



Australian Government

Department of Education, Employment and Workplace Relations

WRHCS206A Perform head, neck and shoulder massage

Revision Number: 1

WRHCS206A Perform head, neck and shoulder massage

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor This unit describes the skills and knowledge required to provide a head, neck and shoulder massage as an enhancement prior to the salon shampoo service.

Application of the Unit

Application of the Unit This unit describes the skills and knowledge required to perform a range of head, neck and shoulder massage movements for scalp stimulation and client relaxation under the direction of a senior operator.

Knowledge and application of the salon approach to shampoo and treatment services are required, along with attention to health regulations, and client safety, comfort and relaxation.

Where this unit is used for assessment only or for training delivery and assessment, co-requisite or prerequisite units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare client for massage.	<p>1.1 <i>Client</i> is questioned regarding any pre-existing conditions or injuries and these are recorded on client history.</p> <p>1.2 Client's head, neck and shoulder areas are examined and any notable <i>observations</i> are recorded on client history.</p> <p>1.3 Service area, operator and client are prepared for the massage treatment according to <i>relevant legislation</i> and <i>workplace policies and procedures</i>.</p>
2 Perform massage techniques.	<p>2.1 <i>Massage product</i> is selected from workplace range as directed by senior operator.</p> <p>2.2 <i>Massage techniques</i> are applied to head, neck and shoulder areas as prescribed by senior operator.</p> <p>2.3 Minimum length of massage routine is varied to suit client requirements.</p> <p>2.4 Maximum length of massage routine is in accordance with workplace designated timeframes.</p> <p>2.5 <i>Client response</i> is monitored throughout the service and massage routine is adapted as required.</p> <p>2.6 Client relaxation time is allocated to conclude the massage routine in accordance with workplace timeframes.</p>

ELEMENT**PERFORMANCE CRITERIA****Required Skills and Knowledge****REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- communication skills that take into account the culture, background and abilities of the client, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- applying treatment products from the workplace range to suit the client's needs
- responding to questions and providing information and reassurance to the client throughout the service
- language, literacy and numeracy skills relevant to the role and workplace requirements.

REQUIRED SKILLS AND KNOWLEDGE

Knowledge may include:

- the provisions of relevant occupational health and safety legislation and regulations
- the provisions of relevant health and hygiene legislation and regulations
- workplace policies and procedures in regard to preparing a client for a head, neck and shoulder massage
- workplace policies and procedures in regard to the performance of massage
- the appearance of normal skin and unusual skin conditions.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to consistently perform a range of head, neck and shoulder massage movements for scalp stimulation and client relaxation under the direction of a senior operator.

Knowledge and application of the salon approach to shampoo and treatment services are required, along with attention to federal, state and local health hygiene regulations. Client safety, comfort and relaxation are also required.

Specific evidence requirements

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- ability to consistently use effective questioning and active listening techniques to confirm service/s with clients and/or senior operators
- ability to consistently use effective questioning and active listening techniques to negotiate appropriately with clients, to take into account any cultural or physical requirements, and to ensure client comfort

EVIDENCE GUIDE

and safety throughout the services required

- ability to consistently and accurately interpret and follow verbal instructions from senior operators
- ability to read, accurately interpret and consistently apply manufacturer's instructions for the application of products
- knowledge and consistent application of workplace policies, procedures and safe work practices in regard to gowning clients and performing head, neck and shoulder massage services
- knowledge and consistent application of federal, state and local health and hygiene regulations applicable to the workplace
- knowledge and skill in the application of head, neck and shoulder massage movements from the salon routine.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced massage/beauty therapist at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations that may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Evidence should be collected with reasonable adjustment as determined by the needs of the client.

EVIDENCE GUIDE

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, such as workplace policy and procedures manuals and occupational health and safety legislation and health regulations
- a range of clients with different massage requirements
- a range of massage products and equipment appropriate to the hairdressing workplace.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, this unit requires an assessment outcome that includes evidence of the application of communication skills and knowledge as specifically identified in the required skills and knowledge for this unit.

Prerequisite units:

- none.

Co-requisite units:

- WRHCS201A Prepare clients for salon services
- WRHWP201A Assist colleagues providing multiple salon services as a team member
- SIRXCOM001A Communicate in the workplace.

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - consultation with clients and other operators to confirm the service/s that will be provided after the head, neck and shoulder massage
 - wrapping and gowning clients for head, neck and shoulder massage
 - preparing for and performing head, neck and shoulder massage services.
- Written questions regarding relevant occupational health and safety legislation and health regulations.

EVIDENCE GUIDE

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. ***Bold italicised*** text from the performance criteria is detailed here.

Client may include:

- men
- women
- people from range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Observations may include:

- skin conditions including:
 - skin irritation
 - broken skin
 - scabs
 - scarring.

Relevant legislation may include:

- federal, state and local health and hygiene
- occupational health and safety.

RANGE STATEMENT

Workplace policies and procedures may include:

- health and hygiene
- client privacy
- client and operator safety.

Massage product may include:

- scalp treatment products
- hair treatment products
- other products from the workplace range.

Massage techniques may include:

- friction techniques:
 - superficial tissue is moved over an underlying structure in circular, longitudinal or transverse directions
 - deep, repetitive movements of short amplitude are applied usually with thumbs, fingers and knuckles.

Client response may include:

- positive or negative reactions
- verbal and non-verbal communication.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing