Overview
This unit will enable learners to develop the knowledge and skills required to prepare for and provide a professional mechanical massage or infra-red treatment to a client, whilst following salon requirements. Learners will also develop an understanding of the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of mechanical massage or infra-red treatments.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for mechanical massage and infra-red treatments
LO2 Understand the effects and indications of mechanical massage and infra-red treatments
LO3 Be able to prepare the client, self and the work area for mechanical massage and infra-red treatments
LO4 Be able to provide mechanical massage and infra-red treatments
Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Treatment portfolio
2. Summative practical assessment

1. Treatment portfolio

Learners must produce a treatment portfolio which contains assessed evidence covering all the theory assessment criteria in the unit. The treatment portfolio must also contain formative evidence relating to the practical assessment criteria.

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

- Carried a minimum of
  - 2 mechanical massage treatments should be recorded in the treatment portfolio. The learner needs to have provided mechanical massage to the following treatment areas: front of legs, abdomen, arms, shoulders, back of legs and back
  - 1 infra-red treatment should be recorded in the treatment portfolio. The learner needs to have provided infra-red treatments to the back and back of legs
- Used all equipment
  - Gyratory
  - Infra-red
  - Audiosonic
- Covered all treatment needs/objectives
  - Relaxation
  - Stimulating
  - Sense of well being
  - Uplifting
  - Easing of muscular tension and stiffness
  - Anti-cellulite
- Given all types of advice
  - Aftercare
  - Possible contra-actions
  - Improvements to posture, diet, lifestyle
  - Post treatment restrictions
  - Additional products and services

Evidence from one summative practical assessment must also be presented in the treatment portfolio.

The treatment portfolio is a requirement which must be completed prior to learners undertaking the one summative practical assessment.
2. Summative practical assessment

Learners must carry out a complete a treatment which will be observed and assessed by centre assessors. Learners must achieve all assessment criteria in order to pass and achieve the unit.

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

- Treatment – one full body treatment covering all treatment areas of the body demonstrating an infra-red treatment on the back (recommended treatment time no less than 5–10 minutes dependent on the client reaction to treatment), a gyratory vibrator massage and an audiosonic massage (recommended treatment time no less than 30 minutes dependant on client size and reaction to treatment)

- All gyratory attachments (if using a pedestal gyrator) – round/curved sponge, heavy pronged applicator, egg box applicator, light house applicator, pin cushion applicator. Audiosonic attachment – flat head and round head

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

LO1 Know the salon requirements for mechanical massage and infra-red treatments

Describe how to set up the work area:
- Prepare the work area to allow for ease of access and free movement around the couch
  - Hygienic set up of couch and trolley
  - Warm relaxing atmosphere with dimmed lighting and soft music
  - Client support prepared with props
  - Selection of appropriate products and equipment to meet the needs of the client
- Prepare the work area to ensure a safe working environment
  - Clean and hygienic work area
  - Sufficient ventilation
  - Effective positioning of couch to allow ergonomic and safe practice
  - No trailing wires and machine is in a safe working condition

Describe how professional therapists present themselves:
- Clean professional uniforms create a positive impression of a 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 and any fringe secured
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene (clean teeth, fresh breath), are all important elements of professional presentation

Explain the salon requirements for record keeping:
- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- Consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions)
- Skin sensitivity tests, adaptations and modifications, recommendations
- Treatment plan, update record at the end of the treatment, update at each visit, maintained electronically, paper records

Explain the insurance and licensing requirements for mechanical massage treatments:
- Requirements for licensing are applied at local council level. Each authority 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, employers liability insurance as well as public liability insurance and professional indemnity insurance

Explain 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 indications of mechanical massage and infra-red treatments

Recognise the contra-indications that may either require GP referral, restrict or prevent mechanical massage or pre-heat treatments:

- Example of contra-indications that may prevent treatment from going ahead: contagious diseases and disorders, first trimester of pregnancy, fever, cancer if client is undergoing chemotherapy or radiotherapy, dysfunction of the nervous system, undiagnosed lumps or swellings, osteoporosis, recent major operations, rheumatoid arthritis in acute phase, migraines, if client is under the influence of alcohol, deep vein thrombosis (DVT) 3–6 months after diagnosis, severe haemophilia, acute hepatitis, thin or bony clients, elderly clients with thin crepe-like skin, sunburn, hypersensitive skin, recent scar tissue

- Examples of contra-indications that may restrict treatment resulting in GP referral: cardiovascular disorders, epilepsy, uncontrolled diabetes, Parkinson’s disease, multiple sclerosis, myalgic encephalomyelitis (ME), high blood pressure if not controlled by medication, mild haemophilia

- Examples of contra-indications that may restrict treatment resulting in the local area of the client’s body not being massaged: skin disorders and diseases, open psoriasis or weeping eczema, cuts, abrasions, bruising, metal plates and pins, loss of tactile sensation to an area, varicose veins, dilated capillaries, recent scar tissue to local area, treatment over abdomen during menstruation or pregnancy, recent fracture to local area, skin tags or warts, extremely hairy areas, acute back or spinal problems, low blood pressure, history of thrombosis or embolism, piercings

Describe how to refer the client to a health practitioner and why:

- If a client presents with symptoms that are not identifiable the learner must not diagnose but refer the client to a health care practitioner for appropriate care and diagnosis

- A referral letter should be written which not only enhances client care but it is an important legal and ethical principle for therapists

- Therapists can refer clients directly to
  - General practitioners
  - Sports medicine practitioners
  - Chiropractors
  - Osteopaths
  - Physiotherapists

- Common symptoms warranting referral
  - Not responding to treatment / no progress
  - Excessive fatigue
  - Persistent/chronic headaches
  - Sudden or unexpected changes in health
  - Sudden loss of appetite/unexplained weight loss

Describe mechanical massage equipment:

- Mechanical massagers are professional instruments that have been designed to stimulate the many different techniques of manual massage. Mechanical massagers work by deeply manipulating muscle tissue. There are three types of vibratory treatments which may be applied to the body, the large pedestal gyratory vibrators, smaller handheld gyratory vibrators and audio-sonic machines

- The pedestal gyratory vibrators work on a vertical and horizontal plane creating a circular movement whilst vibrating up and down. This is made possible by an electric motor inside the machine. Effects similar in action to manual massage can be achieved by altering the applicator heads and method of use, effects such as effleurage, petrissage, tapotement and frictions can be obtained
• Effects of speed changes on a pedestal gyratory vibrator
  - Low speed 15–25 cycles per second, for weak muscles and delicate areas
  - Medium speed 35–55 cycles per second, for general massage
  - High speed 55–65 cycles per second, for a vigorous, deep massage

• Hand held gyrator is a heavy duty massager; it produces similar effects to a pedestal gyratory but for a lower cost. It is more tiring to use, as the therapist holds the weight of the machine. It has applicator heads that can be used to stimulate the effects of massage but the heads are not as varied as the pedestal gyratory vibrator.

• Audiosonic is a hand-held electrical massage treatment, which is only suitable for treatment on localised areas. Its name is derived from the fact that the machine produces a humming sound caused by vibrations created by sound waves. An electromagnet is used in audiosonic, the current flows in one direction and then the other, causing a coil of the electromagnet to move back and forth. Movement passes to the head of the machine and when applied to the skin, it transmits to the tissues as a vibration. Audiosonic produces sound waves which are between 100–10,000 hertz. The sound waves vibrate through skin’s cells and tissues, with the vibrations travelling approximately 5cm into the skin without causing damage. The depth of the sound waves that create the vibrations can be increased or decreased, affecting the depth they travel to the tissues. The sound waves cause the nodules to be shaken, therefore causing compression and decompression of the soft tissues. During compression the cells press together which moves tissue fluid. During decompression of the tissues, fresh blood circulates, allowing for fresh oxygen and nutrients. As no friction occurs, it is an ideal treatment for sensitive areas or hypersensitive skin.

Describe infra-red treatments:
• Infra-red lamps emit infra-red rays. Infra-red light is part of the sun’s invisible spectrum. It is simply a form of energy that is directly transmitted onto objects because of its specific wavelength. It has nothing to do with ultraviolet light, which causes sunburn and damages skin. There are two types of heat radiation, infra-red and radiant heat, they both produce infra-red radiation and heat in the part of the body being treated. Infra-red rays are longer than radiant heat rays.
  - Infra-red is divided into near infra-red, which is nearest to the electromagnetic spectrum and far infra-red, which is far away from the visible light. Infra-red rays penetrate the superficial epidermis only and heat is produced, warming and soothing the skin. An infra-red lamp or non-luminous lamp provides no visible light but produces heat.
  - Radiant heat is near infra-red mixed with red light. Radiant heat rays are more intense and penetrate deep into the dermis, producing heat and stimulating the nerve ending. The radiant heat or luminous lamp combines near infra-red and visible light to produce heat.

Explain the cosine laws and inverse square law for radiation:
• Cosine law governs the intensity in relation to the angle a ray strikes the surface. Maximum intensity and absorption occurs when the rays are placed perpendicular to the area being treated so that the rays are at right angles to the body.
• The inverse square law applies to visible light and governs intensity in relation to distance. It states that the intensity of radiation varies inversely with the square of the distance from the source. If the distance is increased, the intensity decreases by the square distance, if the distance is reduced, the intensity increases. For example if the distance from the lamp to the area treated is doubled the intensity of the rays is quartered.
List the benefits and indications of mechanical massage treatments:

- A gyratory vibrator is renowned in helping improve skin texture and heavy tissue deposits but not muscle toning. For the best results it should be used in conjunction with other treatments for weight reduction purposes. The benefits of a gyratory massage treatment are
  - Increased and improved blood circulation
  - Improved lymph drainage aiding the removal of waste products from tissues
  - Penetration to the subcutaneous layer helping disperse fatty tissue
  - Skin metabolism is improved
  - Skin texture is improved due to desquamation
  - Muscles are relaxed relieving tension
  - Fibrous thickenings in muscle tissue are broken down

- Audiosonic is used normally for the specific effect of relieving tension in tense contracted muscles. The benefits of audiosonic massage treatment are
  - Cellular activity is increased and metabolism is improved
  - Increased removal of waste products and toxins through the cell wall during compression
  - Increased nourishment to the area as nutrients are drawn into the cell during decompression which starts the therapeutic healing process
  - Hormones within the tissue are stimulated improving blood flow to the area for many hours
  - Tension nodules are relaxed

List the benefits and indications of infra-red treatments:

- Infra-red has the ability to penetrate human tissue easily. When this happens, it creates a natural resonance, which has many beneficial properties such as
  - Increasing the body temperature, speeding up the metabolism and excretion of waste
  - Vasodilation occurs, increasing blood circulation and increased flow of nourishment to the area
  - Soothing effect on sensory nerve ending, due to the mild heating producing an analgesic effect
  - It allows the muscles to be warmed and relaxed, this allows them to be more responsive to further treatments
  - It helps relieve muscular pain or pain in joints
LO3 Be able to prepare the client, self and the work area for mechanical massage and infra-red treatments

Prepare and check the client, work area, equipment and products prior to the mechanical massage or infra-red treatments:

- Prepare treatment area according to salon requirements. Ensure the couch is at the correct working height, sturdy and with an adjustable back-rest. The couch needs to be wide enough for client comfort and the base should be covered with towels and disposable couch roll for hygiene
- Set up the treatment trolley with the necessary products, tools and equipment
- Provide a modesty gown for the client
- Check the client by completing a consultation
- Ensure all equipment and products are to hand and are working efficiently and safely

Agree the treatment and check for contra-indications:

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Ensure visual and manual checks are carried out to identify any contra-indications. Tactfully ask relevant questions, document and record the client feedback
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contra-actions from any previous treatments, if carrying out infra-red treatments results of thermal skin sensitivity test must be recorded
- Outline benefits of treatment and client expectations

Explain the treatment procedure to the client:

- Explain how the client should position themselves for treatment, how long the treatment will take and the treatment areas for mechanical massage or infra-red treatments. Discuss the client’s expectations from the treatment and how this may influence the mechanical massage or infra-red treatment

Instruct the client on clothing removal and positioning for a mechanical massage or infra-red treatment:

- Removal of appropriate clothing and jewellery, positioning throughout the treatment, use of modesty wear, communicating comfortable depth of pressure with mechanical massage and any areas of sensitivity with the infra-red treatment
Prepare the client’s skin for mechanical massage or infra-red treatment:
- If time allows and facilities are available, offer a pre-treatment shower
- Conduct thermal and tactile sensitivity testing on an area to be treated
- Ensure the client's skin is free from grease prior to infra-red treatments

Perform an infra-red treatment safely and effectively:
- Always follow the manufacturer’s instructions
- If necessary the lamp should be warmed away from the client to prevent any accidents and burns
- Ensure client is well supported, accessible, warm and comfortable. All areas of the body which are not being treated should be kept covered with towels and blankets if necessary to ensure warmth
- Place infra-red lamp at the correct distance and angle from the client. This may be between 45cm and 60cm (considering the cosine law and the manufacturer’s instructions)
- Timings of treatment can vary between 10–30 minutes, depending on the size and area being treated and the distance the lamp is placed (consider the inverse square law)
- If the client is sensitive to heat the infra-red lamp should be positioned further away with a slightly longer treatment time
- If eyes are likely to be exposed to the infra-red rays ensure eyes are protected
- On completion of the treatment ensure the lamp is positioned safely away from the client to cool down

Perform a mechanical massage treatment safely and effectively:
- Always follow the manufacturers’ instructions
- The applicators should not be used with oil or cream as a massage medium as this will lead over time to the applicator’s heads disintegrating. Use talcum powder on the client’s skin to allow flow of movement; decant appropriately into a clean bowl
- Ensure client is well supported, accessible, warm and comfortable. All areas of the body which are not being treated should be kept covered with towels and blankets if necessary to ensure warmth. Pillows/supports may be used to support the limbs or for client comfort
- Ensure props are placed under the client’s ankle, apply talcum powder to the area being treated with light stroking manual massage movements
- Carry out mechanical massage to treatment areas of the body, working in a systematic order e.g. the front of the legs, abdomen (lightly and controlled movement), arms (avoid heavy pronged/egg box if there is not enough muscle tissue), shoulders, back of legs and back
- Follow the natural contours of the body and use the free hand to support the area being worked on. Using the sponge applicator (which is similar to effleurage), apply long sweeping upward strokes towards the heart. Ensure the muscles are warmed before moving onto deeper movement, such as petrissage using the heavy pronged/egg box applicator (in areas of adequate subcutaneous tissue). Follow on with friction movements using the lighthouse applicator around the joints or down the sides of the spine (do not directly on the spine). Use the pin cushion applicator to aid desquamation (do not use on fine or delicate skin). Ensure routine is always completed using the sponge applicator
- Audiosonic treatment is used in a similar way, not to treat the whole body, but to treat specific areas such as tension nodules in the shoulders. The flat disc head is used for localised areas and can be used directly or indirectly (over the hand). The round hard head is used when an intensified action is required, e.g. fibrous thickenings in the trapezius
• Always finish each area with manual massage effleurage to reinforce relaxation by maintaining client contact and cover the area which has been worked on to maintain and prolong the effects of the massage
• Adapt the mechanical massage treatment where necessary
• Ensure correct posture and stance whilst carrying out the mechanical massage treatments to prevent back strain
• Ensure the depth of pressure is suitable for areas being treated and the client comfort (e.g. increase depth of pressure using the light house applicator if suitable for the client on areas of tension nodules)
• Avoid losing client contact where possible throughout the mechanical massage treatment, provide continuity by using manual massage and avoid changing applicator heads unnecessarily
• Reassure the client and communicate your positioning instructions where necessary, ensuring towel management is maintained whilst rolling the client from prone to supine position
• Recommended treatment timings for
  - gyratory full body treatment: 35 minutes + depending on the client size and reaction to treatment
  - infra-red (depending on client and area): 5–15 minutes
  - audiosonic (depending on client and area): 20 minutes

**Complete the treatment to the client’s satisfaction and in a commercially acceptable time:**
• Complete the mechanical massage or infra-red treatment in a commercially acceptable time
• Ensure the client’s treatment needs have been met and the client is satisfied with the treatment
• Record any improvements which could be made for future treatments to meet the needs of the client

**Provide suitable aftercare advice to the client:**
• Advise on the possible contra-actions that may occur such as a skin reaction, oedema, headache, bruising, stiffness in the muscles
• Advise that mild erythema on the skin is normal after the treatment and it should subside in 1 – 2 hours
• Increase water intake to flush out toxins, this will prevent a headache or nausea after treatment
• Rest, as mechanical massage can be very invigorating
• Recommended healthy eating and advise on fluid intake to ensure the client’s skin is at the optimum health and receptive to future treatment
• Improvements to lifestyle activities individual to the client such as smoking or reducing alcohol intake
• Advice and guidance on a suitable skin care regime and homecare treatments to suit client’s skin type and conditions
• Provide postural exercises to prevent muscles strain and fatigue
• Advice on retail products such as dry body brush for cellulite to continue the beneficial effects of treatment
• Recommendations for rebooking future treatments
Update and maintain accurate client records:
- Record the outcomes of the treatment, ensuring records are up to date with the areas being treated with mechanical massage and infra-red treatment, intensity and timings of treatment, any reactions from the treatment, aftercare given and feedback from the client.

Prepare the area for the next treatment:
- Dispose of all waste in bin, place used towels in laundry, tidy all consumables away following salon requirements. Ensure the mechanical massage applicators are thoroughly sanitised and stored correctly according to the salon requirements. Ensure infra-red lamp is thoroughly cooled before storing away safely. Clean work area with sanitiser, reset the couch with fresh towels and couch roll ready for the next treatment. Ensure the area is left clean and prepared for the next treatment.
Employability skills to be demonstrated throughout the practical 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; 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; recycling 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](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](https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf)
Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

<table>
<thead>
<tr>
<th>Learning outcome</th>
<th>Assessment Criteria</th>
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| **LO1** Know the salon requirements for mechanical massage and infra-red treatments | **P1** Describe how to set up the work area  
**P2** Describe how professional therapists present themselves  
**P3** Explain the salon requirements for record keeping  
**P4** Explain the insurance and licensing requirements for mechanical massage treatments  
**P5** Explain the legal requirements for providing treatments to minors |
| **LO2** Understand the effects and indications of mechanical massage and infra-red treatments | **P6** Recognise the contra-indications that may either require GP referral, restrict or prevent mechanical massage or pre-heat treatments  
**P7** Describe how to refer the client to a health practitioner and why  
**P8** Describe mechanical massage equipment  
**P9** Describe infra-red treatments  
**P10** Explain the cosine laws and inverse square law for radiation  
**P11** List the benefits and indications of mechanical massage treatments  
**P12** List the benefits and indications of infra-red treatments |
| **LO3** Be able to prepare the client, self and the work area for mechanical massage and infra-red treatments | **P13** Prepare and check the client, work area, equipment and products prior to the mechanical massage or infra-red treatments  
**P14** Agree the treatment with the client and check for contra-indications  
**P15** Explain the treatment procedure to the client  
**P16** Instruct the client on clothing removal and positioning for a mechanical massage or infra-red treatment |
| **LO4** Be able to provide mechanical massage and infra-red treatments             | **P17** Prepare the client’s skin for a mechanical massage or infra-red treatment  
**P18** Perform an infra-red treatment safely and effectively  
**P19** Perform a mechanical massage treatment safely and effectively  
**P20** Complete the treatment to the client’s satisfaction and in a commercially acceptable time  
**P21** Provide suitable aftercare advice to the client  
**P22** Update and maintain accurate client records  
**P23** Prepare the area for the next treatment |
Assessment guidance

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

<table>
<thead>
<tr>
<th>P13 Prepare and check the client, work area, equipment and products prior to the mechanical massage or infra-red treatments</th>
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<td>Learners must demonstrate that they have set up the treatment area in line with the treatment requirements and have met the health and safety requirements (e.g. the work area is free from clutter to prevent tripping hazards, the equipment is safe to use and has an up to date PAT label). Learners must use suitable lighting, ventilation and soft music. All the required products for the treatment are to hand and are fully stocked in advance.</td>
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<th>P14 Agree the treatment with the client 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 skin sensitivity. Learners must explain the treatment in full to the client and ascertain the client’s treatment expectations, establishing if adaptations to the treatment are required.</td>
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<th>P15 Explain the treatment procedure to the client</th>
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<td>Learners must explain the mechanical massage or infra-red treatment step by step to the client. At a minimum the explanation should include the areas of the body which will be treated with the gyratory vibrator, audiosonic or infra-red rays, the proposed treatment sequence, the benefits and what is the expected outcome of the treatment.</td>
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<th>P16 Instruct the client on clothing removal and positioning for mechanical massage or infra-red treatment</th>
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<td>Learners must instruct the client on what clothing needs to be removed and where to store the clothing. The client’s jewellery must be removed and stored safely. Modesty covering should be arranged for the client and guidance given to the client on positioning themselves onto the couch safely and comfortably, with assistance if required.</td>
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<th>P17 Prepare the client’s skin for a mechanical massage or infra-red treatment</th>
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<td>Learners must demonstrate that they have sanitised their hands. Learners must correctly carry out thermal and tactile skin sensitivity tests; learners must correctly prepare the areas for treatment ensuring the client’s skin is dry and free from grease prior to an infra-red treatment, with an appropriate medium for mechanical massage applications such as talcum powder. Areas adjacent to the treatment area must be suitably covered and protected.</td>
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<th>P18 Perform an infra-red treatment safely and effectively</th>
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<td>Learners must effectively demonstrate the cosine law and the inverse square law by ensuring the infra-red lamp is placed at the correct distance and angle from the client and the timings of the treatments are suitable for the size, the area being treated and the distance the lamp is placed. The learner must ensure on completion of the treatment the lamp is safely positioned away from the client and other therapists to cool down.</td>
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**P19 Perform a mechanical massage treatment safely and effectively**

Learners must demonstrate that they can perform a mechanical massage treatment following the natural contours of the body and use the free hand to support the area being worked on. Learners must ensure the gyratory vibrator or audiosonic applicators are used correctly on the appropriate areas of the body and avoid changing the applicator heads unnecessarily. Learners must check the pressure of the mechanical massage at regular intervals with the client and avoid losing contact where possible throughout the mechanical massage treatment and provide continuity by using manual massage. Learner’s posture must be maintained throughout the treatment.

**P20 Complete the treatment to the client’s satisfaction and in a commercially acceptable time**

Learners must complete the treatment in a commercially acceptable time - recommended timings - gyratory full body treatment no less than 30 minutes dependant on client size and reaction to treatment; infra-red 5–15 minutes depending on client reaction; audiosonic 20 minutes depending on client and area. Learners must ensure the client’s treatment needs have been met by asking for feedback on the treatment, ensuring the client is satisfied with the treatment and recording any improvement for future treatments.

**P21 Provide suitable aftercare advice to the client**

Learners must demonstrate that they can provide feedback and aftercare to the client to a minimum the learner must describing any finding from the mechanical massage or infra-red treatment, providing information on further treatment options, explaining the importance of a healthy diet, explaining the modifications to lifestyle to enhance treatment results, providing advice on retail products to enhance treatment benefits, describing possible contra-actions that may occur.

**P22 Update and maintain accurate client records**

Learners must fully complete the treatment records to meet the salon requirements and show an understanding of the legal requirements for record keeping. The information which is kept on a client’s record card must be kept confidential. Under the data protection act the salon or therapist could face prosecution if the confidentiality on a client’s record card is broken. All client records must be kept up to date, accurate, relevant and kept securely.

**P23 Prepare the area for the next treatment**

Learners must demonstrate they have prepared the treatment area by wiping down couch and trolley, cleaning lids or the outside of product bottles. Removing and returning to storage all products, unused consumables and removing used towels for laundering. Correctly dispose of any waste, couch roll or unused consumables, replenish if necessary any used consumables and ensure ease of set up for the next therapist.
Resources

The special resources for this unit are access to a real or realistic working environment which supports the provision of mechanical massage or infra-red treatments. Learners must have access to health and safety standards, manufacturers’ instructions and appropriate products for treatments.

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 competence and use of products, tools and equipment for mechanical massage or infra-red treatments
- Work experience within a commercial beauty salon or spa so they can practice 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 for mechanical massage or infra-red treatments

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 mechanical massage or infra-red treatments in a real or realistic working environment.

UBT90M Client care and consultation

Client consultation before all mechanical massage or infra-red treatments is actually a legal requirement and failure to consult properly with the client prior to treatment could invalidate the massage therapist’s insurance. It is essential that professional 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 massage therapy units.

UBT95M Anatomy and physiology for the face and body systems

Knowledge of the structure and function of the systems of the body, as well as the 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.

UBT96M Swedish massage

This unit enables learners to develop the knowledge and skills required to prepare for and provide a professional Swedish massage treatment to the client, whilst following salon requirements. Learners develop an understanding of classical massage movements, the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of Swedish massage treatments.
UBT98M History and origins of massage therapies

This unit enables learners to develop theory, knowledge and understanding associated with history, origins and the philosophy of massage therapies, the role of massage therapies and other massage traditions.
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