

VTCT Level 3 Certificate in Swedish Massage

Accreditation start date:	1 August 2010
Credit value:	16
Total Qualification Time (TQT):	160
Guided learning hours (GLH):	141
Qualification number:	500/9043/4

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UV30491				
UV30468				
UV30424				

The qualification

Introduction

The Level 3 Certificate in Swedish Massage is a qualification that has been specifically designed to develop your practical skills in how to provide the relaxing and stress relieving treatment of body massage.

Underpinning this qualification you will develop a sound knowledge of health and safety, and client care and communication. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification, such as anatomy and physiology.

The purpose of this qualification is to develop your skills in providing body massage treatments to a high level of occupational ability, to enable you to provide your own services for clients.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework (RQF).

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 3 NVQ Diploma in Beauty Therapy Massage

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 3 Diploma in Massage Therapy
- Level 3 Diploma in Spa and Body Treatments
- Level 3 Certificate in Indian Head Massage
- Level 3 Certificate in Stone Therapy Massage
- Level 3 Certificate in Massage Using Pre-Blended Aromatherapy Oils
- Level 3 Award in Spa Treatments
- Level 3 Diploma in Complementary Therapies
- Level 3 Diploma in Body Massage
- Level 3 Diploma in Reflexology
- Level 3 Diploma in Aromatherapy
- Level 3 Certificate in Sports Massage Therapy

This qualification may lead directly into employment in the beauty or complementary therapy industries as a massage therapist in a salon or clinic or self employment as a massage therapist.

Qualification structure

Total credits required - 16

All mandatory units must be completed.

Mandatory units - 16 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30468	T/601/4457	Client care and communication in beauty-related industries	3	28
UV30424	D/601/3559	Provide body massage	9	84

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally verified by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external verifiers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external verifiers.

Assessment explained

VTCT courses are assessed and verified by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal verifier whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external verifier, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal verification process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external verifier.

This record of assessment book is your property and must be in your possession when you are being assessed or verified. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Many frequently asked questions and other useful information are detailed in the VTCT Candidate's Handbook, which is available on the VTCT website at www.vtct.org.uk/students. Other questions should be addressed to the tutor, lecturer or assessor.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30468	Client care and communication in beauty-related industries	0	✓	✓
UV30424	Provide body massage	2	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV30491

Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

Level

3

Credit value

4

GLH

29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the salon

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

** May be assessed through oral questioning.*

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to monitor health and safety in the salon

You can:

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

* May be assessed through oral questioning.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to carry out a risk assessment

You can:	Portfolio reference / Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor health and safety in the salon

You can:	Portfolio reference / Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out a risk assessment

Hazards and risks: A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

Reasons for risk assessment: Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

Salon procedure for risk assessments: Identify hazard, judgement of salon hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

Potential salon hazards requiring regular risk assessment:

Space – utilisation, working area, heating, lighting, ventilation, layout and design of the salon.

Chemicals – procedures, storage, handling, safe usage, safe disposal, records.

Equipment – selection, safe usage, handling, lifting, repairs, maintenance.

Security (stock) – control systems, procedures, ordering, handling, storage.

Security (cash) – staff training, point of sale, in transit.

Security (people) – staff clients, visitors, personal belongings, systems, security, emergency evacuation, storage/use of confidential staff/client records, business information, data protection.

Buildings – maintenance of internal and external security, commercially available systems.

Emergency procedures – accidents, first aid, fire evacuation, incidents, personnel, records.



Outcome 2: Be able to monitor health and safety in the salon

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Monitor and support others to ensure compliance of health and safety:

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

Providing support for staff: Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform - salon owner, management, head of school.

Review records - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

Actions - take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Importance of insurance: Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

Notes

Use this area for making notes and drawing diagrams



UV30468

Client care and communication in beauty-related industries

This is a preparation for work unit which is based on capability and knowledge. This unit is about client care and communication in beauty-related industries. You will develop your ability to adapt the provision of client care and your communication skills, to the needs of different clients, as well as learn how to manage client expectations.

Level

3

Credit value

3

GLH

28

Observation(s)

3

External paper(s)

0



Client care and communication in beauty-related industries

Learning outcomes

On completion of this unit you will:

1. Be able to communicate and behave in a professional manner when dealing with clients
2. Be able to manage client expectations

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to communicate and behave in a professional manner when dealing with clients

You can:

- a. Behave in a professional manner within the workplace
- b. Use effective communication techniques when dealing with clients
- c. Adapt methods of communication to suit different situations and client needs
- d. Use effective consultation techniques to identify treatment objectives
- e. Provide clear recommendations to the client

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to manage client expectations

You can:

- a. Maintain client confidentiality in line with legislation
- b. Use retail sales techniques to meet client requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Dealt with all clients		Portfolio reference
New		
Regular		
Used all consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Dealt with all complaints		Portfolio reference
Dissatisfied client		
Unrealistic client expectations		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to communicate and behave in a professional manner when dealing with clients

You can:	Portfolio reference / Assessor initials*
f. Assess the advantages and disadvantages of different types of communication used with clients	
g. Describe how to adapt methods of communication to suit the client and their needs	
h. Explain what is meant by the term 'professionalism' within beauty related industries	
i. Explain the importance of respecting a client's 'personal space'	
j. Describe how to use suitable consultation techniques to identify treatment objectives	
k. Explain the importance of providing clear recommendations to the client	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to manage client expectations

You can:	Portfolio reference / Assessor initials*
c. Evaluate client feedback	
d. Evaluate measures used to maintain client confidentiality	
e. Explain the importance of adapting retail sales techniques to meet client requirements	
f. Identify methods of improving own working practices	
g. Describe how to resolve client complaints	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to communicate and behave in a professional manner when dealing with clients

Verbal communication: (speaking) manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Advantages – quick, instant response, client body language.

Disadvantages – no written record, no time to consider, no paper trail.

Non-verbal communication: eye contact, body language, listening.

Advantages – written communication, detailed, recorded, clear, specific, opportunity to consider, paper trail.

Body language – expression of feelings, easily identify anger, happiness, confusion.

Disadvantages – written communication, cannot see reaction, cannot change mind, no opportunity for discussion.

Body language – cannot hide feelings, can be a barrier.

Professional manner: Use positive body language, abide by salon regulations and codes of conduct, encourage clients to ask questions, be supportive and respectful, be sensitive to client's privacy and personal details, professional appearance, avoid inappropriate conversations.

Professional appearance: Clean, professional uniform, no jewellery or piercings, hair neatly tied back (fringe secured), closed-in footwear, personal hygiene and cleanliness (shower/bath,

cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained, short, no nail varnish, no nail extensions).

Professional ethical conduct: Polite, cheerful and friendly manner; friendly facial expressions, positive attitude, eye contact, open body language, client relations (not argumentative, confidentiality), respect for colleagues and competitors, avoid gossip, pride in work, honesty, integrity, punctuality, employer and client loyalty.

Consultation communications:

Establish client requirements and therapist recommendations, give appropriate advice if client is contra-indicated, client satisfaction, client expectations, suitability and aftercare, prevent contra-actions, courteous, eye contact, verbal communication, non-verbal communication, signatures of client and therapist (legal document; insurance claims, acknowledgement of recommendations), avoid conflict between a client and therapist, visual, manual, question, listen, client card reference, use a range of related terminology linked to treatment being performed.

Client requirements: Age, cultural background, special needs, satisfied clients, dealing with dissatisfied clients, all clients treated equally, clear, direct, action taken where necessary, written record.



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Outcome 1: Be able to communicate and behave in a professional manner when dealing with clients (continued)

Client treatment needs: Assess client needs and suitability, client agreement, realistic outcome, cost, duration and frequency of treatments, additional services.

Recommendations to client: Explain treatment (the process, expected sensations, skin reaction, outcomes), advise client of most suitable treatment, further treatments, aftercare advice, lifestyle changes, seek agreement from client, retail recommendations, prevent contra-actions, improve results, maintain treatment longer, client care, client satisfaction, client expectations, profits (link sales, insurance reasons, completion of consultation process, returning/repeat clients, new business).

Personal space: Space between client and therapist, positioning of client, covering of client, suitable location for consultation, client comfort, client privacy, unobtrusive.



Outcome 2: Be able to manage client expectations

Client confidentiality: Data protection, professional, use of sensitive information, type of information, client access to their own records, maintain client's confidence, storage of client's personal details, record cards, method of destroying sensitive data, access available to authorised persons, time limit of storage of data, secured storage facility.

Client care feedback: Client consultation form, comments box, verbal and non-verbal methods, professional, target setting, relate to feedback constructively, professional manner, polite, courteous, personal development, improves client satisfaction, client care, salon profits, career development, team work, employee training, reputation, repeat business, additional treatments.

Client complaints: Professional manner, polite, courteous, good client care, senior therapist, senior receptionist or manager, dealt with appropriately, resolve situation, good communication techniques, good client care, good eye contact, good facial expressions, good body language, deal with situation calmly, methods of recording complaints, prompt response verbally/ written.

Retail opportunities: Completion of consultation, record on record card, profit, linking of retail/sales, selling products and other services, promotional offers, samples, retail displays, repeat business, course of treatments, demonstrations, open events, existing client offers.

Sales techniques: Body language, verbal, non-verbal, testers, samples, linked to

treatment, product knowledge, benefits, listen to client's needs, record card, lifestyle factors.

Improve working practices: SWOT analysis (strengths, weaknesses, opportunities and threats to business), sales, productivity, analysis, questionnaires, feedback from clients (verbal/non-verbal), repeat business, monitor trends, peer assessment, observation, mystery shopper, appraisal.

Notes

Use this area for making notes and drawing diagrams



UV30424

Provide body massage

This unit is about the skills involved in providing body massage treatments. You will learn about the classical Swedish massage movements and will be required to adapt massage techniques to suit individual client needs. You will also learn about health, safety, hygiene and client care.

Level

3

Credit value

9

GLH

84

Observation(s)

4

External paper(s)

2



Provide body massage

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for a body massage treatment
2. Be able to provide a body massage treatment

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least four occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

Maximum service times

The following maximum service times apply to this unit:

Back massage	30 minutes
Full body massage (excluding head and face)	60 minutes
Full body massage (including head and face)	75 minutes



Observations

Outcome 1

Be able to prepare for a body massage treatment

You can:

- a. Prepare yourself, the client and work area for body massage
- b. Use suitable consultation techniques to identify treatment objectives
- c. Advise the client on how to prepare for the treatment
- d. Provide clear recommendations to the client
- e. Select products and tools to suit client treatment needs, skin types and conditions

** May be assessed through oral questioning.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Outcome 2

Be able to provide a body massage treatment

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and the client correctly throughout the treatment
- d. Use products, tools and techniques to suit client treatment needs, skin types and conditions
- e. Complete the treatment to the satisfaction of the client
- f. Record and evaluate the results of the treatment
- g. Provide suitable aftercare advice

**May be assessed through oral questioning.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



Range

*You must practically demonstrate that you have:

Used all massage mediums	Portfolio reference
Oil	
Cream	
Powder	
Used all consultation techniques	Portfolio reference
Questioning	
Visual	
Manual	
Reference to client records	
Dealt with all client physical characteristics	Portfolio reference
Weight	
Height	
Posture	
Muscle tone	
Age	
Health	
Skin condition	
Dealt with a minimum of 1 of the necessary actions	Portfolio reference
Encouraging the client to seek medical advice	
Explaining why the treatment cannot be carried out	
Modification of treatment	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



***You must practically demonstrate that you have:**

Met all treatment objectives		Portfolio reference
Relaxation		
Sense of wellbeing		
Uplifting		
Anti-cellulite		
Stimulating		
Covered all treatment areas		Portfolio reference
Face		
Head		
Chest and shoulders		
Arms and hands		
Abdomen		
Back		
Legs and feet		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Vibration		
Friction		
Provided all types of advice		Portfolio reference
Avoidance of activities which may cause contra-actions		
Future treatment needs		
Modifications to lifestyle patterns		
Healthy eating and exercise advice		
Suitable home care products and their use		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external papers will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Outcome 1

Be able to prepare for a body massage treatment

You can:	Portfolio reference / Assessor initials*
f. Describe salon requirements for preparing yourself, the client and work area	
g. Describe the environmental conditions suitable for body massage treatments	
h. Describe the different consultation techniques used to identify treatment objectives	
i. Describe how to select products and tools to suit client treatment needs, skin types and conditions	
j. Describe the different skin types and conditions	
k. Explain the contra-indications that prevent or restrict body massage treatments	
l. State the objectives of massage treatments	
m. State the benefits derived from massage treatments	
n. Identify general body types	
o. Describe the different types of body fat	
p. Outline common postural faults	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide a body massage treatment

You can:	Portfolio reference / Assessor initials*
h. Explain how to communicate and behave in a professional manner	
i. Describe health and safety working practices	
j. Explain the importance of positioning yourself and the client correctly throughout the treatment	
k. Explain the importance of using products, tools and techniques to suit client treatment needs, skin types and conditions	
l. Describe the benefits and uses of mechanical massage and pre-heat treatments	
m. Describe how treatments can be adapted to suit client treatment needs, skin types and conditions	
n. State the contra-actions that may occur during and following treatments and how to respond	
o. Explain the importance of completing the treatment to the satisfaction of the client	
p. Explain the importance of completing treatment records	
q. Describe the methods of evaluating the effectiveness of the treatment	
r. Describe the aftercare advice that should be provided	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2 (continued)

Be able to provide a body massage treatment

You can:	Portfolio reference / Assessor initials*
S. Describe the structure and the main functions of the following body systems in relation to massage:	
• skin	
• skeletal	
• muscular	
• cardiovascular	
• lymphatic	
• nervous	
• digestive	
• urinary	
• endocrine	
t. Describe the main diseases and disorders of body systems	
U. Describe the effects of massage on the body	
V. Describe the uses of the five classical massage movements	
W. Describe the uses of different massage mediums	
X. Describe the legislation relating to the provision of massage treatments	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for a body massage treatment

Management of health and safety

at work: Cleaning up spillages, report slippery surfaces, remove report obstacles, good all round access to trolleys and equipment, sterilise or disinfect (tools, equipment, work surfaces), personal protective equipment.

Manual handling: Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, preserve back, prevent slouching.

Towels: Clean for every client, dirty towels in covered bin.

Liability insurance: Employers, public, professional indemnity.

Reporting of injuries, diseases and dangerous occurrences:

Accident book, reporting diseases, local byelaws, code of conduct, risk assessment.

Regulations: Control of substances hazardous to health, management of health and safety at work, manual handling, personal protective equipment, reporting of injuries, diseases and dangerous occurrences, workplace (health and welfare).

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Hazards – require immediate legislation, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Equipment: Only used for intended

purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

Reasons for risk assessment: Staff, visitor, client health and safety, safe environment, minimise hazards and risks, requirement of legislation.

Hygiene:

General – disinfect work surfaces, cover cuts and abrasions, sanitise therapist's hands before and after treatments, clean towels between client, place dirty towels in covered bin, disposable towels, dispense products with a spatula, pump or spray, disposables used wherever possible, no smoking, personal hygiene, replace loose lids, uncapped bottles and pots.

Disposal of waste – bin with a liner, spillages and unused chemicals, contaminated waste, hazardous waste, environmental protection.

Therapist posture and deportment:

Correct posture when sitting, correct posture when lifting, correct posture when carrying, working methods to avoid Repetitive Strain Injury (RSI), hand exercises, standing posture, even weight distribution, client comfort, maintain modesty, client correctly positioned to get maximum benefit from treatment, ensure therapist positioning delivers appropriate techniques, appropriate space between client and therapist, prevent injury, optimum results, allow for visual checks.

Work area: Clean and hygienic, height



Outcome 1: Be able to prepare for a body massage treatment (continued)

adjustable chair, correct posture, correct couch height, lighting, ventilation, noise, music, temperature, ambience, no trailing wires, no obstructions, tools and equipment in a safe working position for therapist.

Client preparation: Protect client clothing, client comfort, privacy, modesty, client positioned correctly.

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, open questioning related to treatment.

Non-verbal – eye contact, body language, listening.

Record keeping: Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions, consultation record keeping, contra-indications, signatures, refer to existing records, information clear and accurate, logical order, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications, skin sensitivity tests, adaptations and modifications, recommendations, requirement, treatment plan, update record at the end of the treatment, update at each visit, records maintained electronically, paper records.

Professional appearance: Clean professional uniform, no jewellery, no piercings, hair neatly tied back (fringe secured), closed in footwear, make-up (light day make-up), personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath),

nails (good condition and maintained).

Professional ethical conduct: Polite, cheerful and friendly manner (friendly facial expressions, positive attitude, eye contact, open body language), client relations, confidentiality, respect for colleagues and competitors, avoid gossip, pride in work, punctuality, employer and client loyalty.

Consultation techniques: Client requirements, client satisfaction, client expectations and aftercare, signatures, visual, manual, listen, client card reference.

Body analysis: Muscle tone, overweight/normal weight, height, cellulite, oedema, postural analysis, excessive hair.

Body shapes – ectomorph, mesomorph, endomorph.

Treatment objectives: Relaxation, stress and tension relief, lymphatic drainage, postural improvement, sense of wellbeing, health management.

Recommendations to client: Treatment process, expected sensations, contra-actions, outcomes, further treatments, treatment options, aftercare advice, lifestyle changes.

Massage mediums: Cream, oil, powder, gel, wax.

Tools: Headband, towels, couch, couch cover, couch roll, chair, trolley, bin, cotton wool, bowl, tissues, spatula.

Skin types: Normal, oily, dry.

Skin conditions: Mature, sensitive, dehydrated.

Body fat types: Visceral, subcutaneous, gender variables, ethnic variables.



Outcome 1: Be able to prepare for a body massage treatment (continued)

Examples of contra-indications that may prevent treatment: Deep vein thrombosis, during chemotherapy and radiotherapy, contagious skin disorders – bacterial (impetigo), viral (herpes simplex, herpes zoster), fungal (tinea corporis), cancer, cardiovascular conditions (hypertension, hypotension), diarrhoea/vomiting, haemophilia, medical oedema, osteoporosis, fever, recent operations, psychosis, pregnancy, severe varicose veins, recent head and neck injury, haemorrhage, meningitis, nervous system disorders, undiagnosed lumps/pain, on medication.

Examples of contra-indications that may restrict treatment: Diabetes, epilepsy, varicose veins, high/low blood pressure, product allergies, skin disorders – bacterial (boils, folliculitis), viral (warts, verruca), fungal (tinea pedis), drugs/alcohol, cuts/abrasions, bruising, swelling, recent scar tissue, eczema/psoriasis, menstruation, hernia, heavy meal, asthma, sunburn, migraine.



Outcome 2: Be able to provide a body massage treatment

Knowledge and understanding of the benefits and effects of G5 (Gyratory Mechanical Massage): Increased circulation, increased lymph circulation, softening of fatty tissue, stimulation of sensory nerve endings, stimulation of skin function, desquamation, improve areas of cellulite, improved dry skin.

Knowledge and understanding of the benefits and uses of pre-heat treatments: Heat pads, electric blanket, infra-red lamp, hot mitts, relaxation of muscle, muscle primed for massage, improves effectiveness of treatment.

Treatment adaptations: Products, pressure, techniques, speed, order, direction, coverage, timing, frequency.

Treatment evaluation: Feedback, expectations fulfilled, effective treatment, contra-actions, realistic time, satisfied client, treatment options, treatment plan review.

Aftercare advice: Rest, postural exercises, deep breathing exercises, mobility exercises, drink water, healthy diet, stress management, treatment options, lifestyle changes, contra-actions.

Possible contra-actions: Erythema, aching/tenderness (pressure, technique adaptation), headache (drink water, rest, fresh air), dizziness (rest, deep breathing), nausea (rest, deep breathing), flu like symptoms (rest), changed sleep patterns, fatigue (rest, fresh air), thirst (drink water), heightened emotions (rest, relaxation, referral), increased urination (toxin release, drink water). Action – treatment adaptation, discussion/advice, first aid responses.

Examples of legislation and regulations relating to massage:

UK only – London Local Authorities Act requires practitioners of massage to hold a 'Special Treatments' the Medicines Act and the Consumer Protection Act may also be relevant to therapists providing massage services.

UK and Europe – the EU Cosmetics Directive may also be applicable, depending on the massage mediums used.

General – this list is not exhaustive and learners and therapists are advised to seek advice from a professional association (such as FHT) with regard to regulatory requirements relating to massage.

Possible benefits of massage:

Physiological – improved circulation and lymph drainage, improved skin tone/elasticity, improved muscle tone, reduced muscle fatigue, balance nervous system, improved sleep, aids digestion, boosts immunity.

Psychological – relaxation, stress relief, improved sense of wellbeing, increased energy.

Massage movements: Effleurage, petrissage, tapotement, vibrations, frictions.

Examples of skin diseases and disorders:

Congenital – eczema, psoriasis.

Bacterial – acne vulgaris, acne rosacea, folliculitis, boils (furuncles), impetigo.

Viral – warts, verruca, herpes simplex (HSV), herpes zoster.

Fungal – tinea (pedis, corporis, unguium).



Outcome 2: Be able to provide a body massage treatment (continued)

Infestations – scabies, pediculosis, (capitis, pubis).

Pigmentation – vitiligo, albinism, chloasma, ephelides, lentigo, papilloma, naevae, port wine stains.

Others – basal cell carcinoma, squamous cell carcinoma, malignant melanomas.

Skin:

Epidermis – basal cell layer (stratum germinativum), prickle cell layer (stratum spinosum), granular layer (stratum granulosum), clear layer (stratum lucidum), horny layer (stratum corneum).

Dermis – blood and lymph supply, fibroblasts (collagen, elastin), hair, sebaceous glands, arrector pili muscle, dermal papilla, sweat glands (eccrine and apocrine), sensory nerve endings.

Hypodermis – subcutaneous layer, adipose tissue, adipocytes.

Functions of the skin – protection, heat regulation, absorption, secretion, elimination, sensation, formation of vitamin D, melanin production, process of keratinisation.

Bones (skeletal system structure):

Bone tissue types – compact, cancellous.

Bone cells – osteocytes, osteoblasts, osteoclasts.

Bone types – long (epiphysis, diaphysis, red bone marrow, compact and cancellous tissue, periosteum), short, flat, irregular, sesamoid.

Joints – fixed, slightly moveable, freely moveable (ball and socket, hinge, pivot, gliding, condyloid/saddle).

Bones (appendicular skeleton):

Shoulder girdle – clavicle, scapula.

Upper limb – humerus, radius, ulna, carpals (scaphoid, lunate, triquetrum, pisiform, trapezium, trapezoid, capitate, hamate), metacarpals, phalanges.

Pelvic girdle – ilium, ischium, pubis (innominate bones).

Lower limb – femur, patella, tibia, fibula, tarsals (talus, calcaneus, navicular, medial, intermediate and lateral cuneiform, cuboid), metatarsals, phalanges.

Bones (axial skeleton):

Skull – frontal, occipital, parietal, sphenoid, ethmoid, temporal, nasal, zygomatic, maxilla, mandible, lacrimal, turbinator, palatine, vomer, hyoid.

Thoracic – ribs, sternum.

Vertebral column – cervical, thoracic, lumbar, sacrum, coccyx, intervertebral disc.

Skeletal functions: Support, joints, movement, protection, attachment, mineral source, blood cell formation.

Examples of skeletal disorders:

Abnormal spinal curvatures – kyphosis, scoliosis, lordosis, cervical spondylitis.

Fractures – simple, compound, comminuted, greenstick, impacted, complicated.

Examples of skeletal diseases: gout, osteoarthritis, osteoporosis, Paget's disease, rheumatoid arthritis, rickets, scleroderma, synovitis.

Muscular system structure:

Types – voluntary, involuntary, cardiac.



Outcome 2: Be able to provide a body massage treatment (continued)

Muscles of the head, face and neck:

Buccinator, corrugator, depressor labii anguli, depressor labii inferioris, frontalis, levator anguli oris, levator labii superioris, levator palpebrae, levator scapula, masseter, mentalis, nasalis, occipitalis, orbicularis oculi, orbicularis oris, platysma, procerus, pterygoids, risorius, sterno-cleido mastoid, temporalis, zygomaticus.

Muscles of the anterior trunk: Iliopsoas (iliacus and psoas), internal and external intercostals, internal and external obliques, pectoralis major/minor, rectus abdominus, serratus anterior, transversalis abdominus.

Muscles of the posterior trunk: Deltoid, erector spinae, gluteal group (maximus, medius, minimus), infraspinatus, latissimus dorsi, quadratus lumborum, rhomboids, splenius capitis, subscapularis, supraspinatus, teres major, teres minor, trapezius.

Muscles of the upper limb: Biceps, brachialis, brachioradialis, coracobrachialis, deltoid, extensor carpi digitorum, extensor carpi radialis, extensor carpi ulnaris, flexor carpi digitorum, flexor carpi radialis, flexor carpi ulnaris, pronator teres, supinator radii brevis, triceps.

Muscles of the lower limb: Adductors (longus, magnus, brevis), extensor digitorum longus, fibularis (peroneus) longus, flexor digitorum longus, flexor digitorum longus, flexor hallucis longus, gastrocnemius, gracilis, hamstrings (biceps femoris, semitendinosus, semimembranosus), piriformis, quadriceps (rectus femoris, vastus lateralis, vastus medialis, vastus intermedius), sartorius, soleus, tensor fascia latae, tibialis anterior, tibialis posterior.

Muscle functions: Contraction, relaxation, attachment, heat production, movement (flexion, extension, abduction, adduction, supination, pronation, rotation, circumduction, inversion, eversion, plantarflexion, dorsiflexion), posture, tone.

Examples of muscular diseases and disorders: Adhesions, atony, atrophy, bursitis, cramp, fatigue, fibromyalgia, fibrositis, frozen shoulder, lumbago, muscular dystrophy, myositis, RSI, rupture, shin splints, spasm, sprain, strain, tendonitis, tetanus, torticollitis, whiplash.

Cardiovascular system structure:

Heart – wall (endocardium, myocardium, pericardium), aorta, atria, bicuspid (mitral) valve, chordae tendineae, inferior and superior vena cava, papillary muscles, pulmonary artery, pulmonary vein, semilunar valves (aortic and pulmonary), septum, tricuspid valve, ventricles.

Blood vessels – arteries, arterioles, veins, venules, capillaries.

Circuits – pulmonary circulation, portal circulation, coronary circulation, systemic circulation.

Major arteries of the head and neck – carotid, facial, occipital, temporal.

Major veins of the head and neck – jugular, occipital, temporal, maxillary, facial.

Major arteries of the body – aorta, descending aorta, subclavian, carotid, pulmonary, hepatic, splenic, renal, mesenteric, iliac, vertebral, axillary, brachial, ulnar, radial, palmar arch, femoral, popliteal, anterior tibial, plantar arch.

Major veins of the body – vena cava (inferior and superior), pulmonary, hepatic, splenic, renal, iliac, axillary, brachial,



Outcome 2: Be able to provide a body massage treatment (continued)

basilica, cephalic, subclavian, saphenous (long and short), venous arch, femoral, popliteal, posterior tibial, anterior tibial.

Blood – plasma, leucocytes (granulocytes and agranulocytes), erythrocytes, thrombocytes.

Cardiovascular functions: Transport, defence, clotting, regulation and homeostasis.

Examples of cardiovascular disorders and diseases: Anaemia, aneurysm, angina, arrhythmias, arteriosclerosis, atherosclerosis, congenital heart disease, deep vein thrombosis, gangrene, haemophilia, hematoma, HIV/AIDS, high cholesterol, hepatitis, hypertension, hypotension, leukemia, myocardial infarction, palpitations, phlebitis, pulmonary embolism, raynauds syndrome, septicaemia, sickle cell anaemia, stroke, thrombosis, varicose veins.

Lymphatic system structure: Lymph, lymph capillaries, lymphatic vessels, lymph nodes, lymphatic trunks, lymphatic ducts (thoracic and right lymphatic duct), subclavian veins, nodes (axillary, cervical – superficial and deep, inguinal, intestinal, occipital, popliteal, post-auricular, parotid, supratrochlear), appendix, peyers patches, spleen, tonsils, thymus.

Lymphatic functions: Subsidiary circulation (lymph formation), immunity, return of lost plasma proteins to the blood, transport dietary lipids.

Examples of lymphatic disorders and diseases: Oedema, Hodgkin's disease, non-Hodgkin's lymphoma, lupus, cellulite, glandular fever, lymphadenitis.

Nervous system structure:

Central Nervous System (CNS) – brain, spinal cord, white matter, grey matter, meninges (pia mater, arachnoid mater, subarachnoid space, dura mater), cerebrospinal fluid, blood brain barrier, cerebrum, cerebellum, thalamus, hypothalamus, pituitary, pineal.

Brain stem – midbrain, pons varoli, medulla oblongata.

Peripheral Nervous System (PNS) – spinal nerves (31 pairs), spinal nerve plexus (cervical, brachial, lumbar, sacral, coccygeal), cranial nerves (12 pairs).

Autonomic Nervous System (ANS) – sympathetic and parasympathetic divisions.

Cells – neuroglia (schwann cells, oligodendrocytes, astrocytes, microglia), neurones (sensory, motor, interneuron, dendrite, cell body, axon, axon end terminals, neurotransmitters, myelin sheath, nodes of ranvier, neurolemma). Reflex arc, synapse, motor point.

Nervous functions – sense internal/ external stimuli, interpret and respond to stimuli, maintain homeostasis, programming, instinctual behaviour, assimilation, memory, learning, intelligence.

Nervous disorders and diseases: Bells palsy, carpal tunnel syndrome, cerebral palsy, depression, epilepsy, meningitis, migraine, multiple sclerosis, neuritis, Parkinson's disease, sciatica.

Digestive system structure:

Tract – alimentary canal (inner mucosa, submucosa, muscle layer, serous membrane), mouth, salivary glands, tongue, teeth, pharynx, oesophagus, stomach, small intestine (duodenum,



Outcome 2: Be able to provide a body massage treatment (continued)

jejunum, ileum), large intestine (caecum, ascending colon, transverse colon, descending colon, sigmoid colon, rectum, anus), liver, gall bladder, pancreas.

Secretions – saliva, gastric juice, bile, pancreatic juice, intestinal juice, enzymes (salivary amylase, pepsin, trypsin, pancreatic amylase, pancreatic lipase, intestinal amylase, intestinal lipase, intestinal peptidases, maltase, sucrase, lactase), hormones (gastrin).

Digestive functions: Ingestion, digestion (carbohydrates, proteins, fats, vitamins, minerals, fibre, water), absorption, assimilation, elimination, peristalsis.

Examples of digestive disorders and diseases: Anorexia nervosa, appendicitis, bulimia nervosa, Crohn's disease, cirrhosis, colorectal cancer, constipation, diarrhoea, diverticulitis, gall stones, haemorrhoids, heartburn, hepatitis, hernia, inflammatory bowel disease, irritable bowel syndrome, jaundice, ulcer.

Urinary system structure: Kidneys (cortex, medulla, renal pyramids, calyx, nephron, hilus, renal artery, renal vein), ureters, bladder, urethra.

Urinary functions: Blood filtration, urine formation, waste elimination, fluid balance regulation.

Examples of urinary disorders and diseases: Urinary tract infections, cystitis, nephritis, kidney stones (renal calculi), renal colic.

Endocrine system structure: Glands and hormones – hypothalamus, pituitary (oxytocin, vasopressin, growth hormone, adrenocorticotrophic hormone, luteinising hormone, follicle stimulating hormone, prolactin, melanin stimulating hormone),

pineal (melatonin/serotonin), thyroid (tri-iodothyronine, thyroxine, calcitonin), parathyroids (parathormone), thymus (thymosin), pancreas – islets of Langerhans (insulin, glucagon), adrenal cortex (glucocorticoids, mineralocorticoids, androgens), adrenal medulla (adrenalin, noradrenalin), ovaries (oestrogen, progesterone), testes (testosterone).

Endocrine functions: Hormone secretion, communication, maintaining homeostasis.

Examples of endocrine disorders and diseases: Acromegaly, Addison's disease, amenorrhoea, cretinism, Cushing's syndrome, diabetes insipidus, diabetes mellitus, dwarfism, gigantism, goitre, Graves' disease, gynecomastia, hirsutism, myxedema, polycystic ovarian syndrome, seasonal affective disorders (SAD), stunted growth, virilism.