



Australian Government

**Assessment Requirements for
SHBBBOS010 Use reflexology relaxation
techniques in beauty treatments**

Release: 1

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Modification History

Supersedes and is not equivalent to SHBBBOS005 Use reflexology relaxation techniques in beauty treatments.

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:

- provide five 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
- for the above clients 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.

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
- 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 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 Organisations' 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>