Occupational Profile - occupation summary

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# **Apprenticeship builder**

# **Draft: Occupational standard for an apprenticeship**

## This submission

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| Unique occupational standard reference number: ST0685 | Title of Occupation:  Wellbeing Therapist |
| Trailblazer Group Reference Number:  TB0045 | Name of Trailblazer Group: Beauty Professional |
| Does this standard have core and options?  No |  |
| Is this proposal a resubmission?: No |  |

## Occupation profile

##### Occupation summary:

This occupation is found in wellbeing environments, Spa, Leisure, Holistic or Wellness Therapy centres, Medi-spas and Beauty salons, although these environments are expanding due to the continuing demand for lifestyle wellness including para medical, health care environments and businesses implementing wellbeing corporate responsibility. The broad purpose of the occupation is to create and implement tailored holistic and wellbeing experiences, in a variety of environments, meeting and managing treatment and experience outcomes in private, secure and safe environments. To apply treatments and wellbeing experiences via holistic therapy principles and theories to calm or stimulate the sensory perceptions of the body and mind in the pursuit of optimal functioning and balance of the physical, emotional and mental aspects of daily life. This results in a dynamic state of equilibrium and wellbeing for the client. Holistic therapists deliver specific treatments such as aromatherapy, indian head massage and wellness experiences created and based on holistic principles, theories and applications. They contribute to the commercial viability and effectiveness of the business to enhance the client experience. In their daily work, an employee in this occupation interacts with other health and non-health care practitioners including therapists such as beauty, spa, wellbeing and holistic as part of multi-disciplinary teams and sometimes, workplace HR departments and clinical specialists. An employee in this occupation will be responsible for the time management of the treatments and wellbeing experiences they deliver, the safety and wellbeing of themselves and the clients. They can work as individuals of as part of diverse teams to provide a wellbeing offering to clients, reporting to a manager or lead practitioner if part of a multi-disciplinary team.

##### Typical job titles:

Typical job titles used for this occupation Holistic Therapist Wellbeing Therapist Spa Therapist Remedial Massage Therapist Advanced Massage Therapist Massage Therapist Stress Management Therapist

## Duties

Off the job training:

### Occupation duties

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| --- | --- |
| **Duty** | **KSBs** |
| **Duty 1**  develop and create client lifestyle profiles from which holistic therapy treatments and wellbeing experience schedules can be produced, in pursuit of optimal functioning and balance of the physical, emotional and mental aspects of daily life resulting in a dynamic state of equilibrium and wellbeing for the client. |  |
| **Duty 2**  design holistic, thermal treatments and wellbeing experience schedules both singularly or as courses of treatments embedding holistic principles, theories and applications |  |
| **Duty 3**  treat clients with variable needs, including those with specific health issues, ensuring consent has been established with other professionals |  |
| **Duty 4**  provide holistic therapy treatments and wellness experiences for improving the condition of the client’s physical and emotional welfare and wellbeing to include Indian head massage, lymphatic drainage massage, aromatherapy (20 oils) to induce relaxation, improve circulation, promote skin healing and energise, acupressure treatments, holistic massage, relaxation strategies and stress management. |  |
| **Duty 5**  provide thermal therapy treatments and wellness experiences for improving the condition of the client’s physical and emotional welfare and wellbeing to include body treatments, heat experiences and pre-treatments in preparation for further treatments. |  |
| **Duty 6**  use and apply a range of holistic therapy techniques, products, tools and equipment to provide holistic therapy treatments |  |
| **Duty 7**  use and apply a range of thermal therapy techniques, products, tools and equipment to provide thermal treatments |  |
| **Duty 8**  modify and adapt holistic and thermal treatments and wellness experiences based on client feedback and reaction during treatments maintaining the client’s wellbeing |  |
| **Duty 9**  provide immediate post treatment aftercare and future recommendations, including advice regarding healing crisis (Herxheimer reaction) as a result of holistic or thermal therapy treatments and experiences |  |
| **Duty 10**  act professionally with discretion and adhere to professional ethical standards in relation to holistic therapy treatments |  |
| **Duty 11**  maintain the client’s modesty, dignity and confidentiality to establish clients trust and confidence |  |
| **Duty 12**  comply with health and safety, legal and organisational requirements, treatment protocols and manufacturer instructions relating to holistic, thermal and wellbeing experiences and therapies |  |
| **Duty 13**  contribute to the commercial viability and effectiveness of the business by promoting sales and additional services to enhance the client experience and overall treatment results |  |
| **Duty 14**  perform, implement and complete risk assessment protocols in relation to the client, treatment and environment |  |
| **Duty 15**  liaise with colleagues, non-health care or health care practitioners |  |
| **Duty 16**  maintain up to date knowledge and skills of new and emerging techniques, equipment and business practices |  |

## KSBs

### Knowledge

**K1:** The factors that contribute to an individual’s wellbeing and protective strategies for improvement.

**K2:** Holistic and Wellbeing Therapy principles, theories and applications (mind, body and spirit) and the theories behind the pursuit of optimal functioning and balance of the physical, emotional, mental aspects of daily life.

**K3:** The history of Holistic Therapies utilised in Holistic treatment and wellbeing experiences: Ayruvedic, Zone Therapy, Acupressure, energy-based treatments, Yin/Yang, Colour Therapy, mindfulness, relaxation and Reiki.

**K4:** The benefits related to the maintenance of wellbeing and good health, versus the allopathic approach of western cultures.

**K5:** The basic principles and characteristics of the seven major chakras and their significance to the practice of holistic treatments and wellbeing experiences.

**K6:** The detailed anatomy and physiology of the human body, interdependence of body systems and impact on well being when these systems malfunction and do not operate in harmony. The importance of the limbic system in the promotion of wellbeing and impact on an individual.

**K7:** Strategies used to improve relaxation, stimulate or calm the sensory perception systems of the body to include, sight, touch, sound, smell and taste.

**K8:** What is stress, how to recognise indicators of acceptable levels of stress and the strategies to promote self management of stress in everyday life.

**K9:** Anatomical pathway of stress, the benefits and harmful effects of long term manifestation of stress. Methods used to reduce and manage the impact of symptoms experienced as a result and an individuals ability to cope with variable levels of stress and anxiety.

**K10:** The importance of completing health & lifestyle questionnaires inclusive of integral biology, treatment protocols and assessing the suitability for holistic treatments and wellbeing experience schedules.

**K11:** Client medical treatment considerations and how to adapt holistic treatment and wellbeing experiences for those clients with challenged health or specific conditions to include life limiting or threatening conditions: cancer, diabetes, pregnancy, post-operative care.

**K12:** How and when to liaise/refer with other multi-disciplinary professionals, having sought client consent.

**K13:** How to support and maintain the wellness and wellbeing of yourself and your client.

**K14:** The necessary environmental conditions for holistic treatments and wellbeing experiences including multi sensory such as heating, ventilation, ambiance, smell, visuals, light, sound and aroma.

**K15:** Environmental and sustainable working practices.

**K16:** The impact of a Herxheimer reaction and how to manage this with clients and provide full aftercare and homecare with further recommendations.

**K17:** Legal, organisational and health and safety requirements.

**K18:** How to complete holistic therapy treatments and wellbeing experience: Indian Head massage treatments, Lymphatic Drainage Therapy, Aromatherapy treatments, Energy based treatments, Acupressure, Zone Therapy, Holistic Touch Therapies and Advanced Holistic massage, including hot and cold therapy experience treatments and wellbeing experience techniques (relaxation).

**K19:** The types of massage mediums, the composition and their uses.

**K20:** The choices and properties of essential oils, how they are extracted, when and how to use oils, dilutions for safe use and blending, to induce relaxation, stimulate, hypnotic (sleep induction), promote wellbeing and improved functionality of the body systems. Other methods of use of oils, inhalation, application, immersion, dilution amount for safe use and contra-indications to specific oils and conditions.

**K21:** How to recognise contra-indications that would prevent, modify or restrict the treatment.

**K22:** The procedures and reasons for carrying out sensitivity/allergy or tactile tests.

**K23:** How to prepare the treatment area and client for holistic therapy treatments and wellbeing experiences.

**K24:** The areas of the body that may require support and cushioning during treatment, how and when to provide it.

**K25:** The importance of temperature management within treatments and treatment experiences.

**K26:** How to adapt and vary your treatment technique, sequence, rhythm and depth to meet the client's physical and emotional characteristics and treatment.

**K27:** The benefits and effects of holistic therapy treatments and wellbeing experiences.

**K28:** The remedial action to take if contra-actions, discomfort or Herxheimer reaction occur during course of the treatment experiences.

**K29:** The physical and psychological effects of holistic therapy treatments and wellbeing experiences.

**K30:** Why it is important to check the client's wellbeing throughout the treatment and allow sufficient post-treatment recovery time.

**K31:** The range of products and services available as holistic treatments and wellbeing experiences, the types of advice and recommendations.

**K32:** The recommended operating temperatures and humidity levels for wet and treatment areas.

**K33:** How to test and interpret results of water and chemical concentrations for water experiences or the protocol for managing water based treatments.

**K34:** The preparation requirements for temperature related treatments.

**K35:** The benefits and precautions of using thermal treatments.

**K36:** How to complete treatments using temperatures: Body wraps, Thermal massage including salt, shell, lava, poultice stone, cryotherapy. How to perform pre-heat treatments: sauna, steam, infra-red. The different types of pre-heat treatment and the effects.

**K37:** The use and benefits of equipment and products available for treatments involving temperatures.

**K38:** The physiological effects of Colour Therapy and their effect on the mind and individual, how they can be used in wellbeing experience.

**K39:** The definition of a SPA – common and emerging trends in holistic treatments and wellbeing experiences - Sauna, steam, hydro, hamam traditional spa, thalasso pools, floatation and colour.

**K40:** The effects of Thermal treatments and cyro treatments on the skin, circulatory and bodily systems.

**K41:** The post treatment restrictions applicable to holistic treatments and wellbeing experiences.

**K42:** Suppliers' and manufacturers' instructions for the safe use of equipment, tools, materials and products.

**K43:** The types of post treatment advice and recommendations to include: post treatment and follow- up procedures; aftercare products; avoidance of activities that may cause contra-actions or that reduce treatment benefits; time intervals between treatment experiences; present and future products and homecare routines/ treatments (links and long-term treatment planning inclusive of lifestyle and health guidance).

**K44:** How to evaluate the treatment outcome in order to inform further treatment and lifestyle recommendations.

**K45:** How to recognise the difference between contra-actions and those which are a result of poor practice.

**K46:** The principles of promoting wellbeing and self-help strategies and retailing products, services and treatments to include: the benefits of promoting products and services, communication skills and behaviours that support the promotion and retailing of products, services and treatments, promotion and sales techniques to enhance the client experience and overall treatment results.

**K47:** Different types of promotional activities that can be used to increase income and how to promote sales and additional products, services and treatments to new and existing clients.

**K48:** How to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress.

**K49:** How to develop and maintain business procedures to safely control work operations, the management of systems and processes including: successful business planning, financial effectiveness, promotional and marketing activities, team development, business operations, supporting client service improvements, problem solving, practice time and self-management principles.

**K50:** Supervisory strategies used to coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members.

**K51:** What constitutes continuing professional development (CPD) within wellbeing industry and broader sector. Why and how to access CPD and the importance of keeping up to date.

**K52:** The organisation of the body and the structure and functions of cells, tissues, organs and systems: anatomical regions and related terms, structure of a cell and division, functions of a cell, structure and types of tissues and pathologies related to the cells and tissues, organs and systems of the human body.

**K53:** The structure and function of the skin, nails and hair: anatomical structure and functions of the skin, anatomical structure and functions of the nail, anatomical structure and functions of the hair, pathologies related to the skin, nails and hair.

**K54:** The structure and functions of the skeletal system: classification and structure of the skeletal system, functions of the skeletal system, location of bones of the skeleton, types of joints and movement, pathologies of the skeletal system.

**K55:** The structure and functions of the muscular system: classification and structure of the muscular system, functions of the muscular system, location and action of the primary muscles of the face and body, pathologies of the muscular system.

**K56:** The structure and functions of the cardiovascular system: structure of the cardiovascular system, composition and functions of the blood, primary blood vessels of the body, pathologies of the cardiovascular system.

**K57:** The structure and functions of the lymphatic system: structure and functions of the lymphatic system, structure and functions of the lymphatic organs, location of lymphatic nodes and ducts, pathologies related to the lymphatic system.

**K58:** The structure and functions of the nervous system: structure and functions of the central and autonomic nervous systems, pathologies of the nervous systems.

**K59:** The structure and functions of the respiratory system: structure and functions of the respiratory system, pathologies of the respiratory system.

**K60:** The structure and functions of the digestive system: structure and functions of digestive system, processes of digestion, pathologies of the digestive system.

**K61:** The structure and functions of the endocrine system: structure and functions of the endocrine system, common pathologies of the endocrine system.

**K62:** The structure and functions of the renal and reproductive systems: structure and functions of the renal system, structure and functions of the reproductive system, key stages of the human reproductive cycle.

**K63:** The anatomical systems, their interdependence and the effects on each of the systems independently and combined when completing Holistic therapy treatments and wellbeing experiences

### Skills

**S1** Carry out an in-depth dynamic client profile consultation from which wellbeing therapies and treatment experience schedules are created, in pursuit of optimal functioning and balance of the physical, emotional and mental aspects or daily life resulting in a dynamic state of equilibrium and wellbeing for the client. Acknowledge indicators to identify the most suitable wellbeing and holistic principle to apply, being fully present to maximize the therapy outcome and benefit. (wellbeing and treatment experience schedules include: factors that affect the wellbeing therapies, treatments and schedules; in-depth client lifestyle profiling; body and skin analysis including type, condition and characteristics; postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle factors that impact on the calming or stimulation of the sensory perceptions of the body and mind, strategies to aid relaxation and manage stress levels and guidance for improvement; solutions for improving the condition of the clients’ physical appearance and emotional welfare; specific client risk assessment to establish suitability and indicators for treatment; the recognition of any contra-indications and take the necessary action; advice on expected and adverse contra-actions during or after the wellbeing therapy/treatment: taking appropriate remedial action if the client experiences discomfort or contra-actions)

**S2** Use effective communication skills, being empathetic to build and maintain clients' trust, and confidence by providing and collating accurate and relevant information, explaining the treatment procedure and wellbeing experience at each stage of the process

**S3** Establish suitability for holistic therapy treatments and wellbeing experiences by completing appropriate tests including: allergy, sensitivity and tactile.

**S4** Work in compliance against organisational operations to meet legal, regulatory, licencing and or local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance.

**S5** Ensure the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations.

**S6** Maintain safe and effective methods of working in accordance with organisational operations to meet legal, regulatory, licencing and or local rules, industry requirements, treatment protocols and wellbeing therapy, manufacturers' instructions and guidance by: maintaining personal hygiene, protection and presentation; maintaining client confidentiality and discretion before, during and after the therapy treatments or wellbeing experince; positioning the client to meet the needs of the schedule; ensuring own posture and working methods minimise fatigue and the risk of injury to yourself and client; ensuring environmental conditions are suitable for the client and the treatment; keeping work area clean and tidy (products, tools and equipment);using working methods that minimise the risk of cross-infection; promoting environmental and sustainable working practices; disposal of waste materials to meet legal requirements.

**S7** Prepare the environment to calm or stimulate the multi-sensory perceptions of the body and mind such as sight, touch, sound, taste and smell.

**S8** Prepare the client for holistic treatment or wellbeing experience, whilst maintaining client's discretion, modesty and privacy. Maintain client comfort and care by checking the client's wellbeing before, during and after the therapy or treatment and allowing sufficient post-treatment recovery time.

**S9** Perform, implement and complete risk assessment protocols in relation to the environment, therapy, treatment and client risk. Liaise with non-health care and health care practitioners when required.

**S10** Implement, perform and adapt advanced manual therapy techniques (face, scalp and body), singularly or as a course to meet client’s physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating) needs and expectations. To include: effleurage, petrissage, tapotement, vibration and friction; deep tissue, light touch, advanced techniques using the forearm, wrist and elbow; choice of massage mediums.

**S11** Implement, perform and adapt wellness and holistic therapy treatments for improving the condition of the clients physical and emotional welfare and wellbeing to include: Indian head massage, lymphatic drainage massage, aromatherapy (20 oils) singularly or as a course to induce relaxation, improve circulation, promote skin healing and energise, acupressure treatments, holistic massage, relaxation strategies and stress management to give greater physical and psychological capacity.

**S12** Implement, perform and adapt thermal therapy treatments for improving the clients physical and emotional welfare and wellbeing to include body treatments, heat experiences and pre-treatments in preparation for further treatments.

**S13** Implement, perform and adapt holistic treatments to treat clients with variable needs, including those with specific health issues, (cancer, diabetes, life limiting or life threatening conditions) ensuring consent has been established with other multi-disciplinary professional teams.

**S14** Select and prepare the relevant products, tools and equipment to suit the wellbeing therapy or treatment/s.

**S15** Use and adapt the products, equipment, tools, wellbeing therapy and treatment duration to suit the client's lifestyle profile and schedule, physical and emotional wellbeing, body condition, sensitivity and tolerance.

**S16** Advise on the environmental and lifestyle factors that impact the human body (integral biology) systems and their effects on an individual’s ability to cope with the normal and abnormal activities of daily living that give greater physical, mental and emotional resilience.

**S17** Resolve problems that may occur during the wellbeing therapies, treatments, and refer when required.

**S18** Adapt wellbeing therapies, treatments, thermal therapy techniques to suit different treatment objectives and treatment areas.

**S19** Ensure the finished result is to the client's satisfaction.

**S20** Identify, resolve and report organisational operational problems within the scope of responsibility.

**S21** Provide detailed, written, post wellbeing, treatment, and thermal therapy treatment advice and recommendations to include: post treatment and follow- up procedures, client self care principles , aftercare products, avoidance of activities that may cause contra-actions or that reduce treatment benefits, time intervals between treatments, present and future products, homecare routines/treatments.

**S22** Evaluate the outcome in order to inform further recommendations.

**S23** Adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress.

**S24** Develop and maintain procedures to safely control work operations, the management of business systems and processes including, successful business planning, financial effectiveness, promotional and marketing activities, team development, operations and supporting client service improvements, problem solving practice. Apply time and self-management principles.

**S25** Supervise, coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members.

**S26** Manage own continuing professional development (CPD) incorporating research, professional practice and progression.

### Behaviour

**B1:** Ownership of work: accepts responsibility, is proactive, and plans their work, takes pride in their work and aims for excellence, works within the scope of ones own professional limits  
**B2:** Professionalism: demonstrates a pride in work, integrity, respect, empathy, confidentiality, discretion, flexibility and adaptability whilst maintaining professional ethics.  
**B3:** Ambassador - Works collaboratively, contributes ideas and challenges appropriately, leads by example, acting as an ambassador for the organisation and industry.  
**B4:** Effective communicator: choose the most appropriate way of communicating with clients; be helpful and courteous at all times; adapt behaviour in response to each client and situation.  
**B5:** Effectively manages and maintains own wellbeing, physically, mentally and emotionally.

## Additional information

Proposed Route:   
Hair and Beauty

Typical duration of apprenticeship (months):18

Proposed occupational Level:3

Please select the end-point assessment method/s likely to be used to assess competence against the KSBs as a whole:  
Observation based Practical demonstration based

## Qualifications & professional recognition

### English and Maths qualifications

**Level 3 and above apprenticeships**

Level 3 and above apprenticeships Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship’s English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

### Other mandatory qualifications

Does the apprenticeship include any mandated qualifications in addition to the above-mentioned English and maths qualifications?   
No

### Entry requirements

Are there any statutory/regulatory or other typical entry requirements?:No

### Professional recognition

Does this standard align to any professional recognition?No

Please specify any professional recognition which you have considered but concluded is not applicable to the occupation.

## Consultation

##### Consultation Summary