|------------------------------|
| <input type="checkbox"/> | A | actin and myosin |
| <input type="checkbox"/> | B | myofibrils and proteins |
| <input type="checkbox"/> | C | perimysium and endomysium |
| <input type="checkbox"/> | D | sarcolemma and cell membrane |
| <input type="checkbox"/> | E | smooth and cardiac |

Total for Question 16 = 1 marks



Benjamin is a 60-year-old client who has come into the salon to discuss massage therapy treatments. He is hoping to relieve muscle weakness and spasms. Benjamin explains that he is taking a course of powerful, high-dose painkillers called Tramadol, to treat nerve pain caused by peripheral neuropathy. Some of the side effects of the medication are tiredness and dizziness. He is also applying a topical painkiller cream, to further relieve pain in isolated areas.

Q17 (a) From the list of options, **select** the reason why the client is contra-indicated to the massage treatment:

[1 marks]

- | | |
|--------------------------|-------------------------------------------------------|
| <input type="checkbox"/> | A consent would need to be sought from a chiropractor |
| <input type="checkbox"/> | B dizziness and tiredness would be made worse |
| <input type="checkbox"/> | C massage cannot help build strength in weak muscles |
| <input type="checkbox"/> | D nerve damage and powerful pain killers |
| <input type="checkbox"/> | E side effects of pain relief cream causes irritation |

Total for Question 17 = 1 marks



Indian head massage can have powerful physiological and psychological benefits for the client. Based on Ayurvedic principles of healing, acupressure points are pressed to enhance the body's life force energy.

Q18 (a) From the list of options, **select** the name given to the acupressure points used in Indian head massage treatment:

[1 marks]

- | | | |
|--------------------------|---|-----------|
| <input type="checkbox"/> | A | aura |
| <input type="checkbox"/> | B | marma |
| <input type="checkbox"/> | C | meridians |
| <input type="checkbox"/> | D | nadi |
| <input type="checkbox"/> | E | qi |

Total for Question 18 = 1 marks



Muscle damage is a very common condition, which often occurs during sport. There are different severities of muscle damage.

Q19 (a) From the list of options, **select** the painful pathology that occurs when a muscle is completely torn:

[1 marks]

- | | | |
|--------------------------|---|-------------|
| <input type="checkbox"/> | A | microtrauma |
| <input type="checkbox"/> | B | myositis |
| <input type="checkbox"/> | C | rupture |
| <input type="checkbox"/> | D | spasm |
| <input type="checkbox"/> | E | strain |

Total for Question 19 = 1 marks



Retail sales generate a significant amount of extra income for a salon. Businesses need to be familiar with the consumer protection legislation that is designed to protect consumers against unfair or deceptive practices when purchasing products or services.

Q20 (a) From the list of options, **select** the piece of legislation or regulation that protects consumers if goods are defective or not fit for purpose:

[1 marks]

- | | | |
|--------------------------|---|----------------------------------------|
| <input type="checkbox"/> | A | Consumer Safety Act |
| <input type="checkbox"/> | B | Cosmetic Products (Safety) Regulations |
| <input type="checkbox"/> | C | Prices Act |
| <input type="checkbox"/> | D | Sale and Supply of Goods Act |
| <input type="checkbox"/> | E | Trade Descriptions Act |

Total for Question 20 = 1 marks



Aylin is booked in for an Indian head massage treatment. After recently going through an emotional trauma, she has been feeling run down and tired. She is suffering from insomnia and depression, and has dark circles underneath her eyes. Aylin is concerned as she gets frequent occurrences of fungal and bacterial skin infections. She easily catches colds, although she is currently healthy.

Q21 (a) From the list of options, **select** the system of the body that would most benefit from the Indian head massage:

[1 marks]

- | | | |
|--------------------------|---|----------------|
| <input type="checkbox"/> | A | cardiovascular |
| <input type="checkbox"/> | B | integumentary |
| <input type="checkbox"/> | C | lymphatic |
| <input type="checkbox"/> | D | muscular |
| <input type="checkbox"/> | E | nervous |

Total for Question 21 = 1 marks



Selena is booked in for an Indian head massage. During the consultation, she shows the therapist a skin disorder on her face. It is characterised with several medium-sized, dark brown patches of irregular shapes. Selena explains the patches get darker with sun exposure.

Q22 (a) From the list of options, **select** the name of the condition present on the client's skin:

[1 marks]

- | | | |
|--------------------------|---|-----------|
| <input type="checkbox"/> | A | chloasma |
| <input type="checkbox"/> | B | eczema |
| <input type="checkbox"/> | C | ephelides |
| <input type="checkbox"/> | D | psoriasis |
| <input type="checkbox"/> | E | vitiligo |

Total for Question 22 = 1 marks



A massage therapist should have an excellent understanding of the systems of the body to appropriately adapt treatment techniques. This knowledge starts at the smallest functional unit of the body, the cell.

Q23 (a) From the list of options, **select** the name given to the process where a cell divides into two new identical cells:

[1 marks]

- | | | |
|--------------------------|---|-----------|
| <input type="checkbox"/> | A | diffusion |
| <input type="checkbox"/> | B | meiosis |
| <input type="checkbox"/> | C | metaphase |
| <input type="checkbox"/> | D | mitosis |
| <input type="checkbox"/> | E | osmosis |

Total for Question 23 = 1 marks



It is important that a salon is aware of the insurance and licensing requirements for stone therapy and Indian head treatments. A salon should research and discuss with an insurance company the best policy to meet their business needs.

Q24 (a) Identify two types of salon insurance protection.

[2 marks]

Total for Question 24 = 2 marks

A massage therapist must know how to communicate with clients in a professional manner. Angelika has come into the salon to find out about special offers on massage treatments. She only speaks a little English so the therapist will need to use non-verbal communication skills.

Q25 (a) Outline one suitable non-verbal communication technique the therapist could use.

[1 marks]

Total for Question 25 = 1 marks



A massage therapist must know how to communicate with clients in a professional manner. Angelika has come into the salon to find out about special offers on massage treatments. She only speaks a little English so the therapist will need to use non-verbal communication skills.

Q26 (a) Describe one benefit of a therapist having effective communication skills.

[2 marks]

Total for Question 26 = 2 marks

Marcus suffers from myalgic encephalomyelitis. He has made a booking with a mobile stone massage therapist to have a treatment in his home. In conjunction with overwhelming fatigue, other symptoms he is experiencing include painful lymph nodes, diarrhoea and a severe headache. Following a consultation, the therapist explains to Marcus that she is unable to perform a treatment on him today.

Q27 (a) Justify one reason why the client should not receive the massage treatment.

[2 marks]

Total for Question 27 = 2 marks



Andrew is preparing the treatment room for his next client, which is a stone therapy massage treatment. Another therapist has left the heater on high and the temperature reading is now 180°F. He turns the heat down and continues to set up as normal.

Q29 (a) Describe why the stones used within the treatment require re-energising.

[2 marks]

Total for Question 29 = 2 marks

Andrew is preparing the treatment room for his next client, which is a stone therapy massage treatment. Another therapist has left the heater on high and the temperature reading is now 180°F. He turns the heat down and continues to set up as normal.

Q30 (a) Justify the importance of ensuring the treatment room is suitably prepared for a stone therapy massage.

[2 marks]

Total for Question 30 = 2 marks



Amelia is 24 years old. She has booked in for a full body stone massage to include the face and scalp. The skin on her face is congested and oily; she has milia on her cheeks and around her eyes. Amelia has a mesomorph body shape and goes to rowing club around 4 times a week. As a result, she has adhesions and tightness in her pectorals, biceps and brachioradialis. She recently changed her career and started a new job in retail, where she is lifting heavy boxes and bending constantly to unpack new deliveries. About seven months ago, she received medical care after experiencing herniated discs in her T11 and T12 vertebrae. Amelia would like the effect of the massage to be calming, relaxing and balancing.

Q32 (a) Analyse the importance of a therapist referring to the client's medical history when developing a treatment plan.

[2 marks]

Total for Question 32 = 2 marks



With the hair and beauty industry being so competitive, it is vital for businesses to work effectively and continually look to increase their profits. Businesses commonly will break this down into specific targets for their team who can then work together to achieve them.

Q34 (a) Analyse the importance of team work within a salon.

[3 marks]

Total for Question 34 = 3 marks



Lucas is an 18-year-old, nervous, new client. He was bought a voucher for an Indian head massage treatment after completing his exams. After spending many hours studying, he is suffering with tension in his neck and is feeling tired. He has some mild psoriasis on his scalp, dry and sensitive skin, and a number of facial piercings but otherwise is in good health. He has an old shoulder injury, he dislocated it a few years ago - and since then has hypermobility. He was given exercises by a physiotherapist to help strengthen the joint.

Q36 (a) Explain the importance of carrying out patch tests before an Indian head massage.

[3 marks]

Total for Question 35 = 3 marks

END OF EXAM



BT3D1.BT3ED1.EX2 - 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.

A patch test prior to an Indian head massage informs the therapist of any pre-disposed skin sensitivity the client may have to massage mediums.

Q1 (a) From the list of options, select the oil most likely to cause a positive result:

UBT100M LO1	Multiple Choice Question	Answer
A	almond	Incorrect answer because almond oil is rich in minerals, vitamins, proteins and essential fatty acids, helping to soften and nourish dry skin. It may however, trigger nut allergies.
B	coconut	Incorrect answer because coconut oil is nutrient rich containing, lauric acid and vitamins A, B1, B2, B6 and vitamin E, which are important for repairing, protecting and boosting the condition of your skin.
C	grapeseed	Incorrect answer because grapeseed is a lighter oil, suitable for all skin types, especially sensitive skin and those with a nut allergy.
D	mustard	Correct answer because mustard oil is traditionally used in Indian head massage to produce a stimulating effect on the body. It is a warming and rubefacient oil that causes dilation of the capillaries and an increase in blood circulation.
E	olive	Incorrect answer because olive oil is rich in anti-oxidants to neutralise free radicals, squalene to moisturise the skin and chlorophyll to heal skin conditions.

Most correct answer

Least correct answer

D	A	E	B	C
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Stone massage therapy uses a variety of different types of stones to improve a client's physical and emotional wellbeing. These stones come from diverse origins and have unique characteristics.

Q2 (a) From the list of options, select the origins and characteristics of basalt stones:

UBT101M LO2	Multiple Choice Question	Answer
A	Arizona origin, hard and smooth stones incorporating the fire element	Incorrect answer because these are used in La Stone Therapy created by Mary Nelson originated in Arizona.
B	igneous rock origin, which emits vibrations to channel positive energies	Incorrect answer because this is the origin of some semi-precious stones, such as quartz.
C	ocean origin, with a high mineral content and cool temperature	Incorrect answer because this is the characteristic of marine stones.
D	organic rock origin, fragile and heavy and hold a cool temperature	Incorrect answer because this is the characteristics of marble stones.
E	volcanic rock formed from lava eruptions, which hold heat very well	Correct answer because the origin of basalt stones is volcanic which have excellent heat-retaining characteristics.

Most correct answer

Least correct answer

E

A

B

C

D

During a facial massage the therapist notices that there is some oedema present in the tissue around the base of the client's scalp and back of the neck. The client complained of some tenderness in this area and asked for the pressure to be reduced.

Q3 (a) From the list of options, select the lymph nodes that are likely to be affected:

UBT95M LO2	Multiple Choice Question	Answer
A	axillary and popliteal	Incorrect answer because these nodes drain the underarms and knee regions.
B	buccal and mandibular	Incorrect answer because these nodes drain the jaw and corners of the mouth.
C	mastoid and parotid	Incorrect answer because these nodes drain beneath and anterior to the ear, temples, nose and eyelids.
D	submandibular and submental	Incorrect answer because these nodes drain the chin, lips, nose and cheeks.
E	superficial cervical and occipital	Correct answer because these nodes drain the back of the scalp and neck.

Most correct answer

Least correct answer

E

D

C

B

A

Carys, a 70-year old client, is having an Indian head massage to reduce the symptoms of anxiety, headaches and eye strain. Since retiring five years previously, she has lost her confidence and becomes anxious in social situations. Her sleep is disturbed and she often wakes during the night. Anxiety has triggered mild eczema on the back of her neck and scalp, which from time to time flares up.

Q4 (a) From the list of options, select the most effective techniques to meet the needs of the client:

UBT100M LO2, LO3, LO5	Multiple Choice Question	Answer
A	brisk vibrations, frictions and neck and shoulder marma points	Incorrect answer because brisk vibrations and frictions are too stimulating to create a relaxing and calming effect.
B	deep petrissage, champing on the scalp, focus on the heart chakra	Incorrect answer because a lighter petrissage pressure should be adapted for an older client. Champing is a form of tapotement, which will have an overly stimulating effect.
C	effleurage, chakra balancing and focus on grounding.	Incorrect answer because although these are all relaxing, there are no techniques specifically to help reduce tension in the scalp, forehead and eyes.
D	rubbing, shaking, frictions and focus on the root chakra	Incorrect answer because these techniques are too stimulating to create a relaxing and calming effect.
E	slow light petrissage, face and scalp marma points, focus on root chakra	Correct answer because these are calming and relaxing techniques. A light pressure has been adopted for an older client, petrissage will release tension and the marma points will help reduce headaches. A focus on the root chakra will reduce fear and increase the feeling of safety and comfort.

Most correct answer

Least correct answer

E

C

B

D

C

Rikesh has booked in for a stone massage to help ease muscular tension in his back. He is in good general health. During the consultation he informs the massage therapist that he has uncontrolled high blood pressure. A referral to a health care professional is required to see if the massage can be carried out safely.

Q5 (a) From the list of options, select the health care professional the client will need to see:

UBT101M LO2	Multiple Choice Question	Answer
A	Chiropractor	Incorrect answer because chiropractors primarily treat disorders of the bones, muscles and joints related to the spine. Written consent must be sought from a trained general practitioner.
B	General Practitioner	Correct answer because a GP is trained to give consent if the treatment is safe to perform. Consent plays an important role for the therapist should they need to use their insurance, if unfortunately the client suffered negative consequences following the treatment.
C	Local pharmacist	Incorrect answer because this professional would not be able to produce a referral letter.
D	Osteopath	Incorrect answer because an Osteopath would not be able to produce a referral letter for the client. Written consent must be sought from a trained general practitioner.
E	Physiotherapist	Incorrect answer because consent must be sought from a trained general practitioner. Physiotherapists focus primarily on rehabilitative medicine to improve physical conditions.

Most correct answer

Least correct answer

B

C

D

A

E

A massage therapist should have an excellent understanding of the systems of the body to appropriately adapt the techniques used in treatments. This knowledge starts at the smallest functional unit of the body, the cell. These contain a number of organelles, with highly-specialised functions.

Q6 (a) From the list of options, select the organelle which is built from DNA and directs the activities of the cell:

UBT95M LO1, LO2	Multiple Choice Question	Answer
A	golgi apparatus	Incorrect answer because the golgi apparatus is a stack of flattened sacks in which proteins are manufactured.
B	lysosomes	Incorrect answer because lysosomes are a type of secretory vesicle. They contain powerful enzymes that break down fragments of organelles inside the cell and digest foreign material.
C	mitochondria	Incorrect answer because mitochondria is the cell powerhouse providing the energy needed for the cells activities.
D	nucleus	Correct answer because the nucleus contains the body's genetic material, DNA, which acts like the cells' control centre.
E	ribosomes	Incorrect answer because ribosomes are tiny granules composed of RNA and protein, which synthesise proteins.

Most correct answer

Least correct answer

D

C

E

A

B

Jay and Zoe have booked in for an Indian head massage together, in the couples room. Both have asked for a relaxing and calming massage to help them unwind and relieve tension.

Q7 (a) From the list of options, select which modification the therapist should use on the male client:

UBT100M LO4	Multiple Choice Question	Answer
A	apply firmer pressure	Correct answer because men generally have greater muscle mass than women, needing greater pressure to manipulate the muscle fibres.
B	avoid using any oil	Incorrect answer because the slip and glide that oil provides is needed to allow rhythmical movement in a massage.
C	more pressure point movements	Incorrect answer because a firmer pressure is required for male clients due to the increase in muscle tissue.
D	slower effleurage	Incorrect answer because all relaxation massage should start with slow effleurage to induce relaxation and acclimatise the client to the therapist's touch.
E	spend less time warming up the muscles	Incorrect answer because if there is greater muscle mass present, longer periods of time may need to be spent warming up the muscles.

Most correct answer

Least correct answer

A

C

B

E

D

Tatiana cancelled her last massage appointment as she was suffering from a cold and cough. She has been clear from symptoms for a few days, however was still too unwell for a massage treatment. She was experiencing pain and tenderness in her face especially around her cheeks, eyes, ears and teeth, a persistent headache and difficulties breathing through her nose.

Q8 (a) From the list of options, select the respiratory condition the client may be suffering with:

UBT95M LO3	Multiple Choice Question	Answer
A	asthma	Incorrect answer because asthma is a long-term condition that causes coughing, wheezing, chest tightness and breathlessness.
B	bronchitis	Incorrect answer because bronchitis symptoms are a hacking cough, which may bring up clear, yellow-grey or greenish mucus (phlegm).
C	rhinitis	Incorrect answer because rhinitis is an inflammation of the inside of the nose, characterised by sneezing, itchiness and a blocked or runny nose.
D	sinusitis	Correct answer because sinusitis causes pain and tenderness in the face especially around the cheeks, eyes, ears and teeth, a persistent headache and difficulties breathing through the nose. Sinusitis often follows a cold.
E	tonsillitis	Incorrect answer because tonsillitis is inflammation of the tonsil, characterised by earache, sore throat and headaches.

Most correct answer

D C

Least correct answer

E A B

During a stone therapy massage the therapist works with both the physical body and its energy. This dual approach maintains free flowing energy and promotes wellbeing.

Q9 (a) From the list of options, select the name of the technique that uses vibrational energy from the stones:

UBT101M LO4	Multiple Choice Question	Answer
A	cryotherapy	Incorrect answer because cryotherapy uses marine or marble stones at low temperatures to decrease muscle pain or spasm.
B	frictions	Incorrect answer because frictions are when the edge of the stone is used to physically stimulate the area by increasing the blood flow. It is often used during deep tissue treatments to break down adhesions in muscle fibres.
C	geo-thermotherapy	Incorrect answer because geo-thermotherapy uses alternating temperatures with hot and cold stones throughout stone massage therapy.
D	piezoelectric	Correct answer because piezoelectric effects are created by the therapist who uses tremulous vibration movements whilst holding the stones in contact with the body. Vibrations can also be achieved by rhythmical tapping of the stones creating sound waves that penetrates soft tissue.
E	thermotherapy	Incorrect answer because thermotherapy uses the heat of basalt stones to alleviate muscular pain.

Most correct answer

Least correct answer

D

E

B

C

A

Jodi has arrived for her weekly stone back massage. She suffers from mild haemophilia; the salon has GP consent to perform the treatment. Jodi also has some small patches of itchy and inflamed eczema on the back of her legs. She would like to switch off and relax as she is also feeling tension in her upper trapezius and rhomboids. Her preference today is towards thermotherapy techniques.

Q10 (a) From the list of options, select the suitable treatment modification for the client:

UBT101M LO2, LO4	Multiple Choice Question	Answer
A	avoid petrissage and trigger point work on the trapezius and rhomboids	Incorrect answer because petrissage and trigger point work can be performed using a lighter pressure.
B	focus deep tissue work on the trapezius and rhomboids using cold stones	Incorrect answer because deep tissue work should be avoided as this could cause bleeding under the skin.
C	heat the stone water to no more than 100°F using the thermometer	Incorrect answer because the best way to reduce the stones heat is to remove them from the heater to cool and for the therapist to use heat management techniques.
D	minimise the use of therapeutic stones and use Swedish techniques	Incorrect answer because stones can be used for the majority of the massage with a lighter pressure.
E	reduce the stone temperature and pressure used throughout the massage	Correct answer because light pressure and lower heat will prevent damage to the skins tissues. Always follow manufacturer's instructions for heating stones.

Most correct answer

Least correct answer

E

A

D

C

B

Mellissa is an accomplished long-distance runner, who has recently experienced some pain in her joints. She trains five times a week and competes most months in 10k runs across the country.

Q11 (a) From the list of options, select the two major types of synovial joints that are most used in running:

UBT95M LO2	Multiple Choice Question	Answer
A	ball and socket and hinge	Correct answer because the most used joints in the action of running are the hips, a ball and socket joint and the knees, a hinge joint.
B	cartilaginous and hyaline	Incorrect answer because cartilaginous is a type of slightly moveable joint, it is not synovial. Hyaline is a substance that cover the ends of bones to provide a smooth surface for movement and not a type of joint.
C	condyloid and saddle	Incorrect answer because condyloid and saddle joints, although synovial joints, are mainly found in the wrist, temporo-mandibular, metacarpophalangeal and metatarsophalangeal joints.
D	fibrous and sutures	Incorrect answer because fibrous are immovable joints, they are not synovial. Fibrous joints have tissue between the bones called sutures.
E	gliding and pivot	Incorrect answer because gliding joints are mainly found in the sternum and clavicle areas and between the carpals and tarsal bones. Pivot joints are found in the radioulnar joints and the joints between the atlas and axis.

Most correct answer

Least correct answer

A

C

E

B

D

Sylvia is booked in for an Indian head massage, during the consultation she shows the therapist a skin disorder on her scalp. The undiagnosed disorder is characterised with red, ring-shaped patches with silvery scales. It is intensely itchy and inflamed. She has never experienced this before but her mum also has the same symptoms.

Q12 (a) From the list of options, select the name of the suspected contra-indication:

UBT100M LO2	Multiple Choice Question	Answer
A	eczema	Incorrect answer because eczema is characterized by dry, flaking, red, inflamed broken/cracked skin. In severe cases the skin will weep fluid and even bleed.
B	herpes simplex	Incorrect answer because herpes simplex is characterised by a cold sore, which is a small fluid-filled sore usually around the mouth. They cause a tingling, itching or burning sensation.
C	herpes zoster	Incorrect answer because herpes zoster is an infection of a nerve. A rash appears as a band of red blotches on the skin, on one side of the body only. The rash becomes itchy blisters which ooze fluid.
D	psoriasis	Incorrect answer because psoriasis is characterised by raised irregular shaped patches of red skin covered with very dry scales, silvery in appearance. It can be itchy and sore. Most common on elbows, knees, scalp and lower back.
E	tinea capitis	Correct answer because tinea capitis is an infection of the scalp, characterised by red, ring shaped patches (known as ring worm) with silvery scales on the scalp. It is intensely itchy and inflamed.

Most correct answer

Least correct answer

E

D

A

C

B

Stacey has been having weekly stone massages to help reduce stress symptoms and tightness in her neck and shoulders. During the consultation for treatment four, she explains to the therapist that she experiences a headache in the evening after each treatment, increased urination and a change in her sleeping pattern.

Q13 (a) From the list of options, select the most suitable aftercare advice to solve the contra-actions:

UBT101M LO4	Multiple Choice Question	Answer
A	increase water intake and avoid alcohol	Correct answer because increase water intake will flush out the toxins preventing a headache after treatment. Alcohol is a diuretic and would cause further water loss, as well as disturbing sleep patterns.
B	provide postural exercises to prevent muscle tension	Incorrect answer because postural exercises will reduce muscular stiffness and pain and have no effect on increased urination.
C	recommend the client receive two massages each week	Incorrect answer because this would not solve the contra-actions experienced after treatment.
D	rest after the treatment and use stress management techniques	Incorrect answer because this would have no effect on increased urination.
E	use a clear quartz crystal on the third eye chakra	Incorrect answer because clear quartz is used to stimulate spirituality of the crown chakra.

Most correct answer

Least correct answer

A

D

B

E

C

The hamstrings are made up of three muscles, which are involved in essential movement of the body.

Q14 (a) From the list of options, select the position of the biceps femoris muscle:

UBT95M LO2	Multiple Choice Question	Answer
A	anterior aspect and sides of the thigh	Incorrect answer because this is the position of the quadricep muscles (rectus femoris and three vasti).
B	anterior aspect of the upper arm	Incorrect answer because this is the location of the bicep brachii muscles.
C	posterior aspect of the calf	Incorrect answer because this is the location of the gastrocnemius and soleus muscles.
D	posterior aspect of the humerus	Incorrect answer because this is the position of the tricep muscles.
E	posterior aspect of the thigh	Correct answer because the biceps femoris originates from the ischium and inserts into the upper end of the tibia.

Most correct answer

Least correct answer

E

A

C

D

B

Massage treatments have a range of physiological effects on the systems of the body. Therapists are required to have a thorough understanding of anatomy and physiology to understand the implications of their treatment techniques.

Q15 (a) From the list of options, select the vessel that enters the left atrium of the heart:

UBT95M LO2	Multiple Choice Question	Answer
A	aorta	Incorrect answer because this is the vessel that carries the blood away from the left ventricle.
B	carotid artery	Incorrect answer because these arteries are major blood vessels in the neck that supply blood to the brain, neck, and face.
C	pulmonary artery	Incorrect answer because this is the vessel that carries the blood away from the right ventricle.
D	pulmonary vein	Correct answer because this is the vessel that carries the blood to the heart entering into the left atrium.
E	vena cava	Incorrect answer because this is the vessel that carries the blood to the heart entering the right atrium.

Most correct answer

Least correct answer

D

C

E

D

B

When skeletal muscle is examined microscopically, the movement of each muscle fibre can be observed. The sliding filament theory explains how a muscle contracts.

Q16 (a) From the list of options, select the smallest structures that are responsible for a muscle contraction:

UBT95M LO2	Multiple Choice Question	Answer
A	actin and myosin	Correct answer because actin filaments slide past myosin filaments, increasing the overlapping of the filaments, shortening the skeletal muscle.
B	myofibrils and proteins	Incorrect answer because myofibrils are bundles of fibres that contain proteins including actin and myosin.
C	perimysium and endomysium	Incorrect answer because these are larger structures. Each muscle fibre is enclosed in and attached to the endomysium. Whist small bundles of fibres are enclosed in the perimysium.
D	sarcolemma and cell membrane	Incorrect answer because the sarcolemma is the cell membrane of each muscle fibre.
E	smooth and cardiac	Incorrect answer because these are types of muscle tissue that under involuntary control.

Most correct answer

Least correct answer

A

B

C

D

E

Benjamin is a 60-year-old client who has come into the salon to discuss massage therapy treatments. He is hoping to relieve muscle weakness and spasms. Benjamin explains that he is taking a course of powerful, high-dose painkillers called Tramadol, to treat nerve pain caused by peripheral neuropathy. Some of the side effects of the medication are tiredness and dizziness. He is also applying a topical painkiller cream, to further relieve pain in isolated areas.

Q17 (a) From the list of options, select the reason why the client is contra-indicated to the massage treatment:

UBT95M LO3	Multiple Choice Question	Answer
A	consent would need to be sought from a chiropractor	Incorrect answer because a massage should not be carried out on a client who has nerve damage and pain and impaired sensation due to the use of strong painkillers.
B	dizziness and tiredness would be made worse	Incorrect answer because although these symptoms from the medications could be made worse; the main reason for being contra-indicated is the client cannot give accurate feedback about the pressure applied in the massage.
C	massage cannot help build strength in weak muscles	Incorrect answer because safety and suitability is always the first concern of a therapist, before the objective for treatment.
D	nerve damage and powerful pain killers	Correct answer because oral and topical pain killers prevent neurons from sending pain messages to the brain. Therefore, the client cannot give accurate feedback on pressure.
E	side effects of pain relief cream causes irritation	Incorrect answer because the side effects of the pain relief cream may restrict treatment; the main reason for being contra-indicated is the client cannot give accurate feedback about the pressure applied in the massage.

Most correct answer

Least correct answer

D

B

E

A

C

Indian head massage can have powerful physiological and psychological benefits for the client. Based on Ayurvedic principles of healing, acupressure points are pressed to enhance the body's life force energy.

Q18 (a) From the list of options, select the name given to the acupressure points used in Indian head massage treatment:

UBT100M LO2	Multiple Choice Question	Answer
A	aura	Incorrect answer because an aura relates to an energy field surrounding the body.
B	marma	Correct answer because marma points are vital points, according to Ayurvedic principles to which pressure is applied during Indian head massage. A marma point is a juncture on the body where two or more types of tissue meet.
C	meridians	Incorrect answer because meridians are the channels through which energy flows through in traditional Chinese medicine, along which acupuncture points are found.
D	nadi	Incorrect answer because nadi are the channels through which energy flows in traditional Indian medicine and Hindu philosophy, which connect at special points of intensity called chakras.
E	qi	Incorrect answer because qi is the circulating life force based on Chinese philosophy and medicine.

Most correct answer

Least correct answer

B

C

D

E

A

Muscle damage is a very common condition, which often occurs during sport. There are different severities of muscle damage.

Q19 (a) From the list of options, select the painful pathology that occurs when a muscle is completely torn:

UBT95M LO3	Multiple Choice Question	Answer
A	microtrauma	Incorrect answer because microtrauma is only the micro-tearing of muscle fibres.
B	myositis	Incorrect answer because myositis is inflammation of the muscle.
C	rupture	Correct answer because a ruptured muscle is when the muscle and attaching tendon completely detaches from the bone (categorized as a grade III strain).
D	spasm	Incorrect answer because a spasm is an involuntary and painful muscle contraction.
E	strain	Incorrect answer because a muscle strain is when the muscle or attaching tendons results in a tear. Depending on the severity of the injury, a strain may be a simple overstretch of the muscle or tendon, or it can result in a partial or complete tear.

Most correct answer

Least correct answer

C

E

A

B

D

Retail sales generate a significant amount of extra income for a salon. Businesses need to be familiar with the consumer protection legislation that is designed to protect consumers against unfair or deceptive practices when purchasing products or services.

Q20 (a) From the list of options, select the piece of legislation or regulation that protects consumers if goods are defective or not fit for purpose:

UBT142M LO2	Multiple Choice Question	Answer
A	Consumer Safety Act	Incorrect answer because this act is there to reduce the risk to consumers from potentially dangerous products.
B	Cosmetic Products (Safety) Regulations	Incorrect answer because this act requires that cosmetics and toiletries are safe in their formulation and safe for their intended use.
C	Prices Act	Incorrect answer because this act states that the prices of products and services have to be displayed to prevent the buyer being misguided.
D	Sale and Supply of Goods Act	Correct answer because this act deals with the sale of goods and that they are of satisfactory quality and fit for purpose.
E	Trade Descriptions Act	Incorrect answer because this act prohibits the use of false descriptions of goods and services provided by a business.

Most correct answer

Least correct answer

D	E	A	B	C
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Aylin is booked in for an Indian head massage treatment. After recently going through an emotional trauma, she has been feeling run down and tired. She is suffering from insomnia and depression, and has dark circles underneath her eyes. Aylin is concerned as she gets frequent occurrences of fungal and bacterial skin infections. She easily catches colds, although she is currently healthy.

Q21 (a) From the list of options, select the system of the body that would most benefit from the Indian head massage:

UBT100M LO2 UBT95M LO2	Multiple Choice Question	Answer
A	cardiovascular	Incorrect answer because the client's symptoms suggest a low immune system, therefore the lymphatic system would benefit most.
B	integumentary	Incorrect answer because the client is not suffering with any obvious skin type or condition, such as dryness or poor elasticity that would benefit from massage.
C	lymphatic	Correct answer because massage strengthens the immune system due to an increase in white blood cells, to defend against harmful pathogens, and increased circulation of lymph fluid.
D	muscular	Incorrect answer because the client's symptoms suggest a low immune system so the lymphatic system would benefit most. The client does not have any muscular tension or soreness.
E	nervous	Incorrect answer because the client's symptoms suggest a low immune system so the lymphatic system would benefit most. The massage would help to stimulate the parasympathetic nervous system and may help to induce sleep, however, strengthening the immune system is the priority.

Most correct answer

Least correct answer

C

E

B

D

A

Selena is booked in for an Indian head massage. During the consultation, she shows the therapist a skin disorder on her face. It is characterised with several medium-sized, dark brown patches of irregular shapes. Selena explains the patches get darker with sun exposure.

Q22 (a) From the list of options, select the name of the condition present on the client's skin:

UBT100M LO2 UBT95M LO3	Multiple Choice Question	Answer
A	chloasma	Correct answer because chloasma is characterised with patches of light to dark brown areas of pigmentation.
B	eczema	Incorrect answer because eczema is characterised by itchy, dry, flaking, red, inflamed broken/cracked skin.
C	ephelides	Incorrect answer because ephelides are freckles which are generally small areas of pigmentation.
D	psoriasis	Incorrect answer because psoriasis is characterised by raised irregular shaped patches of red skin covered with very dry scales which are silvery in appearance.
E	vitiligo	Incorrect answer because vitiligo is patches of skin which have no pigment.

Most correct answer

Least correct answer

A

C

E

B

D

A massage therapist should have an excellent understanding of the systems of the body to appropriately adapt treatment techniques. This knowledge starts at the smallest functional unit of the body, the cell.

Q23 (a) From the list of options, select the name given to the process where a cell divides into two new identical cells:

UBT95M LO1, LO2	Multiple Choice Question	Answer
A	diffusion	Incorrect answer because diffusion is when particles in the cell move from an area of high concentration to low, for example when carbon dioxide leaves the cells.
B	meiosis	Incorrect answer because meiosis is the reproductive cell division to form ova and sperm.
C	metaphase	Incorrect answer because metaphase is one phase in mitosis, during which the chromosomes line up in the centre of the cell.
D	mitosis	Correct answer because mitosis is the division of one cell into two, new identical daughter cells.
E	osmosis	Incorrect answer because osmosis is where molecules pass through the semi permeable membrane of the cell.

Most correct answer

Least correct answer

D

C

B

E

A

It is important that a salon is aware of the insurance and licensing requirements for stone therapy and Indian head treatments. A salon should research and discuss with an insurance company the best policy to meet their business needs.

Q24 (a) Identify two types of salon insurance protection.

UBT101M UBT100M LO1	Answer	Total marks
	<p>1-2 marks awarded for identifying up to two types of salon insurance protection.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Employer's liability insurance • Public liability insurance • Professional indemnity insurance <p>(Maximum 2 marks)</p>	2 marks
Additional guidance		
Do not award marks for		

A massage therapist must know how to communicate with clients in a professional manner. Angelika has come into the salon to find out about special offers on massage treatments. She only speaks a little English so the therapist will need to use non-verbal communication skills.

Q25 (a) Outline one suitable non-verbal communication technique the therapist could use.

UBT142M LO1	Answer	Total marks
	<p>1 mark awarded for outlining one suitable non-verbal communication technique for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Positive body language - body positioning, posture, hand gestures and sufficient personal space. • Facial expressions - smiling, welcoming expressions, eye contact and nodding in agreement • Showing leaflets, posters etc <p>(Maximum 1 mark)</p>	1 mark
Additional guidance		
Do not award marks for		

<p>A massage therapist must know how to communicate with clients in a professional manner. Angelika has come into the salon to find out about special offers on massage treatments. She only speaks a little English so the therapist will need to use non-verbal communication skills.</p>		
<p>Q26 (a) Describe one benefit of a therapist having effective communication skills.</p>		
UBT142M LO1	Answer	Total marks
	<p>1-2 marks awarded for describing one benefit of the therapist having effective communication skills.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Develop the client's understanding about concepts, products and services • Clearly and concisely provide information to the client • Make a booking • Increase sales through repeat business • Develop professional relationship • Marketing opportunity <p>(Maximum 2 marks)</p>	<p>2 marks</p>
Additional guidance		
Do not award marks for		

Marcus suffers from myalgic encephalomyelitis. He has made a booking with a mobile stone massage therapist to have a treatment in his home. In conjunction with overwhelming fatigue, other symptoms he is experiencing include painful lymph nodes, diarrhoea and a severe headache. Following a consultation, the therapist explains to Marcus that she is unable to perform a treatment on him today.

Q27 (a) Justify one reason why the client should not receive the massage treatment.

UBT101M LO2 UBT95M LO3	Answer	Total marks
	<p>1-2 marks awarded for justifying one reason why the client is contra-indicated:</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • The massage and heat from the stones would increase the peristalsis activity in the large intestine potentially making digestive problems worse (diarrhoeic). • Massage increases lymphatic circulation so can increase swelling in lymphatic nodes causing already painful lymph nodes to become more painful. • Headaches can be worsened by massage due to the removal of toxins. <p>(Maximum 2 marks)</p>	2 marks
Additional guidance		
Do not award marks for		

<p>Andrew is preparing the treatment room for his next client, which is a stone therapy massage treatment. Another therapist has left the heater on high and the temperature reading is now 180°F. He turns the heat down and continues to set up as normal.</p>		
<p>Q28 (a) Outline six methods of ensuring the stones are the right temperature for the client's treatment.</p>		
<p>UBT101M LO3, LO4</p>	<p>Answer</p>	<p>Total marks</p>
	<p>1-6 marks awarded for outlining up to six methods which can be used to ensure the stones are the right temperature for the client:</p> <p>Areas the candidate should discuss:</p> <ul style="list-style-type: none"> • Carry out a thermal sensitivity patch test • Do not exceed 120°F or refer to manufactures instructions, when heating the stones before treatment. Use a thermometer to monitor the temperature. • Remove stones from the heater to cool on a towel before using on the client. • Immerse stones in cool water if they are very hot. • Test the temperature of the stones; first on the therapist, then the client. • Placement stones should be put underneath the towel and not directly on the skin. • Continual movement of hot stones on the client's body ensures an area does not over heat • During consultation, question the client on their preference/tolerance levels to heat. • Communicate with the client throughout the treatment to check stones' temperature is appropriate. 	<p>6 marks</p>

	(Maximum 6 marks)	
Do not award marks for		
Additional guidance	Techniques can be prior to treatment commencing and also during	

Andrew is preparing the treatment room for his next client, which is a stone therapy massage treatment. Another therapist has left the heater on high and the temperature reading is now 180°F. He turns the heat down and continues to set up as normal.

Q29 (a) Describe why the stones used within the treatment require re-energising.

UBT101M LO2	Answer	Total marks
	<p>1-2 marks awarded for describing why stones are re-energised:</p> <p>Areas the candidate should discuss:</p> <ul style="list-style-type: none"> • to restore energy levels and remove any negative energy they have absorbed during treatments <p>(maximum 2 marks)</p>	2 marks
Do not award marks for		
Additional guidance		

Andrew is preparing the treatment room for his next client, which is a stone therapy massage treatment. Another therapist has left the heater on high and the temperature reading is now 180°F. He turns the heat down and continues to set up as normal.

Q30 (a) Justify the importance of ensuring the treatment room is suitably prepared for a stone therapy massage.

UBT101M LO1,LO3	Answer	Total marks
	<p>1-2 marks awarded for justifying the importance of ensuring the treatment room is suitably prepared.</p> <p>Areas the candidate should discuss:</p> <ul style="list-style-type: none"> • If the treatment room is not suitably prepared the client will not completely relax and feel the full benefits of the treatment. • There may be an increased risk of accidents if the treatment room does not comply with health and safety requirements • The client may complain about the service they received or standard of the treatment <p>(Maximum 2 marks)</p>	2 marks
Do not award marks for	Do not award for marks which include how the treatment room should be set out.	
Additional guidance		

Amelia is 24 years old. She has booked in for a full body stone massage to include the face and scalp. The skin on her face is congested and oily; she has milia on her cheeks and around her eyes. Amelia has a mesomorph body shape and goes to rowing club around 4 times a week. As a result, she has adhesions and tightness in her pectorals, biceps and brachioradialis. She recently changed her career and started a new job in retail, where she is lifting heavy boxes and bending constantly to unpack new deliveries. About seven months ago, she received medical care after experiencing herniated discs in her T11 and T12 vertebrae. Amelia would like the effect of the massage to be calming, relaxing and balancing.

Q31 (a) Identify and explain four suitable stone therapy treatment techniques for the client.

UBT101M LO2, LO4 UBT95M LO2,LO3	Answer	Total marks
	<p>1- 4 marks awarded for identifying up to four suitable stone therapy treatment techniques for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Geo-thermotherapy (alternating temperatures using hot and cold stones) on adhesions and muscle tightness. • Thermotherapy (use of warm stones). • Petrissage, frictions, trigger point work and tapping on adhesions and muscle tightness. • Placement stones or tucking - under pectoral, biceps and brachioradialis muscles. • Concentrate more time on tight muscles (pectoral, biceps and brachioradialis) with deeper pressure. 	

	<ul style="list-style-type: none"> • Chakra balancing using semi-precious stones, focus on root chakra. • Use a slow pace throughout the massage. • Perform light pressure only over the areas near of T11 and T12. • Select grapeseed oil or massage gel (or suitable light massage medium) or no product applying pressure points without a massage medium. <p>(Maximum 4 marks)</p>	
	<p>1- 4 further marks awarded for explaining up to four suitable stone therapy treatment techniques for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Geo-thermotherapy produces physiological responses resulting in therapeutic benefits, such as tissue healing. • Thermotherapy alleviates pain, stiffness and tightness in muscles. • Petrissage, frictions, trigger point work and tapping on adhesions and tight muscles to soften adhesions, reduce fibrous nodules and promote the removal of lactic acid from the muscles. • Placement stones or tucking under pectoral, biceps and brachioradialis muscles will gently heat the muscles to reduce tightness and adhesions, remove lactic acid and prepare for deeper work making it more effective. • Use deeper pressure because client has a mesomorph body shape. • Use semi-precious stones on chakras for a balancing effect on energy - focus on root chakra after job change to help grounding. • Slow pace for a relaxing and calming effect on nerve fibres. • Perform light pressure only in the areas of T11 and T12 due to previous 	<p>8 marks</p>

	<p>injury (herniated disc) to avoid discomfort or aggravating the condition.</p> <ul style="list-style-type: none">• Use a lighter massage medium or no product to avoid causing more congestion in an oily skin. <p>(Maximum 4 marks)</p>	
Additional Guidance	Professional judgement may be used for other suitable treatment techniques for the client scenario	
Do not award marks for		

Amelia is 24 years old. She has booked in for a full body stone massage to include the face and scalp. The skin on her face is congested and oily; she has milia on her cheeks and around her eyes. Amelia has a mesomorph body shape and goes to rowing club around 4 times a week. As a result, she has adhesions and tightness in her pectorals, biceps and brachioradialis. She recently changed her career and started a new job in retail, where she is lifting heavy boxes and bending constantly to unpack new deliveries. About seven months ago, she received medical care after experiencing herniated discs in her T11 and T12 vertebrae. Amelia would like the effect of the massage to be calming, relaxing and balancing.

Q32 (a) Analyse the importance of a therapist referring to the client's medical history when developing a treatment plan.

UBT101M LO2, LO3, LO4	Answer	Total marks
	<p>1- 2 marks awarded for analysing the importance of a therapist referring to the client's medical history when developing a treatment plan.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • To recognise contra-indications that may require GP referral, restrict or prevent stone therapy treatments. Relevantly question the client about the condition. Document and record the client feedback. • Built into the treatment plan modifications and adaptations necessary for the contra-indication. This may include varying the depth, rhythm and pressure of treatment techniques in the areas near T11 and T12. • Consideration of any positioning requirements the client may benefit from whilst lying on the treatment couch. The client's wellbeing should be checked when massaging the area. • To perform a safe and effective treatment that meets the client's needs and avoid aggravating any contra-indications. 	<p>2 marks</p>

	<ul style="list-style-type: none">• Specific reference to the importance linked to the client scenario is also acceptable (Maximum 2 marks)	
Additional Guidance		
Do not award marks for		

With the hair and beauty industry being so competitive, it is vital for businesses to work effectively and continually look to increase their profits. Businesses commonly will break this down into specific targets for their team who can then work together to achieve them.

Q33 (a) Identify six benefits of meeting salon sales targets.

UBT142M LO3	Answer	Total marks
	<p>1-6 marks awarded for identifying up to six benefits of meeting salon targets:</p> <p>Areas the candidate should discuss:</p> <ul style="list-style-type: none"> • Personal achievement • Professional achievement • Recognition for work and skills • Praise from management and peers • Higher sales and profits • Higher staff morale • Promotes continuous professional development • Develop product and treatment sales within the salon <p>(Maximum 6 marks)</p>	6 marks
Do not award marks for	Does not have to be specific to benefits for the salon, can be for individual staff members too	
Additional guidance		

With the hair and beauty industry being so competitive, it is vital for businesses to work effectively and continually look to increase their profits. Businesses commonly will break this down into specific targets for their team who can then work together to achieve them.

Q34 (a) Analyse the importance of team work within a salon.

UBT142M LO2	Answer	Total marks
	<p>1-3 marks awarded for analysing the importance of team work:</p> <p>Areas the candidate should discuss:</p> <ul style="list-style-type: none"> Team work – ensuring quality service for clients and customers, good morale within the team, ability to problem solve by taking ownership of decision making, shared best practice, effective use of teams knowledge and expertise, positive contribution by all team members, issues within team dealt with quickly and efficiently, promotes a professional image of the salon <p>(Maximum 3 marks)</p>	3 marks
Do not award marks for		
Additional guidance		

Lucas is an 18-year-old, nervous, new client. He was bought a voucher for an Indian head massage treatment after completing his exams. After spending many hours studying, he is suffering with tension in his neck and is feeling tired. He has some mild psoriasis on his scalp, dry and sensitive skin, and a number of facial piercings but otherwise is in good health. He has an old shoulder injury, he dislocated it a few years ago - and since then has hypermobility. He was given exercises by a physiotherapist to help strengthen the joint.

Q35 (a) Identify and explain four suitable elements of an Indian head massage treatment plan for the client.

UNT100M LO1, LO2, LO3, LO4, LO5 UBT95M LO3	Answer	Total marks
	<p>1-4 marks awarded for identifying up to four suitable elements of an Indian head massage treatment plan for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Patch test should be performed 24-48 hrs before treatment. • Client to remove facial piercings if possible. • Use a nourishing, moisturising and de-sensitising oil for dry/sensitive skin and mild psoriasis - check results of patch test. Avoid stimulating oils. • Ensure client modesty, explain the treatment procedure to the client, use sensitive verbal and non-verbal communication, low lighting, warmth and relaxing music, assist breathing exercises and agree treatment aims. • Focus massage on neck and shoulders using petrissage and stretching movements - avoid overstretching hypermobile joints. 	<p>8 marks</p>

- Gentle joint mobility can be use on the shoulders.
- Create a rejuvenating and stimulating treatment using tapotement (hacking, cupping and champing), friction (rubbing, shaking) and vibrations techniques.

(Maximum 4 marks)

1- 4 marks further marks awarded for explaining up to four suitable elements of an Indian head massage treatment plan for the client.

Areas the candidate may discuss:

- Patch test should be performed 24-48 hrs before treatment to alert the therapist to any pre-disposed skin sensitivity to oils. The client has sensitive skin.
- Removal of facial piercings enable access to marma points and ensure a safe treatment.
- A nourishing and moisturising oil may alleviate the symptoms of mild psoriasis. Stimulating oils may cause a skin reaction on a sensitive skin.
- Therapist should build a rapport and be professional to reduce the client's nerves at the start of the treatment.
- Petrissage on the neck and shoulders will increase blood flow and relieve muscle tension caused by poor posture; following revision and sitting in front of the computer and exam stress.
- Stretching movements will help reduce tension in the neck. Gentle joint mobility can be used on the shoulder to release tightened muscles at old injury (dislocation) site.
- A rejuvenating and stimulating treatment will invigorate and reduce tiredness. Tapotement increases blood flow, frictions will aid in the breakdown of nodules in the clients neck and vibrations will stimulate the nerve endings.

	(Maximum 4 marks)	
Do not award marks for		
Additional guidance	Professional judgement may be used for other suitable treatment techniques for the client scenario	

Lucas is an 18-year-old, nervous, new client. He was bought a voucher for an Indian head massage treatment after completing his exams. After spending many hours studying, he is suffering with tension in his neck and is feeling tired. He has some mild psoriasis on his scalp, dry and sensitive skin, and a number of facial piercings but otherwise is in good health. He has an old shoulder injury, he dislocated it a few years ago - and since then has hypermobility. He was given exercises by a physiotherapist to help strengthen the joint.

Q36 (a) Explain the importance of carrying out patch tests before an Indian head massage.

UBT100M LO1	Answer	Total marks
	<p>1-4 marks awarded for identifying up to four suitable elements of an Indian head massage treatment plan for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Patch test should be performed 24-48 hrs before treatment. • Client to remove facial piercings if possible. • Use a nourishing, moisturising and de-sensitising oil for dry/sensitive skin and mild psoriasis - check results of patch test. Avoid stimulating oils. • Ensure client modesty, explain the treatment procedure to the client, use sensitive verbal and non-verbal communication, low lighting, warmth and relaxing music, assist breathing exercises and agree treatment aims. • Focus massage on neck and shoulders using petrissage and stretching movements - avoid overstretching hypermobile joints. • Gentle joint mobility can be use on the shoulders. • Create a rejuvenating and stimulating treatment using tapotement (hacking, cupping and champing), friction (rubbing, shaking) and vibrations techniques. 	<p>3 marks</p>

	<p>(Maximum 4 marks)</p> <p>1- 4 marks further marks awarded for explaining up to four suitable elements of an Indian head massage treatment plan for the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Patch test should be performed 24-48 hrs before treatment to alert the therapist to any pre-disposed skin sensitivity to oils. The client has sensitive skin. • Removal of facial piercings enable access to marma points and ensure a safe treatment. • A nourishing and moisturising oil may alleviate the symptoms of mild psoriasis. Stimulating oils may cause a skin reaction on a sensitive skin. • Therapist should build a rapport and be professional to reduce the client’s nerves at the start of the treatment. • Petrissage on the neck and shoulders will increase blood flow and relieve muscle tension caused by poor posture; following revision and sitting in front of the computer and exam stress. • Stretching movements will help reduce tension in the neck. Gentle joint mobility can be used on the shoulder to release tightened muscles at old injury (dislocation) site. • A rejuvenating and stimulating treatment will invigorate and reduce tiredness. Tapotement increases blood flow, frictions will aid in the breakdown of nodules in the clients neck and vibrations will stimulate the nerve endings. <p>(Maximum 4 marks)</p>	
<p>Do not award marks for</p>		

Additional guidance	Professional judgement may be used for other suitable treatment techniques for the client scenario	
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