



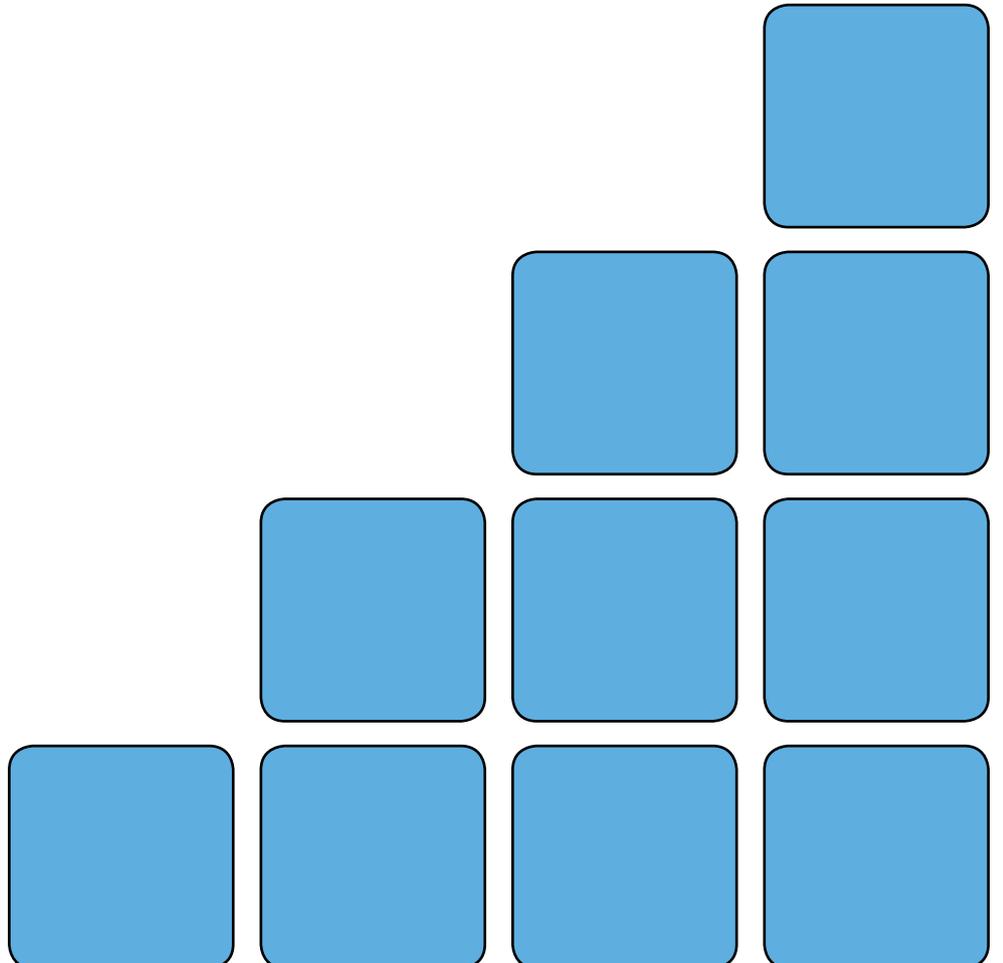
# Provide body massage treatments

UBT165

Learner name:

Learner number:

SVQ





# UBT165

## Provide body massage treatments

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

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

The main outcomes of this unit are:

1. Maintain safe and effective methods of working when providing body massage treatments
2. Consult, plan and prepare for massage treatments
3. Perform manual massage treatments
4. Perform mechanical massage treatments

NOS

# SKABT16

SCQF Level

**6**

SCQF Credit Points

**9**

Observation(s)

**3**

External paper(s)

**2**



# Provide body massage treatments

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when providing body massage treatments
2. Be able to consult, plan and prepare for massage treatments
3. Be able to perform manual massage treatments
4. Be able to perform mechanical massage treatments
5. Know and understand how to maintain safe and effective methods of working when providing body massage treatments
6. Know and understand how to consult, plan and prepare for massage treatments
7. Know and understand how to perform manual and mechanical massage treatments

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least three separate occasions, each on three different clients**. This must include two full body massage treatments, incorporating the face. One of the full body massages must incorporate the use of mechanical massage and infra-red treatment.  
  
Assessor observations, witness testimonies and products of work are likely to be the

most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by external papers. **There are two external papers that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKABT16 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for providing body massage treatments. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain safe and effective methods of working when providing body massage treatments

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the treatment
- b. Prepare your client and yourself to meet legal and organisational requirements
- c. Maintain your client's modesty and privacy at all times
- d. Position your client to meet the needs of the treatment
- e. Ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
- f. Provide support and cushioning to the required areas of the body during the treatment
- g. Take remedial action if contra-actions or discomfort occur during the course of treatment
- h. Check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time
- i. Ensure environmental conditions are suitable for the client and the treatment
- j. Use working methods that minimise the risk of cross-infection
- k. Ensure the use of clean equipment and materials
- l. Promote environmental and sustainable working practices
- m. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- n. Dispose of waste materials to meet legal requirements
- o. Complete the treatment within a commercially viable time

\* May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to consult, plan and prepare for massage treatments

You must be able to:

- a. Use consultation techniques to determine the client's treatment plan
- b. Ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
- c. Ensure that a parent or guardian is present throughout the treatment for minors under the age of 16
- d. Recognise any contra-indications and take the necessary action
- e. Assess the client's physical characteristics and agree the treatment objectives that meet the client's needs
- f. Obtain signed, informed consent from the client prior to carrying out the treatment
- g. Give your client advice and recommendations on the treatment provided
- h. Ensure the client's records are completed and signed by you and the client

\*May be assessed by supplementary evidence.

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



### Learning outcome 3

## Be able to perform manual massage treatments

You must be able to:

- a. Adapt your massage techniques, sequence and massage mediums to meet the client's physical characteristics and treatment areas
- b. Vary the depth, rhythm and pressure of massage techniques to meet treatment objectives and the client's physical characteristics and preferences
- c. Ensure the application and use of massage medium minimises waste

*\* May be assessed by supplementary evidence.*

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



## Learning outcome 4

### Be able to perform mechanical massage treatments

You must be able to:

- a. Provide information about the sensation created by the equipment and the treatment procedure to the client at each stage in the process
- b. Adjust the equipment and duration of the treatment to suit the client's physical characteristics and the treatment areas
- c. Vary the sequence, depth and pressure of massage movements to meet treatment objectives and treatment areas

*\*May be assessed by supplementary evidence.*

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



# Observation range

You must practically demonstrate that you have:

Used <b>all</b> consultation techniques	Portfolio reference
Questioning	
Listening	
Visual	
Manual	
Written	
Dealt with a <b>minimum of 1</b> necessary action	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	
Dealt with <b>all</b> client's physical characteristics	Portfolio reference
Body type	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Met <b>all</b> treatment objectives	Portfolio reference
Relaxing	
Sense of wellbeing	
Uplifting	
Anti-cellulite	
Stimulating	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Provided <b>all</b> advice and recommendations	Portfolio reference
Suitable aftercare products and their uses	
Avoidance of activities which may cause contra-actions	
Present and future products and services	
Post-treatment advice	
Used <b>all</b> massage techniques	Portfolio reference
Effleurage	
Petrissage	
Tapotement	
Vibration	
Friction	
Used <b>all</b> massage mediums	Portfolio reference
Oil	
Cream	
Powder	
Covered <b>all</b> treatment areas	Portfolio reference
Face	
Head	
Chest and shoulders	
Arms and hands	
Abdomen	
Back	
Gluteals	
Legs and feet	
Used <b>all</b> types of equipment on suitable treatment areas	Portfolio reference
Gyratory massager	
Infra-red	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below\*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

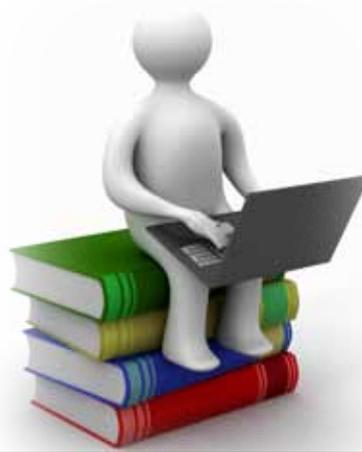
## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

# Knowledge



## Learning outcome 5

### Know and understand how to maintain safe and effective methods of working when providing body massage treatments

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The legal and organisational requirements for client protection and preparation	
c. The legal and organisational requirements for your own personal hygiene, protection and appearance	
d. The responsibilities under local authority licensing regulations for yourself and your premises	
e. The reasons for maintaining the client's modesty and privacy during the treatment	
f. Safe positioning techniques for yourself and your client and why using these are important	
g. The areas of the body that may require support and cushioning during the treatment	
h. The remedial action to take if contra-actions or discomfort occur during the course of treatment	
i. Why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time	
j. The necessary environmental conditions for services such as heating and ventilation and why these are important	
k. Methods of cleaning, disinfection and sterilisation	
l. Methods of working safely and hygienically to avoid cross-infection	
m. The hazards and risks which exist in your workplace and the safe working practices which you must follow	

Requirements highlighted in white will be assessed in the external paper.



## Learning outcome 5 (continued)

### Know and understand how to maintain safe and effective methods of working when providing body massage treatments

You must know and understand:	Portfolio reference
n. The different types of working methods that promote environmental and sustainable working practices	
o. Suppliers' and manufacturers' instructions, which you must follow, for the safe use of equipment, materials and products	
p. The legal requirements for waste disposal	
q. The reasons for completing the treatment in a commercially viable time	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 6

### Know and understand how to consult, plan and prepare for massage treatments

You must know and understand:	Portfolio reference
a. Why it is important to communicate with clients in a professional manner	
b. How to complete a consultation taking into account the client's diverse needs	
c. The legal requirements for providing treatment to minors under 16 years of age	
d. The age at which an individual is classed as a minor and how that differs nationally	
e. The importance of agreeing with the client the treatment that meets their needs	
f. The legal significance of gaining signed, informed client consent to carry out the treatment	
g. The legislative requirements for storing and protecting client data	
h. How to recognise contra-indications that would prevent or restrict the treatment	
i. The contra-indications requiring medical referral and why	
j. The necessary action to take in relation to specific contra-indications when referring clients	
k. The reasons for not naming specific contra-indications when referring clients	
l. How to visually assess different clients' physical characteristics	
m. The causes of postural faults and conditions	
n. How to match massage medium to different skin types and conditions	
o. The advice and recommendations on products and treatments to your client	

Requirements highlighted in white will be assessed in the external paper.



## Learning outcome 7

### Know and understand how to perform manual and mechanical massage treatments

You must know and understand:	Portfolio reference
a. The different types, uses and benefits of pre-massage heat treatments	
b. The use and application of massage techniques to meet a variety of treatment objectives	
c. How the massage sequence, depth and pressure can be adapted to suit different client physical characteristics	
d. How to adapt the massage treatments to suit different treatment objectives and treatment areas	
e. The areas of the body and body characteristics needing particular care when undertaking mechanical massage treatments	
f. How to select and utilise massage equipment, media and techniques to achieve maximum benefits to the client	
g. The benefits of mechanical and manual massage and how these can be adapted to prevent work related injuries	
h. How other parts of the body can be utilised for manual massage and the benefits of incorporating these techniques	
i. The different skin types and skin characteristics	
j. The anatomy and physiology of the body	
k. The physical and psychological effects of body massage	
l. The effects of massage on the individual systems of the body	
m. The importance of ensuring the client has post-treatment recovery time	
n. The methods used to evaluate the effectiveness of body massage treatments	

*Requirements highlighted in white will be assessed in the external paper.*



# Knowledge range

You must know and understand:

Health and safety*	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Contra-actions	Portfolio reference
Erythema	
Hyperaemia	
Allergic reaction to products	
Environmental and sustainable working practices*	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items	
Using recycled eco-friendly furniture	
Using low-chemical paint	
Using environmentally-friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	

\*Where specific legislation and regulations are stated, please make these relevant to your nation.



You must know and understand:

Diverse needs	Portfolio reference
Cultural	
Religious	
Age	
Disability	
Gender	
Contra-indications which prevent	Portfolio reference
Contagious skin diseases	
Dysfunction of the nervous system	
Recent scar tissue	
Undiagnosed lumps and swellings	
Contra-indications which restrict	Portfolio reference
Undergoing medical treatment	
Uncontrolled diabetes	
Epilepsy	
High/low blood pressure	
History of thrombosis or embolism	
Varicose veins	
Metal pins or plates	
Medication	
Pregnancy	
Piercings	
Cuts and abrasions	
During cancer treatment	



You must know and understand:

Advice and recommendations	Portfolio reference
Additional treatments	
Additional products	
The lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep	
Post-treatment restrictions and future treatment needs	
Post-treatment advice includes drinking plenty of water and relaxation	
Time intervals between treatments	
Work related injuries	Portfolio reference
Back injury	
Carpal tunnel syndrome	
Neck strain	
Repetitive strain injury (RSI)	
Anatomy and physiology	Portfolio reference
The structure and function of cells and tissues	
The structure, function and different types of muscles	
The positions and actions of the main muscle groups identified within the treatment areas of the body	
The position and function of the primary bones and joints of the skeleton	
How to recognise postural faults and conditions	
The structure and function of the circulatory system	
The structure and function of the lymphatic system	
The basic principles of the central nervous system and autonomic system	
The basic principles of the endocrine, respiratory, digestive and excretory systems	
The structure and functions of skin	
The structure and location of the adipose tissue	



You must know and understand:

Physical effects	Portfolio reference
Relaxes muscles	
Stimulates circulatory and lymphatic systems	
Calms or stimulates nerve fibres	
Psychological effects	Portfolio reference
Stress and tension relief	
Improved general well-being	
Calming and relaxing	

# Notes

Use this area for notes and diagrams



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