

**Marking Criteria for ITEC Level 3 Diploma in Holistic Massage  
Unit 2 – Holistic Massage**

**APPEARANCE – 5 MARKS (0.5 marks each)**

1. Clean, ironed overall/uniform – appropriate to the location and category.
2. Hair must be clean, neat and tied back/up off the collar and face.
3. Nails must be short, clean well manicured and with no varnish.
4. Clean hands.
5. Appropriate low heeled clean and comfortable footwear.
6. Females if wearing a skirt, must have tights which are appropriate to the skirt, i.e. tights with skirts.
7. No jewellery – with the exception of a wedding band and 1 pair small stud earrings is acceptable.
8. No body or breath odour.
9. No chewing gum or sweet sucking.
10. Underskirts/underwear should not be visible.

**CLIENT CARE – 5 MARKS (1 mark each)**

1. Appropriate communication with client.
2. Assisting client on and off couch.
3. Display positive body language at all times.
4. Respect the client's modesty throughout.
5. Check client's comfort throughout/appropriate use of support.

**HYGIENE AND STERILISATION – 10 MARKS (1 mark each)**

1. Candidates must have a clean appearance.
2. Equipment should be wiped over with appropriate disinfectant before use.
3. Equipment should be wiped over with appropriate disinfectant after use.
4. Laundry must be clean and changed for each client.
5. Hands must be washed or wiped with steri-wipes before, after and during treatment as appropriate.
6. Lids replaced on products and spatulas used to remove creams.
7. Appropriate footwear for client should be stowed under the couch to ensure client is not walking around with bare feet
8. Cotton wool, tissues, paper roll and general waste to be disposed of hygienically.
9. Salon/clinic sterilising equipment used as appropriate.
10. Small equipment used, stored and sanitised as appropriate.

**PRESSURE – 10 MARKS (2 marks each)**

1. Candidates must establish client's preference regarding pressure of massage.
2. The pressure must be adapted to suit the client.
3. The pressure must be adapted to suit the area.
4. The pressure must be adapted to suit the movement.
5. The skin must be seen to move appropriately according to the movement.

**EFFLEURAGE – 10 MARKS (2 marks each)**

1. Hands must maintain maximum contact.
2. The skin should 'ripple' ahead of the fingers.
3. The entire area must be covered by effleurage.
4. The stroke must be with the direction of the blood flow.
5. The speed must be slow and constant.

**PETRISSAGE (KNEADING/FRICTIONS) – 20 MARKS (4 marks each)**

1. Contraindications must be checked for.
2. The hands and wrists must display flexibility.
3. The entire muscle must be covered.
4. The skin/muscle must move appropriately.
5. The movement must be rhythmical.

**PERCUSSION – 10 MARKS (2 marks each)**

1. Contraindications must be checked for.
2. The hands and wrists must display flexibility.
3. The entire muscle/area must be covered.
4. The skin must react accordingly to movement.
5. The movement must be rhythmical, fast and audible when appropriate.

**PASSIVE – 5 MARKS (2.5 marks each)**

1. Joint is supported
2. Appropriate range of movement used

**CONTINUITY OF MASSAGE – 10 MARKS (2 marks each)**

1. Contact should be maintained during massage of each area.
2. Effleurage should be used to link movements.
3. Movements must be performed in a logical sequence.
4. All classical movements should be demonstrated provided no contraindications exist.
5. Each area must be adequately massaged.

**POSTURE – 10 MARKS (2 marks each)**

1. Standing/sitting position appropriate to each area.
2. Position of shoulders and back.
3. Position of elbows.
4. Flexibility of knees.
5. Flexibility/position of back (stance).

## ORAL QUESTIONS – 5 MARKS

1. What is the benefit of that movement?
2. When do we use that movement?
3. What are the general contraindications to massage?
4. What are the specific contraindications to that area?
5. What are the contraindications to that movement?
6. What muscles are you working over?
7. How can you detect a tense/tired muscle? What has caused this tension?
8. Why is a good knowledge of A&P relevant to massage?
9. What are the effects of massage?
10. Why is it necessary to do a thorough consultation before massage?
11. When doing a consultation, if you discovered a client was very nervous – what would you do?
12. Where is the problem area of this client's back?
13. What muscles are involved?
14. What movements would YOU do to alleviate this tension?
15. How would you approach a client with a lumbar back pain?
16. What you do if a client:
  - Fainted?
  - Had a nose bleed?
  - Felt sick?
  - Felt dizzy during a massage?