

**Qualification title:** Level 3 Advanced Technical Diploma in Complementary Therapies (540)  
**Exam title:** 6004-032 Level 3 Complementary Therapies - Theory exam (2)  
**Version:** June 17  
**Base mark:** 60

1

State **three** professional organisations associated with reflexology.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- Reflexology forum.
- International Federation of Reflexologists.
- Complementary Therapists Association.
- Federation of Holistic Therapists.
- Complementary and Natural Healthcare Council (CNHC).

2

Explain why different pieces of information are discussed and recorded during a consultation.

(4 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 4 marks:**

- Contact details in case the salon needs to make contact with the client (1) for marketing purposes / following up on appointment. (1)
- Medical history to determine suitability for treatment (1), to establish whether there are any contra-indications that would prevent/restrict treatment (1), to establish any areas that need to be focussed on during treatment (1). (Candidates must refer to 'Medical history' to gain marks for any of the above).
- Psychosocial factors to determine suitability for treatment (1), to establish any areas that need to be focussed on during treatment (1), modification of relaxation techniques (1). (Candidates must refer to 'Psychosocial factors' to gain marks for any of the above).
- Client expectations to make sure the client needs are met.

**3**

Describe **three** benefits of working as a self-employed therapist.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- Can set own work pattern / can work flexibly to meet the needs of the client and self.
- Can determine which treatments to offer/specialise in.
- Can set treatment prices.
- Can decide how to market the business.
- Can choose own product range to market.

**4**

Explain the benefits to a salon of holding open events.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- To showcase treatments to regular/new clients to expand treatments on offer.
- To offer a promotion of a treatment/product to encourage sales/increase revenue.
- To reach out to new prospective clients to increase client base/increase revenue.
- To allow clients the opportunity to see the facilities because they may be unaware of other treatments on offer.
- To allow clients to become familiar with the team members to build rapport/increase client comfort.

**5**

Explain how massage affects the physiology of the lower legs.

(4 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 4 marks:**

- Massage increases the venous blood flow (1) removing waste products/carbon dioxide.(1)
- Massage techniques increases the arterial blood flow (1) bringing oxygen and nutrients to the tissues/cells.(1)
- Massage techniques increase blood circulation (1) removing waste products/carbon dioxide (1) and bringing oxygen and nutrients to the tissues (1). (Marks should only be awarded when 'Massage techniques increase blood circulation' has been referenced).
- Stimulating the blood capillaries in the skins tissues (1) increases vasodilation/erythema.(1)
- Smoothing/stretching massage techniques relaxes tension in the muscle fibres.(1)
- Applying massage medium will moisturise/soften the epidermis.
- Stimulation of tissue fluid (1) enhances lymphatic drainage to the popliteal fossa.(1)
- Movement of the hands over the skins surface aids desquamation.(1)

**6**

State **two** methods of creating an ideal ambience when carrying out a relaxing body massage treatment.

(2 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 2 marks:**

- No drafts.
- Adequate ventilation.
- Minimal disturbances.
- Relaxing/calming music played.
- Low/subtle lighting.
- Warm temperature.
- Subtle aroma in the treatment room.

**7**

A client who suffers from hyperlordosis has just completed a body massage treatment.

Explain the specific aftercare advice that should be given to the client.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- Advice on exercises for lordosis (1) to increase core stability strengthening the abdominal muscles/pelvic floor/lower back. (1)
- Advice on posterior pelvic tilting when sitting/standing (1) to reinforce muscle strengthening/correct posture. (1)
- Advice on weight management (1) to minimise the stress/strain on muscles in the lower back. (1)
- Referral to complementary/medical practitioner to advise the client further. (1)

**8**

State **two** therapeutic properties of the chemical constituent diterpene.

(2 marks)

**Answer**

**1 mark each for any of the following, to a maximum of 2 mark:**

- Anti-fungal.
- Anti-viral.
- Balancing of the endocrine system.

**9**

Explain the benefits of **each** of the following when used in a blend.

a) Top notes.

(2 marks)

b) Base notes.

(2 marks)

**Answer:**

a)

**1 mark each for any of the following, to a maximum of 2 marks:**

- Evaporation occurs quickly (1) which enables a quick release of the aroma. (1)
- Aroma is sharp (1) which has an uplifting/stimulating effect on the client. (1)

b)

**1 mark each for any of the following, to a maximum of 2 marks:**

- Evaporation occurs at a slow pace (1) which acts as a fixator to hold the aroma. (1)
- Aroma is heavy/earthy/deep (1) which has a calming/sedentary effect on the client. (1)

**10**

Explain the benefits of using inhalation as an aromatherapy treatment technique.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- No direct contact with the skin which avoids potential skin irritation.
- The respiratory system can be targeted directly as the molecules do not go via the skin.
- Treatment can take place outside of the salon/clinic as the products do not have to be applied by a therapist.
- The psychological effects of the oils take place sooner as they have a direct access to the limbic system.

**11**

State **two** reasons for carrying out reflective practice following a reflexology treatment.

(2 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 2 marks:**

- To reflect on how the treatment was carried out.
- To reflect on whether the treatment aims were achieved.
- To reflect on what could be improved within the treatment.

**12**

State **four** pieces of advice that a client should follow for the next 12-24 hours post-reflexology treatment.

(4 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 4 marks:**

- No strenuous exercise.
- Ensure food intake is light.
- No alcohol/caffeine.
- Rest.
- Take care when driving.
- Increase fluid intake.
- Wear comfortable footwear.

**13**

Explain the principles of zone theory in relation to reflexology.

(3 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 3 marks:**

- Ten equal longitudinal lines running from head to toes (1) which segregate areas of the body into specific zones.(1)
- Three equal transverse zones run across the foot (1) which segregates areas of the body into four sections sections.(1)
- Congestion/tension in any part of a zone in the foot (1)will affect the entire zone running through the whole length of the body. (1)
- Sensitivity in a specific zone of the foot (1) indicates that something is going on in that zone in the body. (1)

**14**

Explain the specific adaptations that could be used when carrying out a reflexology treatment on a frail, elderly client.

(4 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 4 marks:**

- Thorough check of an area (1)as this may indicate areas to avoid/adapt due to thin skin/bone deformities/vascular conditions.
- Varying the depth of pressure when pin pointing and finger/thumb walking techniques to avoid pain/bruising/skin damage.
- Selecting a suitable type and position of chair/couch as client may not be able to lie down flat due to skeletal/circulatory/respiratory conditions.
- Covering the foot that is not being worked on (1) to prevent the area getting cold as the circulation slows down.
- Choice of medium used due to dry/thickened skin.

**15**

Explain the specific aftercare advice that should be given to a client with a stiff vertebral column and blocked sinuses following a reflexology treatment.

(4 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 4 marks:**

- Work on reflexes on the fingers (1) to help with blockage in sinuses. (1)
- Work with thumbs tracking along from heel to big toe/along the hand from wrist to thumb on the medial aspect (1) to relieve the stiff vertebral column. (1)
- Exercise the feet with rotations clockwise and anti-clockwise (1) to loosen up the vertebral column.(1)
- Exercise the feet by rolling the soles of the feet over a ball/bottle (1) to loosen up the vertebral column.(1)
- Steam inhalation/nose stick/tissue with appropriate essential oil to relieve blocked sinuses. (1)
- Spinal exercises (1) to loosen and stretch the spine. (1)

**16**

The information provided in the table below is a case study of a client who has come into the clinic to discuss a treatment plan. The client would like to book a reflexology and an aromatherapy treatment.

Discuss the treatment options available, recommending a justified treatment plan.

(12 marks)

**Name:** Cathy

**Gender:** Female

**Age:** 55

**Height:** 5' 6" / 1.68m

**Weight:** 10 stone / 64kg

**Medical history:** Has regular hot flushes that last for a couple of minutes, suffers from bouts of cystitis and the skin on face and legs is sensitive. Experiences patches of eczema that appear to be stress-related.

**Medication:** For cystitis when needed, steroid cream if eczema reoccurs.

**Comments:** Works full-time in a catering business. She is very busy and is on her feet all day long. Sleep pattern has been disturbed due to the hot flushes and skin on legs often itches at night. Has a bottle of wine on Saturday evenings with friends as a way to relax.

**Physical**

**observations:** Skin appears dry on face and legs, skin on the lower leg looks blotchy and in some areas around the inner ankle it looks red and slightly swollen. Pelvis slightly tilted forward causing the abdominal muscles to appear lengthened.

**Answer:**

**Indicative content**

Candidate's response may include, but is not limited to, the following:

Treatment plan

- Findings on the feet during consultation linking to the client brief
- Consider the two treatments:
  - Aromatherapy - Consideration of suitable blends, eg 2% blend with justification. Choice of essential oils that are suited to the client's needs; suitable carrier oil, areas to concentrate on during treatment.
  - Reflexology - focus on relaxation, stress relief, menopause. Zones/ points that may need extra work and areas that may need to be avoided or lightly worked over.
- Consideration made to the areas of dry, sensitive skin particularly lower leg and inner ankle area.
- Consideration made to tight lower back due to forward tilt of pelvis and lengthened abdominal muscles.
- Suitable aftercare advice and recommendations to include use of products.
- Recommendations for follow up treatments.



<b>Band 1 (1-4 marks)</b>	<b>Band 2 (5-8 marks)</b>	<b>Band 3 (9-12 marks)</b>
<p>Treatments proposed are not clearly justified.</p> <p>Aromatherapy treatment blend showed little relevance to the client's needs.</p> <p>Using the information provided in the case study very little consideration was made to the client's physical, psychological and emotional needs when tailoring the reflexology treatment to meet the client's needs.</p> <p>Little reference was made to possible contra-actions and healing crisis; no detail given to the causes and advice.</p> <p>Advice and recommendations is basic and not totally tailored to suit the client's needs. No links made between the effects and benefits of treatments and the client's objectives.</p> <p>To access the higher marks within the band, the candidate has made little attempt to justify their blend choice. Has specified reflexes that needed to be worked, but this is not always accurate or relevant to the client in the case study.</p>	<p>Treatment plan proposed is mostly relevant and accurate with some justification.</p> <p>Aromatherapy treatment blend demonstrated some relevance to the client's needs.</p> <p>Using the information provided in the case study moderate consideration was made to the client's physical, psychological and emotional needs when tailoring the reflexology treatment to meet the client's needs.</p> <p>Some reference made to possible contra-actions and healing crisis; little detail of given to the causes and advice.</p> <p>Advice and recommendations is generic and some evidence is seen that tailors this to the client's needs. Few links are made between the effects and benefits of treatments and the client's objectives.</p> <p>To access the higher marks within the band, the candidate has shown some ability to justify their choice of blend. Has specified reflexes that need to be worked and extended to illustrate some that needed extra attention. In the main this was accurate and relevant to the client in the case study.</p>	<p>Treatment plan proposed is comprehensive and justified.</p> <p>Aromatherapy treatment blend was relevant and fully considered the client's needs.</p> <p>Using the information provided in the case study full consideration was made to the client's physical, psychological and emotional needs when tailoring the reflexology treatment to meet the client's needs.</p> <p>Detailed reference was made to possible contra-actions and healing crisis; thorough detail given to the causes and advice.</p> <p>Advice and recommendations, to include products and future treatment recommendations, is detailed and in all aspects are tailored to the client's needs. Clear links are made between the effects and benefits of treatments and the client's objectives.</p> <p>To access the higher marks within the band, the candidate has given fully justified reasons for their choice of blend. Shows full understanding of points /zones to be worked on to include those that need extra attention and also included limitations that may be</p>

		present. The information was accurate and clearly linked to the client in the case study.
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