

**Qualification title:** Level 3 Advanced Technical Diploma in  
Complementary Therapies (540)  
**Test title:** 6004-532 & 032 Level 3 Complementary  
Therapies - Theory exam (2)  
**Version:** April 2017  
**Base mark:** 60

1.

State the contribution made by William Fitzgerald to the area of reflexology.

(1 mark)

**Answer:**

**One mark for each of the following, to a maximum of 1 mark.**

Developed zone therapy.

2.

Explain the benefits of pressure point techniques within an aromatherapy treatment.

(4 marks)

**Answer:**

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

- Localised pressure enables the relief of tight muscles (1), it draws blood to the area bringing oxygen/nutrients (1) and helps to remove waste products (1).
- Creates a noxious stimulus which cause endorphins to be released from the brain (pain gate theory) (1).
- Clearing the energy pathways to allow for a better flow of energy (1).

3.

State **two** benefits of the Alexander Technique.

(2 marks)

**Answer:**

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

- Enables the client to move more freely.
- Supports with good habits regarding posture.
- Removes tension in the back/shoulders/neck.

4.

State one benefit of carrying out regular CPD.

(1 mark)

**Answer:**

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

- Keeping up to date with the latest trends/developments.
- Increasing professional awareness/knowledge.
- Personal development.
- Career promotion/progression.

5.

Explain how networking can have a positive impact on a business.

(2 marks)

**Answer:**

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

- Increasing your business contacts can provide the opportunity to share best practice / share new ideas / any other suitable response.
- Increasing the awareness of your business can increase client base / promote the brand / increase revenue / any other suitable response.

6.

Explain **two** benefits of qualitative research.

(2 marks)

**Answer:**

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

- Research carried out can provide more detailed responses as the methods are specific and related to the concept.
- Responses are personalised as the results are gathered from individuals.
- Research can be easily obtained as it can be collected using a wide range of sources.
- Any other suitable justified response.

7.

State **two** pieces of information that should be included in a salon mission statement.

(2 marks)

**Answer:**

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

- Aim of business.
- Outlines the direction of where the business is going.

8.

Describe **each** of the following postural faults.

a) Winged scapula.

(1 mark)

b) Flat back

(1 mark)

**Answer:**

a.

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

- The scapula protrudes away from the rib cage.

b.

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

- The back is very straight there are no natural curves in the spine.

9.

Explain how different massage techniques can be adapted for a client with tight upper back and arm muscles.

(4 marks)

**Answer**

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

- Stretching movements to lengthen the trapezius/levator scapula/triceps/any other suitable muscles.
- Petrissage movements to loosen muscular nodules within the rhomboids/teres minor/major/any other suitable muscles.
- Passive movements to mobilise the rotator cuff.
- Pressure point techniques around the scapula/occipital to increase blood flow.
- Petrissage/Tapotement/friction movements to increase blood flow to the area.
- Vibration techniques stimulate nerve endings over the upper back.
- Any other suitable technique with justification.

10.

Explain the importance of completing a client treatment card following a body massage.

(3 marks)

**Answer:**

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

- To record how the client has responded to specific treatment variations for future reference.
- To record any adverse reactions so these can be avoided in future treatments.
- To keep a track of treatments/products that can be referred to in the future.
- To record for legal purposes in case the client has cause to complain.

11.

State **two** characteristics of acute gout.

(2 marks)

**Answer:**

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

- Inflammation/Very red skin in the surrounding area.
- Swelling/Shiny tight skin in the surrounding area.
- Peeling/itchy and flaky skin in the surrounding area.
- Pain in the surrounding area.

12.

Explain the therapeutic effects that essential oils can have on the circulatory system.

(3 marks)

**Answer:**

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

- Chemical components of the oil enter the blood stream supporting in the removal of impurities.
- Calming the nervous/cardiovascular systems relieves hypertension.
- Stimulating the nervous/cardiovascular systems relieves hypotension.
- Increases the circulation by vasodilation/warming of the skin.
- Tonic effect on the skin by vasoconstriction.
- Relieves tension in areas through stimulation.

13.

Julie has patches of psoriasis and muscular pain and has just received her first aromatherapy treatment. The therapist used a 2% blend of citrus bergamia, cananga odorata and chamaemellum nobile.

Explain the home care advice that should be given to the client.

**Answer:**

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

- Not to go out in the sun as citrus bergamia is photo toxic.
- Relax after treatment to allow the oils to continue working.
- Increase fluid intake to hydrate the body / to rid the body of toxins that have been released by the treatment.
- Avoid strenuous exercise as the body is in a relaxed state.
- Avoid stimulants to keep the mind and body relaxed.
- Leave oils on for at least 8 hours to gain full benefit allowing oils to fully penetrate the skin.
- Take care when driving as the mind is relaxed.
- To moisturise to help prevent the skin drying out/feeling tight.

14.

State the **most** suitable medium used in reflexology for **each** of the following.

a) Dry skin.

(1 mark)

b) Moist skin.

(1 mark)

**Answer:**

a)

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

- Carrier oil.
- Skin cream.

b)

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

- Corn flour.
- Liquid talc.

15

Describe **each** of the following terms that are used in reflexology.

a) Cross reflexes.

(1 mark)

b) Transverse zones.

(1 mark)

**Answer:**

a)

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

- Points on the foot correspond to the same points on the hand on the same side of the body.

b)

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

- Horizontal lines across the foot dividing the body in to specific zones.

16.

State **two** reflexes that are located on the right foot in zone 4.

(2 marks)

**Answer:**

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

- Sinuses.
- Ear.
- Lung.
- Diaphragm.
- Liver.
- Gall bladder.
- Transverse colon.
- Small intestine.

17.

Explain the benefits of warm up techniques in a reflexology treatment.

(5 marks)

**Answer:**

**One mark each for any of the following, to a maximum of 5 marks:**

- Effleurage used to improve circulation which brings blood to the surface and warms the area.
- Stroking to soothe the sensory nerves allows the therapist to observe and feel the area being worked on/relaxing the client in preparation for the treatment.
- Ankle rotation can be used to determine flexibility of the joint and corresponding pelvic area.
- Spinal twists are used to open up the spinal area by twisting the foot.
- Rotation of toes used to open up the head and neck area improving blood flow.
- Stretching is used to relax the client and enables the therapist to be able to position the feet correctly for treatment.

18.

Explain why a consultation is carried out prior to a reflexology treatment.

(3 marks)

**Answer:**

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

- To assess the posture of the feet in case the treatment has to be adapted.
- To find out about the lifestyle/level of activity/occupation of the client as this may have an effect on the pressure points of the foot.
- To identify any anxiety or stress levels as this will have an impact on how the client receives the treatment.
- To find out about the client's general health as this could determine what area the treatment will focus on or avoid.
- To check for any contra-indications as this may indicate areas that need to be avoided or lighter pressure.
- To discuss and agree on a treatment plan to ensure consent is given.

19.

Explain the benefits of a reflexology treatment for a client who is suffering from stress.

(3 marks)

**Answer**

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

- Techniques applied will relax the client physically and psychologically.
- Pressure point techniques helps balance energy and body is returned to a balanced state.
- Stroking techniques soothe the nervous system and calm any feelings of stress.
- Any other justified answer.

20.

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 course of six treatments over 6 weeks.

Discuss the treatment options available, recommending a justified treatment plan for the **first** session with the client.

(12 marks)

<b>Name:</b>	Brenda
<b>Gender:</b>	Female
<b>Age:</b>	35
<b>Height:</b>	5' 2" / 1.59cm
<b>Weight:</b>	10 stone / 64kgs
<b>Medical history:</b>	Has heavy periods and a lot of PMT which causes water retention bloating in the stomach and headaches. Has been trying for a baby.
<b>Medication:</b>	Anti-inflammatory just before and during periods.
<b>Comments:</b>	Has a stressful office job as well as a busy home life looking after the household with a young toddler and a husband who runs his own business. Brenda finds it hard to relax and chill out as there always seems to be something to do and doesn't get time for herself.
<b>Physical body observations:</b>	Early stages of kyphosis, fluid retention around the lower leg and ankles, feet look a little puffy as well. Skin appears dry with some small areas of eczema around the elbows, wrists and hands.

**Answer:**

Indicative content

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

Treatment plan

- Consider all three treatments:
  - Massage - treatment to focus on relaxing muscles in back and stretching the pectorals, all over relaxation, concentrating on lower legs with lymphatic drainage
  - Aromatherapy - Consideration of suitable blends, 2% blend.
  - Reflexology - focus on relaxation, PMT, water retention, fertility.
- Suitable use of products.
- Time considerations.
- Treatment adaptations.
- Frequency of treatment.
- Consideration made to the areas of eczema.

<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. Aromatherapy treatment blend showed little relevance to the client's needs. Massage treatment did not take into account the physical observations or client's lifestyle. Using the information provided in the case study very little consideration was made to the client's lifestyle or physical conditions to tailor the reflexology treatment to meet the client's needs. Little reference was made to possible contra-actions and healing crisis; no detail given to the causes and advice. 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 some attempt to justify their massage techniques and blend choice. Has specified reflexes that needed extra attention, but this is not always accurate or relevant to the client in the case study. The candidate gave homecare advice and recommendations that was very general and specifically related to the client's needs</p>	<p>Treatment plan proposed is mostly relevant and accurate with some justification. Aromatherapy treatment blend demonstrated some relevance to the client and their needs. Massage treatment had some connection to the physical observations and client's lifestyle. Reflexology treatment demonstrated moderate consideration to the client's lifestyle and physical conditions based on the information provided in the case study. Some reference made to possible contra-actions but little detail of causes or advice. Advice and recommendations is generic and some evidence is seen that tailors this to the client's needs and future treatment recommendations. 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 and massage adaptations. Has specified reflexes that need to be worked and identified some that needed extra attention. In the main this was accurate and relevant to the client's needs. Conclusion made is balanced and supported. The candidate discussed homecare advice and recommendations that was specific but did not fully take into account the client's needs.</p>	<p>Thorough and comprehensive plan, that is relevant accurate and in most parts justified. Aromatherapy treatment blend was relevant and considered the client's needs and characteristics. Massage treatment was connected and took into account the physical observations and client's lifestyle. Reflexology treatment linked with full consideration to the clients lifestyle and physical conditions based on th information provided in the case study. Detailed reference was made to possible contra-actions and healing crisis; thorough detail given to the causes and advice. Advice and recommendations are detailed and all aspects are tailored to the client's needs to include future treatment recommendations and referrals. Clear links are made between the effects and benefits of treatments and the client's objectives. The candidate has come to a well-balanced conclusion, which is fully substantiated.</p> <p>To access the higher marks within the band, the candidate has given fully justified reasons for their choice of blend and massage adaptations. Shows full understanding of points /zones to be worked on to include those that need extra attention and also included limitations that may be present. The information was accurate and clearly linked to the client in the case study. The candidate has discussed, in detail, homecare advice and recommendations to include product use that could enhance the overall</p>



		effectiveness of the treatment plan and is tailored to the client's needs..
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