About City & Guilds
As the UK’s leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group
The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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Published by City & Guilds, a registered charity established to promote education and training
Level 2 Qualifications in Complementary Therapies (7607)

Qualification Handbook

Diploma in Complementary Therapies (7607-21)
600/4963/7

Diploma in Basic Massage Techniques (7607-22)
600/4964/9

Diploma in Basic Aromatherapy Techniques (7607-23)
600/4965/0

Diploma in Basic Reflexology Techniques (7607-24)
600/4966/2

Certificate in Anatomy and Physiology for Complementary Therapies (7607-25)
600/4962/5

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<th>Change detail</th>
<th>Section</th>
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<td>1.1 Aug 2012</td>
<td>Amendment – Centre requirements + Assessment</td>
<td>Centre requirements Assessment</td>
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<tr>
<td>1.2 Sep 2012</td>
<td>Further amendments to Centre requirements and Assessment</td>
<td>Centre requirements Assessment</td>
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<tr>
<td>1.3 Feb 2013</td>
<td>Additional guidance for learners regarding the test for Unit 203</td>
<td>The structure of the qualifications/rules of combination</td>
</tr>
<tr>
<td>1.4 April 2013</td>
<td>Text about proxy unit removed from 025 pathway as not applicable to this pathway</td>
<td>The structure of the qualifications/rules of combination</td>
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<tr>
<td>1.5 September 2015</td>
<td>References to AAPA (Aromatherapy &amp; Allied Practitioners Association) have been changed to Complementary Health Professionals, in line with the organisation's name change</td>
<td>Throughout the document</td>
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1 About this document

This document contains the information that centres need to offer the following qualifications:

Level 2 Diploma in Complementary Therapies
City & Guilds qualification number 7607-21
Accreditation number 600/4963/7

Level 2 Diploma in Basic Massage Techniques
City & Guilds qualification number 7607-22
Accreditation number 600/4964/9

Level 2 Diploma in Basic Aromatherapy Techniques
City & Guilds qualification number 7607-23
Accreditation number 600/4965/0

Level 2 Diploma in Basic Reflexology Techniques
City & Guilds qualification number 7607-24
Accreditation number 600/4966/2

Level 2 Certificate in Anatomy and Physiology for Complementary Therapies
City & Guilds qualification number 7607-25
Accreditation number 600/4962/5

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements.
2   About the qualifications
2.1   Aim of the qualifications

These Level 2 qualifications are basic vocational qualifications which focus on the development of the underlying principles and practical skills required in the complementary therapies sector. They are designed to deliver occupational capability at Level 2.

They have been designed by City & Guilds to:

• meet the needs of candidates who want to practice as a Level 2 therapist in the complementary therapies sector
• provide a background understanding of the complementary therapies sector and the practical skills and knowledge required at Level 2
• provide an awareness of the range of jobs and work settings in the sector
• enable candidates to make an informed assessment of their own aptitude for work in this sector and to make informed decisions about progression routes and careers; returning to work, career development options or possible career change
• allow candidates to learn, develop and practice the skills required for progression onto a professional complementary therapies qualification or employment and/or career progression in the complementary and alternative therapies sector
• introduce candidates to the discipline of the working environment and to encourage mature attitudes to the community in general
• encourage candidates to value continued learning and remain in the learning process
• provide valuable accreditation of skills and/or knowledge for learners
• be a stand alone qualification, accredited as part of the QCF at Level 2 and eligible for funding.
2 About the qualifications

2.2 The structure of the qualifications/rules of combination

Level 2 Diploma in Complementary Therapies (7607-21)
This is a Level 2 qualification which allows a candidate to acquire the knowledge and skills required for a variety of treatments/services at Level 2. This qualification is ideal as the introduction into complementary therapies. The suite of units included in this qualification is shown below. To achieve full certification, candidates must complete all seven units (77 credits). 450 guided learning hours are recommended for completion of this qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Guided learning hours</th>
<th>Credit value</th>
<th>UAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>Introduction to principles and practice of complementary therapies</td>
<td>Mandatory</td>
<td>45</td>
<td>7</td>
<td>J/503/7778</td>
</tr>
<tr>
<td>202</td>
<td>Introduction to clinic services and business awareness for complementary therapies</td>
<td>Mandatory</td>
<td>45</td>
<td>7</td>
<td>F/503/7777</td>
</tr>
<tr>
<td>203*</td>
<td>Knowledge of anatomy and physiology for complementary therapies</td>
<td>Mandatory</td>
<td>90</td>
<td>16</td>
<td>M/503/7628</td>
</tr>
<tr>
<td>204</td>
<td>Provide basic massage therapy techniques for complementary therapies</td>
<td>Mandatory</td>
<td>80</td>
<td>14</td>
<td>H/503/7738</td>
</tr>
<tr>
<td>205</td>
<td>Provide basic aromatherapy techniques using pre-blended oils</td>
<td>Mandatory</td>
<td>80</td>
<td>14</td>
<td>A/503/7745</td>
</tr>
<tr>
<td>206</td>
<td>Provide basic reflexology techniques</td>
<td>Mandatory</td>
<td>80</td>
<td>14</td>
<td>D/503/7656</td>
</tr>
<tr>
<td>207</td>
<td>Introduction to healthy eating and well-being for the complementary therapy client</td>
<td>Mandatory</td>
<td>30</td>
<td>5</td>
<td>M/504/0318</td>
</tr>
</tbody>
</table>

* Learners who have previously taken the test for this unit within another qualification or an equivalent unit with another organisation may be exempt from taking the test. On production of a valid certificate of an equivalent unit, please claim for proxy unit 802.
**Level 2 Diploma in Basic Massage Techniques (7607-22)**

The suite of units included in this qualification is shown below. To achieve full certification, candidates must complete all four units (44 credits). 260 guided learning hours are recommended for completion of this qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Guided learning hours</th>
<th>Credit value</th>
<th>UAN</th>
</tr>
</thead>
<tbody>
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<td>201</td>
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<td>M/503/7628</td>
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<td>204</td>
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<td>Mandatory</td>
<td>80</td>
<td>14</td>
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</tr>
</tbody>
</table>

* Learners who have previously taken the test for this unit within another qualification or an equivalent unit with another organisation may be exempt from taking the test. On production of a valid certificate of an equivalent unit, please claim for proxy unit 802.

**Level 2 Diploma in Basic Aromatherapy Techniques (7607-23)**

The suite of units included in this qualification is shown below. To achieve full certification, candidates must complete all four units (44 credits). 260 guided learning hours are recommended for completion of this qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Guided learning hours</th>
<th>Credit value</th>
<th>UAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>Introduction to principles and practices of complementary therapies</td>
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<td>45</td>
<td>7</td>
<td>J/503/7778</td>
</tr>
<tr>
<td>202</td>
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<td>7</td>
<td>F/503/7777</td>
</tr>
<tr>
<td>203*</td>
<td>Knowledge of anatomy and physiology for complementary therapies</td>
<td>Mandatory</td>
<td>90</td>
<td>16</td>
<td>M/503/7628</td>
</tr>
<tr>
<td>Unit number</td>
<td>Unit title</td>
<td>Mandatory/optional for full qualification</td>
<td>Guided learning hours</td>
<td>Credit value</td>
<td>UAN</td>
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<tr>
<td>205</td>
<td>Provide basic aromatherapy techniques using pre-blended oils</td>
<td>Mandatory</td>
<td>80</td>
<td>14</td>
<td>A/503/7745</td>
</tr>
</tbody>
</table>

* Learners who have previously taken the test for this unit within another qualification or an equivalent unit with another organisation may be exempt from taking the test. On production of a valid certificate of an equivalent unit, please claim for proxy unit 802.

**Level 2 Diploma in Basic Reflexology Techniques (7607-24)**

The suite of units included in this qualification is shown below. To achieve full certification, candidates must complete all four units (44 credits). 260 guided learning hours are recommended for completion of this qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Guided learning hours</th>
<th>Credit value</th>
<th>UAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>Introduction to principles and practices of complementary therapies</td>
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<td>45</td>
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<td>J/503/7778</td>
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<tr>
<td>202</td>
<td>Introduction to clinic services and business awareness for complementary therapies</td>
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<td>45</td>
<td>7</td>
<td>F/503/7777</td>
</tr>
<tr>
<td>203*</td>
<td>Knowledge of anatomy and physiology for complementary therapies</td>
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<td>90</td>
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<td>M/503/7628</td>
</tr>
<tr>
<td>206</td>
<td>Provide basic reflexology techniques</td>
<td>Mandatory</td>
<td>80</td>
<td>14</td>
<td>D/503/7656</td>
</tr>
</tbody>
</table>

* Learners who have previously taken the test for this unit within another qualification or an equivalent unit with another organisation may be exempt from taking the test. On production of a valid certificate of an equivalent unit, please claim for proxy unit 802.

**Level 2 Certificate in Anatomy and Physiology for Complementary Therapies (7607-25)**

The suite of units included in this qualification is shown below. To achieve full certification, candidates must complete unit 203 (15 credits). 90 guided learning hours are recommended for completion of this qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title</th>
<th>Mandatory/optional for full qualification</th>
<th>Guided learning hours</th>
<th>Credit value</th>
<th>UAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>203</td>
<td>Knowledge of anatomy and physiology for complementary therapies</td>
<td>Mandatory</td>
<td>90</td>
<td>16</td>
<td>M/503/7628</td>
</tr>
</tbody>
</table>
**Certificates of unit credit**
Certificates of unit credit (CUC) will be issued to candidates for each successfully completed unit, even if the full qualification is not attempted.

Candidates who do complete a full qualification will receive, in addition to their full diploma, a CUC for each unit achieved.
2 About the qualifications

2.3 Relevant sources of information

Related publications
City & Guilds also provides the following document specifically for these qualifications:

<table>
<thead>
<tr>
<th>Publication</th>
<th>Available from</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment Guide</td>
<td>Centre resources section of the City &amp; Guilds website</td>
</tr>
</tbody>
</table>

There are other City & Guilds documents which contain general information on City & Guilds qualifications:
- Centre Manual – This is an essential document on how to gain approval and lists all of our policies. This replaces ‘Providing City & Guilds Qualifications and Ensuring Quality’ encompassing all of the information in one document and includes a new centre contract.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

<table>
<thead>
<tr>
<th>Website</th>
<th>Address</th>
<th>Purpose and content</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Guilds main website</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
<td>This is the main website for finding out about City &amp; Guilds qualifications. It contains qualification documentation and updates.</td>
</tr>
<tr>
<td>SmartScreen</td>
<td><a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a></td>
<td>SmartScreen is the City &amp; Guilds online learning support website. It gives registered subscribers access to qualification-specific support materials.</td>
</tr>
<tr>
<td>Walled Garden</td>
<td><a href="http://www.walled-garden.com">www.walled-garden.com</a></td>
<td>The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.</td>
</tr>
</tbody>
</table>
3 Candidate entry and progression

Candidate entry requirements
There are no formal entry requirements for learners wishing to undertake these qualifications. Learners who have successfully completed a Level 1 Beauty Therapy qualification (such as the City & Guilds Level 1 NVQ in Beauty Therapy) would be suitable for this qualification.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Progression
The mandatory units within these qualifications provide generic service skills, so that the successful candidate would be well prepared for a variety of progression courses in particular Level 3 Diploma in Complementary Therapies.

On completion of one of the qualifications, candidates may progress onto another qualification from the suite of complementary therapies qualifications, into employment or onto the following City & Guilds qualifications:

- Level 3 Diploma in Complementary Therapies (7607-31)
- Level 3 Diploma in Massage (7607-32)
- Level 3 Diploma in Aromatherapy (7607-33)
- Level 3 Diploma in Reflexology (7607-34)

which are all deemed to be the recognised qualifications of regulatory bodies such as:

- Complementary Health Professionals
- GCMT (General Council for Massage Therapy)
- Reflexology Forum
4 Centre requirements
4.1 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as centres.

Centres must meet a set of quality criteria including:
- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the centre approval process (CAP). Centres also need approval to offer a specific qualification. This is known as the qualification approval process (QAP), (previously known as scheme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in the Centre Manual which is downloadable from the City & Guilds website.

Local offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Centres already approved for Level 2 7564 qualifications will receive automatic approval for the new Level 2 7607 equivalent qualifications.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in the Centre Manual.
4 Centre requirements
4.2 Approval for online assessment (e-volve)

The Anatomy and Physiology unit 203 is assessed by the online assessment (e-volve) system.

In addition to obtaining centre and qualification approval, centres are also required to set up an e-volve profile in order to offer online examinations to candidates. Setting up an e-volve profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and e-volve technical requirements are available on the City & Guilds website (www.cityandguilds.com/e-assessment). The e-volve section of the website also has details of the e-volve helpline for technical queries and downloads for centres and candidates about e-volve examinations.
4 Centre requirements
4.3 Resource requirements

Physical resources
Centres must have access to the range of services, professional products, tools, materials and equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

The equipment must meet industry standards and be capable of being used under normal working conditions.

Realistic learning environment requirements (RLE)
All City & Guilds VRQs must be assessed in facilities that meet acceptable, current industry standards for the specific qualification area. Example resource lists for each qualification area are being developed.

Centres must ensure that access to the range of services or treatments and required professional products, tools, materials and equipment is maintained in the centre and/or workplace to meet the qualification needs and enable candidates to cover all of the required practical activities.

The learning and assessment setting should incorporate a real, or simulated but realistic learning environment. These facilities must provide candidates with experience of working in and under realistic commercial conditions during assessment.

The learning environment must meet any bye-laws, legislation or legal authority requirements that would affect a similar commercial establishment as well as meeting the requirements of a vocational education establishment.

For the purpose of City & Guilds VRQs clients are defined as people seeking the service or treatment being assessed, which can include friends, peers, models and family members. There is no requirement for these clients to pay.

A suitable, controlled area for testing must be provided and arrangements must be made for the secure storage of assessment materials and records. Acceptable facilities for Evolve online testing must be maintained where the VRQ requires online testing of knowledge and understanding.

Human resources
To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken.

- Assessor
- QAC (Quality Assurance Coordinator)

Staff delivering the qualifications
Centre staff may undertake more than one role eg tutor and assessor or quality assurance coordinator, but must never quality assure their own assessments.

Staff delivering this qualification must be able to demonstrate that they meet the below occupational expertise requirements.
Requirements for assessors and quality assurance coordinators

- Verifiable and relevant current industry experience and competence of the occupational working area at or above the level being assessed, experience and competence could be evidenced by:
  - curriculum vitae and references
  - possession of a relevant vocational qualification
  - membership of a relevant professional association is desirable
  - continuing professional development (CPD)

- only assess in their acknowledged area of occupational competence
- participate in training activities for their continued professional development
- and good practice to hold, or are working towards, Learning and Development unit A1; or hold units D32 and D33 and assess to A1 standard; or the new TAQA qualifications and a teaching qualification.

Internal quality assurers (IQAs – previously called IVs) and assessors must have verifiable and relevant current industry experience and competence of the occupational working area at or above the level being assessed, and evidence of the quality of occupational experience to ensure the credibility of the assessment judgements. Newly qualified hairdressers, barbers, therapists, make-up artists and nail technicians must have gained significant post qualification commercial experience before commencing these roles. For the avoidance of doubt, those who have no occupational experience cannot assess these VRQs. Appropriate evidence will include CVs, References, Qualification Certificates, CPD records, Product Evidence, Video Evidence. This list is not exhaustive and other relevant methods may be considered. Please contact your Qualification Consultant for guidance.

i. Staff must only assess or quality assure in their acknowledged area of occupational competence.

ii. Staff must participate in relevant training activities for their continued professional development (see CPD requirements).

Assessors and quality assurers of VRQs must be competent and experienced in making accurate assessment decisions; it is therefore highly recommended that the assessor and quality assurance qualification have been obtained or that they are being worked towards. It is highly recommended that new VRQ assessors work towards or hold either the Learning and Development unit A1 or the relevant TAQA unit.

Assessors

Each candidate should be allocated at least one assessor who is occupationally competent. This person will be known as the candidate’s assessor.

Please note: Centre staff may undertake more than one role eg tutor and assessor but must never quality assure their own assessments.

Continuous professional development (CPD) in VRQs

For City & Guilds VRQs centre staff must continue to meet the requirements for occupational expertise for the specific qualification(s) they assess or quality assure.

Assessors and quality assurers must be able to demonstrate how they keep their technical skills and knowledge up-to-date and to the occupational level in which they are assessing and/or quality assuring.

Continuing Professional Development (CPD) must take place throughout the careers of assessors and quality assurers.
This **must** include the completion of a minimum number of **30** hours CPD in each twelve month period using activities approved for CPD which do not have to be consecutive. (see below).

The CPD requirement must be carried out on **one or a combination of** the types of activities listed below. **No activity will carry a ‘double hours’ allowance.**

- ‘hands on’ delivery of relevant services/treatments to fee paying clients in a commercial salon that can be shown to develop individual skill and knowledge levels
- undertaking technical training that develops new and/or updates existing skills and/or knowledge levels
- further relevant qualifications.

The following activities **will not** count towards CPD:
- reading the trade press and books
- listening to tapes and watching DVDs.

Individuals must provide relevant and suitable evidence that CPD has taken place within each 12 month period to be measured from 1 September - 31 August.

**Calculating CPD hours**

a) CPD for existing assessors and quality assurers is measured within each 12 month period, taken from 1 September – 31 August each year.
b) CPD hours for new assessors and quality assurers shall be measured from the date their duties commence.
c) Assessors and quality assurers who take leave from assessment or quality assurance duties during any twelve month period will be able to collect CPD pro rata.
d) The CPD hours for part time assessors and quality assurers will be calculated pro rata based on a nominal 37 hour week. **However, a minimum of 5 hours CPD in any twelve month period must be carried out by all part time assessors and quality assurers.**

For example, an assessor contracted for 7 hours/week: $7 ÷ 37 \times 100 = \text{approx.} 20\%$ of a full time assessor. $20\% \times 30 \text{ hours} = 6 \text{ hours CPD in any 12 month period.}$
e) A nominal time of 30 hours per technical unit achieved has been set, regardless of the unit.
f) If you are an assessor **and** quality assurer, you only have to do the minimum of 30 hours CPD, **not** 60 hours.
4 Centre requirements
4.4 Administration, registration and certification

Regulations for the conduct of examinations
Regulations for the conduct of examinations for online and written examinations are given in the Centre Manual. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records
Centres must retain copies of candidate assessment records for at least three years after certification.

Notification of results
After completion of assessment, candidates will receive, via their centre, a ‘notification of candidate results’, giving details of how they performed. It is not a certificate of achievement.

Certificates of unit credit (CUCs)
A certificate of unit credit records the successful completion of a unit. Centres can apply to City & Guilds for CUCs at any time after candidates have achieved a unit. They do not need to wait until the full programme of study has been completed.

Full certificates
Full certificates are only issued to candidates who have met the full requirements of the qualification, as described in section 2.2 The structure of the qualification/Rules of combination.
4 Centre requirements
4.5 Quality assurance

Internal quality assurance
Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre’s own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in the Centre Manual. This document also explains the tasks, activities and responsibilities of quality assurance staff.

In order to fully support candidates, centres are required to retain copies of candidates’ assessment records for three years after certification.

National standards and rigorous quality assurance are maintained by use of:
- City & Guilds online examinations
- City & Guilds set and marked written examinations
- City & Guilds assignments, marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification.

To meet the quality assurance criteria for these qualifications, the centre must ensure that the following internal roles are undertaken:
- quality assurance co-ordinator
- assessor
- examinations secretary
- invigilator.

External quality assurance
Qualifications Consultants are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that there is validity, reliability and good practice in centres.

To carry out their quality assurance role, Qualifications Consultants must have appropriate occupational and verifying knowledge and expertise. City & Guilds Qualifications Consultants attend training and development designed to keep them up-to-date, to facilitate standardisation between verifiers and encourage the sharing of good practice.
Qualifications Consultants:
The role of the Qualifications Consultant is to:

- advise and support centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and City & Guilds

External quality assurance for the qualifications will be provided by the usual City & Guilds external verification process which includes the use of an electronic report form which is designed to provide an objective risk analysis of individual centre assessment and verification practice.

Further details of the role of Qualifications Consultants are given in the Centre Manual.
5 Course design and delivery

Recommended delivery strategies
Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

In particular, staff should consider the skills and knowledge related to the underpinning knowledge and practical skills in each unit.

Provided that the requirements for the qualification are met, centres may design courses or programmes of study in any way that they feel best meets the needs and capabilities of their learners. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualifications.

Relationship to other qualifications and wider curriculum
City & Guilds recommends centres address the wider curriculum, when designing and delivering the course.

The following relationship tables are provided to assist centres with the design and delivery of the qualifications:
- signposting functional/core skills and citizenship/PSHE for the qualifications can be found in Appendix 3 of this handbook
- opportunities to address social, moral, spiritual and cultural issues during the delivery of the qualifications have been identified, and can be found in Appendix 4 of the handbook.

Health and safety
The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment (for example, practical assessment, assignment) the assessment must be stopped and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the Qualifications Consultant.

Data protection and confidentiality
Centres offering these qualifications may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in the Centre Manual.
Initial assessment and induction
Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre Manual.

Equal opportunities
It is a requirement of centre approval that centres have an equal opportunities policy (see Centre Manual).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in the Centre Manual, and is also available from the City & Guilds Customer Relations department.

Access to assessment
City & Guilds’ guidance and regulations on access to assessment are designed to facilitate access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see Access to assessment and qualifications, available on the City & Guilds website.

Appeals
Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds.

Further information on appeals is given in the Centre Manual. There is also appeals information for centres and learners on the City & Guilds website or available from the Customer Relations department.
6 Assessment

6.1 Summary of assessment requirements

For these qualifications, candidates will be required to complete the following assessments:

- Practical observations - assessed at centre by an assessor
- E-volve multiple choice knowledge test
- Assignments covering practical assessments and knowledge related tasks
- Case Studies
6 Assessment
6.2 About assessment

Grading and marking
Assessments will be graded pass, merit or distinction.

Detailed marking and grading criteria are provided in the Marking and Grading Criteria section of each assignment (see assessment pack).

Assignments are externally set, and internally marked and graded.

Regulations for the conduct of examinations
Regulations for the conduct of examinations for online and written examinations are given in the Centre Manual. Centres should ensure they are familiar with all requirements prior to offering assessments.

Glossary of terms & Guidance notes
Technical training - external and internal workshops and training sessions can be used.

Commercial salon - this is defined as a salon where the majority of stylists/therapists are already qualified and the main function of the salon is not training and assessment. If a training salon in a centre is closed and reopened as a commercial salon e.g. during holiday periods, then this is an acceptable location for CPD to be undertaken.

Qualification work - the aim of this option is to encourage assessors and quality assurers to gain new knowledge and skills. Work undertaken for this option must lead to a formally assessed and accredited qualification

30 hours can be claimed on the achievement of any technical unit qualification in any one CPD year.
# Assessment

## 6.3 Test Specification

The test specification for the Knowledge of anatomy and physiology for complementary therapies unit is:

**Test 1:** Unit 203  
**Duration:** 1 hour 15 minutes

<table>
<thead>
<tr>
<th>Outcome number</th>
<th>Outcome</th>
<th>No. of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Know the organisation of the body</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>02</td>
<td>Know the structure, function and pathologies of the skin, hair and nails</td>
<td>11</td>
<td>22</td>
</tr>
<tr>
<td>03</td>
<td>Know the structure, function and pathologies of the skeletal system</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>04</td>
<td>Know the structure, function and pathologies of the muscular system</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>05</td>
<td>Know the structure, function and pathologies of the nervous system</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>06</td>
<td>Know the structure, function and pathologies of the endocrine system</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>07</td>
<td>Know the structure, function and pathologies of the respiratory system</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>08</td>
<td>Know the structure, function and pathologies of the cardiovascular system</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>09</td>
<td>Know the structure, function and pathologies of the lymphatic system</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>10</td>
<td>Know the structure, function and pathologies of the other systems of the body</td>
<td>6</td>
<td>12</td>
</tr>
</tbody>
</table>

**Total**  
50 100
### Units

**Availability of unit specifications**
The units for the qualifications follow.

**Structure of units**
The units in the qualifications are written in a standard format and comprise of the following:

- title
- unit reference
- rationale, aim and any entry requirements
- list of learning outcomes for the unit
- statement of guided learning hours
- connections with other qualifications, eg Level 3 Diploma in Complementary Therapies and Functional Skills
- assessment details
- learning outcomes in detail expressed as practical skills and underpinning knowledge.

<table>
<thead>
<tr>
<th>Unit accreditation number</th>
<th>City &amp; Guilds unit number</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>J/503/7778</td>
<td>Unit 201</td>
<td>Introduction to principles and practices of complementary therapies</td>
</tr>
<tr>
<td>F/503/7777</td>
<td>Unit 202</td>
<td>Introduction to clinic services and business awareness for complementary therapies</td>
</tr>
<tr>
<td>M/503/7628</td>
<td>Unit 203</td>
<td>Knowledge of anatomy and physiology for complementary therapies</td>
</tr>
<tr>
<td>H/503/7738</td>
<td>Unit 204</td>
<td>Provide basic massage therapy techniques for complementary therapies</td>
</tr>
<tr>
<td>A/503/7745</td>
<td>Unit 205</td>
<td>Provide basic aromatherapy techniques using pre-blended oils</td>
</tr>
<tr>
<td>D/503/7656</td>
<td>Unit 206</td>
<td>Provide basic reflexology techniques</td>
</tr>
<tr>
<td>M/504/0318</td>
<td>Unit 207</td>
<td>Introduction to healthy eating and well-being for the complementary therapy client</td>
</tr>
</tbody>
</table>
Unit 201  Introduction to Principles and Practice of Complementary Therapies

Level:  2

Credit value:  7

Unit aim
The aim of this unit is to provide the learner with an introduction to the principles and practices of Complementary Therapies.

The skills developed by the learner include: Communication skills, written skills, research skills.

The knowledge acquired by the learner will enable them to understand and explain how to work within the different aspects of a range of Complementary Therapies and their organisations, to be accountable and work ethically and morally.

Entry requirements
Learners undertaking this unit should understand how to behave professionally and how to work safely in a clinic and clinical environment.

Learning outcomes
There are three outcomes to this unit. The candidate will:
1  understand the basic theories of complementary therapies
2  know the process of offering clients basic treatments in complementary therapies
3  know how to present and provide services in a professional manner for complementary therapies

Guided learning hours
It is recommended that 45 guided learning hours are allocated for this unit. This may be on a full or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH1 & CNH2.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
•  Level 2 Diploma in Complementary Therapies
•  Level 2 Diploma in Basic Aromatherapy Techniques
•  Level 2 Diploma in Basic Massage Techniques
•  Level 2 Diploma in Basic Reflexology Techniques
**Functional Skills**  
This unit contributes towards the Functional Skills in the following areas:  
- English Level 1 and 2

**Assessment**  
This unit will be assessed by:  
- An assignment covering practical skills and underpinning knowledge.
Unit 201  
**Introduction to Principles and Practice of Complementary Therapies**

**Outcome 1**  
Understand the basic theories of complementary therapies

**Underpinning knowledge**

The candidate can:

1. describe the **basic theories of complementary therapies**
2. explain **why complementary therapies are used**

**Range**

**Basic Theories**
Holism, natural healing, alternative treatment, complementary treatment, power of touch, balance and harmony.

**Complementary therapies (CAM disciplines)**
Ayurveda, Acupuncture, Alexander Technique, Aromatherapy, Bach Flower Remedies, Body work (traditional massage therapies) Bowen Technique, Chiropractic, Healing (spiritual and natural), Counselling, Herbalism, Homeopathy, Hypnotherapy, Iridology, Kinesiology, Manual Lymph Drainage (Vodder), Neurolinguistic Programming (NLP), Neuroskeletal Re-alignment Therapy, Osteopathy, Physiotherapy, Reiki, Remedial and Therapeutic Massage (deep tissue), Reflexology, Therapeutic Touch, Shiatsu, Traditional Chinese Medicine, Yoga.

**Why complementary therapies are used**
Relaxation, stress relief, holistic approach to life, complement orthodox medicine, balance and harmony of the body and mind, client’s current health, social, economic and environmental factors to health.
Unit 201  Introduction to Principles and Practice of Complementary Therapies

Outcome 2  Know the process of offering clients basic treatments in complementary therapies

Underpinning knowledge
The candidate can:
1. describe how to consult with the client
2. explain how to prepare for basic treatment
3. identify possible causes and symptoms of stress in order to offer basic treatments

Range

Consult
Communication techniques; verbal, written, open body language, polite friendly manner, recording of accurate details, refer to others as necessary, confidentiality, empathy, professionalism.

Prepare for basic treatment
Explain treatment, prepare self and client, position of self and client, prepare treatment area, prepare self/client mentally, physically and emotionally (breathing, visualisation), appropriate equipment and products.

Causes of stress
Major life changes, relationships, conflict at home/work, unhealthy lifestyle, inability to accept life situations, stressful situations, taking on too much, not having enough time.
Death of a spouse, divorce marital / separation, imprisonment, death of a close relative, personal injury or illness, marriage, fired from a job, marital reconciliation, retirement, illness of a relative, pregnancy, birth or adoption, change in financial status, change to different work, mortgage or loan for major purchase, child leaving home, begin or end school/College/University, change in living conditions, problems with your employer, change in work hours/conditions.

Symptoms of stress
Lack of concentration, poor memory, constant worry and anxiety, depression, low self esteem, confusion and mistakes, over emotional, tired all the time, eating difficulties, use of alcohol, nicotine and drugs, frequent headaches, backache, emotional and relationship problems, panic attacks and phobias, skin problems, lowered immunity, sleep problems, digestive disorders (IBS).

Physiology
Perspiration/sweaty hands and/or feet, increased heartbeat, trembling, nervous tics, dryness of throat and mouth, tiring easily, urinating frequently, sleeping problems, diarrhoea/indigestion/vomiting, butterflies in stomach, headaches, pre-menstrual tension, pain in the neck and/or lower back, susceptibility to illness.

Feelings
Feeling anxious, scared, irritable, moody.
**Behaviour**
Stuttering and other speech difficulties, crying for no apparent reason, acting impulsively, grinding your teeth, increased smoking, use of drugs and/or alcohol, losing your appetite or over eating.

**Thoughts**
Low self-esteem, fear of failure, inability to concentrate, preoccupation with thoughts/tasks, forgetfulness.
Unit 201  Introduction to Principles and Practice of Complementary Therapies
Outcome 3  Know how to present and provide services in a professional manner for complementary therapies

Underpinning knowledge
The candidate can:
1  state the requirements for personal and professional presentation
2  describe procedures for client assessment and planning of basic complementary therapies
3  state the personal and professional conduct acceptable to clients and colleagues

Range

Personal and professional presentation
Low heeled fully enclosed footwear, hair off face, no jewellery other than a plain wedding band and one pair of studs, nails short, clean and varnish free without enhancements, clean pressed uniform, no overpowering scent, appropriate natural make-up.

Client assessment
Consultation, verbal and non verbal communication, medical history, lifestyle questionnaire, client care, client comfort and modesty, treatment time, client expectations/objectives, visual analysis of the area to be treated, contra-indications, agree treatment with client, written consent, refer client if necessary, confidentiality, data protection.

Personal and professional conduct
Following professional code of conduct and ethics, being responsible for own actions, work within limits of responsibility and qualification, confidentiality, professional, confident, relaxed, empathetic.
Unit 202  Introduction to Clinic Services and Business Awareness for Complementary Therapies

Level: 2
Credit value: 7

Unit aim
The aim of this unit is to provide the learner with an introduction to the provision of complementary therapies, how such businesses operate and the employment opportunities for therapists.

The skills developed by the learner include: communication skills, an awareness of organisation, business, marketing and research.

The knowledge acquired by the learner will enable them to have an overview of relevant legislation and insurance requirements with regard to being self-employed.

Entry requirements
Learners undertaking this unit should understand how to behave professionally and how to work safely in a clinical environment.

Learning outcomes
There are three outcomes to this unit. The candidate will:
1. know how to offer complementary therapies within a business environment
2. know how a complementary therapy business operates
3. know the key aspects of employment as a complementary therapist

Guided learning hours
It is recommended that 45 guided learning hours are allocated for this unit. This may be on a full or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH1, CNH2, CNH4, CNH7 and CNH11.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
- Level 2 Diploma in Complementary Therapies
- Level 2 Diploma in Basic Aromatherapy Techniques
- Level 2 Diploma in Basic Massage Techniques
- Level 2 Diploma in Basic Reflexology Techniques
**Functional Skills:**
This unit contributes towards the functional skills in the following areas:
- English Level 1 and 2

**Assessment**
This unit will be assessed by:
- An assignment covering underpinning knowledge.
Unit 202 Introduction to Clinic Services and Business Awareness for Complementary Therapies

Outcome 1 Know how to offer complementary therapies within a business environment

Underpinning knowledge
The candidate can:
1. describe the different complementary therapy business models
2. identify the resources needed to offer well-known therapies
3. state the requirements of an environment where complementary therapies are offered
4. describe the methods of promotion and marketing complementary therapy services

Range

Complementary therapy business models
Self-employed, mobile, working from home, renting a room, owning own clinic, working with the NHS, voluntary, charitable, employed, part time, full time, partnership.

Resources
Tools, equipment, products, consumables.

Environment
Appropriate size and location, appropriate lighting, ventilation, privacy, warmth, suitable music and volume, pleasant aroma, decor, storage, laundry facilities, waiting/reception area.

Methods of promotion and marketing
Business cards, leaflets, price list, website, logo, press release, gift vouchers, advertising, referrals, word of mouth, promotional materials, endorsement, networking, client feedback questionnaires, branding and logo, client incentives, presentations and demonstrations.
Unit 202  
Introduction to Clinic Services and Business Awareness for Complementary Therapies

Outcome 2  Know how a complementary therapy business operates

Underpinning knowledge
The candidate can:
1. state the well-known services or products available
2. describe a client appointment system
3. describe ways of ensuring client loyalty to the business

Range

Products
Carrier oils, emulsions (cream and lotion), essential oils, pre-blended oils, talc free powder.

Services

Complementary therapies (CAM disciplines)
Ayurveda, Acupuncture, Alexander Technique, Aromatherapy, Bach Flower Remedies, Body work (traditional massage therapies) Bowen Technique, Chiropractic, Healing (spiritual and natural), Counselling, Herbalism, Homeopathy, Hypnotherapy, Iridology, Kinesiology, Manual Lymph Drainage (Vodder), Neurolinguistic Programming (NLP), Neuroskeletal Re-alignment Therapy, Osteopathy, Physiotherapy, Reiki, Remedial and Therapeutic Massage (deep tissue), Reflexology, Therapeutic Touch, Shiatsu, Traditional Chinese Medicine, Yoga.

Client appointment system
Client name and contact details, day, date, treatment, therapist, time allocation.

Client loyalty
Client loyalty card, treatment packages, special offers, client incentives, high standard of service, re-booking.
Unit 202  Introduction to Clinic Services and Business Awareness for Complementary Therapies

Outcome 3  Know the key aspects of employment as a complementary therapist

Underpinning knowledge
The candidate can:
1. list the range of **employment opportunities** in the complementary therapy industry
2. state **relevant legislation** with regards to running a business
3. state the **insurance** requirements for employment and self-employment

Range

Employment opportunities
Self-employed: mobile, working from home, renting a room, owning a clinic, working with the NHS, voluntary (charitable). Employed: spas, salons, clinics, hotels, cruises, agency work, education part time full time, fitness centres.

Relevant legislation
Employment law to include the following: Equal Opportunities (Race Relations Act, Age Discrimination Act, The Disability Discrimination Act, Sex Discrimination Act, Working Time Directive, Minimum Wage), written terms and conditions, The Sale and Supply of Goods Act, Data Protection Act, Trade Description Act, Common by-laws, Health and Safety at Work, COSHH.

Health & Safety legislation
Data Protection Act; Health and Safety at Work Act; Equal Opportunities (Disability Discrimination Act, Race Relations Act, Sex Discrimination Act); Working Time Directive; Minimum Wage; Supply of Goods and Services Act; Trade Description Act; Consumer Protection Act; The Control of Substances Hazardous to Health Regulations (COSHH); The Personal Protective Equipment at Work Regulations; Cosmetic Products (Safety) Regulations 2004; The Electricity at Work Regulations; Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR); Massage and Special Treatments Licensing Act and Regulations; local legislation; common by-laws; licensing laws for complementary therapies, Employers Liability Act; Equality Act.

Insurance
Public liability, product and treatment liability, employer's liability, car insurance, contents insurance, personal accident, health insurance, building insurance, insurance as a mobile therapist.
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies

Level: 2

Credit value: 16

Unit aim
The knowledge acquired by the learner will enable them to understand and explain all the systems of the body and their diseases and disorders.

Entry requirements
Learners undertaking this unit should have some experience of studying science or biology to Level 2.

Learning outcomes
There are ten outcomes to this unit. The candidate will:
1. know the organisation of the body
2. know the structure, function and pathologies of the skin, hair and nails
3. know the structure, function and pathologies of the skeletal system
4. know the structure, function and pathologies of the muscular system
5. know the structure, function and pathologies of the nervous system
6. know the structure, function and pathologies of the endocrine system
7. know the structure, function and pathologies of the respiratory system
8. know the structure, function and pathologies of the cardiovascular system
9. know the structure, function and pathologies of the lymphatic system
10. know the structure, function and pathologies of the other systems of the body

Guided learning hours
It is recommended that 90 guided learning hours are allocated for this unit. This may be on a full or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH4, CNH7 and CNH11.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
- Level 2 Diploma in Complementary Therapies
- Level 2 Diploma in Basic Aromatherapy Techniques
- Level 2 Diploma in Basic Massage Techniques
- Level 2 Diploma in Basic Reflexology Techniques
- Level 2 Certificate in Anatomy and Physiology for Complementary Therapies
**Functional Skills**
This unit contributes towards the functional skills in the following areas:
- English Level 2

**Assessment**
This unit will be assessed by:
- An online multiple choice examination, on City & Guilds online assessment system (e-volve)
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies

Outcome 1  Know the organisation of the body

Underpinning knowledge
The candidate can:
1  state the anatomical regions of the body
2  describe the directional terms of the body
3  describe the basic chemical organisation of the body
4  describe the basic structure of a cell
5  state the major tissue types and their location

Range

Anatomical regions of the body
Cephalic: head, cervical: neck, cranial: skull, cubital: elbow or forearm, cutaneous: skin, frontal: forehead, lower leg, palmar, plantar, popliteal

Directional terms of the body
Superior, inferior, medial, lateral, anterior, ventral, posterior, dorsal

Basic chemical organisation of the body
• Simple chemicals eg oxygen, carbon dioxide
• Nutrient chemicals eg carbohydrates (starch, sugar, cellulose, glycogen); lipids (fats, oils); proteins
• Minerals eg sodium, potassium, calcium, phosphorus, chloride, iron, iodine
• Vitamins eg A, B complex, C, D, E and K
• Free radicals, antioxidants, essential fatty acids (EFAs)
• Fibre
• Water

Basic structure of a cell
Membrane, nucleus, cytoplasm: vacuoles, vesicles, organelles
Structural components (cell membrane, nucleus, nucleolus, cytoplasm, vacuoles, vesicles, centrosome, organelles, golgi, lysosome, ribosome, mitochondria, endoplasmic reticulum).

Major tissue types and their location
• Epithelial tissue: protective, secretory
• Connective tissue: connective
• Blood: specialised connective tissue
• Muscular tissue: contractibility
• Nervous tissue: communication
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies

Outcome 2  Know the structure, function and pathologies of the skin, hair and nails

Underpinning knowledge
The candidate can:
1  describe the **structure and functions of the skin**
2  state the **skin types** and the **factors that affect the skin**
3  describe the **structure and function of the hair**
4  describe the **structure and function of the nail**
5  describe **diseases and disorders of the skin, hair and nails**

Range

Structure of the skin
Main layers:
- epidermis
- dermis
- subcutaneous

Epidermis layers/structures:
- horny – stratum corneum
- clear – stratum lucidum
- granular – stratum granulosum
- prickle cell – stratum spinosum
- basal cell – stratum germinativum

Dermis layers/structures:
- papillary layer
- reticular layer
- subcutaneous layer
- hair in follicle
- arrector pili muscle
- eccrine and apocrine sweat glands and duct
- sebaceous gland and sebum
- blood and lymph capillary network
- sensory and motor nerve fibres and endings

Subcutaneous:
- adipose tissue

Functions of the skin
- Sensation: temperature, touch, pressure pain
- Heat regulation: sweating, vasoconstriction, vasodilatation
- Absorption
- Protection
- Excretion
• Secretion
• Vitamin production (vitamin D generation)

**Skin types**
Dry, oily, combination, sensitive, balanced

**Factors affecting the skin**
Internal, external, (age, diet, smoking, alcohol, ultra-violet, stress, climate)

**Structure and function of the hair**
The basic classes of hair and where they are found:
- vellus hair
- terminal hair
- lanugo hair

The hair in the skin:
- blood supply of hair papilla, artery, vein, capillary loop
- hair bulb
- dermal papilla

The structure of the hair shaft:
- hair cuticle
- cortex
- medulla

The function of hair:
- protection
- insulation
- redirection/evaporation of sweat

**Hair growth cycle**
Anagen, catagen, telogen

**Structure of the nails**
Onyx = nail, nail bed, hyponychium, eponychium, perionychium, mantle or proximal nail fold, lateral nail fold, nail grooves, matrix, lunula, cuticle, nail plate, free edge

**Function of the nails**
Protection of extra sensitive areas of fingers and toes, assisting fingers to grasp objects

**Diseases and disorders of the skin**
Bacterial infections:
- Impetigo
- Conjunctivitis
- Hordeolum – stye
- Furuncles – boils
- Carbuncles
- Paronychia – tissue surrounding nails
Viral infections:
- Herpes simplex
- Herpes zoster or shingles
- Verrucae and warts

Infestations:
- Scabies or itch mites
- Pediculosis capitis or head lice
- Pediculosis pubis
- Pediculosis corporis

Fungal diseases:
- Tinea corporis – body ringworm
- Tinea capitis – ringworm of the head
- Tinea pedis – athletes foot

Sebaceous gland disorders:
- Milia
- Comedones – blackheads
- Seborrhoea
- Steatomas, sebaceous cysts or wens
- Acne vulgaris
- Acne rosacea

Suderiferous (sweat) gland disorders:
- Bromidrosis/osmidrosis
- Anhidrosis
- Hyperhidrosis
- Miliaria rubra (prickly heat)

Pigmentation disorders:
- Ephilides – freckles
- Lentigines
- Vitiligo
- Albinism
- Vascular naevi
- Erythema
- Dilated capillaries

Skin disorders involved abnormal growth:
- Psoriasis
- Seborrheic or senile warts
- Verrucae filiformis and skin tags
- Keloids

Malignant tumours:
- Squamous cell carcinomas or prickle-cell cancers
- Basal cell carcinomas or rodent ulcers
- Melanoama

Allergies:
- Dermatitis
- Eczema
- Urticaria – nettle rash or hives
Diseases and disorders of the nails
Hang nail – dry, split cuticle or skin at nail groove
Leukonychia – white nails or white spots
Longitudinal furrows
Onychophagy – nail biting
Onycholysis – separation of the nail from the nail bed
Paronychia – bacterial infection of the cuticle
Tinea unguium – ringworm of the nail
Onychocryptosis – ingrowing nail
Onychorrhexis – transverse and longitudinal splitting and peeling
Pterygium – overgrowth of cuticle
Severely bruised nail
**Unit 203**

**Knowledge of Anatomy and Physiology for Complementary Therapies**

**Outcome 3**

Know the structure, function and pathologies of the skeletal system

**Underpinning knowledge**

The candidate can:

1. describe the **structure and functions of the skeleton**
2. state the **bones of the head, neck, upper limbs, hands, lower limbs and feet**
3. identify the **arches of the foot**
4. state the **types of joint**
5. state the **range of joint movements**
6. describe the **diseases and disorders of the skeletal system**

**Range**

**Structure of the skeleton**  
Bones of the head, spine, torso, upper limbs, hands, lower limbs, feet

**Function of the skeleton**  
Shape, attachment for skeletal muscles and leverage, support, protection of internal organs, production of blood cells, storage of calcium, bones of the head protect brain and provide facial structure, vertebra column encloses and protects spinal column, provides support to upper body

**Bones of the head, neck, upper limbs, hands, lower limbs and feet**

Bones of the head:
- frontal
- parietal
- temporal
- occipital
- sphenoid
- ethmoid
- nasal
- zygomatic
- maxillae
- mandible
- the four sinuses of the head- frontal, ethmoidal, sphenoidal and maxillary

Bones of the spine:
- cervical vertebrae: atlas, axis
- thoracic vertebrae
- lumbar vertebrae
- sacral vertebrae
- coccygeal vertebrae
- intervertebral discs
Bones of the torso:
- ribs
- sternum
- function of the thoracic cage
- clavicle
- scapula
- pelvic girdle: ilium, ischium, pubis

Bones of the upper limbs (arms):
- humerus
- radius
- ulna

Bones of the hands:
- carpals
- metacarpals
- phalanges

Bones of the lower limbs (legs):
- femur
- patella
- tibia
- fibula

Bones of the feet:
- tarsals
- metatarsals
- phalanges

**Arches of the foot**
- medial longitudinal
- lateral longitudinal (anterior/posterior)
- transverse

**Types of joint**
Fixed: fibrous
Semi-moveable: cartilaginous
Freely moveable: synovial

**Range of joint movement**
Flexion, extension, circumduction, pronation, supination, dorsiflexion, plantar flexion, eversion, inversion

**Diseases and disorders of the skeletal system**
Osteoarthritis, bunions, hammer toes, arthritis, bursitis
Unit 203  Anatomy and Physiology for Complementary Therapies

Outcome 4  Know the structure, function and pathologies of the muscular system

Underpinning knowledge
The candidate can:
1. identify the location of the muscles of the head, face, neck, shoulders, arms, hands, lower leg and foot
2. describe the actions of the muscles of the head, face, neck, shoulders, arms, hands, lower leg and foot
3. state the different types of muscle contraction
4. describe the diseases and disorders of the muscular system

Range

Muscles of the head and face
- frontalis
- occipitalis
- temporalis
- corrugator
- orbicularis oculi
- risorius
- buccinators
- mentalis
- masseter
- platysma
- Sternocleido-mastoid
- zygomaticus
- orbicularis oris

Muscles of the neck
Platysma, sternocleidomastoid

Muscles of the shoulder, arm and hand
- deltoid
- biceps
- triceps
- extensor of wrist
- flexor of wrist
- thenar eminence

Muscles of the thorax
- pectoralis major
- trapezius
Muscles of the lower leg and foot
- gastrocnemius
- soleus
- tibialis anterior
- digitorum longus – extensor and flexor of foot
- hallucis longus – extensor and flexor of foot

Types of muscle contraction
- Isotonic: concentric & eccentric
- Isometric

Diseases and disorders of the muscular system
- Cramp
- RSI (repetitive strain injury) and inflammatory variants
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies
Outcome 5  Know the structure, function and pathologies of the nervous system

Underpinning knowledge
The candidate can:
1  state the **structure and function of the nervous system**
2  describe the **diseases and disorders of the nervous system**

Range

**Structure of the nervous system**
- the central nervous system (CNS): brain & spinal cord
- the peripheral nervous system (PNS)
- the autonomic nervous system (ANS) – sympathetic and parasympathetic
- the types of neurone:
  - sensory (afferent)
  - motor (efferent)
  - association or interneurone
- the basic structure of a motor neurone:
  - cell body
  - dendrites
  - axon
  - myelin sheath: Schwann cell
- structures of the brain:
  - meninges
  - cerebrum
  - thalamus
  - hypothalamus
  - cerebellum
  - brain stem

**Function of the nervous system**
- to detect process and respond to stimuli

**Diseases and disorders of the nervous system**
- bell's palsy
- epilepsy
- multiple sclerosis (MS)
- sciatica
- migraine
Unit 203  Anatomy and Physiology for Complementary Therapies

Outcome 6  Know the structure, function and pathologies of the endocrine system

Underpinning knowledge

The candidate can:
1  state the **functions of the endocrine system**
2  state the position and function of the **endocrine glands**
3  describe the **diseases and disorders of the endocrine system**

Range

**Functions of the endocrine system**
- ductless: hormone secretion directly into the blood stream
- maintenance of homeostasis
- controlling effect on body’s functions

**Endocrine glands**
- hypothalamus; pituitary
- pineal
- thyroid
- parathyroids
- thymus
- pancreas
- adrenals
- gonads (ovaries and testes)

**Diseases and disorders of the endocrine system**
- Thyroidism (hyper and hypo)
- Diabetes
- Addison’s syndrome, amenorrhoea, diabetes mellitus/insipidus
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies

Outcome 7  Know the structure, function and pathologies of the respiratory system

Underpinning knowledge
The candidate can:
1  state the **structure and functions** of the respiratory system
2  state the **difference between** internal and external respirations
3  describe the **diseases and disorders** of the respiratory system

Range

Structure of the respiratory system
- mouth
- nose
- pharynx
- larynx
- epiglottis
- trachea
- primary bronchii (right & left)
- bronchioles
- lungs
- alveoli
- pulmonary capillary network
- diaphragm, intercostals muscles, pleura

Functions of the respiratory system
- supply the blood with oxygen
- excrete carbon dioxide
- gaseous exchange

Difference between internal and external respirations
- inspiration
- expiration

Diseases and disorders of the respiratory system
- asthma
- bronchitis
Unit 203  Knowledge of Anatomy and Physiology for Complementary Therapies

Outcome 8  Know the structure, function and pathologies of the cardiovascular system

Underpinning knowledge
The candidate can:
1  state the structure and functions of the cardiovascular system
2  state the composition and functions of the blood
3  state the primary vessels in the head, face, neck, hand, wrist, forearm, foot, ankle and lower leg
4  describe the diseases and disorders of the cardiovascular system

Range

Structure of the cardiovascular system
•  the heart
•  the blood:
  •  red blood cells – erythrocytes
  •  white blood cells – leucocytes
  •  platelets – thrombocytes
  •  the blood vessels
  •  arteries
  •  veins
  •  capillaries

Function of the cardiovascular system
Heart to pump blood, blood vessels to transport blood throughout the body
Transport – oxygen, carbon dioxide, waste products, hormones, enzymes, blood cells, nutrients, protection – clotting, fight infection, regulation of body temperature

Composition of the blood
•  Plasma – aqueous liquid
•  Platelets
•  Blood cells:
  •  Red blood cells – Erythocytes
  •  White blood cells – Leukocytes
    •  Granulocytes – neutrophils – basophils – eosinophils
    •  Agranulocytes – lymphocytes – monocytes – macrophages
Functions of the blood
- transports oxygen from the lungs to the cells of the body
- transports carbon dioxide from the cells to the lungs
- transports waste products from the cells to the kidneys, lungs
- transports hormones from the endocrine glands to the cells
- transports enzymes to the appropriate cells
- helps in the regulation of body temperature
- prevents fluid loss through its clotting mechanism
- transports white corpuscles to the source of infection
- transports nutrients from the digestive tract to the cells of the body

Primary vessels
Head, face and neck:
- common carotid (external/internal)
- jugular vein (external/internal)
Hand, wrist and forearm:
- radial artery
- ulnar artery
- Brachial artery
- cephalic vein
- basilica vein
Foot, ankle and lower leg:
- tibial artery (anterior/posterior)
- saphenous vein

Diseases and disorders of the cardiovascular system
- deep vein thrombosis (DVT)
- blood pressure (hypertension/hypotension
- varicose veins
- phlebitis
Unit 203

Anatomy and Physiology for Complementary Therapies

Outcome 9
Know the structure, function and pathologies of the lymphatic system

Underpinning knowledge
The candidate can:
1 state the function of the lymphatic system
2 state the structure of the lymphatic system
3 state the location of the major lymphatic nodes in the head, face, neck, hand, wrist, forearm, foot, ankle and lower leg
4 describe the diseases and disorders of the lymphatic system

Range

Function of the lymphatic system
- carry excess fluid and foreign particles from the body tissues and cells
- transport fats from the digestive tract to the blood: chyle
- produce lymphocytes to deal with waste and toxins
- develop antibodies to defend the body against infection

Structure of the lymphatic system
- lymphatic capillaries
- lymphatic vessels
- lymphatic nodes (glands)
- lymphatic ducts
- lymphoid tissue (including tonsils, appendix)

Location of the major lymphatic nodes
- nodes in the body:
  - facial/buccal group
  - submandibular group
  - anterior / auricular (mastoid group)
  - occipital group
  - posterior auricular (parotid group)
  - cervical group (superficial/deep)
  - axillary
  - supratrochlear
  - popliteal
Diseases and disorders of the lymphatic system

- cancer: metastases
- fever
- HIV (and AIDS)
- lymphoedema
- mastitis
- rheumatoid arthritis
- cellulitis
Anatomy and Physiology for Complementary Therapies

Outcome 10  Know the structure, function and pathologies of the other systems of the body

Underpinning knowledge

The candidate can:
1. state the structure and function of the digestive system
2. describe the diseases and disorders of the digestive system
3. state the structure and function of the urinary system
4. describe the diseases and disorders of the urinary system
5. state the structure and function of the reproductive system
6. describe the diseases and disorders of the reproductive system

Range

Structure of the digestive system
Digestive tract:
- mouth
- pharynx
- oesophagus
- stomach
- small intestine
- large intestine, rectum
- pancreas
- liver - gallbladder
- biliary
- teeth
- tongue
- salivary glands
- anus
- epiglottis

Function of the digestive system
To break down, absorb and eliminate food substances – ingestion; mechanical and chemical breakdown of food; digestion, absorption of nutrients, defecation

Diseases and disorders of the digestive system
Halitosis, heart burn: acid reflux, indigestion (dyspepsia), hepatitis, gall stones, constipation, diarrhoea, irritable bowel syndrome (IBS), flatulence
Structure of the urinary system
Urinary tract:
- kidneys
- ureters
- bladder
- urethra

Functions of the urinary system
- the need to balance fluid intake with fluid output
- regulation of blood pressure
- Filtration; re-absorption; secretion

Diseases and disorders of the urinary system
Cystitis, kidney and bladder stones

Structure of the reproductive system
Female reproductive tract:
- ovary
- fallopian tubes
- uterus
- cervix
- vagina
Male reproductive tract:
- testes
- scrotal sac
- prostate
- urethra
- penis
- epididymis

Function of the reproductive system
Production of sperm & ova

Diseases and disorders of the reproductive system
Polycystic ovarian syndrome (PCOS), menstrual problems (amenorrhoea, dysmenorrhoea, premenstrual syndrome) endometriosis, PID
Unit 204  Provide Basic Massage Therapy Techniques for Complementary Therapies

Level:  2

Credit Value:  14

Unit Aims
The aim of this unit is to enable the candidate to specify the principles and practice of basic massage techniques used primarily for relaxation and well-being in a safe and effective manner.

The definition of basic massage technique includes massage of the head, face, scalp, lower leg and foot, arms and hands using a selected range of massage mediums.

Medical guidance is necessary before performing treatments on clients with medical contra-indications or conditions. This qualification is not considered acceptable for professional practice by the industry but will allow for career progression to certificated massage courses and full professional Level 3 Diploma courses.

It is recommended that learners have completed or have made arrangements to attend a first aid course.

Learning outcomes
There are two outcomes to this unit. The candidate will:
1  be able to prepare for basic massage therapy techniques
2  be able to provide basic massage therapy techniques

Guided learning hours
It is recommended that 80 hours should be allocated for this unit. This may be on a full time or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH1, CNH2, and CNH7.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
•  Level 2 Diploma in Complementary Therapies
•  Level 2 Diploma in Basic Massage Techniques
**Functional Skills**
This unit contributes towards the functional skills in the following areas:
- English Level 1 and 2

**Assessment**
This unit will be assessed by:
- An assignment covering practical skills and underpinning knowledge
Unit 204  Provide Basic Massage Therapy Techniques for Complementary Therapies

Outcome 1  Be able to prepare for basic massage therapy techniques

Practical skills
The candidate can:
1. prepare self, client and work area for treatment in accordance with current legislation and working practice requirements
2. consult with client to confirm their treatment objectives
3. explain basic treatment techniques
4. provide clear and suitable treatment recommendations to the client taking into account any influencing factors
5. select materials and equipment for treatment

Underpinning knowledge
The candidate can:
1. describe appropriate characteristics of a basic massage therapy treatment environment
2. describe factors that need to be considered for a basic massage therapy techniques treatment
3. describe the objectives and possible benefits of basic massage therapy techniques
4. describe contra-indications that may prevent or restrict basic massage therapy treatment
5. state the importance of referring a client to a healthcare practitioner if necessary
6. describe the employer’s and employee’s health, safety and security responsibilities

Range

Prepare self, client and work area
Behave in a professional manner throughout treatment, position of self/client throughout the basic massage therapy to ensure privacy, comfort and well-being. PPE, health & safety in accordance with current legislation

Consult
Basic medical and lifestyle history taking an evaluation of the client, checking for contra-indications and cautions and assessing the clients’ needs, treatment objectives. Agree a confidential treatment plan, client consent to treatment, client’s signature and date, record outcomes.

Basic treatment techniques
Hygiene procedures, responding to client’s questions, reassurance and basic massage techniques

Factors
General health, medication, client lifestyle, client expectations, contra-indications, cautions, time, personal, cultural and social situations, age, skin conditions, skin type and allergies, stress levels, common postural faults (lordosis, kyphosis, scoliosis)
**Materials and equipment**
Treatment couch, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitisers, cotton wool, tissues, massage media, supports and towels

**Characteristics**
Appropriate lighting, ventilation, privacy, warmth, suitable music and volume, pleasant aroma taking into account all current legislation

**Objectives and possible benefits**
Relaxation, calming, energising, warming, stimulating, invigorating, reduce symptoms of stress, improved sense of well-being, reduced muscle tension, postural improvement, maintain health, enhances lymphatic drainage, restore balance in the body, stimulates the immune system, increases the oxygen/nutrient supply to the tissues by increasing the blood circulation, helps reduces nervous tension

**Absolute contra-indications**
Skeletal diseases/disorders, stroke, severe headaches/migraine, under the influence of alcohol or drugs, skin diseases/disorders, respiratory disorders (TB, pneumonia, bronchitis), cardiovascular conditions, muscular diseases/disorders, nervous diseases/disorders, diabetes, epilepsy, skin cancer and cancerous tumours, areas receiving radiotherapy, chemotherapy, HIV. During severe headaches/migraine

**Cautions/Restrict (under supervision)**
Under medical supervision, prescribed medication, mild muscular strains, fibrositis, diabetes (non-insulin dependant), thin skin, asthma, high or low blood pressure (controlled by medication), allergies, cuts, bruises and abrasions, recent scar tissue, following a heavy meal.

**Client referral**
Follow referral procedures for contraindications, referral to other healthcare professionals (GP, other CAM therapists, counsellor, nursing team or social care team).

**Employer’s and employee’s health, safety and security responsibilities**
Safe working equipment, safe working environment, PPE, follow security procedures
Unit 204  Provide Basic Massage Therapy Techniques for Complementary Therapies

Outcome 2  Be able to provide basic massage therapy techniques

Practical skills
The candidate can:
1  communicate and behave in a professional manner
2  position self and client for the treatment to ensure privacy, comfort and well-being
3  use safe and hygienic working methods
4  carry out a visual analysis of the areas to be treated
5  use and adapt basic massage therapy techniques using materials and equipment correctly and safely to meet the needs of the client
6  during treatment locate underlying body structures
7  record treatment details and client feedback
8  provide suitable aftercare and homecare advice

Underpinning knowledge
The candidate can:
1  describe the principle of basic massage techniques
2  state how the basic massage techniques can be adapted to suit the individual characteristics of a client
3  state the uses of different media
4  describe the contra-actions that may result from basic massage treatment
5  state the aftercare and homecare advice that should be provided following the treatment
6  describe safe and hygienic working methods
7  describe safe handling and use of products, materials, tools and equipment
8  describe the importance of the correct maintenance and storage of products, materials, tools and equipment

Range

Communicate
Verbal, language, tone of voice, use of open/closed questions; non-verbal, active listening techniques, body language, eye contact facial expressions.

Position self and client for treatment
Self – standing posture – feet/hips even weight couch at correct working height (correct posture – walk/lunge/stride stance) working methods to avoid RSI
Client – modesty, towel positioning, supports (head, legs, arms, face) enhance benefit of treatment, prevent injury, maintain client comfort and relaxation
**Working methods**
Safe working methods, hygienic working methods, ethical practice, therapist posture, client preparation, COSHH, RIDDOR, identify risks/hazards
Health & safety legislation, professional codes of conduct

**Visual analysis**
Observation of physical characteristics, identify local contraindications, body shape (endomorph, ectomorph, mesomorph)

**Basic massage therapy techniques**
Warm up and closing relaxation techniques:
Effleurage, petrissage, Tapotement, frictions, vibrations, passive joint movement
Kneading, picking up, wringing, knuckling, skin rolling

**Select appropriate equipment and materials**
Treatment couch, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitiser, cotton wool, tissues, massage media, supports and towels

**Underlying body structures**
Muscles in area being treated, bones in area being treated, postural faults (kyphosis, lordosis, scoliosis).

**Treatment details – client feedback**
Meet client objectives, clients expectations, modification to treatment (pressure, product, techniques, modification to lifestyle patterns, healthy eating, physical/emotional response to treatment, client progression and future treatments.

**Aftercare and homecare advice**
No alcohol or caffeine for 12-24 hours, rest, advise light food, gradual increase of water intake, explain healing reactions and suggest further treatments lifestyle changes, relaxation/stress management techniques, healthy eating, avoid heavy meal, avoid strenuous activity/heat treatments, if driving open window.

**Individual characteristics**
Age, adipose tissue, muscle tone, sensitivity, skin type/condition

**Media**
Almond oil, grape seed oil, fractionated coconut oil, evening primrose, cream lotion, gels, powder

**Contra-actions Positive and Negative**
Heightened emotions, headache, muscle ache, nausea, increased urination, allergy to massage medium; feelings of tiredness, thirst, increased feeling of well-being, relief from muscle tension, increased urination/bowel movement, change in sleep patterns. Light-headedness, feeling faint

**Safe handling, maintenance and storage**
Manufacturer’s instructions, safe and correct storage according to manufacturer’s instructions and current legislation
Unit 205  Provide Basic Aromatherapy Techniques Using Pre-Blended Oils

Level: 2

Credit value: 14

Unit aims
The aim of this unit is to enable the candidate to specify the principles and practice of basic aromatherapy techniques using pre-blended oils used primarily for relaxation and well-being in a safe and effective manner.

The definition of basic aromatherapy techniques include massage of the head, face, scalp, lower leg and foot, arms and hands using a selected range of pre-blended essential oils and fixed carrier oils.

Medical guidance is necessary before performing treatments on clients with medical contraindications or conditions. This qualification is not considered acceptable for professional practice by the industry but will allow for career progression to certificated aromatherapy courses and full professional Level 3 Diploma courses.

It is recommended that learners have completed or have made arrangements to attend a first aid course.

Learning outcomes
There are two outcomes to this unit. The candidate will:
1. be able to prepare for basic aromatherapy techniques using pre-blended oils
2. be able to provide basic aromatherapy techniques

Guided learning hours
It is recommended that 80 hours should be allocated for this unit. This may be on a full time or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH1, CNH2 and CNH4.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
- Level 2 Diploma in Complementary Therapies
- Level 2 Diploma in Basic Aromatherapy Techniques
Functional Skills
This unit contributes towards the functional skills in the following areas:
- English Level 1 and 2

Assessment
This unit will be assessed by:
- An assignment covering practical skills and underpinning knowledge
Unit 205  Provide Basic Aromatherapy Techniques
Outcome 1  Be able to prepare for basic aromatherapy techniques using pre-blended oils

Practical skills
The candidate can:
1 prepare self, client and work area for treatment in accordance with current legislation and working practice requirements
2 consult with client to confirm their treatment objectives
3 explain basic treatment techniques to the client
4 provide clear and suitable treatment recommendations to the client taking into account any influencing factors
5 select materials, pre-blended oils and equipment for the treatment

Underpinning knowledge
The candidate can:
1 describe appropriate characteristics of a basic aromatherapy treatment environment
2 describe factors that need to be considered for a basic aromatherapy treatment
3 describe the objectives and possible benefits of basic aromatherapy techniques
4 describe contra-indications that may prevent or restrict basic aromatherapy treatment
5 state the importance of referring the client to a healthcare practitioner if necessary
6 describe the employer’s and employee’s health, safety and security responsibilities

Range

Prepare self, client and work area
Behave in a professional manner throughout treatment, position of self/client throughout the basic aromatherapy to ensure privacy, comfort and well-being, PPE follow health & safety in accordance with current legislation

Consult
Basic medical and lifestyle history taking an evaluation of the client, checking for contra-indications and cautions and assessing the clients’ needs, treatment objectives. Agree a confidential treatment plan, client consent to treatment, client’s signature and date, record outcomes.

Basic treatment techniques
Hygiene procedures, responding to client’s questions, reassurance and basic aromatherapy techniques

Factors
Results of patch test, clients preference, selected essential oils and fixed carrier oils to be used, general health, medication, client lifestyle, client expectations, contra-indications, cautions, time, personal, cultural and social situations, age, skin conditions, skin type and allergies

Select appropriate equipment, materials and products
Treatment couch, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitiser, cotton wool, tissues, selected essential oils, selected fixed carrier oils, blending measure, supports, and towels, pre-blended oils
**Characteristics**
Appropriate lighting, ventilation, privacy, warmth, suitable music and volume, pleasant aroma, taking into account all current legislation.

**Objectives and possible benefits**
Relaxation, calming, energising, stimulating, warming and reduce symptoms of stress, improved sense of well-being, reduced muscle tension, postural improvement, maintain health, rejuvenates, refreshes the mind and body, enhances lymphatic drainage, restore balance in the body, stimulates the immune system, increases the oxygen/nutrient supply to the tissues by increasing the blood circulation, helps reduces nervous tension, digestive/menstrual problems, sleeping disorders, flu or cold symptoms.

**Absolute contra-indications**
Skeletal diseases/disorders, stroke, severe headaches/migraine, under the influence of alcohol or drugs, skin diseases/disorders, respiratory disorders (TB, pneumonia, bronchitis), cardiovascular conditions, muscular diseases/disorders, nervous diseases/disorders, diabetes, epilepsy, skin cancer and cancerous tumours, areas receiving radiotherapy, chemotherapy, HIV. During severe headaches/migraine

**Cautions/Restrict (under supervision)**
Under medical supervision, prescribed medication, mild muscular strains, fibrositis, diabetes (non-insulin dependant), thin skin, asthma, high or low blood pressure (controlled by medication), allergies, cuts, bruises and abrasions, recent scar tissue, following a heavy meal.

**Client referral**
Follow referral procedures for contraindications, referral to other healthcare professionals (GP, other CAM therapists, counsellor, nursing team or social care team)

**Employer’s and employee’s health, safety and security responsibilities**
Safe working equipment, safe working environment, PPE, COSHH, follow security procedures
Unit 205 Provide Basic Aromatherapy Techniques
Outcome 2 Be able to provide basic aromatherapy techniques

Practical skills
The candidate can:
1. communicate and behave in a professional manner
2. position self and client for the treatment to ensure privacy, comfort and well-being
3. use safe and hygienic working methods
4. carry out a visual analysis of areas to be treated
5. use and adapt basic aromatherapy techniques using materials and equipment correctly and safely to meet the needs of the client
6. record treatment details and client feedback
7. provide suitable aftercare and homecare advice in line with current legislation

Underpinning knowledge
The candidate can:
1. describe the principles of basic aromatherapy techniques
2. state the uses, application and origin of 12 essences and 5 fixed carrier oils
3. state how the basic aromatherapy techniques can be adapted to suit the individual characteristics of a client
4. describe the contra-actions that may result from basic aromatherapy treatment
5. state the aftercare and homecare advice that should be provided following the treatment in line with current legislation
6. describe safe and hygienic working methods
7. describe safe handling and use of products, materials, tools and equipment
8. describe the importance of the correct maintenance and storage of products, materials, tools and equipment

Range

Communicate
Verbal, language, tone of voice, use of open/closed questions; non-verbal, active listening techniques, body language, eye contact, facial expressions

Position of self, client for treatment
Self – standing posture – feet/hips even weight, couch at correct working height correct posture – walk/lunge/stride stance) working methods to avoid RSI.
Client – modesty, towel positioning, supports (head, legs, arms, face) enhance benefit of treatment, prevent injury, maintain client comfort and relaxation.

Working methods
Safe working methods, hygienic working methods, ethical practice, therapist posture, client preparation, COSHH, identify risks/hazards
Healthy & safety legislation, professional codes of conduct.

Visual analysis
Observation of physical characteristics, identify local contraindications, skin disease or disorders.
Basic aromatherapy techniques
Warm up and closing relaxation techniques:
Effleurage, petrissage, frictions, vibrations, passive joint movement
Lymphatic drainage, pressure points

Select appropriate equipment and materials
Treatment couch, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitiser, cotton wool, tissues, selected essential oils, selected fixed carrier oils, blending measure, support, and towels

Treatment details – client feedback
Meet client objectives, client’s expectations, modification to treatment (pressure, product, techniques, modification to lifestyle patterns, healthy eating, physical/emotional response to treatment, client progression and future treatments

Aftercare and homecare advice
No alcohol or caffeine for 12-24 hours, rest, advise light food, gradual increase of water intake, explain healing reactions, avoid heat and UV exposure and suggest further treatments, lifestyle changes, relaxation/stress management techniques, healthy eating, avoid strenuous activity/heat treatments, if driving open window, basic/simple skin care routine, leaves oils on skin and hair.

Selected essential oils (1%)
Lavender, sweet orange, geranium, grapefruit, frankincense, black pepper, ylang ylang, bergamot, cabbage rose, sandalwood, roman chamomile, eucalyptus globulus

Selected fixed carrier oils
Sweet almond, grape seed, jojoba, fractionated coconut, evening primrose

Individual characteristics
Age, adipose tissue, muscle tone, sensitivity, skin type/condition

Contra-actions Positive and Negative
Heightened emotions, headache, muscle ache, nausea, increased urination, changes to bowel movement, allergy to medium; feelings of tiredness, thirst, increased feeling of well-being, relief from muscle tension, increased urination/bowel movement, change in sleep patterns, light-headedness, feeling faint
Unit 206  Provide Basic Reflexology Techniques

Level:  2

Credit value:  14

Unit aims
The aim of this unit is to enable the candidate to specify the principles and practice of basic reflexology techniques used primarily for relaxation and well-being in a safe and effective manner.

The definition of basic reflexology technique includes warm up/relaxation massage, zone walking, closing/relaxation techniques, including application of a suitable medium.

Medical guidance is necessary before performing treatments on clients with medical contra-indications or conditions. This qualification is not considered acceptable for professional practice by the industry but will allow for career progression to certificated reflexology courses and full professional Level 3 Diploma courses.

It is recommended that learners have completed or have made arrangements to attend a first aid course.

Learning outcomes
There are two outcomes to this unit. The candidate will:
1. be able to prepare for basic reflexology techniques
2. be able to provide basic reflexology techniques

Guided learning hours
It is recommended that 80 hours should be allocated for this unit. This may be on a full time or part time basis.

Details of the relationship between the unit and relevant national occupational standards
The unit is linked to the Skills for Health NOS CNH1, CNH2 and CNH11.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Health SSC.

Connections with other qualifications
This unit contributes towards the knowledge and understanding required for the following qualifications:
- Level 2 Diploma in Complementary Therapies
- Level 2 Diploma in Basic Reflexology Techniques
Functional Skills
This unit contributes towards the functional skills in the following areas:
- English Level 1 and 2

Assessment
This unit will be assessed by:
- An assignment covering practical skills and underpinning knowledge
Unit 206  Provide Basic Reflexology Techniques
Outcome 1  Be able to prepare for basic reflexology techniques

Practical skills
The candidate can:
1. prepare self, client and work area for treatment in accordance with current legislation and working practice requirements
2. consult with client to confirm their treatment objectives
3. explain basic treatment techniques to the client
4. provide clear and suitable treatment recommendations to the client taking into account any influencing factors
5. select materials and equipment for treatment

Underpinning knowledge
The candidate can:
1. describe appropriate characteristics of a basic reflexology treatment environment
2. describe factors that need to be considered for a basic reflexology treatment environment
3. describe the objectives and possible benefits of basic reflexology techniques
4. describe contra-indications that may prevent or restrict basic reflexology treatment
5. state the importance of referring a client to a healthcare practitioner if necessary
6. describe the employer's and employee's health, safety and security responsibilities

Range

Prepare self, client and work area
Behave in a professional manner throughout treatment, position self/client throughout the basic reflexology treatment to ensure privacy, comfort and well-being. PPE, follow health & safety in accordance with current legislation.

Consult
Basic medical and lifestyle history taking and evaluation of the client, checking for contra-indications and cautions and assessing the clients' needs, agree a confidential treatment plan, client consent to treatment, client's signature and date, record outcomes.

Basic treatment techniques
Hygiene procedures, responding to client's questions, reassurance and basic reflexology techniques (relaxation and zone walking), 10 zones longitudinal and transverse, cross reflexes (hip/shoulder, knee/elbow, ankle/wrist), 3 arches (medial/lateral/transverse)

Factors
General health, medication, client lifestyle, client expectations, contra-indications, cautions, time, personal, cultural and social situations, age, skin conditions, skin type, foot conditions and allergies, level of stress, foot posture and bone structure of the feet
Select appropriate equipment and materials
Treatment couch/chair, therapist chair, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitiser, cotton wool, tissues, disposable gloves, massage medium, supports, towels, powder (talc free), massage cream/lotion

Characteristics
Appropriate lighting, ventilation, privacy, warmth, suitable music and volume, pleasant aroma taking into account all current legislation

Objectives and possible benefits
Relaxation, calming, energising, warming, stimulating, invigorating, reduce symptoms of stress; Improves energy flow around the body, balances energy in order to return the body to a balanced mental and physical level, increases circulation, lymphatic system boosted as it helps remove toxins and impurities from the body
Deeply relaxing, relieves/reduces stress levels and tension, soothes and stimulates the nervous system, enable organs to work to their optimum, helps with PMS and menopausal problems, rejuvenate tired aching feet.

Absolute contra-indications
Skeletal diseases/disorders, stroke, severe headaches/migraine, under the influence of alcohol or drugs, skin diseases/disorders, respiratory disorders (TB, pneumonia, bronchitis), cardiovascular conditions, muscular diseases/disorders, nervous diseases/disorders, diabetes, epilepsy, skin cancer and cancerous tumours, areas receiving radiotherapy, chemotherapy, HIV. During severe headaches/migraine

Cautions/Restrict (under supervision)
Under medical supervision, prescribed medication, mild muscular strains, fibrositis, diabetes (non-insulin dependant), thin skin, asthma, high or low blood pressure (controlled by medication), allergies, cuts, bruises and abrasions, recent scar tissue, following a heavy meal.

Client referral
Follow referral procedures for contraindications, referral to other healthcare professionals, (GP, other CAM therapists, counsellor, nursing team or social care team.

Employer’s and employee’s health, safety and security responsibilities
Safe working equipment, safe working environment, PPE, follow security procedures
Unit 206 Provide Basic Reflexology Techniques
Outcome 2 Be able to provide a basic reflexology techniques

Practical skills
The candidate can:
1 communicate and behave in a professional manner
2 position self and client for the treatment to ensure privacy, comfort and well-being
3 use safe and hygienic working methods
4 carry out a visual analysis of the feet
5 use and adapt basic reflexology techniques using materials and equipment correctly and safely to meet the needs of the client
6 during treatment locate zones on the hands and feet
7 record treatment details and client feedback
8 provide suitable aftercare and homecare advice

Underpinning knowledge
The candidate can:
1 describe the principles of basic reflexology techniques
2 state how the basic reflexology techniques can be adapted to suit the individual characteristics of a client
3 describe the contra-actions that may result from basic reflexology treatment
4 state the aftercare and homecare advice that should be provided following the treatment
5 describe safe and hygienic working methods
6 describe safe handling and use of products, materials, tools and equipment
7 describe the importance of the correct maintenance and storage of products, materials, tools and equipment

Range

Communicate
Verbal, language, tone of voice, open/closed questions; non-verbal, active listening techniques, body language, eye contact, facial expressions.

Position self and client for treatment
Self – sitting posture, feet set apart, straight back, couch at correct working height, working methods to avoid RSI
Client – modesty, towel positioning, supports (lower back/knees and ankles) enhance benefit of treatment, prevent injury, maintain client comfort and relaxation.

Working methods
Safe working methods, hygienic working methods, ethical practice, posture, client preparation, COSHH, RIDDOR, identify risks/hazards,
Health & safety legislation, professional codes of conduct.

Visual analysis
Structure of foot, physical characteristics of feet, calluses, local contra-indications (verrucae, athlete's foot, blisters), dry, rough, peeling skin, colour, shape, smell.
**Basic reflexology techniques**
Warm up and closing relaxation techniques, effleurage, ankle rotations, stretches, kneading, zone walking, thumb and finger walking caterpillar

**Select appropriate equipment and materials**
Treatment couch/chair, foot stool/steps, couch covers, couch roll, waste bin, trolley, sanitiser, cotton wool, tissues, disposable gloves, massage medium, supports, towels, powder (talc free), massage cream/lotion

**Locate zones**
5 longitudinal, 3 transverse

**Treatment details – client feedback**
Meet client objectives, client's expectations, modification to treatment, pressure, product, techniques, modification to lifestyle patterns, healthy eating, physical/emotional response to treatment, client progression and future treatments.

**Aftercare and homecare advice**
No alcohol or caffeine for 12-24 hours, rest, advise light food, gradual increase of water intake, explain healing reactions, foot care advice and suggest further treatments, lifestyle changes, relaxation/stress management techniques, healthy eating, avoid a heavy meal, avoid strenuous activity, if driving open window.

**Individual characteristics**
Age, adipose tissue, oedema, sensitivity, skin type/condition

**Contra-actions Positive and Negative**
Heightened emotions, headache, muscle ache, nausea, increased urination, allergy to massage medium, feelings of tiredness, thirst, relief from muscular tension and stress, tingling in the limbs, clearer mental awareness, increased urination/bowel movement, cold sweats, clammy hands, increased mucus secretions, change in sleep patterns, light-headedness, feeling faint, nausea
Unit 207  Introduction to Healthy Eating and Well-being for the Complementary Therapy Client

**Level:** 2

**Credit value:** 5

**Unit aims**
The aim of this unit is to provide the learner with the knowledge and skills required to have a basic understanding of healthy eating and wellbeing.

**Learning outcomes**
There are two outcomes to this unit. The candidate will:
1. understand the role and sources of nutrients
2. be able to advise on healthy eating and well-being for the complementary therapy client

**Guided learning hours**
It is recommended that 30 guided learning hours are allocated for this unit. This may be on a full or part-time basis.

**Endorsement of the unit by a sector or other appropriate body**
This unit is endorsed by Skills for Health SSC.

**Connections with other qualifications**
This unit contributes towards the knowledge and understanding required for the following qualifications:
- Level 2 Diploma in Complementary Therapies

**Functional Skills**
This unit contributes towards the functional skills in the following areas:
- English Level 1 and 2

**Assessment**
This unit will be assessed by:
- An assignment covering practical skills and underpinning knowledge
Unit 207  Introduction to Healthy Eating and Well-being for the Complementary Therapy Client

Outcome 1  Understand the importance of healthy eating

Underpinning knowledge
The candidate will can:
1. describe the functions of protein, fat / lipids, carbohydrates, roughage / fibre, water, vitamins and minerals in the diet, identifying common food sources of each
2. describe what constitutes a balanced diet
3. state the importance of eating regularly
4. identify different eating disorders and conditions.

Range

Common food sources
Carbohydrate:
- Simple carbohydrates – Monosaccharides Disaccharides
- Complex carbohydrates – Polysaccharides:
  - Starch: e.g. bread, potatoes, rice, pasta
  - Fibre: e.g. fruit, breakfast cereals, wholegrain cereals and bread
Protein: e.g. meat, fish, eggs, lentils, pulses
Vitamins A, B1, B2, B3, B6, B12, C, D, E, F, K
Minerals: iron, calcium, zinc, magnesium, potassium, sodium, phosphorous
Lipids/fats (saturated and unsaturated, polyunsaturated)
Water

Balanced diet
Reference to government guidelines, food diary, portion control, balanced intake of nutrients, preparation and cooking methods, fluid intake or types

Importance of healthy eating
Physical/mental benefits – improved health, physical fitness, self confidence, Mood/concentration, metabolism

Disorders and conditions
Anorexia, bulimia, obesity, food allergies, coeliacs, crohns, Irritable Bowel Syndrome, diabetes
Unit 207  

Introduction to Healthy Eating and Well-being for the Complementary Therapy Client

Outcome 2  
Be able to advise on healthy eating and well-being for the complementary therapy client

Practical skills
The candidate can:
1. review the client’s present eating habits and give general information to maintain wellbeing.
2. identify the factors to be taken into consideration when giving advice to the client on healthy eating

Underpinning knowledge
The candidate can:
1. explain how lifestyle changes impact on the general health and wellbeing of the client.

Range

General information
Healthy eating, importance of exercise, sleep and adverse effects of nicotine, alcohol and drugs, eating habits, caffeine intake

Factors
Age, body type, gender, occupation, activity level, food and fluid intake, pre disposed conditions, stress, culture, religion, geographical location, pregnancy, contraindications – clients under18 over 70, undergoing medical treatment, eating disorders

Lifestyle changes
Diet, increase of fluid intake and leisure activity. Personal goals, motivation, weight management programme, improve personal fitness
## Appendix 1  Assessment Strategy

Centres need to try to adhere to the client formula identified, however in circumstances beyond their control there can be a degree of flexibility in client formula as indicated in each unit in the Assignment Guide (companion document).

<table>
<thead>
<tr>
<th>Unit</th>
<th>Practical</th>
<th>Knowledge</th>
<th>Case Studies</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 201 Introduction to Principles and Practices for Complementary Therapies</td>
<td>n/a</td>
<td>Knowledge related tasks in an assignment</td>
<td>n/a</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 202 Introduction to Clinic Services and Business Awareness for Complementary Therapists</td>
<td>n/a</td>
<td>Knowledge related assignments</td>
<td>n/a</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 203 Knowledge of Anatomy and Physiology for Complementary Therapies</td>
<td>n/a</td>
<td>On-line 60 question Evolve test</td>
<td>n/a</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 204 Provide Basic Massage Therapy Techniques for Complementary Therapies</td>
<td>Summative assessment - Practical observation which is externally set and internally assessed</td>
<td>Knowledge related assignments</td>
<td>Unit 204 requires 10 treatments to be carried out and recorded</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 205 Provide Basic Aromatherapy Techniques using Pre-Blended Oils</td>
<td>Summative assessment - Practical observation which is externally set and internally assessed</td>
<td>Knowledge related assignments</td>
<td>Unit 205 requires 10 treatments to be carried out and recorded</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 206 Provide Basic Reflexology Techniques</td>
<td>Summative assessment - Practical observation which is externally set and internally assessed</td>
<td>Knowledge related assignments</td>
<td>Unit 206 requires 10 treatments to be carried out and recorded</td>
<td>P/M/D</td>
</tr>
<tr>
<td>Unit 207 Introduction to Healthy Eating and Well-being for the Complementary Therapy Client</td>
<td>Summative assessment - Practical observation which is externally set and internally assessed</td>
<td>Knowledge related assignments</td>
<td>Unit 207 requires 5 case studies to be carried out and recorded</td>
<td>P/M/D</td>
</tr>
</tbody>
</table>
Appendix 2     Functional/Core Skills signposting

The qualifications provide opportunities to gather evidence for the accreditation of Functional/Core skills as shown below. However, to gain Functional/Core Skills certification the Functional/Core Skills would need to be taken as an additional qualification.

**Unit 201 Introduction to Principles and Practices for Complementary Therapies**
English

**Unit 202 Introduction to Clinic Services and Business Awareness for Complementary Therapists**
English
Maths
Information Communication Technology

**Unit 203 Knowledge of Anatomy and Physiology for Complementary Therapies**
English
Maths

**Unit 204 Provide Basic Massage Therapy Techniques for Complementary Therapies**
English

**Unit 205 Provide Basic Aromatherapy Techniques using Pre-Blended Oils**
English

**Unit 206 Provide Basic Reflexology Techniques**
English

**Unit 207 Introduction to Healthy Eating and Well-being for the Complementary Therapy Client**
English
Appendix 3  The wider curriculum

Delivery of these units can contribute to the learner’s understanding of spiritual, moral, ethical, social and cultural issues in the following manner:

**Spiritual/Moral/Ethical:** Providing quality of service and value for money has an important moral/ethical dimension, as does the importance of respecting client confidentiality. Appreciating and respecting other's beliefs, values, gender and disabilities is key to building good client and working relationships. It underpins all of the units in these qualifications.

**Social/Cultural:** Learning how to communicate effectively and to develop good relationships with others – their peers, assessors/teachers, supervisors, and clients – will be key to their career success and the success of the salon. It underpins all of the units in these qualifications.

**Environmental/Health and Safety:** Understanding the importance of maintaining cleanliness in the salon, the safe disposal of waste products, and ensuring that the salon environment is congenial and free of avoidable risks, is key to providing good service. It underpins all of the units in these qualifications.