

# VTCT Level 3 Certificate in Thai Massage (QCF)

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Accreditation start date: **16 November 2011**  
Credit value: **22**  
Guided learning hours (GLH): **207**  
Qualification number: **600/4013/0**

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## 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				
UV31203				

# The qualification

## Introduction

The VTCT Level 3 Certificate in Thai Massage (QCF) is a qualification that has been specifically designed to develop your ability to provide Thai massage treatments safely and effectively to clients in different circumstances.

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 anatomy and physiology relevant to Thai massage.

The purpose of this qualification is to develop your skills in providing Thai 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 accredited on the Qualifications and Credit Framework (QCF).

This qualification is approved and supported by Habia, the standard setting body for beauty therapy, spa therapy and nail services.



## Progression

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

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

This qualification may lead directly into employment in the beauty or complementary therapy industries as a Thai massage practitioner.

# Qualification structure

## Total credits required - 22

All mandatory units must be completed.

### Mandatory units - 22 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
UV31203	F/503/6273	Provide Thai massage	15	150

# 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](http://www.vtct.org.uk/students). Other questions should be addressed to the tutor, lecturer or assessor.

## Case studies

To achieve this qualification you must carry out and document evidence of the following case studies:

**UC31203 - Provide Thai massage:** You must carry out and document evidence for at least 2 treatments on a minimum of 5 clients (total of 10 case studies).

# 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	✓	✓
UV31203	Provide Thai massage	0	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>Level</b>	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. There are 9 levels of achievement within the Qualifications and Credit Framework (QCF).
<b>Credit value</b>	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.
<b>Guided learning hours (GLH)</b>	GLH is the number of hours of teacher-supervised or directed study time required to teach a qualification or unit of a qualification.
<b>Observations</b>	This indicates the minimum number of observations required to achieve the unit.
<b>Learning outcomes</b>	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.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Maximum service times</b>	The maximum time in which a particular service or practical element must be completed.
<b>Observation outcome</b>	An observation outcome details the practical tasks that must be completed to achieve the unit.
<b>Knowledge outcome</b>	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.
<b>Assessment criteria</b>	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.
<b>Range</b>	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.

This unit applies to hairdressing, barbering, beauty therapy, nail and barbering salons and spas.

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			



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## 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 bye-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



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# 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 <b>all</b> clients		Portfolio reference
New		
Regular		
Used <b>all</b> consultation techniques		Portfolio reference
Questioning		
Visual		
Manual		
Dealt with <b>all</b> complaints		Portfolio reference
Dissatisfied client		
Unrealistic client expectations		
Lifestyle		

\*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



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# UV31203

## Provide Thai massage

This unit provides you with the knowledge of the principles of Thai massage and how Thai therapists practice. You will learn health, safety and hygiene, human anatomy, physiology, pathology, and how to prepare the treatment area, yourself and your client. You will demonstrate competence in dealing with clients by using consultation techniques, then using the information to plan treatments on a holistic level.

You will learn the benefits and techniques of Thai massage and will be able to provide treatments safely and effectively to clients in different circumstances.

You will learn to reflect on the outcomes of treatments and offer a series of treatments to achieve a desirable result.

Level

**3**

Credit value

**15**

GLH

**150**

Observation(s)

**3**

External paper(s)

**0**



# Provide Thai massage

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare for Thai massage treatments
2. Be able to provide Thai massage treatments

## 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 3 occasions**, and must be completed in a commercially acceptable time.
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. In most cases this can be done by your assessor questioning you orally. However, other techniques, such as projects, assignments and/or reflective accounts may also be used.

6. *External paper*  
There is no external paper requirement for this unit.
7. *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.
8. *Case studies*  
You must carry out and document evidence for at least 2 treatments on a minimum of 5 clients (total 10 case studies). Case studies should include client consultation recording the medical history, any contra-indications, lifestyle and client treatment needs, a treatment plan and an evaluation of client satisfaction.

# 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.

## 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 prepare for Thai massage treatments

You can:

- a. Prepare yourself, the client and work area for Thai 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, tools and equipment to suit client treatment needs

*\* May be assessed through oral questioning.*

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



## Outcome 2

### Be able to provide Thai massage treatments

You can:

- a. Communicate and behave in a professional manner
- b. Follow health and safety working practices
- c. Position yourself and client correctly throughout the treatment
- d. Use products, tools, equipment and techniques to suit client treatment needs
- 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
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			





# Range

\*You must practically demonstrate that you have:

Considered <b>all</b> the treatment objectives	Portfolio reference
Relaxation	
Reduction of muscle tension	
Stimulating	
Stress relief	
Used a <b>minimum of 8</b> Thai massage techniques	Portfolio reference
Palm press	
Thumb press	
Finger press/finger circles	
Forearm roll	
Elbow press	
Thai fist	
Thai prayer chop	
Heel press	
Knee press	
Foot press	
Gentle rocking	
Yoga stretches	
Inverted position	
Sitting position	
Deep breathing	

\*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:

Used a <b>minimum of 4</b> appropriate positions	Portfolio reference
Horse	
Thai sitting	
Extended Thai	
Thai lunge	
L-shaped sitting	
Open Thai lunge	
Half kneeling	
Provided <b>all</b> types of treatment	Portfolio reference
Head/scalp	
Neck	
Shoulders	
Arms/hand/fingers	
Abdomen	
Legs/feet/toes	
Back	
Marma points	
Sen lines	
Full body	

\*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:

Provided <b>all</b> types of aftercare advice	Portfolio reference
Relaxation	
Posture	
Healthy eating	
Meditation	
Healing crisis	

\*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 prepare for Thai massage treatments

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 Thai massage treatments	
h. Describe different consultation techniques used to identify treatment objectives	
i. Describe how to select products, tools and equipment to suit client treatment needs	
j. Explain the contra-indications that prevent or restrict Thai massage	
k. Describe the historical and cultural background of Thai massage	
l. State the objectives of Thai massage treatments	
m. State the benefits derived from Thai massage treatments	

\* Assessor initials to be inserted if orally questioned.



## Outcome 2

### Be able to provide Thai massage treatments

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 treatment	
k. Explain the importance of using products, tools, equipment and techniques to suit client treatment needs	
l. Describe how treatments can be adapted to suit client treatment needs	
m. State the contra-actions that may occur during and following Thai massage treatment and how to respond	
n. Explain the importance of completing the treatment to the satisfaction of the client	
o. Explain the importance of completing accurate treatment records	
p. Describe the methods of evaluating the effectiveness of the treatment	
q. Describe the aftercare advice that should be provided	
r. Describe the effects of Thai massage on the body	
s. Describe the uses of Thai massage techniques	
t. Describe legislation relating to the provision of Thai massage treatments	

\* Assessor initials to be inserted if orally questioned.



## Outcome 2 (continued)

### Be able to provide Thai massage treatments

You can:	Portfolio reference / Assessor initials*
<p>U. Describe the structure and main functions of the following in relation to Thai massage:</p> <ul style="list-style-type: none"> <li>- skin</li> <li>- skeletal</li> <li>- muscular</li> <li>- cardiovascular</li> <li>- lymphatic</li> <li>- nervous</li> <li>- digestive</li> <li>- urinary</li> <li>- endocrine</li> <li>- respiratory</li> </ul>	

\* Assessor initials to be inserted if orally questioned.

# 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 Thai massage treatments

**Preparation of therapist for Thai massage treatment:** Personal hygiene (no body odour, fresh breath, clean hair, washed and sanitised hands, nails short, no varnish), clean uniform (Thai suit or trousers and shoulders covered), no jewellery, no footwear (feet clean and sanitised), balanced aura, positive attitude, grounded for protection, therapist and client must be stretched prior to treatment.

**Preparation of treatment area for Thai massage treatment:** Suitable sanitised work area, peaceful atmosphere, temperature, noise level, ventilation, discreet lighting, soft music, thin mattress (Thai or Shiatsu) on floor, pillows of varying size, blanket or towels, basin and soap for washing hands and feet, compresses, hot towels.

**Consultation techniques to identify treatment objectives:** Active listening, body language, discussion, eye contact, positive expression, feedback, non-verbal communication, visual aids, professional rapport, questioning (open/closed), silence, verbal (tone, pitch, speed), consultation form, flexibility of joints and muscles, lifestyle, agreement to course of action, ensuring client is not alarmed in any way, modesty, confidentiality, signatures, professionally informing client of restrictions of treatments e.g. contra-indications, record keeping, planning/recommendations, established expectations, treatment evaluation and review, visual observations (client), aftercare advice, importance of ongoing care.

**Advise the client on how to prepare for the treatment:** Consent, consultation, establish treatment expectations, no jewellery, Thai massage suit (explain how to wear), ensure client comfort/privacy, use of pillows and supports, sanitisation procedures, personal beliefs and preferences, no eating 1.5hrs prior to treatment.

**Provide clear recommendations to the client:** Listen to your body, consult therapist with any concerns, drink water, avoid alcohol, avoid caffeine, healthy eating, light diet, rest, relaxation techniques, light exercise, fresh air, postural exercises, deep breathing, mobility exercises, sleep patterns, suitable products to enhance effects of treatment, healing crisis, tearful, emotional, itching.

**Select products, tools and equipment to suit client treatment needs:** Appropriate size Thai massage suit (trousers and top), thin mattress (Thai or Shiatsu) on the floor, pillows of varying size, bolsters, blanket/towel for warmth/comfort/dignity, suitable medium oil (for head and scalp if required), tray/trolley for product use, pedal bin, disposables, hygiene/sanitisation procedures, storage procedures.

**Salon requirements for preparing therapist, the client and work area:** According to local/national legislation, safety, hygiene, ethical practice, professional codes of conduct, posture, safety in movements, stance, self/client preparation.





## Outcome 1: Be able to prepare for Thai massage treatments (continued)

**Environmental conditions suitable for Thai massage treatments:** Work space clean and tidy, peaceful atmosphere, room well ventilated, warm and comfortable temperature, discreet lighting, candles, Thai/Shiatsu mattress clean and comfortable, pillows clean and washed, blanket and towels clean and washed, basin clean, soap, hand towel, music gentle and continuous, scent of aroma oils or incense.

**Consultation techniques used to identify treatment objectives:** Provide comfortable area, positioning of the client (no barriers between yourself and the client), professional active listening, body language, discussion, eye contact, professionalism, confidence and enthusiasm, inform client of restrictions or adaptations, ensure client is aware of procedure, consent, age, lifestyle, client profile, flexibility of muscles and joints, clients requirements, treatment objectives, religious, moral and social beliefs, agreement for course of action, possible side effects, relaxation and breathing techniques during the treatment.

**How to select products, tools and equipment to suit client treatment needs:** Age, health, body shape (endomorph, ectomorph, mesomorph), muscle tone (good, poor, overweight), cellulite, oedema, postural analysis, excessive hair, medication, lifestyle, expectations, contra-indications, cost, time, frequency, skin (sensitivity, type, condition), medical history, presenting symptoms, stress levels, previous treatments (type, results, benefits, contra-actions), client's religious, moral and social beliefs, nature and extent of clients needs.

**Examples of contra-indications which may prevent or restrict Thai massage:** Pregnancy, cardiovascular 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), Bell's palsy, trapped/ pinched nerve (e.g. sciatica), inflamed nerve, cancer, postural deformities, spastic conditions, kidney infections, whiplash, slipped disc, acute rheumatism, undiagnosed pain, when taking prescribed medication, fever, contagious or infectious diseases, diarrhoea and vomiting, skin diseases, undiagnosed lumps and bumps.

**Examples of contra-indications which may restrict treatment:** Localised swelling/inflammation, varicose veins, 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), after a heavy meal, conditions affecting the neck.

**Historical and cultural background of Thai massage:** Buddhism, Pali texts including the prayer of traditional Thai healer Dr Shivago Komarpaj (the father doctor), Thai body work, Northern (Shivago Komarpaj) lineage, Southern (Wat Po) stone tablets, Sen, Thai herbal medicine, Greek term 'holos'.



## Outcome 1: Be able to prepare for Thai massage treatments (continued)

### **Objectives of Thai massage treatments:**

The 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), release tension, relaxation, ease stiff muscles, breakdown of toxins in the body, general health.

### **Examples of possible benefits of Thai massage treatments:**

Effects of Thai massage on marma points, gaining an understanding of characteristics of the doshas (vata, pitta, kapha) and their relationship with the five elements (earth, wind, fire, air, water), improvement of flexibility, muscle tone, circulation, digestion, range of movement, stimulation of the immune system, deeper breathing, release of emotions, relaxation, positive attitude, corrects imbalances, stimulates body's own natural healing process.



## Outcome 2: Be able to provide Thai massage treatments

**Communicate and behave in a professional manner:** Professional communication techniques, professional appearance, manner (respectful, reliable, honest, ethical, supportive), client care, modesty, positioning, comfort, environment, wellbeing, treatment adaptation, clean pressed uniform, no chewing, confidentiality, education/CPD (continuous professional development), health and safety, hygiene, personal preparation and presentation, punctuality, professional membership, qualifications, recommendations, professional referrals.

**Health and safety work practices:** National and local legislation relating to the workplace, health and safety, equality and diversity, data protection, employment, consumer protection, workplace regulations, manual handling, use of work equipment, liability (employees) insurance, professional indemnity, control of substances hazardous to health, handling, storage, disposal and cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection. Further information should be sought from relevant authorities.

**Position yourself and client correctly throughout the treatment:** Correct posture, working methods to avoid repetitive strain injury (RSI), balance weight distribution, stances (horse, Thai sitting, extended Thai, L-shaped sitting, Thai lunge, open Thai lunge, reverse Thai lunge, half kneeling), client modesty maintained, correctly positioned to get maximum benefit from treatment, prevent injury, visual/verbal checks to maintain client comfort and relaxation.

**Products, tools, equipment and techniques to suit client treatment needs:** Massage mediums (if required for head and scalp), compresses, hot and cold, balms or liniments, herbal compresses, massage mat, towels, pillows/bolsters, techniques (palm press, thumb press, finger press, finger circles, forearm roll, elbow press, Thai fist/loose fist, Thai chop/prayer chop, thumb circles, forearm roll), advanced presses (knee press, foot press, heel press). Include warm-up, gentle joint mobilisation, yogic stretches, cool down.

**Treatment methods to ensure client satisfaction:** Safe, hygienic working methods, ethical practice, professional codes of conduct, client care, consultation, benefits, contra-actions, contra-indications, treatment plan, approval signature, modification, adaptation, instruct/assisting client, removal of clothing, jewellery, client modesty, correct Thai suit positioning, suitable supports/covers, privacy, hygiene, towel draping, sanitise clients feet, sanitise own feet/wash hands, mindful breathing, synchronised breathing, directed breathing, induced breathing, perform Thai massage in commercially acceptable time, maintaining contact, client satisfaction, client comfort, specific acupressure technique, major acupressure points, use of ten Sen lines (Itha and Pingala, Kalatharee, Sumana, Sahatsarangsi and Tawaree, Lawusang and Ulanga, Natakawat, Kitcha), adaptation of treatment, duration, cost, frequency, client positioning, pressure techniques, areas of concern, response to client feedback/requests, identifying imbalances/muscle tension, providing water.



## Outcome 2: Be able to provide Thai massage treatments (continued)

**Record and evaluate the results of the treatment:** Giving/receiving feedback, treatment outcomes, review/update treatment plan, aftercare advice (treatment progression/options), complete accurate records, treatment evaluation (treatment outcomes), emotional responses, physical responses, feedback (visual, verbal, written), client involvement in own health and wellbeing, reflective practice, legislation.

**Aftercare advice:** Recommendations for further treatment, use of products, lifestyle changes, relaxation techniques, postural awareness, deep breathing exercises, healthy eating, suitable exercises, relaxation, drink water, avoid stimulants, avoid heavy meal, rest, sleep patterns, smoking habits, stress management, hobbies, explain healing process, referral to medical or other complementary health practitioner, advise limits within therapy.

**Communicate and behave in a professional manner:** Appropriate manner of communication, voice, tone, speech, agreements are in client's best interest, knowing when to refer clients to other professionals, managing one's own feeling, personal beliefs and preferences, grief and grieving process, awareness of other support services, positive body language, good communication skills, professionalism, confidence and enthusiasm, ensuring client is not alarmed in any way, confidentiality, trust.

**Health and safety working practices:** Current local/national legislation, professional codes of conduct, insurance requirements, safety, hygiene, ethical practice, organisation's policies, confidential (consultation form, signed

treatment plans, client notes, referral letters, records of treatment detail), aftercare advice, recommendations, evaluation, reflection, moral rights not recognised by law, relevant complaints, data protection.

**Importance of positioning yourself and the client correctly throughout the treatment:** Therapist's and client's body must be aligned and safe, follow the natural anatomical flow of the clients body, move with fluidity, correct posture, stance, stride, working methods, avoid repetitive strain injury (RSI), prevent injury.

**Importance of using products, tools, equipment and techniques to suit client treatment needs:** Client comfort, client and therapist treatment objectives, physiological and psychological effects achieved, satisfaction, agreed treatment plan, comfort, modesty, professional standards, correct delivery of treatment, respect of Thai culture and traditions, safety, application, benefits, no jerky or forceful movements resulting in discomfort.

**How treatments can be adapted to suit client treatment needs:** Duration, cost, frequency, client's positioning, pressure, techniques, area of concern.

**Possible contra-actions which may occur during and following Thai massage treatment and how to respond:** Client emotions, emotional outburst (offer comfort and discuss continuation of treatment), itching (possibly introduce massage medium to dry skin areas), erythema, aching/tenderness (pressure, technique adaption), bruising (arnica cream), headache (drink water, rest, fresh air), dizziness (rest, deep breathing, care on positioning of client), nausea (rest, deep



## Outcome 2: Be able to provide Thai massage treatments (continued)

breathing, possibly stop treatment), flu-like symptoms (rest), thirst (provide water).

### **Importance of completing the treatment to the satisfaction of the client:**

Agreed treatment plan, focus on areas of concern, commercially acceptable time, depth of pressure, comfort and dignity, modesty, appropriate communication, physical comfort (warmth, lighting, music), effectiveness of treatment, evaluation of treatment, reflection, aftercare.

**Importance of completing accurate treatment records:** Professional industry standards, correct treatment outcomes and evaluation, client signature and consent, ongoing service and reference in a dispute, public liability and professional indemnity insurance requirements, therapist communication, salon/spa requirements.

**Methods of evaluating the effectiveness of the treatment:** Allow the client space to remain peaceful and comfortable, client responses during the treatment, if objectives were achieved, effectiveness of the treatment, any change in demands, aftercare advice required, visual/verbal/written feedback given.

**Aftercare advice that should be provided:** Rest, relaxation techniques, breathing techniques, healthy eating, increase water intake, herbal teas and drinks, maintain positive outlook, general care and lifestyle advice, recommendations for further treatments, postural awareness, self-treatment, suitable exercise, avoid stimulants, avoid heavy meal, stress management, hobbies, healing process and signs of a healing crisis, referral to healthcare practitioner.

**Possible effects of Thai massage on the body:** Improves flexibility, muscle tone, circulation, digestion, range of movement, detoxifies, stimulates the immune system, causes deeper breathing, releases emotions, relaxes, helps to give a positive attitude, corrects the imbalances in the body, stimulates the body's natural healing process.

**Uses of Thai massage techniques:** May improve physical conditions, may improve emotional wellbeing, increased energy levels, may clear energy pathways, may promote homeostasis, relaxation, stress relief, reduces tension, helps the body to heal itself, promotes efficient body system function.

**Legislation relating to the provision of Thai massage treatments:** Any particular rights, restrictions and charters, legal framework related to people and settings with which the practitioner is involved e.g. mental health act/children act, moral rights which are not recognised by law, organisational policies, client records, health and safety, treatment technique restrictions i.e. back cracking, qualification levels of the therapist.

### **Anatomy and Physiology for Thai massage**

#### **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



## Outcome 2: Be able to provide Thai massage treatments (continued)

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, triquetral, 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/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.

### 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, sternocleidomastoid, 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,



## Outcome 2: Be able to provide Thai massage treatments (continued)

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, torticollis, 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, basilic, 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, leukaemia, myocardial infarction, palpitations, phlebitis, pulmonary embolism, Raynauds syndrome,



## Outcome 2: Be able to provide Thai massage treatments (continued)

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, postauricular, parotid, supraclavicular), appendix, Peyer's 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 Varolii, 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), neurons (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:** Bell's 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, 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,





## Outcome 2: Be able to provide Thai massage treatments (continued)

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 (triiodothyronine, thyroxine, calcitonin), parathyroids (parathormone), thymus (thymosin), pancreas – islets of langerhans (insulin, glucagon), adrenal cortex (glucocorticoids, mineralcorticoids, androgens), adrenal medulla (adrenalin, noradrenaline), 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', gynecomastia, hirsutism, myxoedema, polycystic ovarian syndrome, seasonal affective disorders (SAD), stunted growth, virilism.

### Structure of the respiratory system:

Respiratory system (mouth, nose, nasal cavity, larynx, pharynx, epiglottis, trachea, primary bronchi, bronchioles, alveoli, lungs, pulmonary capillary network, pleural membranes, diaphragm, intercostal muscles), mechanism of inhalation and exhalation, gaseous exchange, composition of inspired and expired air, process of internal and external respiration, control of respiration (chemical, nervous), process of pulmonary circulation.

# Notes

Use this area for making notes and drawing diagrams



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