



Australian Government

Department of Education, Employment and Workplace Relations

HLTREF504B Monitor and evaluate reflexology treatments

Release: 1

HLTREF504B Monitor and evaluate reflexology treatments

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to monitor and evaluate a range of Reflexology treatments provided as a part of a treatment plan for each client

Application of the Unit

Application

This unit may be applied by those working as an independent practitioner or as part of a health care team

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 define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Monitor the progress of each client | 1.1 Undertake monitoring of client health in line with treatment plans |
| | 1.2 Assess and review of treatments as required. |
| | 1.3 Document progress according to clinic requirements |
| 2. Monitor treatments | 2.1 Be aware of expected outcomes of treatments |
| | 2.2 Ask client for feedback |
| | 2.3 Monitor the client to assess the appropriate and timely application of additional reflexology techniques |
| | 2.4 Refer client to other health professionals if appropriate |
| | 2.5 Review client progress after each session |

ELEMENT**PERFORMANCE CRITERIA****3. Evaluate the effectiveness of treatments**

3.1 Build and maintain a relationship of trust with the client, with active promotion of and strict adherence to confidentiality

3.2 Question client to ascertain their level of comfort and compliance with the treatment

3.3 Ascertain degree of improvement or changes in the client's condition and compare with expectations in the treatment plan

3.4 Provide client with clear information about their level of improvement in relation to their treatment plan

3.5 Evaluate impact of ongoing treatments in relation to client's physical, mental and emotional condition and behaviour

3.6 Use information in the review of treatment plans

3.7 Encourage clients to maintain their health by active involvement in their treatment plan

3.8 Consult with other practitioners as necessary and appropriate and with client permission

4. Determine continuation and/or revision treatments

4.1 Implement and document changes

4.2 Communicate changes to client

4.3 Communicate revision of treatments to other team members if applicable

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Anatomy and physiology of the body systems
- Basic nutritional principles
- Basic understanding of the interaction of reflexology with other complementary therapies
- Common disease states and functional problems of each body system
- Common medical terminology
- First aid and CPR
- Knowledge and understanding of methods of preparing treatment and management plans
- Legal and ethical considerations relevant to practice within a reflexology framework
- Legislative and regulatory requirements
- Organisation policies and procedures relating to client confidentiality
- Possible precautions/contraindications to treatment
- Realistic expectations of client condition
- Referral processes
- Referral processes and procedures
- Relevant assessment options and procedures
- Relevant criteria for evaluation of effectiveness of plan of care
- Signs and symptoms of disease and disorder/dysfunction
- The clinical indications of treatment relevant to specific circumstances, first aid and injuries
- The contribution of the different schools of thought and historical theories of clinical practice
- The interaction of other treatments with reflexology
- The possible responses and contra-indications to treatment

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Communicate effectively with clients
- Evaluate:
 - client's level of compliance
 - holistic impact of sessions on client's physical, mental and emotional condition and behaviour
 - outcomes of client sessions
 - overall effectiveness of session plans
- Refer clients for further assessment, treatments and/or counselling as required
- Review client's condition in relation to treatments provided, taking prior history into consideration
- Review treatments, in consultation with other health professionals where relevant

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions

EVIDENCE GUIDE

as closely as possible

- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's workplace
 - scope of practice as detailed in the qualification and component competency units
 - holistic/integrated assessment including:
 - working within the practice framework
 - performing a health assessment
 - assessing the client
 - planning treatment
 - providing treatment

Context of and specific resources for assessment:

- Relevant texts or medical manuals
- Relevant paper based/video assessment instruments
- Appropriate assessment environment
- Qualified assessor who is recognised by an Australian reflexology peak association

Method of assessment

- Observation in the work place
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting
If successful, a second assessment is to be conducted during workplace application under direct supervision
- Questioning
- Role play simulation
- Short tests and essays

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit should be assessed after or in conjunction with the following related units:

- HLTCOM406C Make referrals to other health care professionals when appropriate
- HLTFA301C Apply first aid
- HLTHIR301B Communicate and work effectively in health
- HLTOHS300B Contribute to OHS processes

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 may affect performance. Add any essential operating conditions that 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.

RANGE STATEMENT

- Information about the progress of treatments may be gathered by*
- Observation
 - Questioning
 - Interpreting client observations
 - Other medical reports
 - Feedback/reports (written or verbal) from other health practitioners
- Review client progress may include:*
- Physical
 - Mental/emotional
 - Energetic
 - Behavioural
- As appropriate means:*
- Where the client has provided written permission
- Treatment plans may include:*
- Reflexology treatments
 - Other complementary health treatments
 - Other mainstream health treatments
 - Referrals to other health professionals
 - Monitoring regime
 - Evaluation of care
- Health care monitoring may include:*
- Scheduling using paper-based or computer-based systems
 - Client follow-up visits
 - Client re-assessments and review of treatments
- Criteria for evaluation of session plans may include:*
- Degree of improvement or change in client condition either:
 - observed
 - client reported
 - medically assessed
 - Client's level of comfort

Unit Sector(s)

Not Applicable