

End-point assessment plan for Wellbeing and holistic therapist apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0685	3	No

Contents

Introduction and overview	2
EPA summary table	4
Length of end-point assessment period.....	5
Order of end-point assessment methods.....	5
EPA gateway	5
End-point assessment methods	7
Reasonable adjustments	17
Overall EPA grading	17
Grading descriptors.....	18
Re-sits and re-takes.....	26
Roles and responsibilities.....	27
Internal Quality Assurance (IQA).....	31
Value for money	31
Mapping of knowledge, skills and behaviours (KSBs).....	32

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the wellbeing and holistic therapist apprenticeship standard. It explains how EPA for this apprenticeship must operate.

It provides the EPA design requirements for end-point assessment organisations (EPAOs) for this apprenticeship standard. It will also be useful for apprentices undertaking this apprenticeship, their employers and training providers.

EPA must be conducted by an EPAO approved to deliver EPA for this apprenticeship standard. Each employer should select an approved EPAO from the Education & Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

Full-time apprentices will typically spend 20 months on-programme (before the gateway) working towards this occupational standard. All apprentices must spend a minimum of 12 months on-programme. All apprentices must spend a minimum of 20% of on-programme time undertaking off-the-job training.

Before starting EPA, an apprentice must meet the gateway requirements. For this apprenticeship they are:

- the employer must be content that the apprentice is working at or above the occupational standard
- apprentices must have compiled and submitted a portfolio of evidence to underpin the professional discussion.
- apprentices must have achieved English and mathematics at Level 2¹

The EPAO must confirm that all required gateway evidence has been provided and accepted as meeting the gateway requirements. The EPAO is responsible for confirming gateway eligibility. Once this has been confirmed, the EPA period starts.

This EPA should then be completed within an EPA period lasting typically for 3 months.

This EPA consists of 3 discrete assessment methods.

¹ For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

It will be possible to achieve the following grades in each end-point assessment method:

Assessment method 1: **Knowledge test**

- fail
- Pass

Assessment method 2: **Observation with questions**

- fail
- pass
- distinction

Assessment method 3: **Professional discussion underpinned by a portfolio of evidence**

- fail
- pass
- distinction

Performance in the end-point assessment methods will determine the overall apprenticeship standard grade of:

- fail
- pass
- merit
- distinction

EPA summary table

On-programme (typically, 20 months)	Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard. Training towards English and mathematics Level 1 and 2, if required Compiling a portfolio of evidence
End-point assessment gateway	The employer must be content that the apprentice is working at or above the level of the occupational standard. Apprentices must have achieved English and mathematics at Level 2. Apprentices must submit a portfolio to underpin the professional discussion.
End-point assessment (which will typically take 3 months)	End-point assessment method 1: Knowledge test, graded: <ul style="list-style-type: none"> • fail • pass End-point assessment method 2: Observation with questions, graded: <ul style="list-style-type: none"> • fail • pass • distinction End-point assessment method 3: Professional discussion underpinned by a portfolio of evidence, graded: <ul style="list-style-type: none"> • fail • pass • distinction Performance in these assessment methods will determine the overall apprenticeship standard grade of: <ul style="list-style-type: none"> • fail • pass • merit • distinction

Length of end-point assessment period

The EPA will be completed within an EPA period lasting typically of 3 months, starting when the EPAO has confirmed that all the gateway requirements have been met.

Order of end-point assessment methods

The assessment methods can be completed in any order.

EPA gateway

The apprentice should only enter the gateway once the employer is content that the apprentice is working at or above the occupational standard. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

The EPAO determines when all gateway requirements have been met, and the EPA period will only start once the EPAO has confirmed this.

In addition to the employer's confirmation that the apprentice is working at or above the level of the occupational standard, the apprentice must have completed the following gateway requirements prior to starting EPA:

- Achieved English and mathematics at Level 2.
For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3.
British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

For knowledge test:

- no specific requirements

For observation with questions:

- employers must provide copies of local policies and procedures to the EPAO

For professional discussion, the apprentice will be required to submit:

- a portfolio of evidence

Portfolio of evidence requirements:

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain evidence related to the KSBs that will be assessed by the professional discussion
- the portfolio of evidence will typically contain 17 discrete pieces of evidence
- evidence must be mapped by the apprentice against the KSBs assessed by the professional discussion (see mapping of KSBs)
- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- evidence sources may include:
 - workplace documentation/records, for example workplace policies/procedures, records
 - witness statements
 - annotated photographs
 - video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources are possible.

- it should not include reflective accounts or any methods of self-assessment
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- the evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway

The portfolio of evidence is not directly assessed. It underpins the professional discussion and therefore should not be marked by the EPAO. EPAOs should review the portfolio of evidence in preparation for the professional discussion but are not required to provide feedback after this review of the portfolio.

End-point assessment methods

End-point assessment method 1: Knowledge test

Overview

This assessment method has 1 component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

The rationale for this assessment method is:

- it is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods. This method confirms competency against health and safety requirements which is essential to this occupation
- it allows for efficient testing of knowledge where there is a right or wrong answer
- it allows for flexibility in terms of when, where and how it is taken
- it allows larger volumes of apprentices to be assessed at one time

Delivery

Test Format

The test must be:

- computer based

It will consist of 44 questions.

These questions will consist of closed response questions (multiple-choice questions). The multiple-choice questions will have four options of which one will be correct. The questions must be varied to avoid the text becoming too predictable yet allow assessment of the relevant knowledge.

Test administration

Apprentices must have 80 minutes to complete the test. The apprentice will be given 5 working days' notice of the test date, time and location.

The test is closed book which means that the apprentice cannot refer to reference books or materials.

Assessment

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible where question type allows this.

A correct response will be assigned one mark.

Any incorrect or missing answers must be assigned zero marks.

The following grade boundaries apply to the test:

Grade	Minimum score	Maximum score
Pass	31	44
Fail	0	30

Assessment location

Apprentices must take the test in a suitably controlled environment that is a quiet space, free from distractions and influence, in the presence of an invigilator. The invigilator may be specialised software, if the test can be taken on-line or another external person employed by the EPAO.

The EPAO is required to have an invigilation policy that will set out how the test is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test.

The EPAO is responsible for ensuring the security of any tests they administer to ensure the test remains valid and reliable (this includes any arrangements made using online tools).

The EPAO is responsible for verifying the identity of the person taking the test. The EPAO must also verify the suitability of the venue for test-taking.

Question and resource development

Questions must be written by EPAOs, must be relevant to the occupation and assess KSBs mapped to this assessment method. It is recommended that this be done in consultation with employers of this occupation. EPAOs should maintain the security and confidentiality of their questions when consulting employers.

Each EPAO must develop a test specification. They must also develop a question bank of sufficient size to prevent predictability and review it regularly (at least once a year) to ensure it, and the questions it contains, are fit for purpose.

The test questions must be varied yet assess the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

EPAOs will produce the following material to support this assessment method:

- a question bank
- a test specification
- sample tests and mark schemes
- live tests and mark schemes
- analysis reports which show areas of weakness for completed tests/exams and an invigilation policy
- assessment recording documentation

End-point assessment method 2: Observation with questions

Overview

This assessment method has 1 component.

An observation with questions involves an independent assessor observing an apprentice undertaking work as part of their normal duties in the workplace and asking questions. This allows for a demonstration of the KSBs through naturally occurring evidence. The observation must be of an apprentice completing their usual work and simulation is not permitted.

Apprentices must be observed by the independent assessor completing work under normal working conditions. The observation must be on a minimum of three clients, one client should be a new client and two should be previously consulted clients.

The independent assessor will ask questions in relation to KSBs that have not been observed although these should be kept to a minimum.

The rationale for this assessment method is:

- The occupation involves practical activity best assessed through observation; it would be difficult to replicate the working environment in a valid way and employers would doubt the occupational competence of an individual not assessed in this way.
- this is a practical role, best demonstrated through completing tasks in a real work setting
- observation makes use of employer resources and equipment, which will be familiar to the apprentice and thus allow them to perform at their best
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors
- tasks completed during the observation should contribute to workplace productivity and are valid
- it is a holistic assessment method

Delivery

The observation with questions must typically take 4 hours and 15 minutes. During this time the apprentice will perform the following:

1. Perform and adapt an Indian head massage treatment (typically 1 hour 15 minutes)
2. Perform and adapt a wellness and holistic massage treatment (typically 2 hours)
3. Perform and adapt a thermal therapy treatment (typically 1 hour)

To ensure health and safety the independent assessor can terminate the observation at any point should the apprentice put either themselves or others at risk.

EPAOs must manage invigilation of apprentices during breaks in order to maintain security of the assessment in line with their malpractice policy.

The independent assessor may observe only one apprentice at any one time, to ensure quality and rigour.

Apprentices must be provided with information on the format of the observation with questions, including the timescales they will be working to before the start of the observation with questions. The time taken to give this information is exclusive of the assessment time.

The observation with questions may be split into three discrete treatments held over a maximum of 1 working day. The length of a working day is typically considered to be 7.5 hours. The independent assessor has the discretion to increase or decrease the time of each of the three treatments by up to 10% to allow the apprentice to complete the treatment that they are working on or complete the answer to a question.

The following activities must be observed during the observation with questions.

The apprentice will complete 3 treatments, one client should be a new client to allow the apprentice to demonstrate a full consultation and dynamic lifestyle profiling. The remaining two clients should be previously consulted clients to ensure there is no duplication of assessment. During the observation, they will need to demonstrate they meet safe and effective methods of working, comply with organisational operations to meet legal, regulatory, licencing and/or local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance and treatment protocols. (K19, S5, S7).

The employer is responsible for providing suitable clients that allows the apprentice to demonstrate the KSBs mapped to this assessment method including being required to complete the treatments detailed in the observation and providing contingency clients if required. The venue host is responsible for informing the clients of the end point assessment process to ensure understanding, consent and cooperation.

The observation with questions should be conducted in the following way, to take account of the occupational context:

1. Indian head massage treatment (typically 1 hour 15 minutes)

- One client update consultation using a **previously consulted client** (15 minutes) to include:
 - obtaining, collating and recording personal information (S3, S6)
 - establishing suitability of treatment and conducting tests (K24, S4)
 - advising on the environmental and lifestyle factors (S19, K1, K12, K42, K48)
 - client risk assessment (S9)
 - communicating with clients to build and maintain trust (S2)
- Perform and adapt an Indian head massage treatment (S12, S15, K28) using advanced manual therapy techniques (face, scalp), to meet client's physical and psychological characteristics, treatment objectives, needs and expectations (typically 45 minutes) to include:
 - applying safe and effective methods of working (S7, K19)

- preparing, maintaining and checking the client and environment (K16, K17, K25, K26, K27, K31, S8, S11, S14)
 - using the relevant products, tools, equipment (K32, K40, S18)
 - evaluating the outcome (K42, S23)
- Provide advice and recommendations and sufficient post-treatment recovery time (K41, K43, S19, S22) (typically 15 minutes)

2. A wellness and holistic massage treatment (typically 2 hours)

- One in-depth dynamic client profile consultation on a **new client** which a wellbeing therapy and treatment experience schedule is created 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 (typically, 30 minutes) to include:
 - in-depth dynamic client profile (S1, K1, K4, K12)
 - obtaining, collating and recording personal information (S3, S6)
 - establishing suitability of treatment and conducting tests (K24, S4)
 - advising on the environmental and lifestyle factors (S19, K1, K12, K42, K48)
 - client risk assessment (S9)
 - communicating with clients to build and maintain trust (S2)
- Perform and adapt a wellness and holistic massage treatment (S12, S15, K28), to meet client's physical and psychological characteristics, treatment objectives need and expectations (typically 1 hour 15 mins) to include:
 - lymphatic drainage massage on the legs
 - acupressure technique on the face and scalp
 - holistic massage on the back using massage mediums (S13, K21, K22) using aromatherapy oils, that are blended specifically for the client including effleurage, petrissage, tapotement, vibration and friction; deep tissue, light touch, advanced techniques using the forearm, wrist and elbow
 - adapting and varying the treatment technique, sequence, rhythm and depth
 - applying safe and effective methods of working (S7, K19)
 - preparing, maintaining and checking the client and environment (K16, K17, K25, K26, K27, K31, S8, S11, S14)
 - using the relevant products, tools, equipment (K32, K40, S18)
 - evaluating the outcome (K42, S23)
- Provide advice and recommendations and sufficient post-treatment recovery time (K41, K43, S19, S22) (typically 15 minutes)

3. Perform and adapt a thermal therapy treatment (1 hour)

- One client update consultation using a **previously consulted client** (typically 15 mins) to include:
 - obtaining, collating and recording personal information (S3, S6)
 - establishing suitability of treatment and conducting tests (K24, S4)
 - advising on the environmental and lifestyle factors (S19, K1, K12, K42, K48)
 - client risk assessment (S9)
 - communicating with clients to build and maintain trust (S2)
- Perform and adapt a thermal therapy treatment (S16, K28) for improving the clients physical and emotional welfare and wellbeing (typical 30 min) to include:
 - body treatment
 - heat experience (K35)
 - temperature management (K26, K35, K36)
 - applying safe and effective methods of working (S7, K19)
 - preparing, maintaining and checking the client and environment (K16, K17, K25, K26, K27, K31, S8, S11, S14)
 - using the relevant products, tools, equipment (K32, K40, S18)
 - evaluating the outcome (K42, S23)
- Provide advice and recommendations and sufficient post-treatment recovery time (K41, K43, S19, S22) (typically 15 minutes)

The independent assessor must be unobtrusive whilst conducting the observation with questions.

The independent assessor must ask a minimum of 9 questions over the 3 treatments. These questions will be asked at a suitable point during the assessment, for example after the consultation and before the treatment starts or at the end of the treatment.

They may ask follow-up questions where clarification is required. Questions may be asked both during and after each of the three treatments. Activities not observed by the independent assessor during the observation can instead be covered by questioning after the observation, but these questions must be asked within the time period for each treatment.

As only naturally occurring work is observed, those KSBs that the apprentice did not have the opportunity to demonstrate can be assessed via questioning, although these should be kept to a minimum.

KSBs observed and responses to questions will be assessed holistically.

The independent assessor has the discretion to increase the duration by up to 10% to allow the apprentice to respond to a question.

KSBs observed, and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

Assessment location

The observation with questions should take place in:

- the apprentice's workplace
- workplace other than the employer's own premises

Specific venue requirements that must be in place to ensure a real work environment include:

- that all end-point assessments must be carried out under realistic commercial conditions
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- all byelaws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account; all relevant large items of equipment e.g. therapist's chair, treatment couches must be provided
- the employer is responsible for providing tools and equipment and the products they will be using
- all equipment must be familiar to the apprentice, be in good working order and legally compliant

Question and resource development

EPAOs will create and set open questions to assess KSBs mapped to this assessment method. Each EPAO must develop a question bank of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure the questions they contain are fit for purpose. Independent assessors must use the question bank as a source for questioning and are expected to use their professional judgment to tailor those questions appropriately. Independent assessors are responsible for generating suitable follow-up questions in line with the EPAOs training and standardisation process. The questions relating to underpinning KSBs must be varied yet allow assessment of the relevant KSBs.

EPAOs will produce the following material to support this assessment method:

- independent assessor training materials
- grading guidance
- a question bank
- assessment recording documentation
- outline of the observation's requirements
- marking materials
- guidance document for employers and apprentices on the process/timescales for the observation with questions as well as a description of the purpose
- guidance document for independent assessors on how to carry out the assessment

End-point assessment method 3: Professional discussion underpinned by a portfolio of evidence

Overview

This assessment method has 1 component.

A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

The rationale for this assessment method is:

- it allows some KSBs which may not naturally occur in every workplace or may take too long to observe to be assessed and the assessment of a disparate set of KSBs.
- it allows for testing of responses where there are a range of potential answers that can't be tested through the knowledge test
- it is cost effective, as it can be conducted remotely, therefore potentially reducing travelling time

Delivery

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and cover the KSBs assigned to this assessment method. It will involve questions that will focus on the topics and themes as follows:

- Liaison with colleagues and non-health care and health care practitioners (K14, S10)
- Perform and adapt holistic treatments to treat clients with variable needs (K13, S17)
- Resolve problems that may occur during treatments (S20)
- Organisational operating problems within the scope of responsibility (S21)
- Meeting targets (S21, K44, K45, K46)
- Continuing professional development (CPD) and wellbeing (K15, K47 S25, B4)
- Ownership of work (B1)
- Ambassador for the organisation and industry (B3)

The apprentice should be given a minimum of 5 working days' notice. The professional discussion can be completed on a separate day from the observation.

Independent assessors should be given 2 weeks' notice in advance of the professional discussion in order to review the portfolio of evidence, which will be shared by the EPAO with the independent assessor electronically, if the professional discussion is held remotely.

The independent assessors will conduct and assess the professional discussion, the apprentice will lead the discussion.

The professional discussion must last for 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. The minimum number of questions the independent assessor must ask is 8. The apprentice leads on the responses to the questions making detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

During this method, the independent assessor can combine questions from the EPAO's question bank and those generated by themselves.

The professional discussion will be conducted as follows:

- This is a 1:1 conversation with no one else involved
- It is completed in an appropriate environment which is free from distractions and interruptions
- Both parties may refer to the apprentice's portfolio to support the discussion

KSBs met and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

Assessment location

The professional discussion should take place in a quiet room, free from distractions and influence.

Online platforms can be used to conduct the professional discussion remotely, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being assisted. Protocols must be created and implemented to ensure all evidence gathered is traceable, auditable, and authenticated.

The professional discussion can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO (for example a training provider's premises)

Question and resource development

Independent assessors are responsible for generating suitable questions in line with the EPAO's training and standardisation process. A question bank must be developed by EPAOs. Independent assessors must use the question bank as a source for questioning and are expected to use their professional judgment to tailor those questions appropriately. The question bank must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its contents, are fit for purpose. The questions relating to the underpinning KSBs, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

EPAOs will produce the following material to support this assessment method:

- question bank

- structured specification
- outline of the assessment method's requirements
- marking materials
- guidance document for employers and apprentices on the process/timescales for the professional discussion underpinned by a portfolio of evidence as well as a description of the purpose
- guidance document for independent assessors on how to carry out the assessment

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Overall EPA grading

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Performance in the EPA will determine the apprenticeship grade of fail, pass, merit or distinction.

Independent assessors must individually grade the observation and professional discussion assessment methods, according to the requirements set out in this plan. A person appointed by the EPAO must grade the multiple-choice test. Alternatively, marking by computer is permissible where question type allows this.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA 'fail'.

In order to gain an overall EPA 'pass', apprentices must achieve a pass in all the assessment methods.

In order to achieve an overall EPA merit or distinction, please see table below.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Knowledge Test	Observation with questions	Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit
Pass	Distinction	Distinction	Distinction

Any grade = fail, pass, merit or distinction

Grading descriptors

End-point assessment method 1: Knowledge test

KSBs	Fail	Pass In order to achieve a pass, apprentices must demonstrate all of the pass descriptors
K2 K5 K6 K7 K8 K9 K10 K11 K18 K19 K20 K22 K23 K29 K30 K33 K34 K36 K37 K38 K39 K43 K48 K49 K50	Does not meet the pass criteria	Achieves a score of 31 marks or above out of 44 marks available in total.

End-point assessment method 2: Observation with questions

KSBs	Fail	Pass - The apprentice meets all of the criteria below:	Distinction - The apprentice meets all of the pass criteria and all of the distinction criteria below:
K1 K3 K4 K12 K16 K17 K21 K24 K25 K26 K27	Does not meet the pass criteria	Consultation Explains and carries out an in-depth dynamic lifestyle consultation including body and skin analysis, the factors that affect well-being therapies and advice on environmental and lifestyle factors impacting the human body systems on the calming or stimulation of the sensory perceptions of the body and mind (K1, K3, K12, S1, S19) Demonstrates obtaining, providing and collating accurate and relevant information (S3)	Analyses client profile consultations and justifies their choice of wellbeing therapies and experience schedules (K1, S1) Evaluates the outcome and benefit of applied wellbeing and holistic principles (K3) Justifies the relevance of completing client lifestyle profiles (K12)

<p>K28</p> <p>K31</p> <p>K32</p> <p>K35</p> <p>K40</p> <p>K41</p> <p>K42</p> <p>S1</p> <p>S2</p> <p>S3</p> <p>S4</p> <p>S5</p> <p>S6</p> <p>S7</p> <p>S8</p>		<p>Ensures the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations (S6)</p> <p>Explains and demonstrates allergy, sensitivity and tactile tests to establish suitability for treatment and selects the most suitable wellbeing and holistic principle to apply, is fully present maximising the therapy outcome and benefit (K24, S4, K4)</p> <p>Implements and completes client risk assessment protocols in relation to the therapy or treatment to establish suitability and indicators for treatment, taking into account contra-indications (S9)</p>	<p>Analyses the results of allergy/sensitivity/tactile tests and justifies their choice of thermal therapy treatments and wellbeing experiences based on valid results. (K24, S4)</p> <p>Justifies and validates their selection of a wellbeing and/or holistic principle to apply (K4)</p>
<p>S9</p> <p>S11</p> <p>S12</p> <p>S13</p> <p>S14</p> <p>S15</p> <p>S16</p> <p>S18</p> <p>S19</p> <p>S22</p> <p>S23</p> <p>B1</p> <p>B2</p>		<p>Advanced manual therapy techniques (face, scalp and body) (observed in treatment 1, 2 and 3)</p> <p>Performs and adapts advanced manual therapy techniques to meet client's physical and psychological characteristics, treatment objectives, needs and expectations to suit the client's lifestyle profile and schedule, physical and emotional wellbeing, body condition, sensitivity and tolerance (S12)</p>	<p>In performing and adapting advanced manual therapy techniques, they recognise the change to the client's behaviours and indicators (physical changes for example: breathing responses, muscular temperature changes, dermal responses).</p> <p>They respond with developed techniques to vary the application (for example: flow, rhythm, posture and depth) and its accuracy to maximise the treatment benefits (S12)</p>

B4		<p>Wellness and holistic therapy treatment (observed in treatment 1 and 2)</p> <p>Demonstrates wellness and holistic therapy treatments adapting them to client needs (S15)</p> <p>Identifies and uses massage mediums to include the choice, blend and use of aromatherapy essential oils to meet the treatment objectives and defines how to use them safely (K21, S13)</p>	<p>Justifies the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise the treatment benefits (S15)</p> <p>In using massage mediums, justifies the choice, blend and use of aromatherapy essential oils and chooses the optimum blend (K21, S13)</p>
		<p>Thermal therapy treatment (observed in treatment 3)</p> <p>Performs and adapts thermal therapy treatments for improving the client's physical and emotional welfare and wellbeing including body treatments, heat experiences and pre-treatments in preparation for further treatments (K27, S16, K35)</p> <p>Monitors and implements precautions when using heat in treatments (thermal treatments) (K35)</p>	<p>Justifies the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise the treatment benefits (K27, S16)</p>
		<p>Preparation and client care</p> <p>Demonstrates a style of communication which helps build and maintain trust to support the treatment and wellbeing experience schedules (S2)</p> <p>Prepares the treatment environment according to the treatment plan, including multi-sensory considerations (K16, S8)</p> <p>Prepares the client for treatment whilst maintaining client's discretion, modesty and privacy (K25, S11)</p>	<p>Adapts their communication style to evaluate the information received to maximise the benefit for the client (S2)</p> <p>Consistently and attentively empathises and optimises client comfort, checking the client's wellbeing before, during and after the treatment, recognising and reacting to client's behaviours and</p>

		<p>Selects, prepares, uses and adapts products, tools, equipment and treatment duration to suit the client's sensitivity tolerance, body condition, lifestyle profile, physical and emotional wellbeing meeting the treatment or wellbeing experience schedule (K32, S18)</p> <p>Maintains client's wellbeing and comfort during and after the treatment, identifying areas of the body that may need support or cushioning and allowing post treatment recovery time (K31, S14, K26)</p> <p>Explains the adaptation and variation of the treatment technique, sequence, rhythm and depth to meet the client's physical and emotional characteristics (K28)</p>	allowing sufficient post-treatment recovery time (K31, S14)
		<p>Pre and Post treatment and aftercare</p> <p>Explains pre- and post-treatment and wellbeing experiences advice, aftercare instructions and recommendations that takes into account the client's needs (K41, S22)</p> <p>Provides aftercare products and advises how to avoid activities that may cause contra-actions or that reduce treatment benefits (K41, S22)</p> <p>Provides advice on the environmental and lifestyle factors that impact the human body (integral biology) systems and their effects on the individual's ability to cope with the normal and abnormal activities of daily living that give</p>	Provides justified recommendations, drawing on their knowledge of the client related to further treatments and lifestyle (K41, S22)

		<p>greater physical, mental and emotional resilience (S19)</p> <p>Evaluates the wellbeing treatment or experience outcome and suggests further treatments and/or lifestyle recommendations (K42, S23)</p>	
		<p>Risk assessment</p> <p>Implements and completes risk assessment protocols in relation to the environment (S9)</p>	
		<p>Health & safety and procedures</p> <p>Carries out the treatments in compliance against organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance (S5)</p> <p>Follows organisational policies to maintain client confidentiality, manufacturers' instructions and guidance and treatment protocols for the safe use of equipment, tools, materials and products (K40)</p> <p>Applies safe and effective methods of working in accordance with organisational policies and procedures (K17, S7)</p> <p>Maintains client confidentiality and discretion before, during and after the therapy treatments and wellbeing experiences (S7)</p> <p>Positions the client to support and meet the needs of the schedule and ensuring own posture and working methods minimise fatigue and the risk of injury to self and client (S7)</p>	<p>Utilises and adapts their own posture and the position of the client to maximise and modify the pressure, depth and rhythm of advanced manual therapy technique (S7)</p>

		<p>Ensures environmental conditions are suitable for the client and the treatment keeping the work area clean and tidy (S7)</p> <p>Uses working methods that minimise the risk of cross-infection, promoting environmental and sustainable working practices and disposal of waste materials to meet legal requirements (K17, S7)</p>	
		<p>Professionalism</p> <p>Acts independently in developing an approach to their work which reflects the policies/procedures/protocols set out by the organisation (B1)</p> <p>Establishes an approach to clients which reflects the professional standards and ethical policies set out by employers and the Industry (B2)</p> <p>Interacts with clients in a courteous and helpful manner adapting their style of communication according to the situation whilst adhering to the policies and procedures set out by the organisation (B4)</p>	<p>Adapts behaviour to meet and reflect each client and situation and addresses client needs by responding to direct and indirect client feedback, movements and/or behaviours (B4)</p>

End-point assessment method 3: Professional discussion underpinned by portfolio of evidence

KSBs	Fail	Pass - The apprentice meets all of the criteria below:	Distinction - The apprentice meets all of the pass criteria and all of the distinction criteria below:
K13 K14 K15 K44 K45 K46 K47 S10 S17 S20 S21 S24 S25 B3 B5	Does not meet the pass criteria	Liaison with colleagues, non-health care and health care practitioners Outlines protocols used when liaising or referring clients with other multidisciplinary professionals, following legal requirements for gaining valid client informed consent (K14) Explains how they have liaised with colleagues, non-health care and health care practitioners to establish suitability and safety of the treatment(S10)	Evaluates liaisons with colleagues, non-health care and healthcare practitioners to identify areas for improvement (S10)
		Perform and adapt holistic treatments to treat clients with variable needs Explains how they have performed and adapted holistic treatments for clients with variable needs (S17) Identifies client treatment considerations, describes when and how to refer and / or tailor treatments and experiences for those clients with medically diagnosed conditions (K13)	
		Resolve problems that may occur during treatments Describe how they resolved problems which occurred during the treatments and wellbeing experiences, recognising and dealing with contractions, and referred when required (S20)	Suggests improvements to organisational procedures for resolving/reporting operational problems (S21)

		Explains how they identified, resolved and reported organisational operational problems within the scope of their responsibility (S21)	
		Meeting targets Explains how they have adjusted their performance to meet personal and organisational targets within agreed timescales and evaluated their findings by reviewing and recording progress (S24, K45) Explains how to promote sales and additional products, services and treatments to new and existing clients (K44) Explains how they use and maintain salon procedures to safely control work operations and the management of salon business systems and processes (K46)	
		Own Continuous Professional Development and wellbeing Explains how they have managed continuing professional development (CPD) incorporating research, professional practice and progression (K47, S25) Establishes a routine which manages and maintains their own wellbeing (K15, B5)	Reviews their routine to manage and maintain their own wellbeing (K15, B5)
		Ambassador for the organisation and industry Leads by example, contributes ideas, and acts as an ambassador for the organisation and industry (B3)	Evaluates how they lead by example and/or their contribution of ideas to the organisation including their role as an ambassador (B3)

Re-sits and re-takes

Apprentices who fail one or more assessment method/s will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within 6 weeks of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

All assessment methods must be taken within a 3-month period, otherwise the entire EPA will need to be re-sat/re-taken.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake 20% off-the-job training as arranged by the employer and EPAO • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan (including the portfolio) • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • provide suitable clients • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis • pass the certificate to the apprentice
EPAO	<p>As a minimum, EPAOs should:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner

	<ul style="list-style-type: none"> • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship standard • understand the occupational standard • make all necessary contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material) • appoint suitably qualified and competent independent assessors • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • develop and provide appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (i.e. HEI), there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and/or markers (where used) • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually) • manage invigilation of apprentices in order to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice being assessed • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • provide details of the independent assessor's name and contact details to the employer • have and apply appropriately an EPA appeals process
--	---

	<ul style="list-style-type: none"> request certification via the Apprenticeship Service upon successful achievement of the EPA
Independent assessor	<p>As a minimum, independent assessors should:</p> <ul style="list-style-type: none"> have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan understand the occupational standard and the requirements of this EPA have, maintain and be able to evidence up-to-date knowledge and expertise of the subject matter deliver the end-point assessment in-line with the EPA plan comply with the IQA requirements of the EPAO have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) attend induction training attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily make all grading decisions record and report all assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	<p>As a minimum, training providers should:</p> <ul style="list-style-type: none"> work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan). monitor the apprentice's progress during any training provider led on-programme learning advise the employer, upon request, on the apprentice's readiness for EPA

	<ul style="list-style-type: none"> • remain independent from delivery of the EPA. Where the training provider is the EPA (i.e. a HEI) there must be procedures in place to mitigate against any conflict of interest
Marker	<p>As a minimum, markers should:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances including when the EPAO is the training provider (i.e. HEI) • mark test answers accurately according to the EPAO's mark scheme and procedure
Invigilator	<p>As a minimum, invigilators should:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures

Internal Quality Assurance (IQA)

Internal quality assurance refers to the strategies, policies and procedures that EPAOs must have in place to ensure valid, consistent and reliable end-point assessment decisions. EPAOs for this EPA must adhere to all requirements within the Roles and Responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent assessment across employers, places, times and independent assessors
- appoint independent assessors who are working currently as a wellbeing therapist and have 'hands on' operational experience of working in the industry for the last three years in a commercial salon
- appoint independent assessors who are competent to deliver the end-point assessment and who meet the following minimum requirements:
 - maintain a relevant level 3 or above beauty, holistic or equivalent qualification
- operate induction training for independent assessors, markers and invigilators
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- where appropriate:
 - provide ongoing training for markers
 - provide ongoing training for invigilators
- undertake standardisation activity on this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of assessment decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on assessment decisions and grades

Value for money

Affordability of the EPA will be aided by using at least some of the following practices:

- use of technology – for example virtual technology where applicable
- location – for example use of employer premises
- making maximum use of each typical 7.5 hour working day
- observation of naturally occurring evidence in the workplace

Mapping of knowledge, skills and behaviours (KSBs)

End-point assessment method 1: Knowledge test

Knowledge
K2: Strategies to aid relaxation and manage stress levels and how these are used to improve the client's physical and emotional welfare
K5: Factors that contribute to an individual's wellbeing and protective strategies to improve relaxation, stimulate or calm the sensory perception systems of the body, including sight, touch, sound, smell and taste
K6: History, principles, theories and applications of holistic, thermal and wellbeing therapies (mind, body and spirit). The origin and purpose of the seven major chakras and meridians and their impact on overall mental, physical and emotional wellbeing in daily life.
K7: Benefits and effects of using holistic and wellbeing therapies to maintain wellbeing compared to the allopathic approach of western cultures
K8: Awareness of the interdependence of body systems and the impact on wellbeing when these systems malfunction and do not operate in harmony.
K9: The importance of the limbic system in the promotion of wellbeing and its impact on an individual
K10: Definition of stress, its symptoms, anatomical pathways, benefits and the long-term harm
K11: Methods used to reduce and manage the impact of stress and how to recognise an individual's ability to cope with variable levels of stress and anxiety
K18: The signs and symptoms of a healing crisis, how to manage the impact with clients and the range of aftercare, homecare and future recommendations
K19: Legal, organisational and health and safety requirements relevant to this occupation including: <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 • The Health and Safety (First Aid) Regulations 1981 • The Regulatory Reform (Fire Safety) Order 2005 • The Manual Handling Operations Regulations 1992 • The Control of Substances Hazardous to Health Regulations (COSHH) 2002 • The Electricity at Work Regulations 1989 • The Environmental Protection Act 1990 • The Management of Health and Safety at Work Regulations 1999 • The Health and Safety (Information for Employees) Regulations 1989 • The Local Government (Miscellaneous Provisions) Act 1982
K20: Types of holistic therapy treatments and wellbeing experiences, including Indian head massage, lymphatic drainage massage, aromatherapy, fundamental energy-based therapies and treatments (touch or touchless therapies and treatments that promote balance and harmony between the physical, mental and emotional aspects of an individual, promoting improved wellbeing for example diaphragmatic breathing, crystal and chakra methodologies), manual acupressure, zone therapy (principles that there are zones mapped throughout the body that can have therapeutic effects on a corresponding reflex area accessed via the feet, face or hands, by stimulation of applying pressure to a point or zone), holistic touch therapies and holistic massage

K22: How to choose, use and blend aromatherapy essential oils (20 oils) safely and for specific therapeutic benefits
K23: How to recognise contra-indications that would prevent or restrict a treatment
K29: Benefits and effects (physical and psychological) of holistic and thermal therapy treatments and wellbeing experiences
K30: How to recognise contra-actions and the remedial action to take if contra-actions or healing crises occur during the treatment or experience including those that occur as a result of poor practice
K33: Recommended operating procedures for the use of water in treatments
K34: How to test and interpret results of water and chemical concentrations for water experiences and the protocol for managing water-based treatments
K36: The types of pre-heat treatments, their effects and how to perform them. This includes sauna, steam and infra-red
K37: Temperature based treatments, directly or indirectly applied, including cold (cryo) and heat (thermal) treatments, the tools that can be used (body wraps, salt, shell, lava, marble, poultice, stone) and the effects on the skin, circulatory and bodily systems
K38: Physiological and psychological effects of colour therapy, their effect on the mind and overall mood of the individual and how they can be used in wellbeing experiences
K39: Definition of a Spa, the use and benefits of common treatments and experiences. For example sauna, steam, hydro, hamam traditional spa, thalasso pools, floatation and colour, and emerging trends
K43: Principles of improving the client's wellbeing and self-help strategies to enhance the client experience and overall treatment results
K48: The aging process of the skin, the effects and impact of environmental, genetic and lifestyle choices on the structure, function and interdependence of the human body skin, hair and nails
K49: The interdependence and effects anatomical systems have on the systems independently and combined when completing holistic therapy treatments and wellbeing experiences
K50: The organisation of the body, anatomical terminology, regions, related terms and anatomical structure, functions, and pathologies of: <ul style="list-style-type: none"> • cells and cell division and tissue types • skin, skin appendages, hair and nails • the skeletal system, including classification and structure, location of bones, types of joints and movement • the muscular system, including classification, location and action of the primary muscles of the face and body • the cardiovascular system, including composition and functions of the blood and primary blood vessels of the body • the lymphatic system, including the lymphatic organs, location of lymphatic nodes and ducts • the central and autonomic nervous systems • respiratory system • olfactory system and limbic system • digestive system including processes of digestion • endocrine system • renal and reproductive systems including key stages of the human reproductive cycle

End-point assessment method 2: Observation with questions

Knowledge
K1: How to complete an in-depth client lifestyle profile, body and skin analysis including type, condition, (for example Fitzpatrick scale, phenotype and genotype), postural analysis and the identification of any postural faults, body shapes and characteristics, lifestyle factors that impact on the calming or stimulation of the sensory perceptions of the body and mind
K3: Factors that affect wellbeing therapies including schedules and indicators
K4: How to select the most suitable wellbeing and holistic principle to apply, being fully present to maximise the therapy outcome and benefit
K12: Why it is necessary to complete a client lifestyle profile and how it is used to determine client suitability, indicators and treatment protocols; including environmental and lifestyle factors that impact the human body (integral biology)
K16: Environmental conditions for holistic treatments and wellbeing experiences, including multi-sensory such as heating, ventilation, ambiance, smell, visuals, light, sound and aroma
K17: Environmentally sustainable working practices
K21: The types of massage mediums. For example oils or other emollient, their composition, when and how to use them safely
K24: Purpose of sensitivity/allergy or tactile tests and how to conduct these.
K25: How to prepare the treatment area and client for holistic and thermal therapy treatments and wellbeing experiences
K26: Areas of the body that may require support and cushioning during treatment, how and when to provide it
K27: Preparation requirements and relevance of temperature management within treatments and experiences
K28: How to adapt and vary treatment techniques, sequence, rhythm and depth to meet the client's physical and emotional characteristics and type of treatment
K31: the importance of checking and maintaining the client's wellbeing throughout the treatment including allowing sufficient post-treatment recovery time
K32: The range of services, products, tools and equipment available for holistic treatments and wellbeing experiences
K35: Precautions of using heat (thermal) treatments
K40: Supplier and manufacturer instructions for the safe use of equipment, tools, materials and products
K41: Types of pre and post treatment advice, recommendations and restrictions to include: <ul style="list-style-type: none"> • pre and post treatment, time intervals and follow- up procedures • aftercare products • avoidance of activities that may cause contra-actions or that reduce treatment benefits • products and homecare routines or treatments

K42: How to evaluate the wellbeing impact in order to provide future holistic treatment and lifestyle recommendations

Skills

S1: Complete an in-depth, dynamic client profile consultation from which wellbeing therapies and treatment experience schedules are created

S2: Communicate verbally with clients to build and maintain trust

S3: Obtain, provide and collate accurate and relevant information

S4: Conduct allergy, sensitivity and tactile tests to establish suitability for treatment

S5: Comply with organisational operations to meet legal, regulatory, licensing and or local rules, industry requirements, treatment protocols, manufacturer instructions and guidance

S6: Manage manual and electronic client records ensuring that they are completed, signed, maintained and stored accurately in accordance with legal and organisational operations

S7: Apply safe and effective methods of working by:

- maintaining personal hygiene, protection and presentation
- maintaining client confidentiality and discretion before, during and after the therapy treatments and experiences
- positioning the client to meet the needs of the schedule
- ensuring own posture and working methods minimise fatigue and the risk of injury to self 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

S8: Prepare the treatment environment to calm or stimulate the multi-sensory perceptions of the body and mind such as sight, touch, sound, taste and smell

S9: Implement and complete risk assessment protocols in relation to the environment, therapy or treatment

S11: Prepare the client for holistic treatment or experience, whilst maintaining client's discretion, modesty and privacy

S12: Perform and adapt advanced manual therapy techniques (face, scalp and body), to meet client's physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating), needs and expectations. This includes effleurage, petrissage, tapotement, vibration and friction, deep tissue, light touch and advanced techniques using the forearm, wrist and elbow

S13: Choose massage mediums. This includes the selection, blending and the application of aromatherapy essential oils

S14: 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

S15: Perform wellness and holistic therapy treatments, adapting these according to client needs. These include Indian head massage, lymphatic drainage massage, acupressure techniques, holistic massage and aromatherapy

S16: Perform and adapt thermal therapy treatments for improving the client's physical and emotional welfare and wellbeing. This includes body treatments, heat experiences and pre-treatments in preparation for further treatments
S18: Select, prepare, use and adapt the relevant products, tools and equipment for the wellbeing therapy, and treatment duration to suit the client's sensitivity, tolerance, body condition, lifestyle profile, physical and emotional wellbeing
S19: 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
S22: Provide detailed, written post wellbeing treatment and thermal therapy treatment advice, instructions and recommendations. This includes 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 and or treatments
S23: Evaluate the outcome of the wellbeing treatment or experience in order to improve the condition of the client's physical and emotional welfare and wellbeing and inform further recommendations

Behaviours
B1: Owns their work, is proactive and responsible
B2: Maintains professional ethics: integrity, respect, empathy, client confidence, confidentiality and discretion
B4: Communicates appropriately, is helpful and courteous at all times and adapts behaviour in response to each client and situation

End-point assessment method 3: Professional discussion

Knowledge
K13: Client treatment considerations, when and how to refer, and how to tailor or adapt treatments and experiences for those clients with a medically diagnosed condition. This includes life limiting or threatening conditions such as cancer, diabetes, epilepsy, circulatory disorders, pregnancy, post-operative care
K14: Protocol when liaising with or referring a client to other multidisciplinary professionals, following legal requirements for gaining valid client informed consent
K15: How to support, manage and maintain own wellness and wellbeing
K44: Types of promotional activities that can be used to maximise business profit, including how to promote additional products, services and treatments to new and existing clients
K45: How to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress
K46: Salon business procedures that safely control work operations, the management of systems and processes
K47: What constitutes continuing professional development (CPD), why and how to access CPD and the importance of keeping up to date

Skills
S10: Liaise with colleagues, non-healthcare and healthcare practitioners
S17: Perform and adapt holistic treatments to treat clients with variable needs, including those with specific health issues, for example, cancer, diabetes, life limiting or life-threatening conditions. Ensure consent has been established with other multi-disciplinary professional teams
S20: Resolve problems that may occur during the treatments and wellbeing experiences, recognising and dealing with contra-actions, and referring the client when required
S21: Identify, resolve and report organisational operational problems within the scope of responsibility
S24: Meet personal and organisational targets within the agreed timescale, and evaluating the findings by reviewing and recording progress
S25: Manage own continuing professional development (CPD) incorporating research, professional practice and progression

Behaviours
B3: Contributes ideas, leads by example and acts as an ambassador for the organisation and industry
B5: Proactively manages and maintains own wellbeing