



HEALTH SCHOOLS AUSTRALIA

HLT50307
Diploma in Remedial Massage



From the Health Training Package HLT07

Course Information

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Health Training Package HLT07

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UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBCM204A	Work effectively with others
HLTCOM404B	Communicate effectively with clients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTCOM408B	Use specific health terminology to communicate effectively
HLTFA301B	Apply first aid
HLTHIR301A	Communicate and work effectively in health
HLTOHS300A	Contribute to occupational health and safety processes
HLTIN301A	Comply with infection control policies and procedures
HLTAP401A	Confirm physical health status
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
CHCORG28A	Reflect and improve upon professional practice
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements



HLTAP501A	Analyse health information
HLTHIR501A	Maintain an effective health work environment
HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people
HLTREM401B	Work within a massage framework
HLTREM406B	Provide massage treatment
HLTREM407B	Plan massage treatment
HLTREM408B	Apply massage assessment framework
HLTREM409B	Perform massage health assessment
HLTREM502B	Provide remedial massage treatment
HLTREM503B	Plan remedial massage treatment strategy
HLTREM504B	Apply remedial massage assessment framework
HLTREM505B	Perform remedial massage health assessment
HLTREM510A	Provide specialized remedial massage treatments
HLTREM511A	Provide remedial massage treatment for women and children
HLTREM513A	Provide remedial massage treatment to athletes

INTRODUCTION TO DIPLOMA OF REMEDIAL MASSAGE

HLT50307 ~ Diploma of Remedial Massage

The Diploma of Remedial Massage is designed for individuals who wish to specialise in Body Therapies in a professional capacity within the Natural Health Industry. The course incorporates self-directed distance learning and practical application of knowledge and skills. Graduating students may continue their studies to higher Health qualifications including Advanced Diplomas and a Bachelor Degree.

Diploma of Remedial Massage is the qualification requirement for most private Health Funds and Graduates are eligible for membership in the Australian Traditional Medicine Society (A.T.M.S.).

Graduates may choose career pathways as a Massage Therapist which may include:-

- Private clinical practice ~ business owner
- Health spas & retreats ~ contract/employee
- Chiropractic clinics ~ contract/employee
- Natural Health clinics ~ contract/employee

ENTRY ADVICE

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 3 of the National Reporting System.

Reading – a learner will be able to read and interpret texts of some complexity, integrating (where relevant) a number of pieces of information in order to generate meaning and interpret and extrapolate from texts containing data which is unambiguously presented in graphic, diagrammatic, formatted or visual form.

Writing – a learner will be able to communicate relationships between ideas through selecting and using grammatical structures and notations which are appropriate to the purpose.

Oral communication - a learner will be able to participate in short transactions, using basic generic structures, to establish, maintain and develop relationships, explore issues or problem solve.

Numeracy & mathematics – a learner will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts which are familiar and may be interrelated. They will also be able to reflect on and question the reasonableness and appropriateness of the purpose, process and outcomes of a mathematical activity and use symbols and diagrams to communicate mathematically.

As a student in the Diploma of Remedial Massage you will be engaged in a workplace in which you will normally;

- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts;
- Apply solutions to a defined range of unpredictable problems;
- Identify and apply skill and knowledge areas to a wide variety of contexts, in some cases in depth;
- Identify, analyse and evaluate information from a variety of sources;
- Take responsibility for their own outputs in relation to specified quality standards;
- Take limited responsibility for the quantity and quality of the output of others.



BRIEF OVERVIEW OF HLT50307 DIPLOMA OF REMEDIAL MASSAGE

Flexible Delivery ~ 4 days per week over 3 semesters (60 weeks) recommended (full-time)

In the Diploma of Remedial Massage the content includes: -

- **Practice Management**
*BSBCMN204A, HLTCOM404B, HLTCOM405B
HLTCOM406B, HLTHIR301A, HLTCOM502B, CHCORG28A*
- **Anatomy & Physiology**
- **Advanced Anatomy & Physiology**
HLTREM503B
- **Pathophysiology 1**
HLTREM503B, HLTAP401A, HLTAP501A
- **Remedial Massage**
HLTREM401B, HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B
- **Advanced Remedial Massage**
HLTREM503B, HLTREM504B, HLTREM505B, HLTREM510A, HLTREM511A
- **Reflexology**
HLTREM503B, HLTREM504B, HLTREM505B
- **Aromatherapy**
HLTREM503B, HLTREM504B, HLTREM505B
- **Sports Therapy**
HLTREM503B, HLTREM504B, HLTREM505B, HLTREM510A, HLTREM513A
- **Clinical Practice 1**
HLTREM502B
- **Ethics & Jurisprudence**
HLTREM401B
- **Occupational Health & Safety 1**
HLTOHS300A, HLTIN301A
- **First Aid**
HLTFA301B
(students must complete a First Aid Certificate and provide a certified copy to Health Schools Australia for completion of this course)
- **Clinical Training – 100 hours** (*clinical work experience with a qualified practitioner*)
*HLTNAT601B, HLTNAT602B, HLTNAT603B, HLTNAT605B, HLTNAT606B, HLTNAT609B,
HLTREM406B, HLTREM502B, HLTREM505B, HLTREM510A, HLTREM511A*
- **Seminar Attendance – 100 hours** (*participation in industry related seminars/workshops*)
HLTNAT601B, HLTNAT602B, HLTNAT603B, HLTNAT605B, HLTNAT606B, HLTNAT609B



UNITS OF COMPETENCY

The requirement for the achievement of the Diploma of Remedial Massage is the completion of a total of:

PACKAGING RULES

28 units must be selected for this qualification including:

- All **common** units
- All **specialisation** units

COMMON

BSBCM204A	Work effectively with others
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTCOM408B	Use specific health terminology to communicate effectively
HLTFA301B	Apply first aid
HLTHIR301A	Work effectively in the health industry
HLTOHS300A	Participate in occupational health & safety processes
HLTIN301A	Comply with infection control policies and procedures
HLTAP401A	Confirm physical health status
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
CHCORG28A	Reflect and improve upon professional practice
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements
HLTAP501A	Analyse health information
HLTHIR501A	Maintain an effective health work environment
HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people

SPECIALISATION

HLTREM401B	Work within A Massage framework
HLTREM406B	Provide a massage treatment
HLTREM407B	Plan massage treatment
HLTREM408B	Apply massage assessment framework
HLTREM409B	Perform massage health assessment
HLTREM502B	Provide Remedial Massage treatment
HLTREM503B	Plan the Remedial Massage treatment strategy
HLTREM504B	Apply Remedial Massage assessment framework
HLTREM505B	Perform Remedial Massage health assessment



HLTREM510A	Provide specialised remedial massage treatments
HLTREM511A	Provide remedial massage treatment for women and children
HLTREM513A	Provide remedial massage treatment to athletes



RECOMMENDED NOMINAL HOURS

Training Package Name: Health		
Training Package Code: HLT07		
HLT50307 DIPLOMA OF REMEDIAL MASSAGE		
Unit Code	Unit Title	PSU Recommendation for Nominal Hours in Qld
BSBCMN204A	Work effectively with others	50
HLTCOM404B	Communicate effectively with clients/patients	50
HLTCOM406B	Make referrals to other health care professionals when appropriate	80
HLTCOM408B	Use specific health terminology to communicate effectively	60
HLTFA301B	Apply first aid	Outsourced
HLTHIR301A	Communicate and work effectively in health	40
HLTOHS300A	Contribute to occupational health & safety processes	30
HLTIN301A	Comply with infection control policies and procedures	30
HLTAP401A	Confirm physical health status	80
HLTCOM502B	Develop professional expertise	40
HLTCOM503B	Manage a practice	50
CHCORG28A	Reflect and improve upon professional practice	60
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements	50
HLTAP501A	Analyse health information	40
HLTHIR501A	Maintain an effective health work environment	20
HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people	40
HLTREM401B	Work within a massage framework	60
HLTREM406B	Provide massage treatment	20
HLTREM407B	Plan massage treatment	40
HLTREM408B	Apply massage assessment framework	40
HLTREM409B	Perform massage health assessment	100
HLTREM502B	Provide the remedial massage treatment	240
HLTREM503B	Plan the remedial massage treatment strategy	20
HLTREM504B	Apply remedial massage assessment framework	20
HLTREM505B	Perform remedial massage treatment health	200



	assessment	
HLTREM510A	Provide specialised remedial massage treatments	100
HLTREM511A	Provide remedial massage treatment for women and children	100
HLTREM513A	Provide remedial massage treatment to athletes	100
	Seminar Hours	100
	Clinical Hours	100
	Total Nominal Hours	1960



FEE STRUCTURE

HLT50307 Diploma of Remedial Massage ~ made up of 28 Units of competency

Fees (deposit) are payable when you enrol and prior to commencement of training.

Please refer to Health Schools Australia's "Fee Schedule" Sheet for Course fees and payment plans.

Our standard Refund Policy applies and is included in the Student Handbook for your reference.

Unless otherwise agreed upon, the Fee for Service fees (deposit) are payable immediately upon completion of enrolment. Fees are payable in advance for each course. A student is not considered enrolled in the course and therefore not eligible for the issue of the award, until the required fee is paid.

Two attempts at an assessment are included in the tuition and assessment fees. Please consult the *Course Fees Structure* for fees payable if more than two attempts is required.

RESOURCES

Learner resources are included in the course unit fees.

These resources include textbooks, unit notes and assessment tools to complete during the course of your training.

No refund applies to resources once they have been issued to the student.

RECOGNITION OF PRIOR LEARNING FEES

The fee for RPL is \$65.00 in total for HLT50307 Diploma of Remedial Massage.

You must be enrolled with Health Schools Australia as a Student to apply for RPL. Once your completed RPL application has been received by Health Schools Australia the fee paid to process your application is non refundable.

ASSESSMENT STRATEGY

Assessment for each unit of competency in the course must be consistently demonstrated by you over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor.

These assessments will include demonstration in the workplace and/or a simulated environment, to ensure that the demonstration of competency is valid and reliable. You need to be aware that the collection of evidence is ongoing. Competency must be demonstrated in the workplace or a simulated workplace environment through a range of situations, which may include interruptions, and involvement in other related activities normally expected in the work environment. The assessment will be undertaken in an environment that meets industry codes of practice and relevant industry regulations and legislation and to achieve competency in each unit, you must achieve competency in all of the performance criteria for each unit of competency to be deemed competent.



ASSESSMENT METHODS

The Health Training Package defines “on-the-job” assessment as assessment, which occurs in the workplace as part of the normal operation of the business. The Health Training Package defines “off-the-job” assessment as that which occurs outside the immediate workplace, including, for example, assessment which may occur on the worksite but not in the actual candidate’s place of work. Assessment for this course will be carried out both on and off-the-job and the assessment methods may include any or a combination of any of the following:

- Observation of workplace tasks;
- Written or oral questioning to assess knowledge;
- Completing workplace documents; and
- Role-plays

Participants will be assessed on evidence collected from a range of activities, which may include:

- Course participation
- Self assessment
- Demonstration in the workplace

DELIVERY METHOD & TIME-FRAME

Each unit of competency is delivered using a combination of distance learning and on-the-job training.

The course is delivered over a recommended full-time 60 week period and it is anticipated you will complete one unit of competency per month during that time frame.

WORKPLACE HEALTH AND SAFETY

All Workplace Health & Safety requirements must be adhered to while participating in the course.

ASSISTANCE WITH LEARNING

If at any time during the course you experience learning difficulties or require other assistance and advice, you can access support by contacting your Trainer. Information is provided in your Student Handbook for this purpose.



UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBOMN204A WORK EFFECTIVELY WITH OTHERS

Unit Descriptor

This unit covers the skills and knowledge required to work in a group environment such as promoting team commitment and cooperation and supporting team members.

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Develop effective workplace relationships | <p>1.1 <i>Responsibilities and duties</i> are undertaken in a positive manner to promote cooperation and good relationships</p> <p>1.2 Assistance is sought from <i>workgroup</i> members when difficulties arise and addressed through discussions</p> <p>1.3 Constructive <i>feedback</i> provided by others in the workgroup is encouraged, acknowledged and acted upon</p> <p>1.4 Differences in personal values and beliefs are respected and their value acknowledged in the development of relationships</p> |
| 2. Contribute to workgroup activities | <p>2.1 Support is provided to team members to ensure workgroup goals are met</p> <p>2.2 Constructive contributions to workgroup goals and tasks are made according to organisational requirements</p> <p>2.3 Information relevant to work is shared with workgroup to ensure designated goals are met</p> <p>2.4 Strategies/opportunities for improvement of the workgroup are identified and planned in liaison with workgroup</p> |

HLTCOM404B COMMUNICATE EFFECTIVELY WITH CLIENTS/PATIENTS

Unit Descriptor

This unit covers the skills required by practitioners to establish and maintain effective communication with the client/patient throughout all interactions and provide basic counselling as required and as appropriate to facilitate the treatment.

ELEMENTS	PERFORMANCE CRITERIA
1. Establish professional relationship with the client/patient	1.1 Practice is evaluated to maintain a high standard of client/patient service 1.2 <i>Special needs</i> of clients/patients are identified and responded to 1.3 <i>Effective communication</i> is used with clients/patients 1.4 Clients/patients are encouraged to voice queries and/or fears and these are addressed appropriately 1.5 <i>Cultural and personal factors</i> are taken into consideration when consulting or interacting with clients/patients 1.6 Discretion and confidentiality are exercised appropriately and boundaries of confidentiality are outlined and explained to clients/patients whenever appropriate or required 1.7 <i>Boundaries</i> of the practitioner/client/patient relationship are defined and applied
2. Provide effective response to client/patient enquiries	2.1 <i>Relevant information</i> is presented clearly and comprehensively and in sufficient detail to meet the needs of the enquirer 2.2 Appropriate <i>modes of communication</i> are selected to suit the enquiry and the purpose and context of the enquiry 2.3 <i>Enquirer's expectations</i> are identified and acknowledged 2.4 Any unresolved concerns or issues are discussed with enquirers 2.5 Appointments are made for client/patients according to clinic guidelines
3. Respond effectively to difficult or challenging behaviour	3.1 Responses to difficult or challenging behaviour are planned and <i>managed appropriately</i> 3.2 Professional integrity is maintained at all times
4. Use basic counselling skills as required to facilitate treatment	4.1 Need for <i>basic counselling</i> is determined 4.2 Basic counselling is provided to facilitate treatment when necessary and in accordance with <i>practice specific guidelines</i> 4.3 Details of care are recorded according to <i>clinic guidelines</i>



HLTCOM406B MAKE REFERRALS TO OTHER HEALTH CARE PROFESSIONALS WHEN APPROPRIATE

Unit Descriptor

This unit describes the skills required to arrange referrals to other health care professionals when required.

ELEMENT	PERFORMANCE CRITERIA
1. Formulate a referral plan for client/patients requiring further treatment	1.1 <i>Need for referral to other health care professionals /services is determined</i> 1.2 Need for referral is communicated to the client/patient 1.3 Financial aspects of complementary health care are considered
2. Interact with other health care professionals	2.1 A range of <i>complementary health care</i> professionals and services is identified 2.2 Complementary health care professionals and <i>support services</i> are consulted to determine the most appropriate source for <i>referral</i> 2.3 Relate effectively and knowledgeably with other health care professionals
3. Arrange a referral to an appropriate source for clients/patients with specific needs	3.1 The health care professional and/or service to whom clients are to be referred are contacted 3.2 Transfer of <i>copies of client/patient records</i> to the appropriate referral source is arranged 3.3 The client/patient is included in referral communications and provided with written referrals 3.4 The appropriate health professional/service is <i>briefed</i> on reason for referral 3.5 Queries regarding the referral are answered 3.6 Assistance is provided to other health care professionals/services as required 3.7 Referrals are recorded in case notes

HLTCOM408B USE SPECIFIC/MEDICAL TERMINOLOGY TO COMMUNICATE WITH CLIENT/PATIENTS, FELLOW WORKERS AND HEALTH PROFESSIONALS

Unit Descriptor

This unit covers the skills required to understand and respond to instructions, carry out routine tasks and communicate with a range of internal/external clients in a health care practice, using appropriate **practice-specific**/medical terminology.

ELEMENT	PERFORMANCE CRITERIA
1. Respond appropriately to instructions which contain practice-specific/medical terminology	1.1 <i>Written and oral instructions</i> using <i>practice-specific/medical terminology</i> are received, understood and documented 1.2 Checklists are used where appropriate 1.3 Abbreviations for practice-specific/medical terms and associated processes are understood 1.4 <i>Clinic guidelines</i> are understood and adhered to 1.5 <i>Clarification</i> is sought when necessary
2. Carry out routine tasks	2.1 Practice-specific/medical terminology is used correctly in the completion of <i>routine tasks</i> 2.2 Assistance is sought from designated person/s as required
3. Use appropriate practice-specific/medical terminology in oral and written communication with client/patients, fellow workers and health care professionals	3.1 Appropriate practice-specific/medical terminology is used as directed in <i>oral communication</i> with client/patients, fellow workers and health care professionals 3.2 Appropriate practice-specific/medical terminology is used as directed in <i>written communication</i> with client/patients, fellow workers and health care professionals 3.3 Written communication is presented to a designated person for verification if required 3.4 Practice-specific/medical terminology is spelt and pronounced correctly 3.5 Advice is sought from designated person with regard to practice-specific/medical terms and accompanying processes

HLTFA301B APPLY FIRST AID**Unit Descriptor**

This unit of competency deals with the provision of essential First Aid in recognising and responding to an emergency using basic life support measures. The First Aider is not expected to deal with complex casualties or incidents, but to provide an initial response where First Aid is required. In this unit it is assumed the First Aider is working under supervision and/or according to established workplace First Aid procedures and policies.

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	1.1 Physical hazards to own and others' health and safety are identified 1.2 Immediate risk to self and health and safety of the casualty/OHS are minimised by controlling the hazard in accordance with OHS requirements 1.3 Casualty's vital signs and physical condition are assessed in accordance with workplace procedures
2. Apply basic First Aid techniques	2.1 First Aid management is provided in accordance with established First Aid procedures 2.2 Casualty is reassured in a caring and calm manner and made comfortable using available resources 2.3 First Aid assistance is sought from others in a timely manner and as appropriate 2.4 Casualty's condition is monitored and responded to in accordance with effective First Aid principles and workplace procedures 2.5 Details of casualty's physical condition, changes in conditions, management and response to management are accurately recorded in line with organisational procedures 2.6 Casualty management is finalised according to casualty's needs and First Aid principles
3. Communicate details of the incident	3.1 Appropriate medical assistance is requested using relevant communication media and equipment 3.2 Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel 3.3 Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures

HLTHIR301A COMMUNICATE AND WORK EFFECTIVELY IN THE HEALTH INDUSTRY

Unit Descriptor

This unit covers the introductory skills and knowledge required to work effectively in a healthcare setting with patients, clients, staff, visitors, suppliers and others to meet established work requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Work ethically	1.1 Relevant organisational procedures, policies, and awards, standards and legislation are located and read and uncertainties are clarified with appropriate personnel 1.2 Any breach or non adherence to standard procedures is referred to appropriate personnel 1.3 Confidentiality of any client or patient matter is maintained in accordance with organisational policy and procedure 1.4 Work practices show respect for rights and responsibilities of others 1.5 All work undertaken reflects current working knowledge and understanding of employee and employer rights and responsibilities 1.6 Individuals and cultural differences are recognised and adjustments made as necessary to assist the achievement of work requirements 1.7 All work undertaken reflects understanding and compliance with the principles of duty of care, legal responsibilities and organisational goals and objectives
2. Demonstrate the importance of hygiene and infection control in the health industry	2.1 Personal hygiene and dress standard is maintained according to organisational infection control requirements 2.2 Personal protective equipment is worn correctly according to organisational requirements 2.3 Infectious and/or hazardous waste material is safely disposed of according to waste management policy and procedures 2.4 Reporting is undertaken or action initiated, within own area of responsibility, to redress any potential workplace hazards
3. Participate in quality improvement activities	3.1 Relevant quality activities are participated in to support improved work practices and compliance with accreditation standards 3.2 Changes to work practices and procedures are responded to positively in accordance with organisational requirements
4. Take responsibility for personal skill development	4.1 Advice is obtained from appropriate persons on future work/career directions 4.2 Options for accessing relevant skill development opportunities are identified and acted upon in consultation



ELEMENT	PERFORMANCE CRITERIA
	with manager
	4.3 Designated skill/knowledge development and maintenance activities of the organisation are undertaken including induction training
	4.4 Personal work goals are identified and prioritised in accordance with organisational requirements
5. Communicate effectively with colleagues and clients	5.1 Workplace protocols and communication procedures are routinely applied in all work activities
	5.2 Communication with clients and colleagues demonstrates respect for individual differences
	5.3 Interpersonal communication with clients and colleagues is consistent with the organisation's standards
	5.4 Appropriate measures are taken to resolve conflict and individual differences in a way which reflects positively on the organisation
	5.5 Personal communication styles are reviewed and revised in an ongoing way to ensure they continue to match organisational standards

HLTCHS300A CONTRIBUTE TO OCCUPATIONAL HEALTH & SAFETY PROCESSES

Unit Descriptor

This unit covers general OHS requirements according to legislation and codes of practice, including duties and responsibilities for all parties under the general duty of care.

Work will usually be performed within a prescribed range of functions involving known routines and procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and conduct work safely	1.1 Plan work in accordance with relevant provisions of OHS legislation, standards, codes of practice/compliance codes and guidance material. Identify hazards as part of work planning and work process 1.2 Address identified hazards prior to starting work using judgement within defined scope of responsibilities 1.3 Report residual risk according to organisation procedures 1.4 Report incidents and injuries in line with organisation policies and procedures 1.5 Undertake OHS housekeeping in work area 1.6 Maintain and update own knowledge of OHS issues as they apply to workplace systems, equipment and processes
2. Support others in working safely	2.1 Share information on safe work practices and work procedures with members of the work group. Check the OHS practices of less experienced members of the workgroup 2.2 Provide guidance and coaching to less experienced members of the workgroup to support them in working safely 2.3 Support members of the workgroup to accurately record incidents and complete associated workplace documentation according to organisation procedures
3. Contribute to OHS participative processes	3.1 Raise OHS issues in accordance with organisation procedures. Contribute to workplace meetings, workplace inspections or other consultative activities in a constructive manner to improve safety. Provide assistance to workgroup members to contribute to workplace safety 3.2 Apply knowledge of roles and responsibilities of OHS representatives and OHS committees
4. Contribute to hazard identification, OHS risk assessment and risk control activities	4.1 Report identified hazards and inadequacies in risk controls. Sources of stress are identified, issues raised and discussed with supervisor 4.2 Check the workplace for hazards using itemised checklist(s) in accordance with work procedures 4.3 Contribute to risk assessments



ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 4.4 | Provide input to development and implementation of control measures, with reference to the hierarchy of control |
| 5. Participate in the control of emergency situations | 5.1 Identify emergency signals and alarms and responded to them appropriately. Take initial action to control/confine emergency according to organisation procedures, and taking account of the nature and scope of the emergency. Implement emergency response procedures within scope of training and competence |
-

HLTIN301A COMPLY WITH INFECTION CONTROL POLICIES AND PROCEDURES

Unit Descriptor

This unit describes the skills and knowledge required of workers to understand and comply with infection control guidelines. Policies and procedures may be organisational, industry - based and/or legislated.

ELEMENT	PERFORMANCE CRITERIA
1. Follow infection control guidelines	1.1 Demonstrate the application of standard precautions to prevent the spread of infection in accordance with organisation requirements
	1.2 Demonstrate the application of additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection
	1.3 Minimise contamination of materials, equipment and instruments by aerosols and splatter
2. Identify and respond to infection risks	2.1 Identify infection risks and implement an appropriate response within own role and responsibility
	2.2 Document and report activities and tasks that put clients and/or other workers at risk
	2.3 Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organisation
	2.4 Follow procedures for risk control and risk containment for specific risks
	2.5 Follow protocols for care following exposure to blood or other body fluids as required
	2.6 Place appropriate signs when and where appropriate
	2.7 Remove spills in accordance with the policies and procedures of the organisation
3. Maintain personal hygiene	3.1 Maintain hand hygiene by washing hands before and after client contact and/or after any activity likely to cause contamination
	3.2 Follow handwashing procedures
	3.3 Implement hand care procedures
	3.4 Cover cuts and abrasions with water-proof dressings and change as necessary
4. Use personal protective equipment	4.1 Wear personal protective clothing and equipment that complies with Australian/New Zealand Standards, and is appropriate for the intended use
	4.2 Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each client contact



ELEMENT	PERFORMANCE CRITERIA
5. Limit contamination	<p>5.1 Demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>5.2 Confine records, materials and medicaments to a well-designated contaminated zone</p> <p>5.3 Confine contaminated instruments and equipment to a well-designated contaminated zone</p>
6. Handle, package, label, store, transport and dispose of clinical and other waster	<p>6.1 Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste</p> <p>6.2 Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified</p> <p>6.3 Store clinical or related waste in an area that is accessible only to authorised persons</p> <p>6.4 Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>6.5 Dispose of waste safely in accordance with the policies and procedures of the organisation and legislative requirements</p>
7. Clean environmental surfaces	<p>7.1 Wear personal protective clothing and equipment during cleaning procedures</p> <p>7.2 Remove all dust, dirt and physical debris from work surfaces</p> <p>7.3 Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>7.4 Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols</p> <p>7.5 Dry all work surfaces before and after use</p> <p>7.6 Replace surface covers where applicable</p> <p>7.7 Maintain and store cleaning equipment</p>

HLTAP401A CONFIRM PHYSICAL HEALTH STATUS

Unit Descriptor

This unit of competency describes a detailed level of knowledge of anatomy and physiology required to confirm physical health status.

ELEMENT	PERFORMANCE CRITERIA
1. Obtain information about physical health status	1.1 Work with a detailed understanding of the structure and functioning of body systems 1.2 Take into account the range of factors that may have impacted on an identified physical condition 1.3 Obtain information through observation and/or questioning to identify any actual or potential problems regarding health status
2. Check physical health status	2.1 Use detailed knowledge of the structure and functioning of body systems to check health status prior to delivering health intervention or service in line with plan of care 2.2 Clarify the significance of physical health status in relation to a particular intervention in line with job role and organisation requirements 2.3 Consult appropriate person to clarify implications and significance of physical health status in the case of uncertainty or limits on own capability or authority
3. Identify variations from normal physical health status	3.1 Identify a range of signs and symptoms of variations from normal health status using standard methods and protocols 3.2 Identify potential factors responsible for significant variations from normal health status 3.3 Identify potential risk factors associated with variations from normal health status 3.4 Recognise and refer potentially serious issues in line with organisation requirements

HLTCOM502B DEVELOP PROFESSIONAL EXPERTISE**Unit Descriptor**

This unit describes the skills required to initiate and maintain continual development of professional skills and knowledge in complementary healthcare and contribute to the knowledge base of the specific healthcare practice.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Seek out and apply traditional, alternative and scientific information	1.1 A variety of methods are utilised to collect and evaluate data in the clinical setting 1.2 Literature on the theory and practice of traditional, alternative and scientific medicine is accessed and evaluated 1.3 Case presentations and/or literature reviews are given in a public/peer setting
2. Implement reflective learning practices	2.1 New treatments, protocols and other new ideas are evaluated, compared and contrasted 2.2 Skills and competencies are transferred to new contexts 2.3 Knowledge of the historical, theoretical and philosophical aspects of the field of practice is used to improve existing practices 2.4 Strengths and weaknesses are identified and measures to improve these are implemented
3. Contribute to the development of professional practices	3.1 Links with other healthcare professionals are established using a knowledge of local, community and hospital based services 3.2 Membership of relevant professional association/s is maintained 3.3 Participation in <i>professional development activities</i> is actively pursued 3.4 Progress of professional development is <i>monitored</i> on a regular basis
4. Critically evaluate specific research	4.1 Research strategies are described 4.2 Stakeholders and their communication needs are identified 4.3 Research requirements are identified 4.4 Research information and data is analysed 4.5 Research is reported

HLTCOM503B MANAGE A PRACTICE**Unit Descriptor**

This unit describes the skills required to manage a clinical health practice according to the size and scale of the business.

ELEMENT	PERFORMANCE CRITERIA
1. Establish the practice	1.1 <i>A business plan</i> is prepared 1.2 <i>Policies and procedures</i> are established 1.3 <i>Required resources</i> are available 1.4 <i>Statutory and regulatory requirements</i> are complied with
2. Implement financial management procedures	2.1 The finances of the business are managed 2.2 Systems for financial documentation are established 2.3 Information for financial reports is recorded
3. Implement practice management strategies	3.1 <i>Operational strategies</i> are implemented 3.2 <i>Marketing strategies</i> are implemented 3.3 Meetings are planned and managed 3.4 <i>Stock levels and supplies</i> are monitored
4. Implement personnel management strategies	4.1 <i>Support strategies</i> are implemented to support self 4.2 <i>Human resource strategies</i> are developed 4.3 Payroll and <i>employee records</i> are managed if necessary 4.4 Diversity is managed appropriately

CHCORG28A *REFLECT AND IMPROVE UPON PROFESSIONAL PRACTICE*

Unit Descriptor

This unit describes the knowledge and skills required to evaluate own work, continuing self-development and effective supervision within an ethical code of practice..

ELEMENT	PERFORMANCE CRITERIA
1. Reflect upon own practice	1.1 Self-evaluation is undertaken in conjunction with supervisors and/or peers 1.2 Open and evaluative feedback is given to and received from co-workers 1.3 Feedback is actively sought and accepted non defensively
2. Ensure continuing self-support and supervision	2.1 Specialist advice/further training is sought where the need is identified 2.2 Agency guidelines are observed in relation to professional development 2.3 Current industry developments are appraised and applied to improve practice 2.4 Commitment to upgrading skills and knowledge is evident through regular participation in a review mechanism 2.5 Current and likely future needs are evaluated and action taken to keep abreast of evolving trends
3. Operate within an agreed ethical code of practice/ethics	3.1 Own practice is assessed against identified objectives or code of ethics, using a range of valid evidence 3.2 The effect of values, beliefs and behaviour in work with clients is recognised 3.3 Realistic goals and targets for self development are established

HLTHIR506B IMPLEMENT AND MONITOR COMPLIANCE WITH LEGAL AND ETHICAL REQUIREMENTS

Unit Descriptor

This unit describes the skills and knowledge required to implement and monitor compliance with legal and ethical requirements relevant in the work area.

ELEMENT

PERFORMANCE CRITERIA

- | | |
|------------------------------------|---|
| 1. Maintain ethical work practices | 1.1 Fulfil duty of confidentiality to the client, both at law and under professional code of ethics |
| | 1.2 Ensure the collection, use and disclosure of client information is consistent with information privacy principles |
| | 1.3 Ensure the rights of clients are recognised and respected throughout all stages of tests/procedures |
| | 1.4 Ensure adherence to relevant industry code of practice that outlines the minimum standard of professional conduct |
| | 1.5 Refer ethical issues or breaches of ethical practice to management or ethics committees in accordance with organisation policies and procedures |
| | 1.6 Exercise duty of care in all aspects of work to ensure client safety |
| | 1.7 Handle client complaints sensitively and in line with organisation policies and procedures |
| | 1.8 Perform all work within the boundaries of responsibility and refer problems to supervisor and/or other appropriate health professional |
| | 1.9 Monitor work practices to ensure that they reflect principles of ethical practice |



- 2. Maintain appropriate documentation
 - 2.1 When referral or request is received, ensure nature and requirements referral and/or request are correctly identified
 - 2.2 Complete documentation within clients' medical records in accordance with state/territory legislation, and organisation policies and procedures
 - 2.3 Ensure reports and documentation address requirements of state/territory legislation, and organisation policies and procedures
 - 2.4 Implement policies and procedures to safe guard client information from unauthorised access or disclosure

 - 3. Maintain compliance with legal requirements
 - 3.1 Ensure statutory obligations and requirements are fulfilled
 - 3.2 Ensure consent of client is obtained for each test/procedure, as required
 - 3.3 Ensure authorities are notified of client information as required by law
 - 3.4 Ensure release of information contained within client records is completed in accordance with relevant federal, state/territory legislation and organisation policies and procedures
 - 3.5 Ensure duty of care is met in all aspects of own work role
 - 3.6 Ensure clients are provided with access to information about themselves in accordance with legislation or other statutory provisions
 - 3.7 Ensure the right of every client to be treated fairly and equitably is recognised
 - 3.8 Monitor compliance with legal obligations and requirements
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HLTAP501A ANALYSE HEALTH INFORMATION

Unit Descriptor

This unit of competency describes the application of in-depth level of knowledge of anatomy and physiology required to analyse available health information in relation to specific services to be provided.

ELEMENT

PERFORMANCE CRITERIA

1. Analyse health information	1.1 Analyse client health information in relation to planning services and in line with organisation requirements 1.2 Recognise normal readings on the findings of available tests, observations and physical assessments that assist in determining health status 1.3 Use detailed knowledge to identify common pathophysiologies (or changing pathologies) through observation and analysis of associated available information 1.4 Identify the likely impact of specific interventions
2. Plan action(s) to address identified health status	2.1 Apply detailed understanding of anatomy, physiology and pathophysiology of disease to take a problem solving approach to plan services to reflect identified health status and address needs 2.2 Consider and note implications of any contra-indications in relation to health assessment findings 2.3 Document action plan in accordance with organisation policies and procedures
3. Identify variations from normal physical health status	3.1 Make informed decisions to implement the action plan based on in-depth knowledge of anatomy and physiology in relation to specific services provided 3.2 Provide services in accordance with the action plan, organisation policies and procedures and occupational health and safety requirements 3.3 Maintain current, complete, accurate and relevant records for each client contact 3.4 Monitor impact of services in line with job role and organisation policies and procedures



HLTHIR501A MAINTAIN AN EFFECTIVE HEALTH WORK ENVIRONMENT

Unit Descriptor

This unit of competency describes the skills and knowledge required to work, maintain an effective work environment in a health setting by monitoring, coordinating and promoting the implementation of ethical, safe and effective work practices in line with established work requirements

ELEMENT		PERFORMANCE CRITERIA	
1.	Promote ethical work practices	1.1	Monitor decision-making to ensure ethical guidelines are followed and underlying ethical complexity is recognised
		1.2	Ensure understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
		1.3	Ensure appropriate action is taken to address any breach or non adherence to standard procedures or adverse event
		1.4	Monitor work practices to ensure confidentiality of any client matter in line with organisation policy and procedure
		1.5	Promote respect for rights and responsibilities of others through considered application of work practices
		1.6	Apply and promote knowledge and understandin of employee and employer rights and responsibilities in all work practices
		1.7	Identify potential conflict of interest in the workplace and take action to avoid and/or address
2.	Support culture of effective communication	2.1	Monitor and address communication issues in the workplace
		2.2	Monitor oral and written communication in the workplace to ensure confidentiality of client and staff matters
		2.3	Monitor workplace communication to support accuracy and understanding of information provided and received
		2.4	Promote recognition of individual and cultural differences in the workplace and support any adjustments to communication needed to facilitate the achievement of identified outcomes
		2.5	Promote and support a client-centred approach to health care throughout interpersonal communication with clients and colleagues
		2.6	Promote and assist with the resolution of conflict and interpersonal differences in the workplace
3.	Maintain a positive approach to health in the workplace	3.1	Monitor work practices to ensure they contribute to maintaining an effective and client-centred approach to health
		3.2	Monitor implementation of work practices to ensure clients are included in shared decision-making as partners in health care
		3.3	Monitor compliance with relevant accreditation standards



- applying to work undertaken and address issues
- 3.4 Monitor staff understanding and focus on achieving organisation goals and objectives in work undertaken
 - 3.5 Monitor and support staff efforts to respond positively to improved work practices and procedures
 - 3.6 Ensure issues requiring mandatory notification are identified and reported appropriately
4. Work in the health industry context
- 4.1 Establish effective relationships with workers from different sectors and levels of the industry in line with work role and requirements
 - 4.2 Apply knowledge of the roles and functions of various health care structures, organisations and systems in Australia
 - 4.3 Maintain knowledge of current issues influencing the health care system, including health issues for Indigenous Australians
 - 4.4 Work with an understanding of funding mechanisms, and how the organisation's operations are financed
5. Take opportunities to develop own competence
- Monitor own skills/knowledge in relation to ongoing and changing work requirements
- Identify areas for personal development in line with health industry developments, organisation requirements and personal interest
- Take initiative to access and/or create development opportunities to support organisation need and personal career development
- Undertake available formal and informal skill/knowledge development and maintenance activities
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HLT1R404B WORK EFFECTIVELY WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

Unit Descriptor

This unit describes the communication and work practice skills and knowledge required to work with Aboriginal and Torres Strait Islander people in the health industry context

It deals specifically with cross-cultural awareness and issues involving working with Aboriginal and Torres Strait Islander individuals, organisations and communities

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Reflect an awareness of Aboriginal and Torres Strait Islander history and cultures in work practices | 1.1 Acknowledge and respect the impact of <i>events and issues in Aboriginal and/or Torres Strait Islander history</i> during service delivery
1.2 Demonstrate knowledge of and respect for the diversity of culture, skin and language groups, family structures, art and religion in Indigenous cultures as part of service delivery |
| 2. Reflect an awareness of own and other cultural realities in work practices | 2.1 Identify the potential impact of cultural factors on service delivery to Aboriginal and/or Torres Strait Islander clients
2.2 Address cultural realities in order to facilitate full participation in service delivery by Aboriginal and/or Torres Strait Islander clients and/or co-workers
2.3 Negotiate appropriate <i>strategies to effectively accommodate cultural differences</i> in the workplace
2.4 Identify and utilise resources to facilitate effective service delivery in a cross cultural context
2.5 Ensure work practices used in a cross cultural context are grounded in an awareness of one's own culture and the cultural realities of others |
| 3. Communicate effectively with Aboriginal and Torres Strait Islander people | 3.1 Identify communication issues and ensure they are addressed to develop and maintain effective relationships with Aboriginal and/or Torres Strait Islander clients and/or co-workers
3.2 Employ appropriate <i>communication strategies</i> to support a culturally safe environment for delivery of health services
3.3 Identify ineffective and/or inappropriate communication strategies and remodel them to support delivery of health services
3.4 Identify and utilise <i>resources to facilitate effective communication</i> within the workplace
3.5 Engage the services of Aboriginal and Torres Strait Islander <i>interpreters</i> , health workers and colleagues as cultural brokers as required to meet duty of care |



ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|---|
| 4. Reflect cultural safety in workplace and professional relationships | <p>4.1 Ensure workplace and professional relationships are based on mutual respect, tolerance of diversity and a shared understanding of cultural safety</p> <p>4.2 Identify critical issues influencing workplace and professional relationships with Aboriginal and/or Torres Strait Islander co-workers and clients</p> <p>4.3 Identify and utilise effective strategies to develop and maintain effective relationships with Aboriginal and/or Torres Strait Islander co-workers and clients as appropriate</p> <p>4.4 Take responsibility for revisiting strategies to assist in the resolution of any difficulties, differences or misunderstandings that may occur</p> |
| 5. Work in partnership with Aboriginal and Torres Strait Islander people and communities | <p>5.1 Develop and implement strategies to increase participation of Aboriginal and Torres Strait Islander people in health service delivery</p> <p>5.2 Ensure delivery of health care, services and programs reflect culturally safe and appropriate practice</p> <p>5.3 Ensure health care, services and programs encourage self-determination and community control to ensure improved health outcomes</p> <p>5.4 Identify and utilise resources to promote effective partnerships with Aboriginal and/or Torres Strait Islander people, organisations and communities</p> <p>5.5 Support the development of effective partnerships between staff, Aboriginal and Torres Strait Islander people and their communities to facilitate accessibility, affordability, accountability, acceptability of appropriate healthcare and workplace services</p> |

HLTREM401B WORK WITHIN A MASSAGE FRAMEWORK

Unit Descriptor

This unit describes the skills required to work effectively within a massage framework.

ELEMENT	PERFORMANCE CRITERIA
1. Demonstrate commitment to the central philosophies of massage practice	1.1 Definition of massage and the massage system of treatment is provided 1.2 Historical development of massage is provided 1.3 <i>Massage principles</i> are identified and explained 1.4 Practitioner draws on massage philosophy to interpret health issues
2. Identify and describe the principles and practices of massage	2.1 <i>Major methods of treatment</i> used in massage are identified and described 2.2 <i>Other complementary therapies</i> used in massage are identified and described 2.3 <i>Massage assessment techniques</i> are identified and described
3. Develop knowledge of complementary therapies	3.1 Information on other complementary therapies is provided 3.2 Similarities and differences between physiotherapy, osteopathy, chiropractic therapy and massage therapy are explained 3.3 The characteristics between the allopathic and naturopathic approaches to treatment are described 3.4 Relationship between therapies is identified
4. Represent massage framework to the community	4.1 Practices and principles of massage can be explained in an easily understood way in a one-to-one and group setting 4.2 <i>Enquiries</i> are clarified and <i>appropriate information</i> is provided 4.3 Requests for client/patient to bring relevant data to the consultation are made 4.4 Alternative sources of information/advice are discussed with the client/patient
5. Work within clinic and regulation guidelines	5.1 <i>Clinic guidelines</i> are accessed and followed 5.2 <i>Legal and regulatory guidelines</i> are accessed and followed 5.3 <i>Relevant documentation</i> is undertaken



HLTREM106B PROVIDE THE MASSAGE TREATMENT

Unit Descriptor

This unit describes the skills required to administer client/patient basic massage treatment according to the philosophy and practices of a massage therapy framework.

ELEMENT	PERFORMANCE CRITERIA
1. Manage treatment	1.1 <i>Factors which may interfere with the effectiveness of the treatment</i> are explained 1.2 The <i>mode of administration</i> and management of the treatment of the client/patient is explained 1.3 Client/patient is requested to monitor <i>reactions</i> and contact practitioner as required 1.4 <i>Consent</i> for treatment is ensured 1.5 Client/patient is draped to expose only the part of the body being worked on 1.6 Massage is provided according to the treatment plan 1.7 Reactions to treatment are recognised and promptly <i>responded to</i> if necessary 1.8 Time, location and content of future sessions are clearly explained to the client/patient 1.9 Recommendations are fully documented
2. Apply massage techniques	2.1 <i>Massage techniques</i> are applied
3. <i>Advise and resource</i> the client	3.1 Client/patient queries are answered with clarity, using the appropriate language 3.2 Honesty and integrity are used when explaining treatment plans and recommendations to the client/patient 3.3 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client/patient 3.4 Client/patient independence and responsibility in treatment are promoted wherever possible
4. Review treatment	4.1 Progress is evaluated with the client/patient 4.2 Effects of previous treatment are identified and recorded 4.3 Previous treatment plan is reviewed 4.4 Need for ongoing and/or additional treatment is evaluated 4.5 Changes to the plan are negotiated with the client/patient to ensure optimal outcomes



HLTREM502B PROVIDE THE REMEDIAL MASSAGE TREATMENT

Unit Descriptor

This unit describes the skills required to administer client/patient remedial massage treatment according to the philosophy and practices of a remedial massage framework.

ELEMENT	PERFORMANCE CRITERIA
1. Manage treatment	1.1 Factors which may interfere with the effectiveness of the treatment are explained 1.2 Mode of administration and management of the treatment to the client/patient is explained 1.3 Client/patient is requested to monitor reactions and contact practitioner as required 1.4 Consent for treatment is ensured 1.5 Client/patient is draped to expose only the part of the body being worked on 1.6 Massage is provided according to the treatment plan 1.7 Reactions to treatment are recognised and promptly responded to if necessary 1.8 Time, location and content of future sessions are clearly explained to the client/patient 1.9 Recommendations are fully documented
2. Apply remedial massage techniques	2.1 Massage techniques are applied 2.2 Remedial massage techniques are applied to achieve specific therapeutic outcomes
3. Advise and resource the client/patient	3.1 The client/patient is educated in relevant <i>and practical techniques</i> for promotion and maintenance of optimum health 3.2 Client/patient queries are answered with clarity, using the appropriate language 3.3 Honesty and integrity are used when explaining treatment plans and recommendations to the client/patient 3.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client/patient 3.5 Client/patient independence and responsibility in treatment are promoted wherever possible
4. Review treatment	4.1 Progress is evaluated with the client/patient 4.2 Effects of previous treatment are identified and recorded 4.3 Previous treatment plan is reviewed 4.4 Need for ongoing and/or additional treatment is evaluated 4.5 Changes to the plan are negotiated with the client/patient to ensure optimal outcomes

HLTREM503B PLAN THE REMEDIAL MASSAGE TREATMENT STRATEGY

Unit Descriptor

This unit describes the skills required to prepare for remedial massage treatment of a clients/patients and negotiate a treatment management plan with them.

ELEMENTS	PERFORMANCE CRITERIA
1. Select the remedial massage principles to determine treatment strategy	1.1 Appropriate <i>remedial massage principles</i> of treatment are determined according to assessment of client/patient and within the skills of competence of the practitioner 1.2 <i>Contra-indications</i> to treatment and possible complicating factors are ascertained and treatment strategy used is modified according to massage principles 1.3 Treatment, information and advice provided by other health care professionals is taken into consideration in determining the strategy to be used in treatment 1.4 Treatment strategy appropriate to the client/patient's condition is selected and supported on the basis of established massage practice 1.5 Specific treatment options take into consideration possible client/patient compliance issues 1.6 An appropriate package of <i>massage techniques</i> is selected 1.7 Client/patient <i>constitution</i> is considered in selecting treatment
2. Discuss the treatment strategy with the client/patient	2.1 Sufficient time is allocated to conclude sessions at a pace appropriate to the client/patient 2.2 Treatment strategy is <i>discussed</i> according to the client/patient's needs 2.3 Client/patient <i>compliance</i> is negotiated 2.4 <i>Discrepancies</i> between the practitioner's and the client/patient's perception of the condition are clarified 2.5 Any perceived risks of the client/patient's condition and treatment are explained 2.6 <i>Responsibilities of practitioner and client/patient</i> within the treatment plan are discussed 2.7 Management of selected treatment in relation to any other current therapies is negotiated 2.8 <i>Treatment evaluation strategies</i> are discussed

HLTREM504B APPLY REMEDIAL MASSAGE ASSESSMENT FRAMEWORK

Unit Descriptor

This unit covers the skills required to interpret information gathered in the health assessment and make and review an accurate assessment over the course of remedial massage treatment.

ELEMENTS	PERFORMANCE CRITERIA
1. Analyse and interpret information received	<p>1.1 Results of the health assessment are correlated with case history</p> <p>1.2 <i>Signs and symptoms</i> of condition in the client/patient are recognised and identified as pre-requisites or contra-indication for treatment/care</p> <p>1.3 Information gathered is assessed and assigned priorities in consultation with the client/patient using the knowledge and experience and theoretical principles applied by the practitioner</p> <p>1.4 Information is gathered, recorded and organised in a way which can be interpreted readily by other professionals</p> <p>1.5 <i>Body patterns</i> are analysed and differentiated by assessing signs and symptoms</p> <p>1.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying principles of assessment</p> <p>1.7 Professional judgement is used to draw sound conclusions and prognosis from the data collected</p> <p>1.8 All assessment signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>1.9 The client/patient's progress is systematically monitored in order to confirm the clinical impression</p> <p>1.10 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan</p>
2. Inform the client/patient	<p>2.1 Discuss rationale of the treatment assessment plan/prognosis is discussed with the client/patient</p> <p>2.2 Respond to client/patient enquiries using language the client/patient understands</p> <p>2.3 Discuss referral and collaborative options with the client/patient if necessary</p>

HLTREM505B PERFORM REMEDIAL MASSAGE HEALTH ASSESSMENT

Unit Descriptor

This unit covers the skills required to observe the condition of the client/patient and gather information relevant to the case to enable correct assessment, planning and provision of a remedial massage.

ELEMENTS	PERFORMANCE CRITERIA
<p>1. Determine the scope of the assessment and the client/patient's needs</p>	<p>1.1 The client/patient's purpose for consultation is established and the symptoms experienced are identified</p> <p>1.2 The client/patient's eligibility for service is determined using clinic/personal policies</p> <p>1.3 The services able to be provided and the limits of available services are clearly explained</p> <p>1.4 The client/patient's expectation of the service/clinic are explored and clarified</p> <p>1.5 <i>Factors likely to have a negative impact on assessment</i> are identified in consultation with the client/patient and strategies implemented to minimise the effects of these factors wherever possible</p> <p>1.6 Personal abilities, level of professional competence and parameters of role are defined to the client/patient determine practice and at all times</p> <p>1.7 Client/patient is referred to <i>other health care professionals</i> where the needs of the client/patient are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner the needs of the client/patient are best met by doing so</p> <p>1.8 The legal rights of the client/patient are identified and promoted</p>
<p>2. Obtain and record an accurate history of the client/patient</p>	<p>2.1 Information required from the client/patient for the <i>client/patient's history</i> is sought in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Accurate, relevant and well organised information is collected and recorded in a form which can be interpreted readily by other professionals</p> <p>2.3 Information is managed in a confidential and secure way</p>

3. Manage the health assessment
 - 3.1 Informed client/patient consent is obtained prior to conducting tests, in accordance with relevant legislation and regulations
 - 3.2 Adequate time is allowed during consultation to gather critical information
 - 3.3 Factors that may interfere with the information gathering process are identified and minimised
 - 3.4 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed
 - 3.5 *Potential sensitivities* of the client/patient are anticipated, the practitioner's approach is adapted accordingly to take these into account and steps are taken to ensure the client/patient's dignity is maintained at all times
 - 3.6 Abnormal findings are pursued and investigated in a deliberate, logical and appropriate manner
 - 3.7 Reliability of data obtained is assessed and appropriate clinical correlation with the client/patient's complaint is established as soon as possible
 - 3.8 All information is accurately recorded in a systematic manner in accordance with clinic guidelines

4. Prepare the client for assessment
 - 4.1 The client/patient's body is not unnecessarily exposed during assessment/treatment
 - 4.2 Client/patient boundaries are respected at all times
 - 4.3 Client/patient feedback is sought on comfort levels

5. Make a comprehensive assessment of the client/patient
 - 5.1 Signs of condition are identified according to massage therapy framework
 - 5.2 Specific details of signs and symptoms of the presenting complaint/s are elicited
 - 5.3 Client/patient is assessed through palpation, observation and sensory information gathering techniques
 - 5.4 Physical assessment is conducted
 - 5.5 Other appropriate assessment techniques are used
 - 5.6 Questions are used to clarify results and gain further information in a manner relevant to the client/patient's needs and test results
 - 5.7 Contra-indications to treatment are identified
 - 5.8 Functional and special tests are conducted and differential assessment made
 - 5.9 Static and dynamic variables of posture are observed and analysed

HLTREM510A PROVIDE SPECIALISED REMEDIAL MASSAGE TREATMENTS

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide specialised remedial massage treatment for specific client groups and common conditions/disease states in accordance with the age, gender and mental health needs of the client

This unit requires a high level knowledge of remedial massage treatment.

ELEMENT	PERFORMANCE CRITERIA
1. Manage the <i>specialised remedial massage treatment</i>	1.1 Using knowledge of remedial massage select the most appropriate treatment strategy 1.2 Take into account <i>factors which may interfere with the effectiveness of the treatment</i> 1.3 Take into account possible treatment reactions 1.4 Take into account contra-indications 1.5 Ensure <i>consent for treatment</i> 1.6 Recognise reactions to treatment (adverse or otherwise) <i>respond promptly if necessary</i> 1.7 Document assessments and recommendations 1.8 Provide treatment according to treatment plan 1.9 Explain treatment to the client and respond to enquiries 1.10 Use counselling skills as appropriate 1.11 Review treatment plan and negotiate continuing care with the client
2. Provide specialised remedial massage treatment for children and adolescents	2.1 Gain <i>consent for treatment</i> from the parent/caregiver/guardian 2.2 Assess client health according to standard guidelines relating to age 2.3 Develop a specialised remedial massage treatment plan according to findings 2.4 Implement the <i>treatment plan</i>
3. Provide specialised remedial massage treatment for women	3.1 <i>Assess</i> client health and welfare with special consideration given to conditions common to women 3.2 Conduct a physical examination with special regard to common conditions of women in various <i>life stages</i> and according to local and national regulations 3.3 Develop a specialised remedial massage treatment plan according to findings 3.4 Implement the treatment plan



ELEMENT	PERFORMANCE CRITERIA
4. Provide specialised remedial massage treatment for men	4.1 Assess client health and welfare with special consideration to conditions common to men 4.2 Conduct a physical examination with special regard to common conditions of men relating to age and according to local and national regulations 4.3 Develop a specialised remedial massage treatment plan according to findings 4.4 Implement the treatment plan
5. Provide specialised remedial massage geriatric care	5.1 Take client history with special consideration to client memory, cognitive ability and care requirements 5.2 Conduct a physical examination with special regard to common conditions of ageing and according to local and national regulations 5.3 Develop a specialised remedial massage treatment plan according to findings 5.4 Implement the treatment plan
6. Provide specialised remedial massage mental health care	6.1 Take client history with special consideration to client mental health and care requirements 6.2 Develop a specialised remedial massage treatment plan is developed according to findings 6.3 Implement the treatment plan

HLTREM511A PROVIDE REMEDIAL MASSAGE TREATMENT FOR WOMEN AND CHILDREN

Unit Descriptor

This unit of competency describes the skills and knowledge required to administer a remedial massage treatment specific to the needs of women and children.

ELEMENT	PERFORMANCE CRITERIA
1. Assess females according to a remedial massage framework	1.1 Discuss client's condition and refer to relevant documentation 1.2 Assess client 1.3 Ensure client comfort and privacy 1.4 Assess presenting signs and symptoms according to a Remedial massage framework 1.5 Discuss assessment with the client
2. Assess children according to a remedial massage framework	2.1 Obtain appropriate consent 2.2 Assess client 2.3 Ensure client comfort and privacy at all times 2.4 Assess presenting signs and symptoms according to Remedial Massage framework 2.5 Discuss assessment with the client and/or significant others
3. Provide support for women's health	3.1 Provide remedial massage women's health treatment 3.2 Position client correctly to optimise their comfort and support while allowing optimum application of techniques 3.3 Maintain appropriate postures to ensure a controlled distribution of body weight throughout the treatment 3.4 Maintain client-focused attention throughout the treatment session 3.5 Determine and apply treatment sequence, location and degree of pressure
4. Provide care for children	4.1 Provide remedial massage children's health treatment 4.2 Position client correctly to optimise their comfort and support while allowing optimum application of techniques 4.3 Maintain appropriate postures to ensure a controlled distribution of body weight throughout the treatment 4.4 Maintain client-focused attention throughout the treatment session 4.5 Determine and apply treatment sequence, location and degree of pressure



HLTREM513A PROVIDE REMEDIAL MASSAGE TREATMENT TO ATHLETES

Unit Descriptor

This unit of competency describes the skills and knowledge required to administer remedial massage treatments for athletes

This unit is based upon SRSMAS009A Integrate massage techniques to support athletes.

ELEMENT	PERFORMANCE CRITERIA
1. Identify common musculoskeletal injuries and associated treatment procedures	1.1 Identify and describe common musculoskeletal injuries in sport and their causes
	1.2 Explain and describe <i>Industry standard massage therapy principles</i> regarding procedures and/or approaches for treating <i>common musculoskeletal injuries</i> in sport
2. Treat common musculoskeletal injuries	2.1 Develop a <i>treatment package</i> incorporating packaging of advanced massage techniques and/or massage therapy techniques to treat <i>common musculoskeletal injuries</i> in sport for the client in a massage therapy setting
	2.2 Implement a <i>treatment package</i> through the <i>integration of various techniques</i>
	2.3 Recommend relevant <i>thermotherapy, cryotherapy</i> and corrective exercise for rehabilitation of sporting injuries to the <i>client</i>
	2.4 Establish, explain, clarify and instigate <i>self-management programs</i> with the <i>client</i>
	2.5 Refer <i>client to other health professionals</i> in relation to areas/aspects in which the therapist is not currently competent
3. Provide support packages for a client	3.1 Incorporate relevant elements of pre-event massage, post-event massage and maintenance massage in the <i>client's</i> massage therapy <i>treatment plan</i>
	3.2 Establish, explain, clarify and <i>instigate self-management programs</i> with the <i>client</i>
	3.3 Advise <i>client</i> and teach relevant <i>self massage techniques</i> to assist in <i>self management programs</i>
	3.4 Explain and discuss <i>contraindications for massage</i> with <i>client</i>
	3.5 Explain advantages and/or disadvantages of taping and/or splinting



ELEMENT**PERFORMANCE CRITERIA**

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| 4. Evaluate services/treatment | 4.1 Build and maintain a relationship of trust with the client, with active promotion of and strict adherence to confidentiality |
| | 4.2 Undertake monitoring of client health in line with plan of care |
| | 4.3 Question client/carer to ascertain their level of comfort and compliance with the treatment |
| | 4.4 Ascertain degree of improvement or changes in the client's condition and compare with expectations in the plan of care |
| | 4.5 Provide client with clear information about their level of improvement in relation to their plan of care |
| | 4.6 Assess and review of treatment as required |
| | 4.7 Document progress according to requirements |
| | 4.8 Evaluate impact of ongoing treatment in relation to client's physical, mental and emotional condition and behaviour |
| | 4.9 Encourage clients to maintain their health by active involvement in their treatment and plan of care |
| | 4.10 Consult with other treatment practitioners as necessary and appropriate |

