



HEALTH SCHOOLS AUSTRALIA

HLT40307
Certificate IV in Massage Therapy Practice



From the Health Training Package HLT07

Course Information

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Health Training Package HLT07

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UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBCMN204A	Work effectively with others
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM405B	Administer a practice
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTCOM408B	Use specific/medical terminology to communicate with clients/patients, fellow workers and health professionals
HLTFA301B	Apply First Aid
HLTHIR301A	Work effectively in the health industry
HLTOHS300A	Contribute to occupational health and safety processes
HLTIN301A	Comply with infection control policies and procedures
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



INTRODUCTION TO CERTIFICATE IV IN MASSAGE THERAPY PRACTICE

HLT40307 ~ Certificate IV in Massage Therapy Practice

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

Certificate IV in Massage Therapy Practice is the minimum qualification requirement for most private Health Funds and Graduates are eligible for membership in the Australian Traditional Medicine Society (A.T.M.S.).

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

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

ENTRY ADVICE

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

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

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

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

Numeracy & mathematics – a learner will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts which are familiar and may be interrelated. They will also be able to select 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 Certificate IV in Massage Therapy Practice 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 HLT40307 CERTIFICATE IV IN MASSAGE THERAPY PRACTICE

Flexible Delivery ~ 3 days per week over 1 semester (20 weeks) recommended (full-time)

In the Certificate IV in Massage Therapy Practice, the content includes: -

- **Practice Administration**
BSBCM204A, HLTCOM404B, HLTCOM405B, HLTCOM406B, HLTCOM408B, HLTHIR301A
- **Anatomy & Physiology**
HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B
- **Pathophysiology 1**
HLTREM406B, HLTREM407B, HLTREM408B, HLTREM409B
- **Remedial Massage**
HLTREM401B, HLTREM407B, HLTREM408B, HLTREM409B
- **Aromatherapy**
HLTREM406B, HLTREM407B, HLTREM408B
- **Clinical Practice 1**
HLTREM406B
- **Ethics & Jurisprudence**
HLTREM401B
- **Occupational Health & Safety 1**
HLTOHS300A, HLTIN301A
- **First Aid**
HLTFA301B
(students must complete a First Aid Certificate and provide a certified copy to Health Schools Australia for completion of this course)
- **Clinical Training – 60 hours** (*clinical work experience with a qualified practitioner*)
HLTREM406B
- **Seminar Training – 60 hours**
 - Optional recommended additional elective: **Nutrition**



UNITS OF COMPETENCY

The requirement for the achievement of a Certificate IV in Massage Therapy Practice is the completion of a total of:

UNITS

14 units including:

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

Common

BSBCMN204A	Work effectively with others
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM405B	Administer a practice
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTCOM408B	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA301B	Apply First Aid
HLTHIR301A	Work effectively in the health industry
HLTOHS300A	Contribute to occupational health & safety processes
HLTIN301A	Comply with infection control policies and procedures

Specialisation

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

There are no pre-requisites for Certificate IV in Massage Therapy Practice

NOTE: Learners are provided with information regarding RPL (Recognised Prior Learning) applications and are eligible to receive RPL status for the common and specialisation units in which they can demonstrate current competence.



RECOMMENDED NOMINAL HOURS

Training Package Name: Health		
Training Package Code: HLT07		
HLT40307 Certificate IV in Massage Therapy Practice		
Unit Code	Unit Title	PSU Recommendation for Nominal Hours in Qld
BSBCMN204A	Work effectively with others	20
HLTCOM404B	Communicate effectively with clients/patients	30
HLTCOM405B	Administer a practice	30
HLTCOM406B	Make referrals to other health care professionals when appropriate	40
HLTCOM408B	Use practice-specific/medical terminology in order to communicate with client/patients, fellow workers and health care professionals	40
HLTFA301B	Apply First Aid	Outsourced
HLTHIR301A	Work effectively in the health industry	40
HLTOHS300A	Participate in occupational health & safety processes	30
HLTIN301A	Comply with infection control policies and procedures	40
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 treatment assessment	100
	Seminar Hours	60
	Clinical Hours	60
	Total Nominal Hours	840

FEE STRUCTURE

HLT40307 Certificate IV in Massage Therapy Practice ~ made up of 14 Units of competency

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

Please refer to the Health Schools Australia, "Fee Schedule" Sheet for Certificate IV in Massage Therapy Practice course fees and payment plans.

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

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

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

RESOURCES

Learner resources are included in the course unit fees.

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

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

RECOGNITION OF PRIOR LEARNING FEES

The fee for RPL is \$65.00 in total for HLT40307 Certificate IV in Massage Therapy Practice.

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 40 week period and it is anticipated you will complete one subject (cluster of unit competencies) 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

BSBCMN204A WORK EFFECTIVELY WITH OTHERS

Unit Descriptor

This unit covers the skills and knowledge required to work in a group environment such as promoting team commitment and cooperation and supporting team members. This unit is related to BSBCMN304A Contribute to personal skill development and learning.

ELEMENT

PERFORMANCE CRITERIA

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

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>



HLTCOM405B ADMINISTER A PRACTICE

Unit Descriptor

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

ELEMENT	PERFORMANCE CRITERIA
1. Establish and maintain administrative systems	1.1 <i>Routine tasks</i> are identified and performed 1.2 <i>Policies and procedures</i> are followed 1.3 <i>Resources</i> are used appropriately 1.4 Administrative systems are established
2. Conduct financial administration	2.1 Financial procedures of the business are administered 2.2 Systems for <i>financial documentation</i> are maintained 2.3 Information for financial reports is recorded
3. Follow practice management strategies	3.1 <i>Operational strategies</i> are followed 3.2 <i>Marketing strategies</i> are followed 3.3 Meetings are attended when necessary 3.4 <i>Stock</i> levels and supplies are monitored 3.5 <i>Statutory and regulatory requirements</i> are complied with
4. Administer personnel management strategies	4.1 <i>Human resource strategies</i> are followed 4.2 Payroll and <i>employee records</i> are administered if necessary 4.3 Diversity guidelines are followed

HLTCOM406B MAKE REFERRALS TO OTHER HEALTH CARE PROFESSIONALS WHEN APPROPRIATE

Unit Descriptor

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

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

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

Unit Descriptor

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

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

HLTFA301B APPLY FIRST AID

Unit Descriptor

This unit of competency 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	<p>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</p> <p>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</p> <p>1.3 Assess casualty and identify injuries, illnesses and conditions</p>
2. Apply First Aid techniques	<p>2.1 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness</p> <p>2.2 Use available <i>resources and equipment</i> to make the casualty as comfortable as possible</p> <p>2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner</p> <p>2.4 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort</p> <p>2.5 Seek consent from casualty prior to applying first aid management</p> <p>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</p> <p>2.7 Seek first aid assistance from others in a timely manner and as appropriate</p> <p>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</p> <p>2.9 Use safe manual handling techniques as required</p> <p>2.10 Monitor <i>casualty's condition</i> and respond in accordance with effective first aid principles and procedures</p> <p>2.11 Finalise casualty management according to casualty's needs and first aid principles</p>



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

HLTHIR301A WORK EFFECTIVELY IN THE HEALTH INDUSTRY

Unit Descriptor

This unit of competency describes the skills and knowledge required to work effectively in a health setting with clients, staff, visitors, suppliers and others to meet established work requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Work ethically	1.1 Follow ethical guidelines in decision-making in all work undertaken the health setting with awareness of potential ethical complexity in own work role 1.2 Reflect understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken 1.3 Refer any breach or non adherence to standard procedures or adverse event to appropriate personnel 1.4 Maintain confidentiality of any client matter in line with <i>organisation policy and procedure</i> 1.5 Show respect for rights and responsibilities of others through considered application of work practices 1.6 Reflect current working knowledge and understanding of employee and employer rights and responsibilities in all work undertaken 1.7 Recognise, avoid and/or address any conflict of interest
2. Communicate effectively in a health setting	2.1 Develop, review and revise personal skills in communication as an ongoing priority to address organisation standards 2.2 Exercise caution in communicating personal information by oral and written means to ensure confidentiality of client and staff matters 2.3 Routinely apply workplace protocols and procedures in all workplace communication to support accuracy and understanding of information provided and received 2.4 Recognise individual and cultural differences and make any adjustments needed to facilitate the achievement of identified outcomes 2.5 Conduct interpersonal communication with clients and colleagues in a manner that enhances a client-centred approach to health care consistent with organisation standards 2.6 Take appropriate measures to resolve conflict and interpersonal differences in the workplace

ELEMENT	PERFORMANCE CRITERIA
3. Practise high standards of personal hygiene	3.1 Maintain personal hygiene with an understanding of risks associated with contamination and infection in a health setting 3.2 Wear <i>personal protective equipment</i> correctly according to organisation requirements 3.3 Safely dispose of infectious and/or hazardous waste material according to waste management policy and procedures 3.4 Report or initiate action within own area of responsibility to redress any potential workplace hazards
4. Promote a positive approach to health	4.1 Clarify components of own role that contribute to maintaining an effective and <i>client-centred approach to health</i> 4.2 Promote an approach in which clients are included in shared decision-making as partners in health care where appropriate 4.3 Contribute to a workplace culture of promoting good health by sharing health information in line with organisation policy 4.4 Focus on preventing ill health and minimising risk in the workplace
5. Maintain professional work standards	5.1 Identify relevant organisation policies and procedures relating to awards, standards and legislative requirements of own work role and clarify any uncertainties with appropriate personnel 5.2 Contribute to identifying and implementing improved work practices 5.3 Comply with relevant accreditation standards applying to work undertaken 5.4 Reflect understanding and focus on achieving organisation goals and objectives in all work undertaken 5.5 Respond positively to changes to improve work practices and procedures in accordance with organisation requirements 5.6 <i>Issues requiring mandatory notification are identified</i> and reported to supervisor and/or an appropriate authority
6. Work effectively within the health care system	6.1 Demonstrate respect for workers from different sectors and levels of the industry 6.2 Work with awareness of the roles of various organisations in the health care system in Australia 6.3 Maintain awareness of current issues influencing health care, including health issues for Indigenous Australians

ELEMENT	PERFORMANCE CRITERIA
7. Take responsibility for personal skill development	7.1 Seek advice from appropriate persons on areas for skills/knowledge development
	7.2 Identify options for accessing relevant skill development opportunities and initiate action in consultation with manager
	7.3 Undertake designated skill/knowledge development and maintenance activities of the organisation including induction training
	7.4 Identify and prioritise personal work goals in accordance with organisation requirements

HLTOHS300A CONTRIBUTE TO OCCUPATIONAL HEALTH & SAFETY PROCESSES

Unit Descriptor

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

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

The unit is based on generic competency A in the national *Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 (1998) 2nd edition)*.

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



ELEMENT
activities**PERFORMANCE CRITERIA**

in accordance with work procedures

- | | |
|---|--|
| 4.3 | Contribute to risk assessments |
| 4.4 | Provide input to development and implementation of control measures, with reference to the hierarchy of control |
| 5. Participate in the control of emergency situations | 5.1 Identify emergency signals and alarms and responded to them appropriately. Take initial action to control/confine emergency according to organisation procedures, and taking account of the nature and scope of the emergency. Implement emergency response procedures within scope of training and competence |

HLTIN301A COMPLY WITH INFECTION CONTROL POLICIES AND PROCEDURES

Unit Descriptor

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

The unit applies to a wide range of workers in health industry settings reflecting the importance of controlling infection risks and self-protection.

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



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

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	<p>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</p> <p>1.2 <i>Contra-indications</i> to treatment and possible complicating factors are ascertained and treatment strategy used is modified according to massage principles</p> <p>1.3 Treatment appropriate to the client/patient's condition is selected and supported on the basis of established massage practice</p>
2. Discuss the treatment strategy with the client/patient	<p>2.1 Sufficient time is allocated to conclude sessions at a pace appropriate to the client/patient</p> <p>2.2 Client/patient <i>compliance</i> is negotiated</p> <p>2.3 Any <i>perceived risks</i> of the client/patient's condition and treatment are explained</p> <p>2.4 The <i>responsibilities of practitioner and client/patient</i> within the treatment plan are discussed</p>

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 client	4.1 Informed client/patient consent is obtained prior to conducting assessment, in accordance with relevant legislation and regulations



ELEMENTS**PERFORMANCE CRITERIA**

- 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