



HEALTH SCHOOLS AUSTRALIA

30688QLD
Advanced Diploma
of Complementary Medicine –
Remedial Massage



Course Information



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UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBFLM303A	Contribute to effective workplace relationships
HLTHIR501A	Maintain an effective health work environment
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTFA301B	Apply first aid
HLTHIR405A	Show leadership in health technical work
HLTOHS300A	Contribute to occupational health and safety processes
HLTIN504B	Manage the control of infection
HLTARO401A	Work within an aromatherapy framework
HLTARO402A	Plan aromatherapy treatment
HLTARO403A	Provide aromatherapy treatment
HLTARO405A	Apply aromatherapy assessment framework



HLTARO406A	Perform aromatherapy health assessment
HLTREM401B	Work within a massage framework
HLTREM406B	Provide the massage treatment
HLTREM407B	Plan the massage treatment
HLTREM408B	Apply massage assessment framework
HLTREM409B	Perform massage health assessment
SRSMAS001A	Apply appropriate pre-event and post-event techniques
SRSMAS003A	Apply massage techniques
SRSMAS009A	Integrate massage techniques to support athletes
SRSSPT003B	Implement sports first aid procedures and apply sports first aid
SRSSPT007B	Tape ankle, thumb and fingers
SRSSPT010B	Tape and/or brace elbow, Achilles and AC joint
HSA001B	Apply basic aromatherapy treatment
HSA002B	Develop a natural health assessment framework
HSA003B	Apply reflexology treatment
HSA004B	Apply advanced aromatherapy treatments
HSA005B	Apply elementary pathophysiological research to client assessment
HSA006B	Apply advanced remedial therapies
HSA007B	Manage work within a natural health framework
HSA013B	Provide advice on nutritional supplementation
HSA014B	Provide counselling
HSA016B	Research human health issues and apply results to client assessment
HSA022B	Assess clinical disorder profiles
HSA023B	Apply a knowledge of human health sciences data to an assessment framework
HSA025B	Analyse clinical tests

INTRODUCTION TO ADVANCED DIPLOMA OF COMPLEMENTARY MEDICINE - REMEDIAL MASSAGE

30688QLD ~ Advanced Diploma of Complementary Medicine - Remedial Massage

The Advanced Diploma of Complementary Medicine - Remedial Massage is designed for individuals who wish to specialise in Complementary Natural Medicine 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 a Bachelor Degree.

Advanced Diploma of Complementary Medicine - Remedial Massage Graduates are eligible for membership in the Australian Traditional Medicine Society (A.T.M.S.).

Graduates may choose career pathways as a natural therapist which may include:-

- Private clinical practice ~ business owner
- Health spas & retreats ~ contract/employee
- Natural Health clinics ~ contract/employee
- Natural Product manufacturers ~ contract/employee
- Pharmacies ~ contract/employee
- Health Food shops ~ 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 Advanced 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 30688QLD ADVANCED DIPLOMA OF
COMPLEMENTARY MEDICINE - REMEDIAL MASSAGE***

Flexible Delivery ~ 4 days per week over 6 semesters (120 weeks) recommended (full-time)

In the Advanced Diploma of Complementary Medicine - Remedial Massage the content includes: -

- **Practice Management**
BSBFLM303A, HLTCOM503B, HLTCOM404B, HLTCOM406B, HLTHIR405A, HLTHIR501A
- **Anatomy & Physiology**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Advanced Anatomy & Physiology**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Pathophysiology & Symptomology**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Biology**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Chemistry**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Biochemistry**
HSA001B, HSA002B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B
- **Counselling & Psychology**
HLTCOM404B, HSA014B
- **Remedial Massage**
HLTREM401B, HLTREM406B, HSA007B
- **Advanced Remedial Therapies**
HLTREM401B HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B, HSA006B
- **Aromatherapy**
HSA001B, HSA004B, HLTARO401A, HLTARO402A, HLTARO403A, HLTARO405A, HLTARO406A
- **Reflexology**
HSA003B, HSA007B
- **Sports Therapy**
HSA007B, HLTREM401B, SRSMAS001A, SRSMAS003A, SRSMAS009A, SRSSPT003B, SRSSPT007B, SRSSPT010B

- **Nutrition**
HSA013B

- **Disorder Profiles**
HSA022B

- **Clinical Practice 2-4**
HLTREM401B, HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B, SRSMAS001A, SRSMAS003A, SRSMAS009A, SRSSPT003B, SRSSPT007B, SRSSPT010B, HSA001B, HSA002B, HSA003B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B, HLTARO401A, HLTARO402A, HLTARO403A, HLTARO405A, HLTARO406A

- **Ethics & Jurisprudence**
HLTREM401B, HSA006B

- **Occupational Health & Safety 2**
HLTOHS300A, HLTIN504B

- **First Aid**
HLTFA301B

- **Clinical Training – 150 hours** (*clinical work experience with a qualified practitioner*)
HLTREM401B, HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B, SRSMAS001A, SRSMAS003A, SRSMAS009A, SRSSPT003B, SRSSPT007B, SRSSPT010B, HSA001B, HSA002B, HSA003B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B, HLTARO401A, HLTARO402A, HLTARO403A, HLTARO405A, HLTARO406A

- **Seminar Attendance – 200 hours** (*participation in industry related seminars/workshops*)
HLTREM401B, HSA001B, HSA002B, HSA003B, HSA004B, HSA005B, HSA006B, HSA013B, HSA016B, HSA023B, HSA025B

UNITS OF COMPETENCY

This qualification covers the skills needed to assist complementary medicine practitioners and therapeutic masseurs with the core skills for developing a sound therapeutic practice using advanced diagnostic tools to treat complex disorders and dysfunctions or to make more accurate assessments on those clients requiring referral to other services.

Note: HLT07 Diploma of Remedial Massage, or equivalent, to be pre-requisite or co-requisite

PACKAGING RULES

39 units must be selected for this qualification including:

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

COMMON

BSBFLM303A	Contribute to effective workplace relationships
HLTHIR501A	Maintain an effective health work environment
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTFA301B	Apply first aid
HLTOHS300A	Contribute to occupational health & safety processes
HLTIN504B	Manage the control of infection
HLTHIR405A	Show leadership in health technical work

Specialisation

HLTARO401A	Work within an aromatherapy framework
HLTARO402A	Plan aromatherapy treatment
HLTARO403A	Provide aromatherapy treatment
HLTARO405A	Apply aromatherapy assessment framework
HLTARO406A	Perform aromatherapy health assessment
HLTREM401B	Manage work within a massage framework
HLTREM406B	Provide the massage treatment
HLTREM407B	Plan the massage treatment
HLTREM408B	Apply massage assessment framework
HLTREM409B	Perform massage health assessment
SRSMAS001A	Apply appropriate pre-event and post-event techniques
SRSMAS003A	Apply massage techniques
SRSMAS009A	Integrate massage techniques to support athletes
SRSSPT003B	Implement sports first aid procedures and apply sports first aid
SRSSPT007B	Tape ankle, thumb and fingers
SRSSPT010B	Tape and/or brace elbow, Achilles and AC joint
HSA001B	Apply basic aromatherapy treatment
HSA002B	Develop a natural health assessment framework
HSA003B	Apply reflexology treatment



HSA004B	Apply advanced aromatherapy treatments
HSA005B	Apply elementary pathophysiological research to client assessment
HSA006B	Apply advanced remedial therapies
HSA007B	Manage work within a natural health framework
HSA013B	Provide advice on nutritional supplementation
HSA014B	Provide basic counselling
HSA016B	Research human health issues and apply results to client assessment
HSA022B	Assess clinical disorder profiles
HSA023B	Apply human health sciences data to an assessment program
HSA025B	Analyse clinical tests

RECOMMENDED NOMINAL HOURS

30688QLD		
ADVANCED DIPLOMA OF COMPLEMENTARY MEDICINE – REMEDIAL MASSAGE		
Unit Code	Unit Title	Nominal Hours in Qld
BSBFLM303A	Contribute to effective workplace relationships	40
HLTHIR501A	Maintain an effective health work environment	20
HLTCOM502B	Develop professional expertise	40
HLTCOM503B	Manage a practice	50
HLTCOM404B	Communicate effectively with clients/patients	30
HLTCOM406B	Make referrals to other health care professionals when appropriate	40
HLTFA301B	Apply First Aid	Outsourced
HLTOHS300A	Contribute to occupational health & safety processes	30
HLTIN504B	Manage the control of infection	50
HLTHIR405A	Show leadership in health technical work	20
HLTARO401A	Work within an aromatherapy framework	20
HLTARO402A	Plan aromatherapy treatment	40
HLTARO403A	Provide aromatherapy treatment	180
HLTARO405A	Apply aromatherapy assessment framework	40
HLTARO406A	Perform aromatherapy health assessment	200
HLTREM401B	Work within a massage framework	20
HLTREM406B	Provide the massage treatment	250
HLTREM407B	Plan the massage treatment	40
HLTREM408B	Apply massage assessment framework	40
HLTREM409B	Perform massage health assessment	100
SRSMAS001A	Apply appropriate pre-event and post-event techniques	25
SRSMAS003A	Apply massage techniques	40
SRSMAS009A	Integrate massage techniques to support athletes	25
SRSSPT003B	Implement sports first aid procedures and apply sports first aid	25
SRSSPT007B	Tape ankle, thumb and fingers	10
SRSSPT010B	Tape and/or brace elbow, Achilles and AC joint	10



HSA001B	Apply basic aromatherapy treatments	150
HSA002B	Develop a natural health assessment framework	100
HSA003B	Apply reflexology treatment	200
HSA004B	Apply advanced aromatherapy treatments	100
HSA005B	Apply elementary pathophysiological research to client assessment	100
HSA006B	Apply advanced remedial therapies	200
HSA007B	Manage work within a natural health framework	70
HSA013B	Provide advice on nutritional supplementation	130
HSA014B	Provide basic counselling	110
HSA016B	Research human health issues and apply results to client assessment	150
HSA022B	Assess clinical disorder profiles	150
HSA023B	Apply human health sciences data to an assessment program	250
HSA025B	Analyse clinical tests to assist diagnosis	200
	Seminar Hours	200
	Clinical Hours	150
	Total Nominal Hours	3645

FEE STRUCTURE

30688QLD Advanced Diploma of Complementary Medicine - Remedial Massage ~ made up of 39 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 are payable (deposit) 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 30688QLD Advanced Diploma of Complementary Medicine - Remedial Therapies.

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 120 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***BSBFLM303A CONTRIBUTE TO EFFECTIVE WORKPLACE RELATIONSHIPS*****Unit Descriptor**

This unit covers the skills and knowledge required to develop, establish and maintain effective workplace relationships and networks. It covers the activities of communication and representation.

At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

ELEMENTS	PERFORMANCE CRITERIA
1. Gather, convey and receive information and ideas	1.1 Information to achieve work responsibilities is collected from appropriate sources 1.2 The method(s) used to communicate ideas and information is appropriate to the audience 1.3 Communication takes into account social and cultural diversity 1.4 Input from internal and external sources is sought, and valued in developing and refining new ideas and approaches
2. Develop trust and confidence	2.1 People are treated with integrity, respect and empathy 2.2 The organisation's social, ethical and business standards are used to develop and maintain positive relationships 2.3 Trust and confidence of colleagues, customers and suppliers is gained and maintained through competent performance
3. Build and maintain networks and relationships	3.1 Networking is used to identify and build relationships 3.2 Networks and other work relationships provide identifiable benefits for the team and organisation
4. Manage difficulties to achieve positive outcomes	4.1 Problems are identified and analysed, and action is taken to rectify the situation with minimal disruption to performance 4.2 Colleagues receive guidance and support to resolve their work difficulties 4.3 Poor work performance is managed within the organisation's processes 4.4 Conflict is managed constructively within the organisation's processes 4.5 Difficult situations are negotiated to achieve results acceptable to the participants, and which meet organisation's and legislative requirements

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
- 5.1 Monitor own skills/knowledge in relation to ongoing and changing work requirements
- 5.2 Identify areas for personal development in line with health industry developments, organisation requirements and personal interest
- 5.3 Take initiative to access and/or create development opportunities to support organisation need and personal career development
- 5.4 Undertake available formal and informal skill/knowledge development and maintenance activities

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.

ELEMENT	PERFORMANCE CRITERIA
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</i> levels and supplies 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

**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

HLTFA301B APPLY FIRST AID**Unit Descriptor**

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	1.1 Identify assess and minimise <i>hazards</i> in the situation that may pose a risk of injury or illness to self and others 1.2 Minimise immediate <i>risk</i> to self and casualty's health and safety by controlling any hazard in accordance with occupational health and safety requirements 1.3 Assess casualty and identify injuries, illnesses and conditions
2. Apply First Aid techniques	2.1 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness 2.2 Use available <i>resources and equipment</i> to make the casualty as comfortable as possible 2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner 2.4 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort 2.5 Seek consent from casualty prior to applying first aid management 2.6 Provide <i>first aid management</i> in accordance with <i>established first aid principles</i> and Australian Resuscitation Council (ARC) Guidelines and/or State/Territory regulations, legislation and policies and industry requirements 2.7 Seek first aid assistance from others in a timely manner and as appropriate 2.8 Correctly operate first aid equipment as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures 2.9 Use safe manual handling techniques as required 2.10 Monitor <i>casualty's condition</i> and respond in accordance with effective first aid principles and procedures 2.11 Finalise casualty management according to casualty's needs and first aid principles

ELEMENT	PERFORMANCE CRITERIA
3. Communicate details of the incident	<p>3.1 Request ambulance support and/or appropriate medical assistance according to relevant circumstances using relevant <i>communication media and equipment</i></p> <p>3.2 Accurately convey assessment of casualty's condition and management activities to ambulance services /other emergency services/relieving personnel</p> <p>3.3 Prepare reports as appropriate in a timely manner, presenting all relevant facts according to established procedures</p> <p>3.4 Accurately record details of casualty's physical condition, changes in conditions, management and response to management in line with established procedures</p> <p>3.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies</p>
4. Evaluate own performance	<p>4.1 Seek feedback from <i>appropriate clinical expert</i></p> <p>4.2 Recognise the possible psychological impacts on rescuers of involvement in critical incidents</p> <p>4.3 Participate in debriefing/evaluation as appropriate to improve future response and address individual needs</p>

HLTOHS300A CONTRIBUTE TO OCCUPATIONAL HEALTH & SAFETY PROCESSES

Unit Descriptor

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's OHS policies, procedures and programs in the relevant work area. Legislative and codes of practice requirements are addressed including duties and responsibilities for all parties under the general duty of care.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and conduct work safely	<p>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</p> <p>1.2 Address identified hazards prior to starting work using judgement within defined scope of responsibilities</p> <p>1.3 Report residual risk according to organisation procedures</p> <p>1.4 Report incidents and injuries in line with organisation policies and procedures</p> <p>1.5 Undertake OHS housekeeping in work area</p> <p>1.6 Maintain and update own knowledge of OHS issues as they apply to workplace systems, equipment and processes</p>
2. Support others in working safely	<p>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</p> <p>2.2 Provide guidance and coaching to less experienced members of the workgroup to support them in working safely</p> <p>2.3 Support members of the workgroup to accurately record incidents and complete associated workplace documentation according to organisation procedures</p>
3. Contribute to OHS participative processes	<p>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</p> <p>3.2 Apply knowledge of roles and responsibilities of OHS representatives and OHS committees</p>
4. Contribute to hazard identification, OHS risk assessment and risk control activities	<p>4.1 Report identified hazards and inadequacies in risk controls. Sources of stress are identified, issues raised and discussed with supervisor</p> <p>4.2 Check the workplace for hazards using itemised checklist(s) in accordance with work procedures</p> <p>4.3 Contribute to risk assessments</p> <p>4.4 Provide input to development and implementation of control measures, with reference to the hierarchy of control</p>

ELEMENT**PERFORMANCE CRITERIA**

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| 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 |
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HLTIN504B MANAGE THE CONTROL OF INFECTION**Unit Descriptor**

This unit describes the skills required to ensure all who operate within the clinic adhere to established infection control guidelines and duty of care.

ELEMENT	PERFORMANCE CRITERIA
1. Ensure potential infectious material is removed in accordance with clinic guidelines	1.1 Information and resources for the correct handling and disposal of waste is provided according to established guidelines and procedures 1.2 Procedures in the use of personal protective equipment when sorting and separating waste are maintained 1.3 Waste transport procedures ensure workplace safety
2. Ensure equipment and surfaces are clean and sanitised	2.1 Information and resources for the cleaning and sanitisation of equipment and surfaces is provided 2.2 Information in the correct procedure for cleaning and sanitation is provided 2.3 Appropriate recommended protective clothing is worn throughout the workplace 2.4 Information in the clinic's infection control guidelines is provided
3. Ensure personal hygiene is maintained in the workplace	3.1 Standards of personal presentation and hygiene in the workplace are established and maintained 3.2 Clinical guidelines for hygiene are established and maintained 3.3 Appropriate and checked protective clothing is made available according to established guidelines and procedures 3.4 Information is provided in the use of protective clothing
4. Establish and monitor guidelines for hazard identification and control	4.1 Hazard/spillage, response and documentation is assessed and reviewed for further action 4.2 Information is provided in hazard identification and control 4.3 Clinical policies and procedures are established and monitored 4.4 Personal protective clothing is provided as necessary 4.5 Hazards are managed in accordance with clinical guidelines 4.6 Hazard control procedures are carried out as necessary

HLTHIR405A SHOW LEADERSHIP IN HEALTH TECHNICAL WORK**Unit Descriptor**

This unit covers the skills required to provide leadership in technical aspects of work appropriate to the level of autonomy accorded to individuals and teams working in the health industry.

ELEMENT**PERFORMANCE CRITERIA**

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| 1. Model performance <i>standards</i> | <ul style="list-style-type: none"> 1.1 Demonstrate compliance with relevant OH&S and organisation policies and procedures 1.2 Ensure work is appropriately sequenced in accordance with organisation requirements 1.3 Coordinate own work effectively with work undertaken by others 1.4 Ensure work meets identified requirements 1.5 Respond to unplanned events or conditions in accordance with established procedures |
| 2. Model ethical work practices | <ul style="list-style-type: none"> 2.1 Demonstrate compliance with processes to ensure confidentiality of client information is maintained 2.2 Follow up and rectify variations from agreed ethical practices 2.3 Model work practices that show respect for clients and others 2.4 Model ethical work practices which support a professional delivery of services 2.5 Encourage others to work in a way that reflects ethical work practices |
| 3. Maintain professional <i>skills and knowledge</i> | <ul style="list-style-type: none"> 3.1 Assess own skills and knowledge against identified work requirements to determine personal training needs 3.2 Respond to feedback on competence as a basis for identifying personal training needs in accordance with established procedures 3.3 Participate in professional development programs and associated development opportunities to enhance competence in line with organisation policies and procedures |
| 4. Manage work priorities | <ul style="list-style-type: none"> 4.1 Organise work priorities in accordance with organisation policies and procedures 4.2 Manage work effectively to achieve identified objectives 4.3 Use information technology to improve efficiency in accordance with organisation policies and procedures 4.4 Manage personal skills development in the workplace in line with organisation requirements 4.5 Monitor work standards and communicate work priorities and associated requirements to others |

HLTARO401A WORK WITHIN AN AROMATHERAPY**Unit Descriptor**

This unit of competency describes the skills and knowledge required to work effectively within an aromatherapy framework.

ELEMENT**PERFORMANCE CRITERIA**

1. Demonstrate commitment to the central philosophies of aromatherapy	1.1 Define aromatherapy and aromatherapy practice 1.2 Provide an outline of the historical development of aromatherapy 1.3 Identify and explain the central philosophies of aromatherapy 1.4 Apply aromatherapy philosophy to own health practices 1.5 Use aromatherapy philosophy to interpret health issues
2. Identify and describe the principles and practices aromatherapy	2.1 Identify and describe aromatherapy assessment techniques 2.2 Identify, describe and compare the major methods of treatment used in aromatherapy 2.3 Identify and describe other complementary therapies used in aromatherapy
3. Develop knowledge of complementary therapies	3.1 Provide information other complementary therapies 3.2 Identify the relationship between therapies
4. Represent aromatherapy framework to the community	4.1 Explain the practices and principles of aromatherapy in an easily understood way in a one-to-one and group setting 4.2 Clarify enquiries and provide appropriate information 4.3 Appropriately requests client to bring relevant data to the consultation 4.4 Discuss alternative sources of information/advice with the client
5. Work within clinic and regulation guidelines	5.1 Access and follow clinic guidelines 5.2 Access and follow legal and regulatory guidelines 5.3 Document relevant information/records

HLTARO402A PLAN AROMATHERAPY TREATMENT**Unit Descriptor**

This unit of competency describes the skills and knowledge required to prepare a client for an aromatherapy treatment and negotiate a treatment management plan with them over the course of treatment required.

ELEMENT**PERFORMANCE CRITERIA**

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| 1. Select the therapeutic techniques to determine treatment | <p>1.1 Determine <i>therapeutic principles</i> of treatment according to assessment of client and within the skills of competence of the practitioner</p> <p>1.2 Ascertain <i>contraindications to treatment and possible complicating factors</i> and treatment used is modified according to aromatherapy principles</p> <p>1.3 Take into consideration treatment, information and advice provided by other health care professionals in determining the strategy to be used in treatment</p> <p>1.4 Select treatment which is appropriate to client condition and supported by established aromatherapy practice</p> <p>1.5 Take into consideration specific treatment options given possible <i>client compliance</i> issues</p> <p>1.6 Select appropriate <i>aromatherapy techniques</i></p> <p>1.7 Consider <i>client constitution</i> in selecting treatment</p> |
| 2. Discuss the treatment with the client | <p>2.1 Allocate sufficient time to conclude sessions at a pace appropriate to the client</p> <p>2.2 Discuss treatment strategy according to the client's needs</p> <p>2.3 Negotiate client compliance</p> <p>2.4 Clarify discrepancies between the practitioner's and the client's perception of the condition</p> <p>2.5 Explain any perceived risks of the client's condition and treatment</p> <p>2.6 Discuss responsibilities of practitioner and client within the treatment plan</p> <p>2.7 Negotiate management of selected treatment in relation to any other current therapies</p> <p>2.8 Discuss <i>treatment evaluation strategies</i></p> |

HLTARO403A PROVIDE AROMATHERAPY TREATMENT**Unit Descriptor**

This unit of competency describes the skills and knowledge required to administer aromatherapy treatment according to the philosophy and practices of an aromatherapy therapeutic framework.

ELEMENT**PERFORMANCE CRITERIA**

1. Manage treatment	1.1 Explain the <i>factors which may interfere with the effectiveness of the treatment</i>
	1.2 Explain how treatment is delivered and managed to the client
	1.3 Request the client to monitor reactions and contact practitioner as required
	1.4 Ensure <i>consent for treatment</i> is obtained
	1.5 Provide aromatherapy treatment according to the treatment plan
	1.6 Recognise reactions to treatment and promptly responded to if necessary
	1.7 Clearly explain the time, location and content of future sessions to the client
	1.8 Document recommendations
2. Apply therapeutic techniques	2.1 Apply aromatherapy techniques
	2.2 Position correctly to optimise their comfort and support while allowing optimum application of techniques
	2.3 Maintain appropriate postures to ensure a controlled distribution of body weight throughout the treatment
	2.4 Maintain focused attention throughout the treatment session
	2.5 Determine treatment sequence, location and degree of pressure applied by assessment indications
3. Advise and resource the client	3.1 Educate client in relevant and <i>practical techniques for promotion and maintenance of optimum health</i>
	3.2 Answer client queries with clarity, using appropriate language
	3.3 Use honesty and integrity when explaining treatment plans and recommendations to the client
	3.4 Use appropriate interpersonal skills when explaining treatment plans and recommendations to the client.
	3.5 Promote client independence and responsibility in treatment wherever possible

ELEMENT**PERFORMANCE CRITERIA**

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| 4. Review treatment | 4.1 Evaluate progress with the client |
| | 4.2 Identify and record effects of previous treatment |
| | 4.3 Review previous treatment plan |
| | 4.4 Evaluate need for ongoing and/or additional treatment |
| | 4.5 Negotiate changes to the plan with the client to ensure optimal outcomes |

HLTARO405A PROVIDE AROMATHERAPY ASSESSMENT FRAMEWORK

Unit Descriptor

This unit of competency describes the skills and knowledge required to interpret information gathered in the health assessment and make and review an accurate assessment over the course of aromatherapy treatment.

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PERFORMANCE CRITERIA

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| 1. Analyse and interpret information received | <ul style="list-style-type: none"> 1.1 Correlate results of the health <i>assessment</i> with client's case history 1.2 Recognise <i>signs and symptoms of condition</i> in the client and identify pre-requisites or contraindications for treatment/care 1.3 Assess information gathered and assign priorities for treatment in consultation with the client using the knowledge and experience and theoretical principles applied by the practitioner 1.4 Gather, record and organise information in a way which can be interpreted readily by other professionals 1.5 Use professional judgement to draw sound conclusions and prognosis from the data collected 1.6 Elicit assessment signs and symptoms in a thorough and objective manner to avoid premature conclusions on the treatment plan 1.7 Monitor client's progress systematically in order to confirm the clinical impression 1.8 Combine history and clinical data effectively to obtain a differential assessment and prognosis |
| 2. Inform the client | <ul style="list-style-type: none"> 2.1 Discuss rationale of the treatment assessment plan/prognosis with the client 2.2 Respond to client enquiries using language the client understands 2.3 Discuss referral and collaborative options with the client if necessary |

**HLTARO406A PERFORM AROMATHERAPY HEALTH
ASSESSMENT****Unit Descriptor**

This unit of competency describes the skills and knowledge required to observe the condition of the client and gather information relevant to the case using an aromatherapy assessment techniques.

ELEMENT**PERFORMANCE CRITERIA**

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| 1. Determine the scope of the assessment and the client's needs | <ul style="list-style-type: none"> 1.1 Establish client's purpose for consultation and identify symptoms 1.2 Determine client's eligibility for service using clinic/personal policies 1.3 Explain clearly services provided and limits of available services 1.4 Explore and clarify client's expectations of the service/clinic 1.5 Identify <i>factors likely to have a negative impact on assessment</i> in consultation with the client and implement strategies to minimise the effects of these factors wherever possible 1.6 Define personal abilities, level of professional competence and parameters of role to the client and determine practice at all times 1.7 Refer client to <i>other health care providers</i> where their needs are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner their needs are best met by doing so 1.8 Identify and promote legal rights of the client |
| 2. Obtain and record an accurate <i>history of the client</i> | <ul style="list-style-type: none"> 2.1 Seek information required from the client for the client's history in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner 2.2 Collect accurate, relevant and well organised information and record in a form which can be interpreted readily by other professionals 2.3 Manage information in a confidential and secure way |

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PERFORMANCE CRITERIA

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| 3. Manage the health assessment | <ul style="list-style-type: none"> 3.1 Obtain informed client consent prior to conducting tests, in accordance with relevant legislation and regulations 3.2 Allow adequate time during consultation to gather critical information 3.3 Identify and minimise factors that may interfere with the information gathering process 3.4 Identify, establish and routinely observe essential requirements for the maintenance of clinical and practitioner hygiene 3.5 Anticipate <i>potential sensitivities</i> of the client and adapt approach accordingly to take these into account 3.6 Ensure the client's dignity is maintained at all times 3.7 Investigate abnormal in a deliberate, logical and appropriate manner 3.8 Assess the reliability of data and establish appropriate clinical correlation with the client's complaints 3.9 Base any decision to carry out laboratory tests on the integration of previously obtained clinical data and history 3.10 Adhere to the protocol required by the agency in ordering tests 3.11 Record all information in a systematic manner in accordance with clinic guidelines |
| 4. Prepare the client for assessment | <ul style="list-style-type: none"> 4.1 Respect client boundaries at all times 4.2 Seek client feedback on comfort levels 4.3 Prepare a suitable environment to maximise client comfort |
| 5. Make an assessment of the client | <ul style="list-style-type: none"> 5.1 Identify signs of condition according to aromatherapy framework 5.2 Assess client through palpation, observation and sensory information gathering techniques 5.3 Use <i>other appropriate assessment techniques</i> 5.4 Identify <i>contraindications to treatment</i> 5.5 Conduct assessment according to relevant regulation and legislative requirements |

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

HLTREM406B 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

HLTREM407B PLAN THE MASSAGE TREATMENT

Unit Descriptor

This unit describes the skills required to prepare clients/patients for basic massage and negotiate treatment with them.

ELEMENTS	PERFORMANCE CRITERIA
1. Select the therapeutic principles to determine treatment	1.1 Appropriate <i>therapeutic 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 appropriate to the client/patient's condition is selected and supported on the basis of established massage practice
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 Client/patient <i>compliance</i> is negotiated 2.3 Any <i>perceived risks</i> of the client/patient's condition and treatment are explained 2.4 The <i>responsibilities of practitioner and client/patient</i> within the treatment plan are discussed

HLTREM408B APPLY MASSAGE ASSESSMENT FRAMEWORK**Unit Descriptor**

This unit covers the skills required to interpret information gathered in the health assessment and make and review accurate assessment for basic 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-indications 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>
2. Inform the client/patient	<p>2.1 Rationale for the treatment assessment is discussed with the client/patient</p> <p>2.2 Practitioner is able to 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>

HLTREM409B PERFORM 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 in order to provide a basic massage.

ELEMENTS	PERFORMANCE CRITERIA
1. Determine the scope of the assessment and the client/patient's needs	1.1 Client/patient's purpose for consultation is established and the symptoms experienced are identified 1.2 Client/patient's eligibility for service is determined using clinic/personal policies 1.3 Services able to be provided and limits of available services are clearly explained 1.4 Client/patient's expectation of the service/clinic are explored and clarified 1.5 Personal abilities, level of professional competence and parameters of role are defined to the client/patient and determine practice at all times 1.6 <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 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 1.8 The legal rights of the client/patient are identified and promoted
2. Obtain and record an accurate history of the client/patient	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 2.2 Accurate, relevant and well organised information is collected and recorded in a form which can be interpreted readily by other professionals 2.3 Information is managed in a confidential and secure way
3. Prepare the client for assessment	3.1 The client/patient's body is not unnecessarily exposed during assessment/treatment 3.2 Client/patient boundaries are respected at all times 3.3 Client/patient feedback is sought on comfort levels
4. Perform an assessment of the	4.1 Informed client/patient consent is obtained prior to



ELEMENTS
client**PERFORMANCE CRITERIA**

conducting assessment, in accordance with relevant legislation and regulations

- 4.2 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed
- 4.3 *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
- 4.4 Client/patient is assessed through palpation, observation and sensory information gathering techniques
- 4.5 *Contra-indications* to treatment are identified

SRSMAS001A APPLY APPROPRIATE PRE-EVENT AND POST-EVENT TECHNIQUES**Unit Descriptor**

This unit covers the knowledge and skills to enable the learner to apply a range of basic massage techniques to prepare an athlete/client for activity/competition and assist the athlete/client to recover from an activity/competition.

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| 1. Define the scope of the application of pre-event and post-event techniques | 1.1 Contraindications for the application of pre-event and/or post-event massage techniques are incorporated into consultation with the athlete/client
1.2 The role of the application of pre-event massage techniques are incorporated into consultation with the athlete/client |
| 2. Apply pre-event techniques | 2.1 Contraindications for the application of pre-event and/or post-event massage techniques are recognised and the athlete/client is referred to other health professionals or the relevant contact in the organisation's medical support team
2.2 A range of pre-event massage techniques are selected to suit the athlete/client and the activity/competition
2.3 A range of pre-event massage techniques to prepare athlete/client for activity/competition are demonstrated
2.4 Application of pre-event massage techniques is adjusted in accord with arousal levels of the athlete/client
2.5 Ointments used for heat application are applied to prepare the athlete/client for activity/competition |
| 3. Apply post-event techniques | 3.1 Signs and symptoms of injury from activity/competition are assessed and, where indicated, the RICER regime is implemented
3.2 A range of post-event massage techniques to aid recovery from activity/competition are demonstrated |
| 4. Implement self-care | 4.1 Ergonomic use of body positioning and body weight to apply pre-event massage techniques and post-event massage techniques are demonstrated
4.2 Massage table height is chosen to eliminate back strain during the application of massage
4.3 Hand positions and techniques are chosen to eliminate upper limb strain during the application of massage
4.4 Use of reinforced hands/thumb weight to apply pre-event massage techniques and post-event massage techniques are demonstrated
4.5 Self-care protocols are adopted in accord with the industry standard massage therapy principles |

SRSMAS003A APPLY MASSAGE TECHNIQUES**Unit Descriptor**

This unit covers the knowledge and skills to integrate knowledge of massage therapy techniques and modalities to provide a comprehensive massage treatment package for athlete/client.

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| 1. Assess the need to apply massage techniques | <ul style="list-style-type: none"> 1.1 Contraindications for massage are identified through case history, observation and palpation. 1.2 Contraindications for massage are explained and discussed with the athlete/client and, where necessary, athlete/client is referred to appropriate other health professionals 1.3 A massage therapy plan incorporating relevant massage techniques is designed and negotiated with the athlete/client |
| 2. Apply a full body massage | <ul style="list-style-type: none"> 2.1 Preferred time and duration for the application of a full body massage is explained and negotiated with the athlete/client. 2.2 Massage therapy techniques are applied to deliver a full-body massage 2.3 Ability to combine a range of massage therapy techniques in an appropriate sequence to achieve the desired physical and emotional outcome is demonstrated 2.4 Appropriate draping techniques are used 2.5 Appropriate lighting, room temperature and ambience is established 2.6 Ability to choose appropriate lubrication is demonstrated 2.7 The lubricant is used and stored in accord with industry standard massage therapy principles |
| 3. Apply a pre-event massage | <ul style="list-style-type: none"> 3.1 Apply massage techniques to suit the athlete/client and the activity/competition 3.2 Preferred timing and duration for the application of a pre-event massage is explained and negotiated with the athlete/client or adjusted according to the situation 3.3 Massage techniques are applied to prepare athlete/clients for activity/competition 3.4 Application of pre-event massage is adjusted in accord with arousal levels of the athlete/client 3.5 Ointments for heat application are applied to prepare the athlete/client for activity/competition 3.6 Appropriate draping techniques are used |
| 4. Apply a post-event massage | <ul style="list-style-type: none"> 4.1 Apply massage techniques to suite the athlete/client and the activity/competition 4.2 Preferred timing and duration for the application of a post-event massage is explained and negotiated with the athlete/client or adjusted according to the |

- situation
- 4.3 Massage techniques are applied to facilitate post-event recovery of an athlete/client
 - 4.4 Indications regarding the need to apply ice to aid recovery are assessed
 - 4.5 Where indicated, ice is applied to aid recovery from activity/competition
 - 4.6 Appropriate draping techniques are used
5. Apply a maintenance massage
- 5.1 Preferred timing and duration for the application of a maintenance massage is explained and negotiated with the client
 - 5.2 Massage therapy techniques are applied to meet the maintenance massage requirements of an athlete/client
 - 5.3 Athlete/client is informed of palpable soft tissue changes that may alter proprioception
6. Implement self-care
- 6.1 Therapist posture incorporates ergonomic use of body positioning and body weight to apply massage therapy techniques
 - 6.2 Use of reinforced hands/thumb weight to perform massage therapy techniques are demonstrated
7. Apply athlete/client positioning
- 7.1 Ability to apply massage therapy techniques with the athlete/client in a variety of postural positions is demonstrated
 - 7.2 The need for specific positions are explained to athlete/client

SRSMAS009A INTEGRATE MASSAGE TECHNIQUES TO SUPPORT ATHLETES

Unit Descriptor

This unit covers the knowledge and skills to integrate knowledge of massage therapy techniques and modalities to provide a comprehensive massage treatment package for athlete/client.

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| 1. Identify common musculoskeletal injuries and associated treatment procedures | 1.1 Common musculoskeletal injuries in sport and their causes are identified and described
1.2 Industry standard massage therapy principles regarding procedures and/or approaches for treating common musculoskeletal injuries in sport are described and explained |
| 2. Treat common musculoskeletal injuries | 2.1 A treatment package incorporating packaging of advanced massage techniques and/or massage therapy techniques to treat common musculoskeletal injuries in sport is developed for athlete/client
2.2 A treatment package is implemented through the integration of various techniques
2.3 Relevant thermotherapy, cryotherapy and corrective exercise for rehabilitation of sporting injuries are recommended to the athlete/client
2.4 Self-management programs are established, explained, clarified and instigated with the athlete/client
2.5 Athlete/client is referred to other health professionals in relation to areas/aspects in which the therapist is not currently competent |
| 3. Provide support packages for athlete/client | 3.1 Relevant elements of pre-event massage, post-event massage and maintenance massage are incorporated in the athlete/client's massage therapy treatment plan
3.2 Self-management programs are established, explained, clarified and instigated with the athlete/client
3.3 Advantages and/or disadvantages of taping and/or splinting are explained |
| 4. Provide self massage programs | 4.1 Athlete/client is advised of and taught relevant self massage techniques to assist in self management programs
4.2 Contraindications for massage are explained and discussed with athlete/client |

SRSSPT003B IMPLEMENT SPORTS FIRST AID PROCEDURES AND APPLY SPORTS FIRST AID

Unit Descriptor

This unit covers the application of sports first aid knowledge and skills to implement an effective injury prevention program and, follow crisis management and/or immediate injury management strategies in a sport setting in the absence of, and until the arrival of, a health care professional or paramedic. Personnel undertaking this unit would be providing sports first aid in a sport setting.

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| 1. Operate as a sports first aider | <ul style="list-style-type: none"> 1.1 Sports first aid activities are conducted in accord with the accepted roles and responsibilities of a sports first aider 1.2 Hygiene is maintained for protection of self, the athlete and others 1.3 A calm, caring and reassuring manner is adopted during interactions with the athlete/s and other relevant stakeholders 1.4 Other health care professionals and/or other members of the organisations medical support team are assisted in their tasks in accordance with organisational standards and personal level of responsibility and competence |
| 2. Prepare and implement an injury prevention program | <ul style="list-style-type: none"> 2.1 Suitability of venue for safe participation is assessed and relevant people advised 2.2 Hazards are identified and addressed 2.3 Safety standards and infectious disease procedures are maintained at all times according to organisational standards, and relevant legislation, regulations and guidelines 2.4 Safety, cleanliness and appropriateness of the change rooms are assessed, and relevant people advised 2.5 Individual and team protective equipment is maintained and relevant people advised of any needs 2.6 Group hygiene is managed and relevant people advised of any problems in accord with infectious disease procedures 2.7 Existing illnesses or injuries are managed 2.8 Causes of delayed healing and associated care procedures are described and explained 2.9 Conditions and external influences effecting sports performance are assessed and relevant people advised |



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| 2.10 | Principles of a balanced competition are observed and relevant authorities informed off discrepancies |
| 2.11 | Monitor and support athletes with known medical conditions |
| 3. Assist with warm-up, stretching and cool-down | 3.1 Warm-up, stretching and cool-down components of a session are conducted in consultation with the team/squad coach |
| 4. Assist with fluid replacement | 4.1 Fluid is provided to the athletes in consultation with the team/squad coach and/or relevant contact in the organisations medical support team |
| 5. Follow defined sports first aid crisis management strategies | <p>5.1 Crisis management is provided in the absence of, and until the arrival of, a health care professional or paramedic</p> <p>5.2 Details of the incident are identified through observation and questioning of that athlete and/or other relevant stakeholders who observed the incident</p> <p>5.3 The Danger, Response, Airway, Breathing, Circulation regime is implemented including resuscitation techniques and procedures where necessary</p> <p>5.4 The injured athlete and other relevant stakeholders are informed where possible of procedures which are to take place</p> <p>5.5 First aid equipment is operated in accordance with manufacturers guidelines and instructions, and organisational standards, procedures and protocols</p> |
| 6. Follow defined sports first aid immediate injury management strategies | <p>6.1 Immediate injury management is provided in the absence of, and until the arrival of, a health care professional or paramedic</p> <p>6.2 Injury situations are approached systematically in accord with the Stop, Talk, Observe, Prevent further injury regime</p> <p>6.3 Hard tissue injuries are recognised and identified and appropriate hard tissue injury immediate management techniques applied</p> <p>6.4 Soft tissue injuries are recognised and identified and the principles of the Rest, Ice, Compression,</p> |

- Elevation, Referral regime for soft tissue injury management are applied
- 6.5 Skin injuries are recognised and assessed and appropriate skin injury immediate management techniques applied
- 6.6 Relevant infectious disease procedures are followed, especially in relation to wound management
- 6.7 The injured athlete and other relevant stakeholders are informed where possible of procedures which are to take place
7. Transport the injured athlete
- 7.1 Injured athletes are safely and effectively transported
- 7.2 A range of transport techniques are demonstrated and associated precautions for transportation explained
- 7.3 Appropriate hand signals are demonstrated
- 7.4 Vehicular transport for the injured athlete is arranged and co-ordinated with appropriate health care professionals
8. Complete and process reports
- 8.1 Reports are completed and processed in line with legislative, regulatory and organisational requirements
- 8.2 Clear and comprehensive reports are provided to other health care professionals involved in the ongoing care of the athlete or the relevant contact in the organisations medical support team
9. Store and maintain equipment
- 9.1 First aid equipment is recovered, cleaned, inspected/tested stored, restocked and resupplied and medical waste disposed of safely according to organisational procedures and standards and/or manufacturers guidelines
- 9.2 First aid equipment faults are rectified and/or reported in accordance with organisational procedures
- 9.3 Equipment is stored in the correct manner and to ensure its future operation and serviceability
- 9.4 Storage areas are maintained in a clean and tidy condition

9.5 Security for storage facility is in accordance with
operating procedures



SRSSPT007B TAPE ANKLE, THUMB AND FINGERS

Unit Descriptor

This unit covers the application of taping techniques to the ankle, thumb and fingers to assist athletes in relation to ongoing injury prevention, and post-injury support. Personnel undertaking this unit would be providing sports trainer support in a sport setting.

1. Prepare for taping
 - 1.1 Contraindications and precautions for taping are identified through observation and questioning and, where necessary, client is referred to appropriate health care professionals or the relevant contact in the organisations medical support team in relation to areas/aspects in which the sports trainer is not currently competent
 - 1.2 Athletes are made aware of aims and objectives of the taping technique to be applied
 - 1.3 Appropriate tape and associated products are selected in accord for the taping technique to be applied
 - 1.4 Athletes are required to shave at least 12 hours before taping

2. Apply taping techniques
 - 2.1 A range of techniques for taping the ankle/s to prevent injury and/or provide post-injury support are applied in accord with best practice sports trainer principles
 - 2.2 A range of techniques for taping the thumb/s to prevent injury and/or provide post-injury support are applied in accord with best practice sports trainer principles
 - 2.3 A range of techniques or taping the finger/s to prevent injury and/or provide post-injury support are applied in accord with best practice sports trainer principles
 - 2.4 Where additional adherence is required tape adherent is applied
 - 2.5 Underwrap is applied if an athlete is allergic to adherent

3. Remove tape
 - 3.1 Tape is removed using blunt nose scissors or tape cutters
 - 3.2 Tape is removed by pulling the tape back on itself while placing pressure on the skin as close as possible to the line of attachment of the tape
 - 3.3 Where necessary tape remover sprays and/or solutions are applied to allow tape to be removed more easily

- 4. Implement self-care
 - 4.1 Ergonomic use of body positioning and body weight to apply taping techniques are demonstrated
 - 4.2 If a table is being used to assist with the taping process, then the height is chosen to eliminate back strain during the application of taping techniques
 - 4.3 Hand positions and techniques are chosen to eliminate upper limb strain during the taping applications
 - 4.4 Self-care protocols are adopted in accord with the best practice sports trainer principles

- 5. Position client
 - 5.1 Ability to apply taping techniques with the athlete in a variety of postural positions is demonstrated

SRSSPT010B TAPE AND/OR BRACE ELBOW, ACHILLES AND AC JOINT

Unit Descriptor

This unit covers the application of taping and bracing techniques to the elbow/s, Achilles and/or AC joint/s to assist athletes in relation to ongoing injury prevention and post-injury support. Personnel undertaking this unit would be providing sports trainer support in a sport setting.

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| 1. Prepare for taping | <ul style="list-style-type: none"> 1.1 <i>Contraindications and precautions for taping</i> are identified through observation and questioning and, where necessary, client is referred to appropriate health care professionals or the relevant contact in the organisations medical support team in relation to areas/aspects in which the sports trainer is not currently competent 1.2 <i>Athletes</i> are made aware of aims and objectives of the taping and/or bracing technique to be applied 1.3 <i>Appropriate tape and associated products</i> are selected in accord for the taping and/or bracing technique to be applied 1.4 Athletes are required to shave at least 12 hours before taping |
| 2. Apply taping techniques | <ul style="list-style-type: none"> 2.1 <i>Tape and/or brace an athletes elbow</i> to prevent injury and/or provide post-injury support are applied in accord with <i>best practice sports trainer principles</i> 2.2 <i>Tape and/or brace an athletes AC joint</i> to prevent injury and/or provide post-injury support are applied in accord with <i>best practice sports trainer principles</i> 2.3 <i>Tape and/or brace an athletes Achilles</i> to prevent injury and/or provide post-injury support are applied in accord with <i>best practice sports trainer principles</i> 2.4 Where additional adherence is required <i>tape adherent</i> is applied 2.5 <i>Underwrap</i> is applied if an athlete is allergic to adherent |
| 3. Remove tape | <ul style="list-style-type: none"> 3.1 Tape is removed in accord with the best practice sports trainer principles |
| 4. Implement self-care | <ul style="list-style-type: none"> 4.1 Self-care protocols are adopted in accord with the best practice sports trainer principles |
| 5. Position client | <ul style="list-style-type: none"> 5.1 Ability to apply taping techniques with the <i>athlete</i> in a variety of <i>postural positions</i> is demonstrated |

HSA001B APPLY BASIC AROMATHERAPY**Unit Descriptor**

This unit covers the application of, and burning of essential oils to aid therapeutic response in tactile, inhaled or ingestive therapies

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify the characteristics and general therapeutic uses of given essential oils	1.1 Identify the different characteristics of essential oils given by the use of various bases, such as woody, musk, flower and amber 1.2 Describe the relationship between essential oil types and the 'emotion' or 'healing response' desired by the client/patient. 1.3 Identify the chemical substances used to carry the perfume, such as oil, water, cologne, alcohol etc., and describe how these may alter the therapeutic effect of the fragrance. 1.4 Identify the ports of entry and methods for administering tactical aromatherapy and psycho-aromatherapy
2. Select the appropriate essential oils or flower essences to be used/burned in treatments	2.1 Select the appropriate Bach Flower Essences and/or Australian Bush flower and/or other flower essences for treatment of emotional/physiological presenting conditions 2.2 Select the most common essential oils used in therapeutic work, their characteristics and effect. 2.3 Identify the common burning oils and their purpose. 2.4 Select appropriate carrier and healing oils 2.5 Identify some common disorders and skin problems and list the essences and herbs used to combat these. 2.6 Select the appropriate essential oils for burning during therapy session. 2.7 Follow the appropriate safety precautions when handling mineral oils or those known to contain high levels of natural toxins or alkaloids 2.8 Identify the contraindications of aromatherapy treatments and follow the appropriate safety guidelines for the safe therapeutic use of oils and essences
3. Assess presenting condition of client/patient to identify appropriate treatment plan	3.1 Assess client presenting condition as appropriate to the modality used and the professional boundaries of the practitioner. 3.2 Record client history and results of assessment in treatment plan and/or client records 3.3 Use assessment results to formulate a treatment plan 3.4 Discuss the treatment plan with client/patient and obtain their consent to treatment 3.5 Select the appropriate oil for the client needs

4. Demonstrate the use of aromatherapy in tactile modality.
 - 4.1 Prepare the client for treatment and drape with towels as required.
 - 4.2 Select the appropriate oils for the presenting condition.
 - 4.3 Identify the massage points of the foot and the corresponding body system which can be treated through foot reflexology (where appropriate)
 - 4.4 Apply oils in body and face aromatherapy massage.
 - 4.5 Apply aromatherapy massage to the extremities.
 - 4.6 Identify the meridian for given internal organ treatment (where appropriate).
 - 4.7 Apply the massage in the correct sequence and direction for meridian treatment (where appropriate).
 - 4.8 Apply aromatherapy treatments to specific presenting conditions and disorders

5. Review treatment and modify treatment plans
 - 5.1 Re-assess the presenting condition and review the treatment plan
 - 5.2 Modify the treatment plan to take into account changes in the physiological/emotional state of client/patient
 - 5.3 Discuss proposed modified treatment with client/patient and obtain their consent where applicable

***HSA002B DEVELOP A NATURAL HEALTH ASSESSMENT
FRAMEWORK*****Unit Descriptor**

This unit covers the skills required to interpret basic human health sciences information to develop a framework that can be applied to assessing presenting conditions in a range of therapeutic disciplines.

ELEMENT***PERFORMANCE CRITERIA***

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| 1. Analyse and interpret basic anatomical and physiological information | <ul style="list-style-type: none"> 1.1 Basic anatomical and physiological information is accessed and used to formulate a simple health assessment framework 1.2 Signs & symptoms of presenting condition in the client/patient are recognised and identified as pre-requisites for treatment/care 1.3 Information gathered is assessed and assigned priorities for use in consultation with the client/patient 1.4 Information is gathered, recorded and organised in a way which can be interpreted readily by other professionals 1.5 Physiological indicators of health and disease states analysed and differentiated by assessing signs and symptoms 1.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying natural health principles of assessment 1.7 Professional judgement is used to draw sound conclusions and prognosis from the data collected 1.8 All presenting signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions 1.9 Systems for the monitoring of client/patient's progress are recommended to confirm the initial assessment or clinical impression |
| 2. Critically evaluate the information to be used for clinical assessment purposes | <ul style="list-style-type: none"> 2.1 A critical evaluation of information is applied in an ongoing manner 2.2 Appropriate analysis and assessment tools/methods are selected 2.3 Recommendations for case re-evaluation are able to be made from empirical knowledge 2.4 Literature reports, physical and clinical data can be effectively combined to obtain a differential assessment, assessment and prognosis |
| 3. Report the conclusions of empirical investigations in the appropriate format | <ul style="list-style-type: none"> 3.1 Rationale of the assessment/prognosis is discussed with supervising personnel or discussed with client/patient 3.2 Practitioner is able to respond to enquiries the appropriate level and terminology for the audience 3.3 Referral and collaborative options are recommended if necessary |

HSA003B APPLY REFLEXOLOGY TREATMENT**Unit Descriptor**

This unit describes the skills required to administer a basic client/patient reflexology treatment according to a natural health framework.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Determine treatment strategy	<p>Appropriate natural health and fitness principles of treatment are determined according to assessment of client/patient and within the skills of competence of the practitioner</p> <p>1.2 Contraindications to treatment and possible complicating factors are ascertained and the treatment strategy used is modified according to natural health principles</p> <p>1.3 Treatment and advice provided by other health care professionals is taken into consideration in determining the strategy to be used in treatment</p> <p>1.4 Treatment strategy appropriate to the client/patient's condition is selected, supported on the basis of established natural health practice</p> <p>1.5 Specific treatment options take into consideration possible client responses to reactions</p>
2. Discuss the treatment strategy with the client/patient	<p>2.1 The proposed treatment strategy is discussed with the client/patient</p> <p>2.2 Sufficient time is allocated to discuss the treatment strategy, appropriate to the client/patient's needs</p> <p>2.3 Client compliance and consent is negotiated</p> <p>2.4 Discrepancies between the practitioner's and the client/patient's perception of the condition are clarified</p> <p>2.5 Any perceived risks of the client/patient's condition and treatment are explained</p> <p>2.6 The responsibilities of practitioner and client/patient within the treatment plan are clarified</p> <p>2.7 The management of selected treatment in relation to any other current therapies is negotiated</p> <p>2.8 The treatment evaluation strategies are discussed</p>
3. Advise and resource the client/patient	<p>3.1 The client/patient is educated in relevant and practical techniques for promotion and maintenance of optimum health</p> <p>3.2 Client/patient queries are answered with clarity, using appropriate language</p> <p>3.3 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client/patient</p> <p>3.4 Client/patient independence and responsibility in treatment are promoted wherever possible</p> <p>3.5 Counselling within a natural health framework is</p>



provided when appropriate

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| 4. | Perform basic reflexology treatment | 4.1 | Client is prepared for treatment according to clinic guidelines |
| | | 4.2 | Basic reflexology treatment is applied to hands/feet according to treatment plan |
| | | 4.3 | Specific sites of systemic disorder are identified in the reflex points and treated with the appropriate techniques |
| | | 4.4 | Specific sites of musculo-specific pain is identified in the reflex point and treated with the appropriate reflexology techniques |
| | | 4.5 | Mobilisation of finger/toe/wrist and ankle joints is effected using the appropriate reflexology techniques |
| 5. | Review treatment | 5.1 | Progress is reviewed with the client/patient |
| | | 5.2 | Effects of previous treatment are identified and recorded |
| | | 5.3 | The previous treatment plan is reviewed |
| | | 5.4 | The need for ongoing and/or additional treatment is evaluated |
| | | 5.5 | Changes to the plan are negotiated with the client/patient to ensure optimal outcomes |

HSA004B APPLY ADVANCED AROMATHERAPY TREATMENTS**Unit Descriptor**

This unit covers the application and burning of essential oils to aid therapeutic response in face and body relaxation massage, reflexology and/or meridian treatments.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify the signs and symptoms of common presenting conditions which may be treated effectively with aromatherapy	1.1 Identify the different clinical signs and symptoms of common disorders which may be treated effectively with aromatherapy 1.2 Recognise presenting conditions for which aromatherapy is not the preferred/advised treatment and refer or advise the client/patient of alternative options 1.3 Identify special needs of clients and adapt the treatment protocol to apply aromatherapy in conditions where tactile and remedial therapies or ingestive therapies may be contraindicated 1.4 Apply tactile aromatherapy and psycho aromatherapy as an adjunct to remedial therapies, within the professional boundaries of the therapist
2. Select the appropriate essential oils or flower essences to be used/burned in treatments	2.1 Select the appropriate essential oils, Bach Flower Remedies and/or Australian Bush flower and/or other flower essences for treatment of presenting conditions 2.2 Identify special needs of clients/patients, clinical disorders and skin problems and list the essences and herbs used to combat these. 2.3 Select the appropriate essential oils for burning during therapy session. 2.4 Follow the appropriate safety precautions when handling mineral oils or those known to contain high levels of natural toxins 2.5 Identify the contraindications of aromatherapy treatments and follow the appropriate safety guidelines for the safe therapeutic use of oils and essences
3. Assess presenting condition of client/patient to identify appropriate treatment plan	3.1 Assess client presenting condition as appropriate to the modality used and the professional boundaries of the practitioner. 3.2 Record client history and results of assessment in treatment plan and/or client records 3.3 Use assessment results to formulate a treatment plan 3.4 Discuss the treatment plan with client/patient and obtain their consent to treatment
4. Demonstrate the use of aromatherapy in tactile modality.	4.1 Prepare the client for treatment and drape with towels if required. 4.2 Select the appropriate oils for the presenting condition. 4.3 Apply aromatherapy using appropriate tactile method of treatment for the presenting condition and optimal use of the oil or essence 4.4 Apply aromatherapy treatments as an adjunct to tactile therapies for specific presenting conditions and disorders
5. Review treatment and modify treatment plans	5.1 Re-assess the presenting condition and review the treatment plan 5.2 Modify the treatment plan to take into account changes in the physiological/emotional state of client/patient 5.3 Discuss proposed modified treatment with client/patient and obtain their consent where applicable

HSA005B APPLY ELEMENTARY PATHOPHYSIOLOGICAL RESEARCH TO CLIENT ASSESSMENT

Unit Descriptor

This unit covers the skills required to interpret basic pathophysiological and symptomological to the assessment of presenting conditions in a range of therapeutic disciplines.

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PERFORMANCE CRITERIA

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| 1. Analyse and interpret basic pathophysiological information | <ul style="list-style-type: none"> 1.1 Basic pathophysiological information is accessed and used to formulate a simple health assessment framework 1.2 Signs & symptoms of presenting condition in the client/patient are recognised and identified as pre-requisites for treatment/care 1.3 Information gathered is assessed and assigned priorities for use in consultation with the client/patient 1.4 Information is gathered, recorded and organised in a way which can be interpreted readily by other professionals 1.5 Physiological indicators of health and disease states analysed and differentiated by assessing signs and symptoms 1.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying natural health principles of assessment 1.7 Professional judgement is used to draw sound conclusions and prognosis from the data collected 1.8 All presenting signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions 1.9 Systems for the monitoring of client/patient's progress are recommended to confirm the initial assessment or clinical impression |
| 2. Critically evaluate the information to be used for clinical assessment purposes | <ul style="list-style-type: none"> 2.1 A critical evaluation of information is applied in an ongoing manner 2.2 Appropriate analysis and assessment tools/methods are selected 2.3 Recommendations for case re-evaluation are able to be made from empirical knowledge 2.4 Literature reports, physical and clinical data can be effectively combined to obtain a differential assessment, assessment and prognosis |
| 3. Report the conclusions of empirical investigations in the appropriate format | <ul style="list-style-type: none"> 3.1 Rationale of the assessment/prognosis is discussed with supervising personnel or discussed with client/patient 3.2 Practitioner is able to respond to enquiries the appropriate level and terminology for the audience 3.3 Referral and collaborative options are recommended if necessary |



HSA006B APPLY ADVANCED REMEDIAL THERAPIES**Unit Descriptor**

This unit covers the application of the general principles of professional and ethical conduct while providing advanced remedial therapies.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Research issues regarding the professional and ethical conduct of a therapist	1.1 Research professional and therapeutic issues in literature 1.2 Use and apply medical terminology correctly. 1.3 Analyse information to formulate an opinion or frame a professional argument based on sound facts 1.4 Prepare basic reports and presentations on researched issues 1.5 Cite references to support arguments 1.6 Append data to reports and presentations as required to support recommendations, factual presentation or argument
2. Formulate a framework for making sound and ethical professional decisions	2.1 Identify the appropriate Codes of Practice, and their sources, to be used to construct an ethical decision making framework 2.2 Follow sound documentation and record keeping practices to support a professional practice within legal and ethical frameworks 2.3 Investigate possible contra-indications to a specific treatment 2.4 Research the legal requirements for therapeutic practice in own State 2.5 Attain membership of appropriate professional association to support own professional needs 2.6 Identify sources of complaint, arbitration and reporting with regard to ethical and legal issues relating to clinical practice 2.7 Identify the risks that could affect a therapeutic practice and formulate strategies to minimise or eliminate them
3. Assess presenting condition of client/patient to identify appropriate treatment plan	3.1 Assess client presenting condition as appropriate to the modality used and the professional boundaries of the practitioner. 3.2 Record client history and results of assessment in treatment plan and/or client records 3.3 Relate benefits of therapy to client/patient 3.4 Use assessment results to formulate a treatment plan and wellness program 3.5 Discuss the treatment plan with client/patient and obtain their consent to treatment

4. Apply an advanced remedial therapy treatment
 - 4.1 Demonstrate the correct use of leverage to minimise muscle tension and pain
 - 4.2 Demonstrate the use of body mechanics to prevent harm to self and client/patient
 - 4.3 Demonstrate the operation of the balance point in contact between therapist and client
 - 4.4 Apply a knowledge of the 'language of the body' to develop an intuitive approach to bodywork.
 - 4.5 Organise a treatment into basic flow patterns
 - 4.6 Perform a full massage treatment as appropriate to the modality and level and qualifications of the practitioner
 - 4.7 Apply trigger point and polarity therapy
 - 4.8 Apply deep transverse friction and connective therapy methods

5. Review treatment and modify treatment plans
 - 5.1 Re-assess the presenting condition and review the treatment or wellness plans
 - 5.2 Modify the treatment plan to take into account changes in the physiological/emotional state of client/patient
 - 5.3 Discuss proposed modified treatment with client/patient and obtain their consent where applicable

***HSA007B MANAGE WORK WITHIN A NATURAL HEALTH
FRAMEWORK*****Unit Descriptor**

This unit describes the skills required to manage the effective work practices of self and others within a natural health framework.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Communicate knowledge of wellness philosophy, principles and practices to others	1.1 The <i>major and minor forms of complementary health assessment and treatment practices</i> can be effectively communicated on a one-on-one or group basis 1.2 <i>Definition, central philosophies</i> and historical developments of wellness and complementary medicine therapeutics can be explained 1.3 Recent developments and new practices are integrated into client/patient services
2. Demonstrate commitment to ethical work practices	2.1 Confidentiality of client/patient information is maintained by storing and disposing of records according to clinic requirements 2.2 Work practices are reviewed periodically to ensure skills and practices are kept current 2.3 Work practices show respect for staff and client/patient rights 2.4 Work practices adhere to legal, regulatory and clinic guidelines 2.5 <i>Measures are implemented</i> to ensure accountability for professional practices
3. Manage workplace relationships	3.1 <i>Effective communication and interpersonal skills</i> are used to ensure all workplace interactions contribute to achievement of clinic objectives and promotion of the practice 3.2 Workplace relations reflect consideration of the full range of individual and cultural differences 3.3 Any issues related to the wellbeing of work colleagues are dealt with promptly and in accordance with clinic procedures 3.4 Potential and actual workplace conflicts are handled to minimise disruption
4. Manage the achievement of quality standards	4.1 Personal hygiene and infection control guidelines are established and practiced throughout the organisation 4.2 Hazard control measures and reporting procedures are undertaken according to clinic guidelines 4.3 Individual and clinic performance is reviewed against established standards

- 5. Ensure ongoing development of self and team
 - 5.1 Own performance is regularly monitored against workplans, clinic objectives and client/patient needs
 - 5.2 Opportunities for formal and informal development of skills and knowledge are sought out and accessed to optimise performance
 - 5.3 Individual performances are monitored and developed to enhance team performance
 - 5.4 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes

HSA013B PROVIDE ADVICE ON NUTRITIONAL SUPPLEMENTATION

Unit Descriptor

This unit describes the competencies required to provide advice on nutrient modification according to established clinical nutrition principles and practice.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify appropriate nutrient modifications	1.1 Identify <i>nutrient deficiencies</i> 1.2 Identify food allergies and/or food sensitivities 1.3 Determine the influence of <i>environmental factors</i> on nutrient status 1.4 Design <i>nutrient modifications</i> appropriate for the client/patient 1.5 Address appropriate <i>cultural factors</i> 1.6 Address appropriate lifestyle factors 1.7 Justify proposed nutrient modifications
2. Negotiate change in nutrient intake with client/patient	2.1 Communicate proposed nutrient changes to client/patient 2.2 Explain reasons for nutrient modification 2.3 Obtain feedback from client/patient regarding proposed nutrient changes 2.4 Implement nutrient changes in a manner agreeable to the client/patient

HSA014B PROVIDE COUNSELLING

Unit Descriptor

This Unit describes the use of counselling skills in a therapeutic setting and make assessment for referral of patients for other professional/specialist counselling services.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Assess the need for counselling	1.1 Use appropriate techniques to determine the need for counselling 1.2 Select the appropriate counselling technique for the given situation 1.3 Determine the <i>need for referral to other services</i> for professional counselling
2. Deliver counselling	2.1 Apply <i>counselling skills</i> to facilitate treatment 2.2 Maintain strict confidentiality 2.3 Record care according to clinic guidelines.

***HSA016B RESEARCH HUMAN HEALTH ISSUES AND APPLY
RESULTS TO CLIENT ASSESSMENT*****Unit Descriptor**

This unit covers the skills required to conduct basic literature researches to aid in the assessment of presenting conditions in a range of therapeutic disciplines.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Research and analyse information on human health issues	1.1 Signs & symptoms of common presenting conditions are recognised and identified as pre-requisites for treatment/care and to provide parameters for basis research 1.2 Basic information on human health issues is accessed and used to formulate a simple health assessment framework for use with clients/patients 1.3 Information gathered is assessed and assigned priorities for use in consultation with the client/patient 1.4 Information is gathered, recorded and organised in a way which can be interpreted readily by other professionals 1.5 Indicators of disease states can be analysed and differentiated by assessing signs and symptoms 1.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying natural health principles of assessment 1.7 Professional judgement is used to draw sound conclusions and prognosis from the data collected 1.8 All presenting signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions 1.9 Systems for the monitoring of client/patient's progress are recommended to confirm the initial assessment or clinical impression
2. Critically evaluate the information to be used for clinical assessment purposes	2.1 A critical evaluation of information is applied in an ongoing manner 2.2 Appropriate analysis and assessment tools/methods are selected 2.3 Recommendations for case re-evaluation are able to be made from empirical knowledge 2.4 Literature reports, physical and clinical data can be effectively combined to obtain a differential assessment, assessment and prognosis
3. Report the conclusions of empirical investigations in the appropriate format	3.1 Rationale of the assessment/prognosis is discussed with supervising personnel or discussed with client/patient 3.2 Practitioner is able to respond to enquiries the appropriate level and terminology for the audience 3.3 Referral and collaborative options are recommended if necessary

HSA022B ASSESS CLINICAL DISORDER PROFILES**Unit Descriptor**

This Unit describes the competencies required to conduct applied research (in literature and through clinical profiles) to disorder profiles and apply the results to management of individual cases.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Select appropriate research strategies	1.1 <i>Research hypothesis</i> is defined according to standard research practice 1.2 <i>Research strategies</i> are selected which are appropriate for the subject matter being researched and the constraints of available time 1.3 an appropriate combination of <i>research methods</i> are selected to promote the viability of the findings 1.4 the selection of research strategies is negotiated with stakeholders
2. Consult with stakeholders	2.1 A representative range of people and groups with a stake and interest in the issues and needs being considered is identified 2.2 A range of stakeholders are consulted in appropriate ways 2.3 <i>Issues</i> are identified, documented and negotiated with the person or group
3. Prepare to conduct the applied research	3.1 Material and other aids (e.g. questionnaires) needed to conduct research are designed and made available 3.2 Times and places for collection of information are arranged 3.3 Information is collected, kept confidential if appropriate and stored securely. 3.4 <i>Research submission</i> is prepared and funding is sort after (where applicable) 3.5 <i>Research participants</i> are sought after and assessed/interviewed for suitability, with specific reference to the research being conducted and the hypothesis being tested 3.6 <i>Baseline case and/or observations</i> are taken and documented according to research guidelines/hypothesis 3.7 <i>Research guidelines and diaries</i> for the participant is prepared along with explanatory information (where relevant) 3.8 <i>Human resources are obtained and equipment is prepared and calibrated (where appropriate)</i>
4. Research subjects are interviewed and monitored	4.1 <i>Research consent</i> forms are signed by participants 4.2 Research hypothesis is tested and <i>adjusted/nullified</i> accordingly 4.3 Participants are interviewed according to <i>hypothesis requirements</i> 4.4 Participants are <i>monitored for compliance</i> and <i>examined for continuation</i> in the project
5. Research findings are documented in accordance with project guidelines	5.1 Research findings are <i>documented and/or data based in accordance with project guidelines</i> 5.2 Research findings are <i>analysed</i> 5.3 Research findings are written up and <i>presented to peers (where a research tutorial/seminar report is specified in project brief)</i> .

- 5.4 Research findings/tutorial papers are *published/submitted for assessment (where required)*
6. Organise and analyse research information and data
- 6.1 Information and data is collected and organised in a form that lends itself to analysis and is suitable for the intended recipients
- 6.2 Raw data obtained is confirmed with those who provided it, and is reported accurately, legibly and comprehensively
- 6.3 Patterns and explanations are derived from the data
- 6.4 The conceptual framework on which the research is based is clearly explained
7. Report the research
- 7.1 Full and accurate details of the research data, methodology, analysis and findings regarding the topic, needs and issues are reported
- 7.2 Opportunities are provided for *validation* of the research findings where appropriate
- 7.3 Opportunities are provided for the research findings to be used for policy and program planning
- 7.4 The proving and/or research is *documented and published as internal or external document* *as appropriate*

HSA023B APPLY A KNOWLEDGE OF HUMAN HEALTH SCIENCES DATA TO AN ASSESSMENT FRAMEWORK

Unit Descriptor

This unit describes how human health sciences data can be used in the development of an advanced assessment framework.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Apply a knowledge of advanced anatomical and physiological data to assessment of presenting conditions	1.1 Identify the major signs and symptoms of pathological, genetic or traumatic conditions that may require intervention by a therapist 1.2 Analyse biochemical and pathophysiological data and information 1.3 Identify tests that need to be conducted in external and specialist laboratories
2. Critically evaluate the scientific evidence to arrive at a problem solving approach	2.1 Research literature and clinical data to formulate a framework for conducting assessments of presenting conditions in clients 2.2 Identify problems associated with variant paradigms or differential diagnosis 2.3 Solve analytical and interpretive problems. 2.4 Use all terminology accurately and in correct context 2.5 Report results of own investigations
3. Develop an assessment framework for use with client/	3.1 Results of research projects or investigation are analysed with a view of developing an assessment framework 3.2 Practitioner is able to translate the language and content of the assessment framework as appropriate to the audience 3.3 Referral and collaborative options are formulated and recommended as necessary

HSA025B ANALYSE CLINICAL TESTS**Unit Descriptor**

This unit describes how clinical biochemistry, pathophysiology and standard laboratory biochemistry tests can be used in the diagnosis, treatment, prognosis and management of disease.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Follow clinical biochemistry laboratory procedures for collecting test specimens	1.1 Identify the core biochemistry tests appropriate to given diagnosed disorders 1.2 Collect specimens for analysis 1.3 Identify test that need to be conducted in external and specialist laboratories
2. Critically evaluate the test data to arrive at a problem solving approach	2.1 Check test data to determine if a sampling error has occurred 2.2 Choose appropriate units for biochemical parameters. 2.3 Check for variation in biochemical measurements 2.4 Solve analytical and interpretive problems. 2.5 Reproduce major biochemistry reference values. 2.6 Test results are accurately recorded in case records.
3. Inform the client/patient of the test results	3.1 Results of the tests/prognosis is discussed with the client/patient 3.2 Practitioner is able to respond to client/patient enquiries using language the client/patient understands 3.3 Referral and collaborative options are discussed with the client/patient, if necessary