

**Level 3 Diploma in Complementary Therapies**

**Unit 340 - Provide Body Massage for Complementary Therapies**

**Recommended unit guided learning hours – 100**

QCA Qualification Accreditation Number: L/501/9105

Learning outcome	Assessment Criteria	Taught Content
<p>1. Be able to prepare for a body massage treatment</p>	<p>1.1 Evaluate desirable characteristics of an appropriate treatment environment and prepare self, client and work area in accordance with current legislation and working practice requirements</p>	<p>1.1.1 Explain the elements required to prepare for a professional body massage treatment To include:</p> <ul style="list-style-type: none"> <li>• <b>Treatment environment and working area:</b> <ul style="list-style-type: none"> <li>• Identify quiet, clean and hygienic working surroundings • The most efficient form of sterilisation and sanitisation in the clinic • The best form of waste removal in the clinic (particularly when contaminated)</li> <li>• Provide sufficient professional equipment and products to perform the treatment fully</li> <li>• Establish suitable couch and trolley layout</li> <li>• Recognise the importance of room layout and ambience</li> </ul> </li> <li>• <b>Therapist appearance/behaviour</b> <ul style="list-style-type: none"> <li>• Demonstrate appropriate attire – professional work wear, full, flat shoes, socks with trousers, natural tights with skirts, no jewellery - except a wedding band and stud earrings, short, clean finger-nails with no enamel • Demonstrate good personal hygiene • No body odour • No bad breath • No perfume</li> <li>• No chewing of gum or sucking of sweets • Hair neat, clean and tied back – not on the collar or face</li> <li>• Wash own hands before, during and after treatment (as necessary) • Punctuality</li> <li>• Only working within own scope of practice • Do not make false claims</li> <li>• Do not discuss or put down other salons/clinics • Do not diagnose</li> </ul> </li> <li>• <b>Client care/preparation</b> <ul style="list-style-type: none"> <li>• Remove all jewellery - except wedding band on client</li> <li>• Help the client onto the couch and protect the client’s modesty at all times</li> <li>• Ensure that all parts of the client are covered except the area being massaged</li> <li>• Sanitise the client’s hands/feet before and after treatment</li> <li>• Ensure that the client is comfortable with the use of appropriate covered supports, e.g. under the ankles, chest and forehead, knees, head</li> </ul> </li> <li>• <b>Legislation and working practices</b> Explain: <ul style="list-style-type: none"> <li>• Any particular rights, restrictions, Acts and Charters applicable to massage treatment e.g. Health and Safety at Work Act, General Products Safety Regulations, Cosmetic Products (Safety) Regulations, Data Protection Act</li> <li>• Legal framework relating to people and settings with which the practitioner is involved, e.g. Mental Health Act, Children Act • Moral rights which are not recognised by Law</li> <li>• Organisational policies and how they may differ from other organisations (when working in care)</li> </ul> </li> </ul>

	<p>1.2 Consult with clients to clarify their requirements, summarise objectives and describe the contra-actions that may result from treatment and how to respond appropriately to contra-actions, identify influencing factors and provide clear recommendations to the client</p>	<ul style="list-style-type: none"> <li>• Any relevant complaints systems and methods of access (when working in care)</li> <li>• Records which the practitioner is responsible for completing in relation to rights and responsibilities</li> <li>• Code of good practice/ethics • Insurance and professional association membership</li> <li>• Legislation which relates to the work being carried out, the environment and the client with whom the practitioner is working</li> <li>• Awareness of national occupational standards and voluntary regulatory groups where they exist</li> </ul> <p>1.2.1 Explain the methods of consultation and draw conclusions from the client consultation process To include: <i>An example of a consultation form can be downloaded from <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a></i></p> <p>Learners should demonstrate knowledge of the importance of the following:</p> <ul style="list-style-type: none"> <li>• Consulting in a private, comfortable area • Positive body language</li> <li>• Positioning of the client (no barriers between themselves and client)</li> <li>• Good communication skills (asking open and/or closed questions where appropriate)</li> <li>• Verbal and non-verbal communication • Trust • Professionalism, confidence and enthusiasm</li> <li>• Ascertaining client lifestyle • Client profile • Client disclosure</li> <li>• Professionally informing the client of restrictions of treatments e.g. contraindications and contra-actions</li> <li>• Ensuring client is not alarmed in any way, explain potential reactions/contra-actions to treatment - Increased micturition • Increased defecation • Healing crisis • Fatigue • Headache • Thirst</li> <li>• Heightened emotions • Skin reactions • Increase in pain • Swelling</li> <li>• Outline the benefits of the treatment – e.g. relaxation • Stress relief • Improved skin conditions</li> <li>• Improved sleep patterns • Reduction in pain • Injury prevention • Improved range of movement</li> <li>• Improvement in circulation, muscle and joint stiffness • Improvement in bodily functions</li> <li>• Any contraindications to treatment (as listed below)</li> <li>• Importance of planning a treatment programme bearing in mind the client’s religious, moral and social beliefs</li> <li>• Determining the nature and extent of the client’s needs in respect of presenting conditions e.g. psychological and physiological state, emotional issues, muscular/postural problems, chronic illness etc.</li> <li>• Agreement to the course of action and treatment methods advised • Selection and documentation of treatment media</li> <li>• Ascertain the client’s consent to the treatment (see notes below on consent)</li> <li>• Where the client is not in a position themselves, ascertain the <i>appointed companion’s</i> agreement to the treatment</li> <li>• Explanation as to how the programme will be evaluated and the review process</li> <li>• Where applicable, clarify with the client information which may be available to others, e.g. relevant health care workers • Confidentiality</li> <li>• Agree treatment objectives and recommended treatment plan</li> <li>• Obtain the client’s signature (or that of the <i>appointed companion</i>)</li> </ul>
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	<p>1.3 Evaluate known contraindications, local contraindications, or cautions that may restrict or prevent treatment, identify contraindications and take appropriate action. Refer the client to another healthcare practitioner if necessary or decide that the body massage treatment is not appropriate</p>	<p>1.2.2 Explain the issues surrounding 'consent' to treatment To include:</p> <ul style="list-style-type: none"> <li>• Importance of obtaining consent from the client</li> <li>• Importance of gaining consent from a person who is acting in the best interests of the client (when the client is unable or not of an age to make the decision for themselves)</li> <li>• Current debate surrounding the issue of consent and the ways in which it may differ between various practitioners</li> <li>• The meaning of informed client consent and the guidance given by the practitioner's professional body, particularly where there is a need for written consent</li> <li>• Methods of obtaining consent and how to confirm that clients have been given sufficient information on which to base their own judgment • Ensure that agreements are in the client's best interests</li> <li>• Ensure that client or <i>appointed companion</i> signs the consultation form to consent to treatment</li> </ul> <p>1.2.3 Explain the possible reactions/contra-actions to body massage treatment and advise client on course of action to follow should any arise To include:</p> <ul style="list-style-type: none"> <li>• <b>During treatment</b></li> <li>• Desire to sleep • Perspiring • Flatulence • Micturition • Runny Nose • Change in body temperature</li> <li>• Thirst • Reaction to massage media</li> <li>• <b>After treatment</b></li> <li>• Symptoms exacerbated • Fatigue • Non-specific aches and pains • Frequent micturition</li> <li>• Frequent bowel movements • Nausea • Break out of spots • Skin reactions • Healing crisis</li> <li>• Increased energy • Relief of symptoms • Improved mood • Altered sleep patterns • Headaches</li> <li>• Increased emotional state • Pain relief • Increased flexibility/movement</li> </ul> <p>1.3.1 Recognise and explain contraindications to massage treatment, and differentiate between those contraindications to massage requiring referral or the client to sign an informed consent form prior to the treatment and those contraindications that restrict treatment</p> <ul style="list-style-type: none"> <li>• <b>With medical, GP or Specialist permission – In circumstances where written medical permission cannot be obtained the client must sign an informed consent stating that the treatment and its effects have been fully explained to them and confirm that they are willing to proceed without permission from their GP or Specialist</b></li> <li>• Pregnancy • Cardio vascular conditions (thrombosis, phlebitis, hypertension, hypotension, heart conditions) • Haemophilia • Any condition already being treated by a GP or another complementary practitioner • Medical oedema • Osteoporosis • Arthritis • Nervous/Psychotic conditions • Epilepsy</li> <li>• Recent operations • Diabetes • Asthma • Any dysfunction of the nervous system (e.g. Multiple Sclerosis, Parkinson's disease, Motor Neurone disease) • Bell's palsy • Trapped/Pinched nerve (e.g. sciatica) • Inflamed nerve • Cancer • Postural deformities • Cervical spondylitis • Spastic conditions</li> <li>• Kidney infections • Whiplash • Slipped disc • Undiagnosed pain • When taking prescribed medication • Acute rheumatism</li> </ul>
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<p>2. Be able to provide body massage treatment</p>	<p>2.1 Perform and adapt the body massage treatment where necessary, within a commercially acceptable time. Demonstrate how body massage techniques can be adapted to suit the physical characteristics of a client. Implement working methods that meet with professional and legal requirements. Perform the treatment to the satisfaction of the client.</p>	<p>2.1.1 Explain and demonstrate body massage techniques and perform full body massage treatment adhering to professional codes of conduct To include:</p> <ul style="list-style-type: none"> <li>• Ensuring the client is correctly supported • Using towels to cover all areas except those being massaged</li> <li>• Using clean towels for each client and using couch roll in addition to towels to maintain hygiene</li> <li>• Confirming consent before beginning treatment</li> <li>• Selecting massage media in a safe and hygienic manner</li> <li>• Performing full body massage treatment in commercially acceptable time, approximately 1 hour duration – to cover back, abdomen, legs, feet, arms, hands, head, scalp, neck and shoulders and face</li> <li>• Movements should be performed correctly and on areas appropriate for the movement e.g. effleurage, petrissage, percussion, frictions, vibrations, passive movements etc.</li> <li>• Maintaining contact throughout treatment</li> <li>• Applying the massage at a pressure appropriate to the client's needs</li> <li>• Checking client satisfaction and comfort throughout treatment with the use of verbal and non-verbal communication • Encouraging clients to express their feelings/requirements during the treatment</li> <li>• Noting client's reactions and making appropriate adjustments during treatment</li> <li>• Noting client's reactions and any findings/feedback at end of treatment</li> <li>• Removing the massage medium at the end of the treatment if appropriate</li> <li>• Helping the client on and off the couch, protecting their modesty at all times, ensuring they do not</li> </ul>

	<p>2.2 Summarise the history, philosophy and role of Swedish massage and other massage traditions; evaluate the uses of the five classical massage movements and the physiological and psychological effects of massage on the body systems. Explain the uses, application and origin of different massage media. Evaluate skin types, characteristics and general body types. Outline common postural faults and location of underlying body structures.</p>	<p>walk around barefoot • Working through treatment in a commercially acceptable time</p> <ul style="list-style-type: none"> <li>• Working within code of conduct laid down by professional Association/Society/Guild to perform professional massage treatment</li> </ul> <p>2.1.2 Demonstrate an awareness of treatment adaptations To include:</p> <ul style="list-style-type: none"> <li>• Adapting the treatment relevant to client’s physiological and physical requirements, abilities, disabilities, time restrictions etc., e.g. – client positioning</li> <li>• ‘Gentle massage’ in relation to the pregnant woman • The elderly and frail • Children</li> <li>• Terminally ill clients • Client with Sensory and/or Motor disorders • Clients with Multiple Sclerosis</li> </ul> <p>2.2.1 Explain the history, development, philosophy and role of massage as a complementary therapy To include:</p> <ul style="list-style-type: none"> <li>• China 3000BC • Japanese Shiatsu • Indian Ayurvedic medicine • The Greeks • The Romans</li> <li>• Per Henrik Ling • Physiotherapy • Present day</li> </ul> <p>Other massage traditions to include:</p> <ul style="list-style-type: none"> <li>• Acupressure • Aromatherapy massage • Physiotherapy • Indian Head massage</li> <li>• Infant and Child massage • Lymphatic Drainage massage • Thai massage • Shiatsu • Stone therapy</li> </ul> <p>2.2.2 Define the classical massage movements To include:</p> <ul style="list-style-type: none"> <li>• Effleurage e.g. deep and superficial, feathering, stroking, draining</li> <li>• Petrissage e.g. kneading, wringing, pulling, knuckling, pressures, frictions</li> <li>• Percussion e.g. hacking, cupping, beating, pounding, tapotement</li> <li>• Vibrations e.g. shaking, fine vibration • Passive massage movements</li> </ul> <p>2.2.3 Describe the physiological, psychological, mechanical and reflex effects of massage movements on body systems as applicable To include:</p> <ul style="list-style-type: none"> <li>• Integumentary • Skeletal • Muscular • Nervous • Endocrine • Respiratory • Cardiovascular</li> <li>• Lymphatic • Immune • Digestive • Urinary • Reproductive</li> </ul> <p>2.2.4 Define Dermatomes and their importance to the massage therapist</p> <p>2.2.5 Explain the effects of stress on the systems of the body and state how massage can help to relieve the symptoms To include:</p> <ul style="list-style-type: none"> <li>• Skin (Integumentary) • Skeletal • Muscular • Nervous • Respiratory • Cardiovascular • Lymphatic</li> <li>• Immune • Endocrine • Digestive • Reproductive • Urinary</li> </ul>
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	<p>2.5 Critically compare the methods of evaluating the effectiveness of a body massage treatment and evaluate the results of the treatment. Evaluate the philosophy of reflective practice and its relevance to the massage therapist.</p> <p>2.6 Record treatment and store information securely in line with current legislation</p> <p>2.7 State and provide after and home care advice</p>	<ul style="list-style-type: none"> <li>• Adapting the treatment techniques to suit the needs of the client</li> <li>• Ensuring the client does not walk around barefoot</li> <li>• Body massage therapist maintaining correct posture/stance, hygiene and professionalism throughout treatment</li> </ul> <p>2.5.1 Review the massage treatment/programme and draw conclusions from findings for further treatment recommendations. At the end of each treatment the client's psychological and physiological reactions should be recorded</p> <ul style="list-style-type: none"> <li>• The following areas should be monitored: <ul style="list-style-type: none"> <li>• Outcomes achieved</li> <li>• Effectiveness of the treatment</li> <li>▪ Reassessing choice of massage media used, treatment techniques</li> <li>• Any change in demands e.g. physiological or psychological changes</li> <li>• Whether the treatment met the needs of the client – client expectations</li> <li>• Longer term needs of the client (e.g. when working in a care environment, with those dealing with bereavement and loss etc.)</li> <li>▪ Therapist self-reflection in relation to client and treatment performed</li> <li>• Client treatment progression</li> <li>▪ Review of ongoing treatment plan</li> <li>▪ Recommendations for further treatment sessions</li> <li>• The importance of reflective practice to the massage therapist – practical application and effects</li> </ul> </li> </ul> <p>2.6.1 Interpret client feedback and record on consultation form</p> <ul style="list-style-type: none"> <li>• At the end of each treatment the client's feedback should be recorded on the consultation form and any skin, muscular or other reactions noted together with recommendations for ongoing treatment and self-treatment - these should be documented fully</li> <li>▪ Record and store in line with current legislation and professional codes of conduct</li> </ul> <p>2.7.1 Describe and provide immediate aftercare To include:</p> <ul style="list-style-type: none"> <li>▪ Allowing client time to revive</li> <li>▪ Sitting client up carefully</li> <li>▪ Water</li> <li>▪ Feedback</li> </ul> <p>2.7.2 Explain the importance of giving appropriate home care advice after treatment To include:</p> <ul style="list-style-type: none"> <li>• At the end of each treatment the client should be advised of home and aftercare to prolong treatment benefits</li> <li>• Avoid stimulants – alcohol, tea, coffee and non-prescription drugs for at least 12 hours</li> <li>• Healthy eating</li> <li>• Fluid/water intake</li> <li>• Exercise</li> <li>• Posture</li> <li>• Smoking habits</li> <li>• Sleep patterns</li> <li>• Hobbies</li> <li>• Interests</li> <li>• Rest</li> <li>• Time management</li> <li>• Relaxation techniques</li> <li>• Stress levels</li> <li>• Self-massage</li> <li>• The use of heat and cold, e.g. compresses</li> <li>▪ Massage as part of a holistic lifestyle</li> <li>• General care and lifestyle advice and the beneficial effects thereof</li> </ul>
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<b>Assessment</b> <b>Unit 340 Provide Body Massage for Complementary Therapies</b>	<p><b>Practical assessment</b>  All candidates will be assessed via a practical examination of their technical skills and treatment techniques</p> <p><b>Treatment evidence</b>  Provide body massage treatments – 18 treatments to be undertaken and the outcomes recorded  To include:</p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Medical history</li> <li>• Brief client profile and general lifestyle details</li> <li>• Treatment plan</li> <li>• Client feedback</li> <li>• Home care advice</li> </ul>	<p>Unit 340 Provide Body Massage for Complementary Therapies  Practical assessment forms and marking criteria may be downloaded from <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a></p> <p>Unit 340 Provide Body Massage for Complementary Therapies treatments must be evidenced through the use of signed and dated treatment forms and treatment evidence assessment form TEA340. See <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a></p>