



**Australian Government**

**Assessment Requirements for  
SHBBBOS005 Use reflexology relaxation  
techniques in beauty treatments**

**Release: 1**

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### Modification History

Not applicable.

### Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate, follow and adjust treatment plan to provide four safe and appropriate reflexology relaxation techniques to different clients suitable for the established client treatment objectives
- maintain treatment plans and records for each of the above clients specifying the details of:
  - client feedback
  - contraindications
  - products used
  - outcomes of previous and current treatment
  - post treatment information and advice provided
  - products used
  - reflexology relaxation techniques applied
  - relevant medical history and medications
  - treatment duration, areas treated and areas not treated
  - treatment objectives
- design and provide treatment routines that demonstrate appropriate selection, application and combination of the following reflexology relaxation techniques:
  - breathing
  - diaphragm relaxer
  - holding
  - kneading
  - knuckling
  - light and deep friction
  - rotation and loosening
  - spinal twist
  - stretching
  - stroking and effleurage techniques
  - toe rotation
  - twisting and wringing
  - pressure techniques:

- light
- average
- heavy
- leverage techniques using:
  - fingers
  - heels of hands
  - thumbs
- apply reflexology relaxation techniques to work reflexology points on both feet
- identify major bones, muscles, ligaments and tendons of the feet through light palpation
- present self, according to organisational policy
- comply with health and hygiene regulations and requirements
- clean, prepare and maintain treatment area according to organisational policy.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- state or territory and local health and hygiene regulations and requirements relevant to reflexology treatments
- organisational policies and procedures relevant to reflexology treatments:
  - client record management
  - equipment and product use and maintenance
  - incident reporting
  - linen use and laundry procedures
  - personal hygiene and presentation
  - presentation of treatment area
  - waste disposal
  - work health and safety
- legal and insurance liabilities and responsibilities regarding treatments
- scope of practice:
  - when to refer clients to other practitioners
  - importance of not stating a diagnosis of a contraindication
  - limitations to reflexology
- history, philosophies and beliefs of reflexology
- relationship between muscles and organs to reflexology zones
- factors that interfere with the effectiveness of reflexology treatment
- anatomy of the foot:
  - bones:
    - calcaneus
    - cuboid
    - metatarsal

- navicular
- phalanges
- talus
- ligaments:
  - plantar fascia
- location of muscles:
  - anterior tibial
  - extensor
  - flexors
  - peroneal tibial
  - posterior tibial
- tendons:
  - achilles
- contraindications which prevent treatment being undertaken or require clearance from a medical practitioner to proceed:
  - bacterial, fungal, parasitic and viral infections
  - cancer
  - clients with symptoms of infectious disease
  - contagious skin diseases
  - heart diseases and disorders
  - extreme fatigue
  - extremes of body temperature
  - pregnancy
- localised contraindications that restrict reflexology relaxation treatment and appropriate modifications:
  - blisters, corns and calluses
  - broken bones
  - bruising
  - cuts
  - inflammation
  - lesions
  - lumps and tissue changes
  - medical treatments being undertaken
  - sprains
  - rashes
  - recent scar tissue
  - severe oedema
  - skin trauma
- principles of reflexology:
  - body zones

- reflex areas
- pressure points
- reactions to relaxation reflexology and appropriate remedial action:
  - discomfort
  - emotional reactions
  - verbal, visual and tactile feedback
  - muscular spasms
  - body temperature discomfort
  - alleviation of presenting symptoms
- possible post treatment adverse effects:
  - cold-like symptoms due to detoxification
  - disturbed sleep
  - headaches
  - increased urination and bowel movements
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future treatments to maintain client treatment objectives.

## Assessment Conditions

Skills must be demonstrated in a beauty industry environment; this can be:

- a beauty industry workplace or
- a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different reflexology requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
  - basin
  - hot and cold running water
  - liquid soap
  - single use towels or hand dryer
- relevant workplace documentation:
  - blank client records
  - organisational policies and procedures relevant to reflexology treatments
  - product instructions and safety data sheets.

Assessment must ensure use of:

- adjustable massage table or chair with safe working access at both ends and sides

- cleaning and disinfection products and equipment
- client gown
- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- provide relaxation reflexology treatments within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors and:

- hold a qualification as a beauty or spa therapist
- have worked as a beauty or spa therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>