



**Amendments to ITEC Level 3 Diploma in Holistic Massage
from October 1st 2007**

Syllabus amendments (any changes have been highlighted in bold)

2005 Learning Outcome Number	2005 Learning Outcome	2007 Learning Outcome	2007 Learning Outcome Number
1	<p>Learning outcome</p> <p><i>Understand and explain the Holistic Approach</i></p> <ul style="list-style-type: none"> • Greek term holos • Importance of the treatment of the whole person 	<p>Learning outcome</p> <p><i>Understand, explain and demonstrate the Holistic Approach</i></p> <ul style="list-style-type: none"> • Greek term holos • Importance of the treatment of the whole person in relation to holistic health and the power of touch • Concept of balance and harmony in the body (homeostasis) 	1
2	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> ◆ <i>The way in which our physical environment affects us and the way in which social, economic and environmental factors affect our health and social wellbeing</i> To include: <ul style="list-style-type: none"> • Computers • Mobile phones • Processed food • Lack of fresh air • Stress • Lack of sleep • Financial problems • Poor ventilation • Lack of exercise • Chemicals • Pollution • Repetitive strain injuries 	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> ◆ <i>The way in which our physical environment affects us and the way in which social, economic and environmental factors affect our health and social wellbeing</i> To include: <ul style="list-style-type: none"> • Computers • Mobile phones • Processed food • Lack of fresh air • Stress • Lack of sleep • Financial problems • Poor ventilation • Lack of exercise • Chemicals • Pollution • Repetitive strain injuries • Jet Lag • Lack of natural light 	3
3	<p>Learning outcome</p> <p><i>Understand and explain the appropriate legislation applicable to massage treatment</i></p>	<p>Learning outcome</p> <p><i>Understand and explain the appropriate legislation applicable to massage treatment</i></p>	4
4	<p>Learning outcome</p> <p><i>Understand and explain the issues surrounding 'consent' to treatment</i></p>	<p>Learning outcome</p> <p><i>Understand and explain the issues surrounding 'consent' to treatment</i></p>	5
5	<p>Underpinning knowledge</p> <p>To include:</p> <ul style="list-style-type: none"> • Issue of consent • Any appropriate legislation • Confidentiality • Appropriate support • Using an appropriate manner of communication • Only giving information agreed within the care team • Know when to refer clients to people outside of the care team • Maintenance of accurate records • Managing ones own feelings • The importance of ongoing care • Personal beliefs and preferences 	<p>Underpinning knowledge</p> <p>To include:</p> <ul style="list-style-type: none"> • Any appropriate legislation • Confidentiality • Appropriate support • Using an appropriate manner of communication • Only giving information agreed within the care team • Knowing when to refer clients to people outside of the care team • Maintenance of accurate records • Managing ones own feelings • The importance of ongoing care • Personal beliefs and preferences • Grief and 	6

	<ul style="list-style-type: none"> • Grief and grieving process • Awareness of other support services 	grieving process • Awareness of other support services	
6	<p><i>Understand and explain methods of consultation</i></p> <p><i>An example of a consultation form is enclosed within the syllabus</i></p> <p><i>Students should demonstrate knowledge of the importance of the following:</i></p> <ul style="list-style-type: none"> • Private comfortable area • Positive body language • Positioning of the client (no barriers between themselves and client) • Good communication skills (asking open rather than closed questions) • Trust • Professionalism, confidence and enthusiasm • Professionally informing the client of restrictions of treatments e.g. contra indications • Ensuring client is not alarmed in any way • Confidentiality • Consent (see later notes on consent) • Any contraindications to treatment (as listed below) • Client lifestyle • Client profile • Importance of planning a treatment programme bearing in mind the client's religious, moral and social beliefs • Determining the nature and extent of the client's needs • Agreement to the course of action • Ascertain the client's consent to the treatment • Where the client is not in a position themselves, ascertain from the appropriate companion's agreement to the treatment • Explanation of any possible side effects to the treatment • Explanation how the programme will be evaluated and the review process • Where applicable clarify with the client information which may be available to other, e.g. relevant health care workers • Obtain the client's signature (or of the companion) 	<p><i>Understand, explain and demonstrate methods of consultation</i></p> <p>A sample of a consultation form can be found at www.itecworld.co.uk</p> <p><i>Students should demonstrate knowledge of the importance of the following:</i></p> <ul style="list-style-type: none"> • Private comfortable area • Positive body language • Positioning of the client (no barriers between themselves and client) • Good communication skills (asking open rather than closed questions) • Trust • Professionalism, confidence and enthusiasm • Professionally informing the client of restrictions of treatments e.g. contra indications • Ensuring client is not alarmed in any way • Confidentiality • Consent (see earlier notes on consent) • Any contraindications to treatment (as listed below) • Client lifestyle • Client profile • Importance of planning a treatment programme bearing in mind the client's religious, moral and social beliefs • Determining the nature and extent of the client's needs • Agreement to the course of action • Ascertain the client's consent to the treatment • Where the client is not in a position themselves, ascertain from the appropriate companion's agreement to the treatment • Explanation of any possible side effects to the treatment • Explanation how the programme will be evaluated and the review process • Where applicable clarify with the client information which may be available to other, e.g. relevant health care workers • Obtain the client's signature (or that of the companion) 	7
7	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> ◆ Total contraindications • Any form of infection, disease or fever • Under the influence of recreational drugs or alcohol • Diarrhoea and vomiting ◆ With medical, GP or specialist permission – In circumstances where written medical permission cannot be obtained clients must indemnify their condition in writing prior to treatment 	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> ◆ With medical, GP or specialist permission – In circumstances where written medical permission cannot be obtained clients must indemnify their condition in writing prior to treatment • Pregnancy • Cardiovascular conditions (thrombosis, phlebitis, hypertension, hypotension, heart conditions) • Haemophilia • Any condition already being treated by a 	8

	<ul style="list-style-type: none"> • <i>Pregnancy • Cardio vascular conditions (thrombosis, phlebitis, hypertension, hypotension, heart conditions) • Haemophilia • Any condition already being treated by a GP or another complementary practitioner • Medical oedema • Osteoporosis • Arthritis • Nervous/Psychotic conditions • Epilepsy • Recent operations • Diabetes • Asthma • Any dysfunction of the nervous system (e.g. Muscular sclerosis, Parkinson’s disease, Motor neurone disease) • Bells Palsy • Trapped/Pinched nerve (e.g. sciatica) • Inflamed nerve • Cancer • Postural deformities • Spastic conditions • Kidney infections • Whiplash • Slipped disc • Undiagnosed pain • When taking prescribed medication • Acute rheumatism</i> ◆ <i>Localised</i> • <i>Skin diseases • Undiagnosed lumps and bumps • Localised swelling • Inflammation • Varicose veins • Pregnancy (abdomen) • Cuts • Bruises • Abrasions • Scar tissues (2 years for major operation and 6 months for a small scar) • Sunburn • Hormonal implants • Abdomen (first few days of menstruation depending how the client feels) • Haematoma • Hernia • Recent fractures (minimum 3 months) • Cervical spondylitis • Gastric ulcers • After a heavy meal • Conditions affecting the neck</i> 	<p><i>GP or another complementary practitioner • Medical oedema • Osteoporosis • Arthritis • Nervous/Psychotic conditions • Epilepsy • Recent operations • Diabetes • Asthma • Any dysfunction of the nervous system (e.g. Multiple sclerosis, Parkinson’s disease, Motor neurone disease) • Bells Palsy • Trapped/Pinched nerve (e.g. sciatica) • Inflamed nerve • Cancer • Postural deformities • Spastic conditions • Kidney infections • Whiplash • Slipped disc • Undiagnosed pain • When taking prescribed medication • Acute rheumatism</i></p> <p>◆ <i>Contraindications that restrict treatment</i></p> <ul style="list-style-type: none"> • <i>Fever • Contagious or infectious diseases • Under the influence of recreational drugs or alcohol • Diarrhoea and vomiting • Skin diseases • Undiagnosed lumps and bumps • Localised swelling • Inflammation • Varicose veins • Pregnancy (abdomen) • Cuts • Bruises • Abrasions • Scar tissues (2 years for major operation and 6 months for a small scar) • Sunburn • Hormonal implants • Abdomen (first few days of menstruation depending how the client feels) • Haematoma • Hernia • Recent fractures (minimum 3 months) • Cervical spondylitis • Gastric ulcers • After a heavy meal • Conditions affecting the neck</i> 	
8	<p><i>Understand and explain appropriate client care</i></p> <p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Checking consultation and contraindications • Explaining the treatment to the client • Helping the client onto the couch and protecting the client’s modesty at all times</i> • <i>Ensure that all parts of the client are covered except the area being massaged • Cleanse the feet with a medi-wipe or similar • Wash own hands • Keep ensuring that the client is comfortable • Use appropriate supports, i.e. under the ankles, chest and forehead, knees, head • Adapt the</i> 	<p><i>Understand, explain and demonstrate appropriate client care</i></p> <p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Checking consultation and contraindications • Explaining the treatment to the client • Helping the client onto the couch and protecting the client’s modesty at all times</i> • <i>Ensure that all parts of the client are covered except the area being massaged • Sanitise the feet before and after treatment • Wash own hands</i> • <i>Keep ensuring that the client is comfortable • Use appropriate covered supports, i.e. under the ankles, chest and forehead, knees, head • Adapt the</i> 	9

	<p>massage techniques to suit the needs of the client • Remove the massage medium at the end of the treatment</p> <ul style="list-style-type: none"> • Help the client off the couch protecting their modesty at all times 	<p>massage techniques to suit the needs of the client • Remove the massage medium at the end of the treatment if appropriate • Help the client off the couch protecting their modesty at all times • Standing onto tissue/couch roll</p>	
9	<p><i>Understand and explain the correct hygiene procedures</i> To include the definition of the following terms:</p> <ul style="list-style-type: none"> • Septic • Antiseptic • Disinfectant • Sterile • Cross infection • Sterilisation • Aseptic • Bactericide • Bacteriostat • Fungicide • Fungistat • Pathogenic • Non-pathogenic • Toxins • Hygiene • Bacteria • Fungi • Viruses and infestations with examples • Awareness of blood born diseases – HIV/AIDS, Hepatitis A, B and C • Describe the most efficient form of sterilisation in the clinic • Describe the best form of waste removal in the clinic (particularly when contaminated) • Reasons for good personal hygiene • Wash own hands • Wipe the client's feet • Use clean towels for each client • Put couch roll on top of towels • Wear clean professional work wear • Socks/tights and full flat shoes • Remove all jewellery (except wedding band on client and therapist and stud earrings on therapist) from self and client • No nail enamel • Clean short nails • Hair tied back off collar and face 	<p><i>Understand, explain and demonstrate the correct hygiene procedures for massage treatment</i> To include:</p> <ul style="list-style-type: none"> • Describe the most efficient form of sterilisation in the clinic • Describe the best form of waste removal in the clinic (particularly when contaminated) • Reasons for good personal hygiene • Wash own hands • Wipe the client's feet • Use clean towels for each client • Put couch roll on top of towels • Wear clean professional work wear • Socks/tights and full flat shoes • Remove all jewellery (except wedding band on client and therapist and stud earrings on therapist) from self and client • No nail enamel • Clean short nails • Hair tied back off collar and face 	10
10	<p>Learning outcome <i>Understand and explain the classical massage movements and their physiological and psychological effects</i></p>	<p>Learning outcome <i>Understand, explain and demonstrate the classical massage movements and their physiological and psychological effects</i></p>	11
11	<p>Learning outcome <i>Understand and explain the structures they are working over and their function</i></p>	<p>Learning outcome <i>Understand and explain the structures they are working over and their function</i></p>	12
12	<p>Learning outcome <i>Understand and explain the history of the development of Swedish (classical) massage</i></p>	<p>Learning outcome <i>Understand and explain the history of the development of Swedish (classical) massage</i></p>	2
13	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> • Homeopathy • Reflexology • Reiki/Spiritual Healing 	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> • Homeopathy • Reflexology • Reiki/Spiritual Healing 	17

	<ul style="list-style-type: none"> • Yoga/meditation • Acupuncture • Shiatsu • Bach Flower remedies • Kinesiology • Bowen Technique • Alexander Technique • Herbalism • Chiropractic • Iridology • Acupressure • Aromatherapy • Osteopathy • Indian Head Massage • Stone Therapy 	<ul style="list-style-type: none"> • Yoga/meditation • Acupuncture • Shiatsu • Bach Flower remedies • Kinesiology • Bowen Technique • Alexander Technique • Herbalism • Chiropractic • Iridology • Acupressure • Aromatherapy • Osteopathy • Indian head massage • Stone Therapy • Crystal therapy • Ear candling • Colour therapy 	
14	<p>Learning outcome <i>Understand and explain the importance of referral procedures</i></p>	<p>Learning outcome <i>Understand and explain the importance of referral procedures</i></p>	13
15	<p>Underpinning knowledge <i>To include:</i></p> <ul style="list-style-type: none"> • Healthy eating • Exercise • Stress levels • Generally helping clients and families to identify options to improve their health and social wellbeing in terms of massage treatment • Helping clients and families to put their choices into action • Reviewing their progress 	<p>Underpinning knowledge <i>To include:</i></p> <ul style="list-style-type: none"> • Healthy eating • Fluid/water intake • Exercise • Smoking habits • Sleep patterns • Hobbies • Interests • Rest • Relaxation • Stress levels • General care and lifestyle advice and the beneficial effects thereof • Helping clients and families to identify options to improve their health and social wellbeing • Helping clients and their families to put their choices into action 	14
16	<p>Underpinning knowledge <i>To include:</i></p> <ul style="list-style-type: none"> • General contents of a first aid box and it's importance • Necessity for an accident book and its contents ♦ Correct first aid procedures for the following: • Fainting • Burns/scalds • Epileptic fit • Bleeding • Hysteria • Heart Attack • Unconsciousness • Twisted ankle • Asthma attack • Diabetic coma • Nose bleed • Insect sting • Hyperventilation • Migraine • Dizziness • Recovery position • Knowing how to call for medical assistance 	<p>Underpinning knowledge <i>To include:</i></p> <ul style="list-style-type: none"> • General contents of a first aid box and it's importance • Necessity for an accident book and its contents ♦ Correct first aid procedures for the following: • Fainting • Burns/scalds • Epileptic fit • Bleeding • Hysteria • Heart Attack • Unconsciousness • Twisted ankle • Asthma attack • Diabetic coma • Nose bleed • Insect sting • Hyperventilation • Migraine • Dizziness • Anaphylaxis • Recovery position • Knowing how to call for medical assistance 	15
17	<p>Learning outcome <i>Understand and explain the possible reactions to treatment</i></p>	<p>Learning outcome <i>Understand and explain the possible reactions to treatment</i></p>	16
18	<p>Learning outcome <i>Understand, explain and demonstrate the Holistic Approach</i></p>	Removed	
19	<p>Learning outcome <i>Understand and explain the term integral biology</i></p>	Removed	
20	<p>Learning outcome <i>Understand and explain the appropriate legislation applicable to massage treatment</i></p>	Removed	

21	Learning outcome <i>Understand explain and demonstrate methods of consultation</i>	Removed	
22	Learning outcome <i>Understand, recognise and explain common ailments and contraindications to massage</i>	Removed	
23	Learning outcome <i>Understand explain and demonstrate appropriate client care</i>	Removed	
24	Learning outcome <i>Understand explain and demonstrate the correct hygiene procedures for massage treatment</i>	Removed	
25	Underpinning knowledge <i>Mediums available should be:</i> • Oil (not mineral oil) • Cream • Talc (unperfumed) • Effects and benefits of each should be known	Underpinning knowledge <i>Mediums available should be:</i> • Oil (not mineral oil) • Cream • Powder (unperfumed) • Emulsion • Gel • Effects and benefits of each should be known N.B. Blended essential oils should not be used	18
26	Learning outcome <i>Understand, explain and demonstrate the classical massage movements and their physiological and psychological effects</i>	Removed	
27	Learning outcome <i>Understand and explain the structures to be worked over and their function</i>	Removed	
28	Learning outcome <i>Understand and explain the importance of referral procedures</i>	Learning outcome <i>Understand and explain the importance of referral procedures</i>	19
29	Learning outcome <i>Evaluate and review the massage treatment/programme</i>	Learning outcome <i>Evaluate and review the massage treatment/programme</i>	20
30	Learning outcome <i>Understand and explain the importance of giving appropriate home care advice after treatment</i>	Removed	
31	Learning outcome <i>Understand and explain the importance of telling the client about the possible reactions to the treatment</i>	Learning outcome <i>Understand and explain the importance of telling the client about the possible reactions to the treatment</i>	21
32	Learning outcome <i>Understand and explain how to deal with First Aid emergencies in the clinic (candidates are advised to take a St Johns Ambulance or Red Cross First Aid Certificate)</i>	Removed	

Marking Criteria

Candidates must achieve a minimum of 12 marks for the first 3 sections in order to pass.

Marking Criteria

2005 Marking Criteria	2007 Marking Criteria
<p><i>APPEARANCE – 5 MARKS (0.5 marks each)</i></p> <ol style="list-style-type: none"> 1. <i>Clean, ironed overall/uniform – appropriate to the location and category.</i> 2. <i>Hair must be clean, neat and tied back/up off the collar and face.</i> 3. <i>Nails must be short, clean well manicured and with no varnish.</i> 4. <i>Clean hands.</i> 5. <i>Appropriate low heeled clean and comfortable footwear.</i> 6. <i>Females if wearing a skirt, must have tights which are appropriate to the skirt, i.e. tights with skirts.</i> 7. <i>No jewellery – with the exception of a wedding band and 1 pair small stud earrings is acceptable.</i> 8. <i>No body or breath odour.</i> 9. <i>No chewing gum or sweet sucking.</i> 10. <i>Underskirts/underwear should not be visible.</i> 	<p><i>APPEARANCE – 10 MARKS (1 mark each)</i></p> <ol style="list-style-type: none"> 1. <i>Clean, ironed professional uniform.</i> 2. <i>Hair must be clean, neat and tied back/up if long and off the collar and face.</i> 3. <i>Nails must be short, clean, well manicured with no varnish and clean hands.</i> 4. <i>Clean sensible flat shoes, socks should be worn.</i> 5. <i>Females if wearing a skirt must have tights which are an appropriate colour for the uniform.</i> 6. <i>No jewellery - with the exception of a wedding band and 1 pair of small stud earrings (religious jewellery must be taped.)</i> 7. <i>No body or breath odour.</i> 8. <i>No chewing gum or sucking sweets.</i> 9. <i>Underskirts/underwear should not be visible.</i> 10. <i>Skirts to the knee. Trousers cropped no higher than calf/trousers not trailing on floor.</i>
<p><i>CLIENT CARE – 5 MARKS (1 mark each)</i></p> <ol style="list-style-type: none"> 1. <i>Appropriate communication with client.</i> 2. <i>Assisting client on and off couch.</i> 3. <i>Display positive body language at all times.</i> 4. <i>Respect the client’s modesty throughout.</i> 5. <i>Check client’s comfort throughout/appropriate use of support.</i> 	<p><i>CLIENT CARE - 5 MARKS (1 mark each)</i></p> <ol style="list-style-type: none"> 1. <i>Greeting and introduction of self to client</i> 2. <i>Assisting client off the couch</i> 3. <i>Explain the treatment procedure to the client.</i> 4. <i>Ensure client’s comfort/modesty throughout</i> 5. <i>Maintain a positive and professional approach to client/colleague throughout</i>
<p><i>HYGIENE AND STERILISATION – 10 MARKS (1 mark each)</i></p> <ol style="list-style-type: none"> 1. <i>Candidates must have a clean appearance.</i> 2. <i>Equipment should be wiped over with appropriate disinfectant before use.</i> 3. <i>Equipment should be wiped over with appropriate disinfectant after use.</i> 4. <i>Laundry must be clean and changed for each client.</i> 5. <i>Hands must be washed or wiped with steri-wipes before, after and during treatment as appropriate.</i> 6. <i>Lids replaced on products and spatulas used to remove creams.</i> 7. <i>Appropriate footwear for client should be</i> 	<p><i>HYGIENE AND STERILISATION - 5 MARKS (1 mark each)</i></p> <ol style="list-style-type: none"> 1. <i>Equipment should be clean and wiped over before, during and after use</i> 2. <i>Laundry must be clean and changed for each client</i> 3. <i>Hands must be sanitised before, during and after treatment when appropriate</i> 4. <i>Cotton wool, tissues, paper roll and general waste to be disposed of hygienically and appropriately.</i> 5. <i>Footwear for clients should be stowed under the couch</i>

<p>8. <i>stowed under the couch to ensure client is not walking around with bare feet</i> <i>Cotton wool, tissues, paper roll and general waste to be disposed of hygienically.</i></p> <p>9. <i>Salon/clinic sterilising equipment used as appropriate.</i></p> <p>10. <i>Small equipment used, stored and sanitised as appropriate.</i></p>	
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2005 Case Studies	2007 Case Studies
<p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Consultation including thorough medical history and general lifestyle</i> • <i>Client profile (to include any current issues in their life)</i> <p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Details of how the client felt during and after the treatment</i> • <i>Details of home care advice given</i> • <i>Overall conclusion of the case should be recorded</i> • <i>Reflective practice * (self assessment)</i> 	<p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Consultation including thorough medical history and general lifestyle</i> • <i>Client profile (to include any current issues in their life)</i> <p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>Treatment plan</i> • <i>Details of how the client felt during and after the treatment</i> • <i>Details of home care advice given</i> • <i>Overall conclusion of the case should be recorded</i> • <i>Reflective practice after each treatment * (self assessment)</i>