
Overview

This standard is about the skills involved in providing Indian head massage treatment. The ability to adapt massage techniques to suit individual client's needs and the environment in which the massage takes place is a crucial requirement. The ability to perform Indian head massage with and without the use of oils is also required.

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

The main outcomes of this standard are:

1. maintain safe and effective methods of working when providing Indian head massage treatments
2. consult, plan and prepare for Indian head massage treatments
3. perform Indian head massage treatments

Performance criteria

You must be able to:

Maintain safe and effective methods of working when providing Indian head massage treatments

1. maintain your responsibilities for health and safety throughout the treatment
2. prepare your client and yourself to meet legal and organisational requirements
3. maintain your client's modesty and privacy at all times
4. position your client to meet the needs of the treatment without causing them discomfort
5. ensure your own posture and working methods minimise fatigue and the risk of injury to yourself and others
6. ensure environmental conditions are suitable for the client and the treatment
7. use working methods that minimise the risk of cross-infection
8. ensure the use of clean equipment and materials
9. promote environmental and sustainable working practices
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
11. dispose of waste materials to meet legal requirements
12. complete the treatment within a commercially viable time

Consult, plan and prepare for Indian head massage treatments

13. use **consultation techniques** to determine the client's treatment plan
14. ensure that informed and signed parental or guardian consent is obtained for minors prior to any treatment
15. ensure that a parent or guardian is present throughout the service for minors under the age of 16
16. recognise any contra-indications and take the **necessary action**
17. carry out a sensitivity test to establish suitability for use of pre blended aroma therapy oils and record the results
18. obtain signed, informed consent from the client prior to carrying out the treatment
19. adapt your preparation procedures to suit the environment in which the massage is to be undertaken
20. assess the client's **physical characteristics** and agree **treatment objectives** that meet the client's needs

Perform Indian head massage treatments

21. provide suitable support and cushioning to the required areas of the body during the treatment
22. adapt your **massage techniques**, sequence and massage medium to meet the client's **physical characteristics** and **treatment areas**
23. vary the depth, rhythm and pressure of **massage techniques** to meet **treatment objectives, treatment areas** and the client's **physical characteristics** and preferences
24. co-ordinate your breathing techniques with that of the client
25. take remedial action if contra-actions or discomfort occurs during the course of treatment
26. check the client's well-being throughout the treatment and allow the client sufficient post-treatment recovery time
27. ensure the finished result is to the client's satisfaction and meets the agreed **treatment objectives**
28. give your client **advice and recommendations** on the treatment provided
29. ensure your client's records are completed and signed by you and the client

Knowledge and understanding

You need to know and understand:

Maintain safe and effective methods of working when providing Indian head massage treatments

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the legal and organisational requirements for client protection and preparation
3. the legal and organisational requirements for your own personal hygiene, protection and appearance
4. the responsibilities under local authority licensing regulations for yourself and your premises
5. the reasons for maintaining the client's modesty and privacy during the treatment
6. safe positioning techniques for yourself and your client and why these are important
7. the necessary environmental conditions for services such as heating and ventilation and why these are important
8. methods of cleaning, disinfection and sterilisation
9. methods of working safely and hygienically to avoid cross-infection
10. the hazards and risks which exist in your workplace and the safe working practices which you must follow
11. the different types of working methods that promote **environmental and sustainable working practices**
12. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
13. the legal requirements for waste disposal
14. the reasons for completing the treatment in a commercially viable time

Consult, plan and prepare for Indian head massage treatments

15. why it is important to communicate with clients in a professional manner
16. how to complete a consultation taking into account the client's **diverse needs**
17. the legal requirements for providing treatment to minors under 16 years of age
18. the age at which an individual is classed as a minor and how that differs nationally

19. the importance of agreeing the treatment that meets the client's needs
20. the legal significance of gaining signed, informed client consent to carry out the treatment
21. the legislative requirements for storing and protecting client data
22. how to recognise **contra-indications** that would prevent or restrict the treatment
23. the contra-indications requiring medical referral and why
24. the necessary action to take in relation to specific contra-indications when referring clients
25. the reasons for not naming specific contra-indications when referring clients
26. how to visually assess the client's physical characteristics
27. the causes of postural faults and conditions
28. massage selection criteria for different skin, scalp and hair conditions
29. the procedure for carrying out a skin sensitivity test prior to use of pre-blended aromatherapy oils and recording the results
30. the reasons for carrying out a skin sensitivity test prior to using pre-blended aromatherapy oils and recording the results
31. how to prepare the treatment to suit different work environments

Perform Indian head massage treatments

32. the areas of the body that may require support and cushioning during the treatment and how to provide it
33. the use and application of Indian head massage techniques to meet a variety of treatment objectives
34. how to adapt the sequence, depth and pressure of massage techniques to suit different client's physical characteristics, areas of the body and client preferences
35. how co-ordinating your own breathing techniques with that of the clients can enhance the effectiveness of the treatment
36. the origins and traditions of Indian head massage and Ayurveda
37. the principles and practices of marma points and their purpose
38. the principles and practices of the seven primary chakras and their importance in relation to the Indian head massage treatment
39. the benefits of Indian head massage treatment
40. the remedial action to take if **contra-actions** or discomfort occur during the course of treatment
41. the **anatomy and physiology** of the head, neck and shoulders
42. why it is important to check the client's well-being throughout the treatment and allow sufficient post-treatment recovery time

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- 43. the methods used to evaluate the effectiveness of Indian head massage treatments
 - 44. the **advice and recommendations** on products and treatments to your client

Scope/range related to performance criteria

Consultation techniques

1. questioning
2. listening
3. visual
4. manual
5. written

Necessary action

1. encouraging the client to seek medical advice
2. explaining why the treatment cannot be carried out
3. modification of treatment

Physical characteristics

1. posture
2. muscle tone
3. age
4. health
5. skin condition
6. hair condition
7. scalp condition

Treatment objectives

1. relaxation
2. sense of well-being
3. uplifting
4. improvement of hair and scalp condition

Massage techniques

1. effleurage
2. petrissage
3. tapotement
4. friction
5. marma point acupressure

Treatment areas

1. face
2. head
3. chest and shoulders
4. arms and hands
5. back
6. chakras

Advice and recommendations

1. suitable aftercare products and their uses
2. avoidance of activities which may cause contra-actions
3. present and future products and treatments
4. post-treatment advice

Scope/range related to knowledge and understanding **Health and safety**

1. Health and Safety at Work Act
2. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. The Health and Safety (First Aid) Regulations
4. The Regulatory Reform (Fire Safety) Order
5. The Manual Handling Operations Regulations
6. The Control of Substances Hazardous to Health Regulations (COSHH)
7. The Electricity at Work Regulations
8. The Environmental Protection Act
9. The Management of Health and Safety at Work Regulations
10. The Health and Safety (Information for Employees) Regulations

Environmental and sustainable working practices

1. reducing waste and managing waste (recycle, reuse, safe disposal)
2. reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels)
3. reducing water usage and other resources
4. preventing pollution
5. using disposable items
6. using recycled eco-friendly furniture
7. using low chemical paint
8. using environmentally friendly product packaging
9. choosing responsible domestic products (Fairtrade tea and coffee)
10. encouraging carbon reducing journeys to work

Diverse needs

1. cultural
2. religious
3. age
4. disability
5. gender

Contra-indications which prevent

1. contagious skin diseases
2. dysfunction of the nervous system

3. recent scar tissue
4. undiagnosed lumps and swellings

Contra-indications which restrict

1. undergoing medical treatment
2. uncontrolled diabetes
3. epilepsy
4. high/low blood pressure
5. history of thrombosis or embolism
6. medication
7. pregnancy
8. piercings
9. cuts and abrasions
10. during cancer treatment

Contra-actions

1. erythema
2. hyperaemia
3. allergic reaction to products

Anatomy and physiology

1. structure and functions of the skin
2. structure, function, position and action of muscles
3. position and function of bones
4. structure and function of the circulatory system
5. structure and function of the lymphatic system
6. basic principles of the central nervous system and autonomic nervous system
7. basic principles of the endocrine, respiratory, olfactory, digestive and excretory systems

Advice and recommendations

1. additional treatments
2. additional products
3. the lifestyle factors and changes that may be required to improve the effectiveness of the treatment such as diet, exercise, stress and sleep

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4. post-treatment restrictions and future treatment needs
 5. post-treatment advice includes drinking plenty of water and relaxation
 6. time intervals between treatments

Values

The following key values underpin the delivery of services in the beauty, nails and spa sectors

1. a willingness to learn
2. a flexible working attitude
3. a team worker
4. a positive attitude
5. personal and professional ethics

Behaviours

The following behaviours underpin the delivery of services in the beauty, nails and spa sectors. These behaviours ensure that clients receive a positive impression of both the organisation and the individual

1. meeting the organisation's standards of behaviour
2. greeting the client respectfully and in a friendly manner
3. communicating with the client in a way that makes them feel valued and respected
4. treating the client courteously and helpfully at all times
5. adapting behaviour to respond effectively to different client behaviour
6. checking with the client that you have fully understood their expectations
7. responding promptly and positively to the client's questions and comments
8. recognising information that the client might find complicated and checking whether they fully understood
9. meeting both organisational and industry standards of appearance.

Skills

The following key skills underpin the delivery of services in the beauty, nails and spa sectors

1. the ability to self-manage
2. excellent verbal and non-verbal communication
3. using the most appropriate ways of communicating with a client
4. responding promptly to a client seeking assistance
5. quickly locating information that will help the client
6. providing the client with information they need about services and products offered by the organisation

Glossary

Ayurveda

An ancient Indian Ayurvedic healing system which combines natural therapies and encompasses the mind, body and spirit.

Chakras

The ancient Sanskrit word chakra means 'energy wheel'. Chakras act as a link between the emotional and physical body.

Marma Points

Vital energy points defined as an anatomical site where flesh, veins, arteries, tendons, bones and joints meet up. Acupressure massage is applied to these vital energy points. The ancient Sanskrit word marma means hidden or secret.

SKABT18

Provide Indian head massage



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