UBT100M
Indian head massage

Unit reference number: M/507/5411
Level: 3
Guided Learning (GL) hours: 50

Overview
This unit will enable learners to provide Indian head massage services to clients, treating the required areas of the face and upper body. Learners will develop the knowledge and skills to prepare for and provide a professional Indian head massage treatment. Learners will also develop their understanding of possible contra-indications, along with indications for, and benefits and effects of professional Indian head massage treatments.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for Indian head massage treatments
LO2 Understand the effects and principles of Indian head massage treatments
LO3 Understand the benefits of and different techniques used in Indian head massage treatments
LO4 Be able to prepare the client, self and work area for an Indian head massage treatment
LO5 Be able to provide an Indian head massage treatment
Assessment requirements

Learners must complete all four assessment requirements related to this unit:

1. Treatment portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Treatment portfolio

Learners must produce a treatment portfolio that includes evidence of practical treatments carried out with proficiency.

At a minimum the treatment portfolio for this unit must include, client consultation and treatment records covering all of the following:

- Carried out a minimum of
  - 2 Indian head massage treatments (not including the graded practical assessment) at least 1 massage to include the use of oil and 1 to be carried out without oil
- Treated all client characteristics
  - Posture
  - Muscle tone
  - Age
  - Health
  - Skin, hair and scalp condition
- Treated all treatment objectives
  - Relaxation
  - Sense of wellbeing
  - Uplifting
  - Improvement of hair and scalp condition
- Used all massage techniques
  - Effleurage
  - Petrissage
  - Tapotement
  - Friction
  - Marma (pressure points)
- Worked on all treatment areas
  - Face
  - Head
  - Chest and shoulders
  - Arms
  - Back
  - Chakras
- Given all types of advice
  - Avoidance of activities
  - Future treatment needs
  - Modifications to lifestyle
  - Suitable home care products
Evidence from the graded practical assessment must also be presented in the treatment portfolio.

The treatment portfolio must be completed prior to learners undertaking the graded practical skills test. Whilst service portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

2. Graded practical assessment

Learners must carry out a complete Indian head massage treatment which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Treatment – one complete Indian head massage treatment with oil (recommended treatment time of 45 minutes)
- Massage Techniques – effleurage, petrissage, tapotement, friction and marma (pressure) points
- Treatment areas – face, head, arms, chest and shoulders, back and Chakras

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

3. External examination

Whilst the theory content of LO1, LO2 and LO3 may be naturally assessed in the graded practical assessment, they will be tested by external examinations at the end of the period of learning.

External examinations will test knowledge and understanding from across the whole vocational area (mandatory units). Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examinations will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments from across the whole vocational area (mandatory units). Assessment coverage will vary year on year, although all services will be covered over time.

VTCT will set a brief for centres which will detail the treatments to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally verified by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.
Unit content

LO1 Know the salon requirements for Indian head massage treatments

Learners must know how to set up the work area:
- Prepare the work area to allow for
  - Ease of access and free movement around the massage chair
  - Effective lighting to enhance the holistic effect of the treatment
  - Hygienic set up of area and trolley
  - Preparation of props for client support, rolled towels for client’s neck, folded towels for client’s lower back if required
  - Selection of products and equipment to meet the needs of the client
- Ensure a safe working environment
  - Clean and hygienic work area
  - Appropriate ventilation
  - Effective positioning of sturdy massage chair (no wheels) to allow ergonomic and safe practice
  - Neat and tidy working area

Learners must know how professional therapists present themselves:
Clean professional uniforms create a positive impression of the therapist and the salon. Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment
- Therapists should wear closed-in footwear, no jewellery, no piercings, hair neatly tied back, short varnish-free nails and any fringe secured
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene, including clean teeth, fresh breath, are all important elements of professional presentation

Learners must know the salon requirements for record keeping:
- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- How to establish and record clear information that is accurate and in logical order, how to refer to existing records
- Skin sensitivity tests for oils, adaptations and modifications, recommendations
- Treatment planning and how to update records at the end of the treatment, update at each visit, maintained electronically, paper records

Learners must know the importance, purpose and methods of patch tests:
- A patch test is designed to alert the therapist to any pre-disposed skin sensitivity on the client’s behalf. Any active/new/known ingredient or sensitisger is usually patch tested 24-48 hours before treatment. Records of all patch tests provided need to be noted, recording all products and where patch test took place on the body and, if appropriate, client signature and date.
- Undertaken to prevent allergic reaction to products. Not to complete one would invalidate the therapist’s insurance policy. Always follow manufacturers’ instructions
- Patch testing for Indian head treatments often recommends testing oils – particularly important for more stimulating oils such as mustard. Client records updated with results. Conducted to ascertain suitability of mediums.
Patch test application techniques
- Cleanse area (either crook of elbow or behind ear)
- Apply product to the area with a brush
- Allow to dry
- Leave on for a minimum of 24 hours
- Explain positive and negative reactions
- Remove excess product
- Record results on record card, products used and where placed

Learner must know how to interpret results of the patch test:
- Positive – red, itchy, irritated, swelling, sore
- Negative – no change to skin

Learners must know the insurance and licensing requirements for the delivery of Indian head massage treatments:
- Requirements for licensing are applied for at local authority level. Each council will have slightly different requirements but as a general rule both the therapist and the premises will need to be licensed. The most current information on licensing is available on local authority websites and from professional membership association groups
- As a minimum a salon should hold, where applicable, employer’s insurance as well as public liability insurance and professional indemnity

Learners must know the legal requirements for providing treatments to minors:
- The age at which an individual is classed as a minor and how this differs nationally
LO2 Understand the effects and principles of Indian head massage treatments

Learners must understand the physiological and psychological effects of Indian head massage treatments:

- The possible physiological effects of massage on the body systems
  - Effects on the skin
    ▪ Increased production of sweat from the sweat glands, helping to excrete urea and waste products through the skin
    ▪ Increased sebum production, helping to improve the skin’s suppleness and resistance to infection
    ▪ Improves the skin’s colour and elasticity of the skin
    ▪ Improved circulation to the skin, increased nutrition and cell regeneration
  - Effects on the muscular system
    ▪ Increased flexibility in the muscles, relieving muscular tightness, stiffness, and spasms
    ▪ Reduction in muscle fatigue and soreness by increased blood circulation
  - Effects on the cardiovascular system
    ▪ Improved circulation and enhanced blood flow
    ▪ Delivery of fresh oxygen and nutrients to the tissues improving the removal of waste products, toxins and carbon dioxide
    ▪ Temporarily decreases blood pressure, due to dilation of capillaries
    ▪ Decreases the heart rate due to relaxation
  - Effects on the lymphatic system
    ▪ Reduces oedema
    ▪ Strengthens the immune system, due to increase in white blood cells
  - Effects on the respiratory system
    ▪ Decreased rate of respiration due to the reduced stimulation of the sympathetic nervous system
    ▪ Improved lung capacity by relaxing any tightness in the respiratory muscles
  - Effects on the nervous system
    ▪ Stimulates or soothes nerves depending on the techniques used
    ▪ Stimulates the parasympathetic nervous system, helping promote relaxation and the reduction of stress; reduces pain by the release of endorphins

- The possible psychological effects of massage
  - Reduction in both stress and anxiety by relaxing both mind and body; eases emotional trauma
  - Creates a feeling of well-being and enhanced self-esteem
  - Promotes positive body awareness and an improved body image through relaxation
  - Increased energy levels
  - Improves concentration

Learners must understand the history of Indian head massage treatments:

- Use of Indian head massage in other cultures, historical timeline of development, current use of treatment in industry
Learners must know the principles of Indian head massage treatments and the holistic elements to the treatment:

- Principles of Ayurveda and body, mind and spiritual wellbeing
- Principles and application of marma pressure points used within the treatment
- Principles of chakras – the seven chakras of the body and their use within the treatment, crown, third eye, throat, heart, solar plexus, sacral and root/base

Learners must know the contra-indications that may prevent or restrict an Indian head massage treatment:

- Examples of contra-indications that may prevent treatment – severe asthma, contagious skin or scalp diseases and disorders, infestations, severe inflammation, recent scar tissue, any undiagnosed lumps or swellings, cancer treatments, product allergies, dysfunction of the nervous system
- Examples of contra-indications that may restrict treatment – anyone undergoing medical treatments, anxiety, medication e.g. Roaccutane, retinols, steroids, epilepsy, uncontrolled diabetes, high and low blood pressure, product allergies, acne, mild psoriasis and eczema, bruising, cuts and abrasions, history of thrombosis or embolism, pregnancy, piercings

Learners must understand to contra-actions that may occur during or after an Indian head massage:

- Erythema, hyperaemia, allergic reaction to products, micturition, healing process, enhanced emotions

Learners must know how to effectively respond to contra-actions:

- Discontinue treatment, take remedial action, record contra-action

Learners must know the selection of mediums available for this treatment:

- Effects and possible precautions when working with mediums – oils (sesame, coconut, almond, olive, mustard), cream and pre-blended oils
- Effects and potential modifications when performing treatment without any medium or over clothing

Learners must know how posture affects the outcomes of the treatment:

- Correct posture when standing, correct posture when lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results
LO3 Understand the benefits of and different techniques used in Indian head massage treatments

**Learners must know the benefits of Indian head massage treatments:**
- Possible benefits for the client – relaxation, uplifting, promote sense of wellbeing, relieve stress, improve sleep patterns, improve circulation, promote joint mobility, improve skin and hair condition, reduce headaches and tension, balance and increase energy levels

**Learners must understand the effects of the massage movements used within the treatment:**
- Effleurage – used as an introduction, linking and finishing movement, light stroking sweeping movements, introducing therapist’s hands to client, warms the skin and muscles ready for deeper work
- Petrissage – deeper kneading movements; will increase blood flow and relieve muscle tension
- Tapotement – stimulating movements, temporary toning effect, increase in blood flow, vasodilation and erythema, hacking, cupping, champing etc
- Frictions – fast movements, rubbing, shaking, aids break down of fibrocystic nodules
- Vibrations – specific movement on small areas, stimulate nerve endings
- Marma pressure points – firm precise movements. Pressure can be applied with the finger for between 10 seconds and 2 minutes, gently at first and increasing gradually to help re-balance the body by unblocking energy channels and increasing the flow of energy
- Chakra Balancing – at beginning and end of treatment, promotes wellbeing and balances client

**Learners must be able to adapt the Indian head massage treatment for different types of clients:**
- Male/female – more or less pressure, difference in muscle tone, difference in distribution of fatty tissue
- Long hair/short hair – exclusion of certain movements, increasing of movements to ensure commercial timing, use of hair clips to expose upper back area
- Young/mature – adapting pressure to allow for difference in skin texture, muscle tone, and skin’s healing rate

**Learners must know how to adapt the Indian head massage treatment to allow for client characteristics:**
- Massage mediums – select product to meet treatment objectives and client’s skin/scalp condition. Stimulating oils to increase heat in the area, nourishing oils to help condition skin and hair
- Skin and muscle condition – stimulating massage movements over slack muscles to improve tone and areas that have a higher proportion of adipose tissue to aid the increase of heat on the area
- Tight muscles – slow, stretching movements to support relaxation of contracted muscles and relieve tension

**Learners must understand how to adapt an Indian head massage treatment for different treatment objectives:**
- Relaxation, promoting a sense of wellbeing and relieving stress – client breathing prior to treatment, slow, rhythmic movements, removal of any stimulating movements such as tapotement
- Uplifting – use of stimulating mediums such as mustard oil, increase in stimulating movements such as tapotement and frictions
• Improved joint mobility – relaxation of muscle fibres, rotations and manipulations of joints during the treatment
• Improve hair and skin condition – choice of medium to nourish the skin, use of oil throughout treatment including when working on the scalp
• Balancing the client – use of breathing techniques, work on chakras at beginning and end of the treatment
• Improve blood and lymph flow – improve circulation during deeper and stimulating movements, massage movements applied towards the heart. Improve lymph drainage by working towards lymphatic nodes, use of pressure points during scalp and face treatment

Learners must understand how client expectations and other influencing factors can affect treatment:
• Skin sensitivity tests, contra-indications, skin/scalp condition, medication, client expectations and preparation (removal of clothing, over clothing) treatment objectives
LO4 Be able to prepare the client, self and work area for an Indian head massage treatment

Prepare and check the client, work area, equipment and products prior to the Indian head massage treatment:

- Prepare treatment area according to salon requirements
- Ensure a sturdy chair and trolley are available to use
- Organise access to massage mediums, hair clips and massage props such as extra towels, and supports
- Prepare yourself and your client using the appropriate products or techniques
- Check the client by completing a consultation
- Ensure all equipment and products are to hand and are working efficiently
- Check the area is conducive to promoting positive treatment outcomes
- Ensure treatment area promotes relaxation by use of lighting, atmosphere, temperature and use of music
- Use safe working practices
  - Positioning of yourself to avoid injury
  - Positioning of your client
  - Positioning of your equipment

Agree suitable treatment plan and check for contra-indications:

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Non-verbal communication – eye contact, body language, listening
- Check for contra-indications and agree the treatment objectives
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies or hypersensitivity, contact lenses, contra-actions, skin sensitivity tests recorded
- Ensure visual and manual checks are carried out to identify any contra-indications
- Tactfully ask relevant questions, document and record the client feedback
- Agree treatment aims
- Establish treatment choices
  - State the benefits of Indian head massage in a variety of contexts, reasons for treatment, physical, psychological and physiological effects, promotes homeostasis, stimulating, uplifting, increased energy levels, deep relaxation, stress relief, pain relief, sense of well-being, improves blood and lymph circulation, reduces muscle tension, maintenance of health, helps to relieve anxiety, improves sleep patterns.
  - Establish the correct massage mediums to use on the client
  - Skin type and characteristics; current sensitivity levels, skin condition, medication and health concerns
  - Hair type and scalp conditions (dry scalp dandruff, alopecia, psoriasis of the scalp, seborrhoeic eczema); hair types (lanugo, vellus, terminal, long hair, thick hair)
  - Skin characteristics – sensitive, dehydrated, mature
Explain the treatment procedure to the client:
- Explain how the client should position themself for treatment, how long the treatment will take and the sensation the client should expect to feel. Discuss the client’s expectations from treatment. Discuss how the client’s personal influencing factors may influence treatment
- Client expectations and other influencing factors
- Skin sensitivity tests, contra-indications, skin/scalp condition, medication, client expectations and preparation (removal of clothing, over clothing) treatment objectives

Instruct the client on clothing removal and positioning for treatment:
- Removal of clothing as appropriate, positioning throughout the treatment, closing eyes, relaxation and breathing techniques at beginning of treatment
LO5 Be able to provide an Indian head massage treatments

Provide suitable support and cushioning as necessary, to specific areas of the body:
- Preparation of props for client support, rolled towels for client’s neck, folded towels for client’s lower back if required. Cushions or gel massage pads may also be used.

Prepare the client for treatment and use relaxation techniques:
- Remove hair bands or clips from the hair.
- Brush through the hair to remove knots.
- Remove any jewellery from treatment area.
- Opening of chakras and relaxation breathing, self-protection techniques.

Select the equipment and products to achieve the desired results:
- Selection of equipment and products to suit client’s skin type and treatment objectives.

Perform Indian head massage treatments safely and effectively:
- Choose appropriate medium to suit skin type and treatment objectives.
- Opening of chakras and relaxation breathing, self-protection techniques.
- Suitable amount of medium applied to allow for flow of massage movements without causing skin to drag or too much excess oil on skin, causing therapists hands to slip and prevent appropriate pressure.
- Use of hair clip if necessary.
- Use of massage movements to introduce therapist’s hands to client.
- Demonstration of a range of massage movements that flow, are not unduly repetitive and follow correct sequence.
- Pressure of massage movements checked to ensure client comfort and wellbeing.
- Movements adapted to suit client needs and treatment objectives.
- Coverage of all treatment areas (unless specified in consultation by client).
- Closing of Chakras to complete treatment and rebalancing of client.
- Record outcome of treatment and client feedback.
- Prevent excess waste of treatment time and consumables by preparing effectively and working efficiently.
- Communicate positioning instructions clearly to client without causing disturbance or interruption of treatment.

Complete the treatment to the satisfaction of the client:
- Conclude the treatment by removing excess product if necessary.
- Client given comb, mirror at end of treatment.

Provide aftercare advice and recommendations to the client:
- How to avoid possible contra-actions.
- How to deal with a healing process.
- Avoid touching the skin too often and if suitable allow medium to continue working on the skin and scalp condition.
- Avoid exposure to UV or heat stimuli. The skin will already be retaining heat by increase in blood flow to the treatment area. Additional heat could cause excessive erythema. Exposure to sun with oil on the skin will increase the risk of sunburn.
- Avoid immediate application of make-up – allow oils to penetrate skin to soften and hydrate.
• Allergic reaction – removal of product, apply cold compress and seek medical attention if problem persists
• Increase water intake to keep the body hydrated and encourage removal of toxins and waste
• Healthy eating and a balanced diet to promote optimum health and wellbeing
• Lifestyle activities individual to the client that may need to be considered, such as smoking, caffeine intake, improvement of posture, exercises to encourage relaxation of tense muscles, relaxation techniques to promote stress relief
• Advice and guidance provided on suitable skin care and homecare regime to suit client skin and scalp type and conditions
• Dealing with healing process and when to seek medical attention. Such as headaches, sore muscles, increase in bowel movements, tiredness, light headedness and increase/decrease in energy or emotional feelings. Seek medical attention if problems persist longer then 24-48 hours
• Advice on retail products to continue the beneficial effects of the treatment
• Resting after treatment, time intervals between treatments

Update the client treatment records:
• Date of treatment, selected oils, client’s preferred pressure for massage, any modifications for treatment, treatment outcomes, contra-actions (if occurred), any information that could help another therapist treating the same client, records filed and stored securely

Prepare the area for the next treatment:
• Clean the product tops and bottles and return to storage, dispose of all waste in bin, place used towels in laundry, tidy all consumables away following salon requirements. Clean work area with sanitiser, reset the couch with fresh towels and couch roll ready for the next treatment. Ensure the treatment area is left clean and prepared for the next treatment
Employability skills to be demonstrated throughout the graded practical assessment and synoptic assessment

**Communication:**
- Adapt and tailor approach for different clients e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions and offer reassurance
- Use positive verbal communication e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

**Customer service:**
- Have an awareness of the principles of customer service e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

**Commercial and environmental awareness:**
- Adopt eco-friendly and cost-efficient use of resources, minimising waste e.g. all products measured correctly; efficient use and correct disposal of consumables and recycle where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen, to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
• Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
• Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
• Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
• Offer new/additional products and services to existing or new clients to promote self/salon experiences
• Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit. Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf
Assessment criteria

Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

<table>
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<tr>
<th>Learning outcome</th>
<th>Pass The learner can:</th>
<th>Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:</th>
<th>Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:</th>
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<tbody>
<tr>
<td>LO4 Be able to prepare the client, self and work area for an Indian head massage treatment</td>
<td><strong>P1</strong> Prepare and check the client, work area, equipment and products prior to the Indian head massage treatment</td>
<td><strong>M1</strong> Adapt and tailor interpersonal communication to the client</td>
<td><strong>D1</strong> Justify the selection of methods and techniques used during the Indian head massage treatment</td>
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<td><strong>P2</strong> Agree a suitable treatment plan and check for contraindications</td>
<td><strong>M2</strong> Ensure optimum client comfort and protection of client’s modesty throughout the treatment</td>
<td><strong>D2</strong> Evaluate the effectiveness of the treatment and provide recommendations for future treatments</td>
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<td><strong>P3</strong> Explain the treatment procedure to the client</td>
<td><strong>M3</strong> Use a systematic approach to carry out the Indian head massage treatment</td>
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<td><strong>P4</strong> Instruct the client on clothing removal and positioning for treatment</td>
<td><strong>M4</strong> Use effective strategies to promote and sell products and additional services</td>
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<td>LO5 Be able to provide an Indian head massage treatment</td>
<td><strong>P5</strong> Provide suitable support and cushioning as necessary, to specific areas of the body</td>
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<td><strong>P6</strong> Prepare the client for treatment and use relaxation techniques</td>
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<td><strong>P7</strong> Select the equipment and products to achieve the desired results</td>
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<td><strong>P8</strong> Perform Indian head massage treatments safely and effectively</td>
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<td><strong>P9</strong> Complete the treatment to the satisfaction of the client</td>
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<td><strong>P10</strong> Provide aftercare advice and recommendations to the client</td>
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<td><strong>P11</strong> Update the client treatment records</td>
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<td><strong>P12</strong> Prepare the area for the next treatment</td>
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Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the graded practical assessment.

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<tr>
<th>P1 Prepare and check the client, work area, equipment and products prior to the Indian head massage treatment</th>
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<tr>
<td>Learners must demonstrate that they have set up the treatment area in line with treatment and health and safety requirements. A sturdy chair, clean towels, props and medium are checked prior to the treatment and are safe, hygienic and suitable for use. Where appropriate a patch test of the medium has been carried out at least 24 hours prior to treatment.</td>
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<th>P2 Agree suitable treatment plan and check for contra-indications</th>
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<td>Learners must demonstrate that they have consulted with the client using appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications and potential postural faults and conditions. Learners must explain the treatment in full to the client and ascertain the client’s treatment expectations. Learners must correctly identify the client’s skin type and scalp condition with any treatment limiting characteristics during the consultation and recommend a suitable treatment plan. Any treatment preferences should also be discussed and agreed with the client. Learners must create a treatment plan that takes into consideration all elements of the consultation. Adaptation and modification of treatment movements to suit skin type, areas of concern, outcome of treatment (e.g. relaxing, uplifting).</td>
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<tr>
<th>P3 Explain the treatment procedure to the client</th>
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<tr>
<td>Learners must explain the treatment step by step to the client. At a minimum the explanation should include the client preparation, removal of clothing, basic sequence of movements, the benefits of the treatment and what effects should be expected after one treatment. Learners must give advice on relaxation techniques and a basic explanation of chakras and how they complement and support the Indian head massage treatment.</td>
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<th>P4 Instruct the client on clothing removal and positioning for treatment</th>
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<td>Learners must demonstrate that they have provided their client with instructions on how to prepare for the Indian head massage treatment. Learners must demonstrate that they have instructed the client on what (if any) clothing or jewellery needs to be removed, with safe storage offered. The provision of modesty covering was arranged where required and advice and guidance was provided to the client on how to position themselves for safety, comfort and to facilitate the treatment. Learners must be aware of using suitable protection for client clothing from the oils during the treatment. If appropriate client’s hair is protected or secured so it does not impact on the treatment and allows access to all treatment areas.</td>
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</table>
P5 Provide suitable support and cushioning as necessary, to specific areas of the body

Throughout the treatment the learner must demonstrate that they have used props and cushioning to enhance the comfort of the client, support joints to ensure the client can fully relax and prevent the client holding themselves in uncomfortable positions. Supports to be used can be tailored for individual client comfort and moved during the treatment to ensure the best possible outcome for the client. Props and supports are used to ensure client comfort, for example lower back and rolled towel for behind the neck. Learners will support the client when applying pressure during the massage to prevent them from moving and pressure being lost.

P6 Prepare the client for treatment and use relaxation techniques

Learners must demonstrate that they can perform relaxation techniques with their client at the start of the treatment, to allow client to switch off and obtain the full benefits of the treatment. Mindful breathing techniques and opening of chakras to allow for stimulation of the crown, third eye and throat chakras.

P7 Select the equipment and products to achieve the desired results

Learners must demonstrate that they can select the correct equipment and products to achieve the desired results, at a minimum the client’s skin type, treatment objectives, and personal preferences will be considered.

P8 Perform Indian head massage treatments safely and effectively

Learners must carry out the Indian head massage treatment and implement the treatment plan that was agreed in the consultation with the client. Learners must demonstrate that they can perform the Indian head massage routine in the correct sequence, effleurage, petrissage, frictions, vibrations, tapotement and effleurage marma points. Massage movements should flow, without too much repetition and learners should avoid breaking contact with the client. Manipulation of the skin and tissues should show suitable amount of pressure being used by the learner, comfort level should be checked with the client at regular intervals. Pressure should be checked at regular intervals with the client.

P9 Complete the treatment to the satisfaction of the client

Learners must demonstrate that the treatment performed meets the needs of the client and on completion of the treatment they gain client feedback to ascertain their satisfaction. Feedback is recorded and learner will identify areas of improvement for their personal development.

P10 Provide aftercare advice and recommendations to the client

Learners must demonstrate that they have provided the client with a minimum of the following advice: information on further/regular treatment options, avoid touching the skin, allow penetration of oils used, increase in fluid intake, avoid exposure to excessive heat or UV light, lifestyle activities that may need to be considered, advice on retail products to continue beneficial effects of the treatment, improvements to posture and exercises to reduce muscle tension, how to deal with contra-actions including healing process.
P11 Update the client treatment records

Learners must demonstrate that at the end of the treatment they update client records with the relevant information, to include treatment carried out, massage mediums used, client preference with pressure, areas of concern, any modifications to the treatment to suit client needs, any contra-actions that occurred during the treatment, any information that may help another therapist treating the client. Once completed records to be stored securely.

P12 Prepare the area for the next treatment

Learners must demonstrate that they have prepared the treatment area, by wiping down the trolley and chair and any bottles or lids. Removing and storing products and unused consumables, removing for laundering used towels, throwing away used consumables and suitably managing waste of excess oil left over from the treatment, refreshing the consumables used and ensuring the working area is left neat, tidy and set up for the next therapist.

M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example, if the client indicates that he/she would like to chat and engage in conversation, the learner should try to promote relaxation by keep answers short and avoid asking the client questions in return. This will support the relaxation process. If the client is more reticent and indicates that he/she does not wish to engage in conversation, the learner should respect client wishes and communicate in a discreet manner. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive and inoffensive and of a suitable and appropriate content and context.

M2 Ensure optimum client comfort and protection of client’s modesty throughout the treatment

Learners must demonstrate that they have checked with their client at regular intervals throughout the treatment to ensure the client’s comfort. Learners should demonstrate that they have taken action to protect the client’s modesty during the treatment, such as providing the client with a towel and ensuring client privacy as they prepare for the treatment. Learners should also demonstrate that they have responded to the client’s comfort needs throughout, for example, providing the client with extra support, adjusting position of support, ensuring client warmth or adapting pressure of massage.

M3 Use a systematic approach to carry out the Indian head massage treatment

Learners should demonstrate that they are adapting the Indian head massage treatment to suit the individual needs of the client. For example using deeper pressure on areas of tension, lighter pressure on areas with less adipose tissue, spending longer on one area and decreasing time on another to meet the needs of the client. Learners must demonstrate confident application of the sequence of movements, showing a wide variation of techniques, all of which complement the treatment objectives.
# M4 Use effective strategies to promote and sell products and additional services

Learners must demonstrate that at a minimum they have recommended another Indian head massage treatment and a suggestion of a product to improve skin/scalp/hair condition. Learners should tailor their aftercare advice for each individual client. As well as the normal advice given, the client must be given specific advice that meets their needs and issues discussed in the consultation. For example, client has trouble relaxing and de-stressing; advice can be given on relaxation techniques, taking time out, regular treatments. If tension is present in areas worked upon, advice to be given on postural improvements, exercises and use of heat to reduce pain within the muscles.

<table>
<thead>
<tr>
<th>D1 Justify the selection of methods and techniques used during the Indian head massage treatment</th>
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<td>Learners must be able to justify their methods and techniques used in the Indian head massage treatment, including providing the rationale for their selection of products, massage movements and any adaptations to techniques that were made in consideration of influencing factors. Examples of factors to be considered – client’s skin/scalp type, treatment outcomes, distribution of adipose tissue, muscle tone, areas of tension and fibrocystic nodules, client preference, client comfort during the treatment.</td>
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<th>D2 Evaluate the effectiveness of the treatment and recommendations for future treatments</th>
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<td>Learners must demonstrate clear reflection and evaluation of the effectiveness of the treatment, drawing conclusions to inform decisions on quality improvements to amend and update future treatment plans. An evaluation of the treatment results that analyse treatment success, client feedback and rebookings made will all be considered, recorded and evaluated to achieve an effective review. Action plan will be created from the review that clearly states the on-going learning and developing cycle.</td>
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Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of Indian head massage treatments. Learners must also have access to health and safety standards, manufacturers’ instructions and Indian head massage products and equipment.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and use of products, tools and equipment
- Work experience within a commercial salon so they can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

UCO28M Health and safety in the salon
The health and safety unit will provide knowledge and understanding of the responsibilities for health and safety as defined by any specific legislation covering the role of the professional therapist. This unit greatly underpins all practical unit delivery. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing massage treatments in real or realistic working environment.

UBT90M Client care and consultation
Client consultation before all beauty treatments is actually a legal requirement and failure to consult properly with clients prior to treatment could invalidate beauty therapy insurance. It is essential that beauty therapists elicit information from their clients about their medical history, including any allergies as well as checking for contra-indications. The client consultation unit underpins all technical units within this qualification and should be delivered prior to the delivery of any technical therapy units.

UBT95M Anatomy and physiology for face and body systems
Knowledge of the structure and function of the skin, as well as skin diseases and disorders most significantly underpins the knowledge and practical skills gained in this unit. Other elements of anatomy and physiology are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.

Graded synoptic assessment
At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner’s ability to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
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<tbody>
<tr>
<td>v9</td>
<td>Skin cancer awareness page added</td>
<td>13/06/17</td>
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