



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIBBOS506A Use reflexology relaxation techniques in beauty treatments**

**Revision Number: 1**

## **SIBBBOS506A Use reflexology relaxation techniques in beauty treatments**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to integrate basic reflexology relaxation techniques into body treatments. Body treatments are performed in response to a client consultation and assessment, conducted and recorded on a treatment plan. They involve the application of a combination of manual and other selected techniques. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to beauty therapy salon or spa environments and to beauty therapists exercising judgement in planning and selecting appropriate products, services, equipment and techniques. In this context, reflexology may be integrated with other techniques as part of a broader treatment. This may involve the application of reflexology techniques in a single treatment or as part of a series of body treatments that have been designed to meet client requirements.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisite units

## 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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |   |                       |   |
|---|-----------------------|---|
| 1 | Manage the treatment. | <ul style="list-style-type: none"> <li>1.1 Access and review <i>client's treatment plan</i>.</li> <li>1.2 Explain <i>factors that may interfere with the effectiveness of the treatment</i>.</li> <li>1.3 Discuss <i>principles of reflexology</i> with client.</li> <li>1.4 Explain <i>mode of administration</i> and management of treatment to client.</li> <li>1.5 Identify and note recommendations and <i>variations to the treatment plan</i>.</li> <li>1.6 Inform client of possible physical and emotional <i>reactions during the treatment</i>.</li> </ul> |
|---|-----------------------|---|

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
2 Prepare for service.	<p>2.1 Prepare service area, operator and client for treatment according to <b><i>relevant legislation and codes, workplace policies and procedures</i></b> and treatment plan.</p> <p>2.2 Drape client for warmth, with feet and hands exposed as appropriate.</p> <p>2.3 Select appropriate <b><i>massage medium</i></b>.</p>
3 Apply reflexology relaxation techniques.	<p>3.1 Treat <b><i>zones of the body</i></b> according to client treatment plan.</p> <p>3.2 Select and sequence <b><i>reflexology relaxation techniques</i></b> according to agreed treatment plan.</p> <p>3.3 Apply reflexology relaxation techniques according to client treatment plan, tissue condition and client sensitivity.</p> <p>3.4 Use <b><i>leverage</i></b> and <b><i>pressure</i></b> as required to apply specific techniques, while holding and supporting the foot adequately.</p> <p>3.5 <b><i>Work on reflexology points of both feet</i></b> according to body systems or using an appropriate sequence.</p> <p>3.6 Monitor client response throughout treatment and adapt reflexology techniques and length of routine as required.</p> <p>3.7 Ensure <b><i>length of session</i></b> is appropriate for client and for techniques and sequence used.</p>
4 Review treatment and provide post-treatment advice.	<p>4.1 Obtain <b><i>client feedback</i></b> and recommend <b><i>future treatment program</i></b>.</p> <p>4.2 Amend treatment plan and confirm with client.</p> <p>4.3 Explain potential <b><i>post-treatment adverse effects</i></b> to client.</p> <p>4.4 Provide <b><i>home-care advice</i></b> according to client needs.</p> <p>4.5 Rebook client according to agreed treatment plan.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

The following skills must be assessed as part of this unit:

- technical skills to:
  - apply commonly used treatment techniques listed under the range of variables
  - provide treatment according to the individual, condition and presence of complicating factors
  - prepare clients for treatment according to reflexology principles
  - provide treatment and record client responses
  - ensure all treatment/care delivered is consistent with legislative and regulatory requirements
  - identify major bones and structure, muscles, ligaments and tendons of the feet through palpation
  - gather and interpret information through touch
- time-management skills to manage time throughout consultation and treatment
- self-management skills to use equipment and resources competently and safely
- communication skills to communicate effectively with clients.

#### Required knowledge

The following knowledge must be assessed as part of this unit:

- history, philosophies and beliefs of reflexology
- anatomy and physiology in relation to a reflexology framework
- best practice reflexology principles
- fundamental structure and function of anatomical systems
- fundamental principles of biomechanics
- possible reactions and contraindications to treatment
- legal and regulatory implications to treatment.

## 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, range statement and the Assessment Guidelines for the Training Package.

## EVIDENCE GUIDE

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

Evidence of the following is essential:

- effective questioning and active listening techniques to consult, reassure and negotiate with clients, while maintaining discretion and confidentiality
- interpreting treatment plan and making any adjustments required by variations in client's condition
- applying knowledge of relationship between muscles and organs to zones of body when using reflexology techniques
- applying a variety of reflexology relaxation techniques
- recognising and managing contraindications and adverse effects
- evaluating application of reflexology relaxation techniques and advising client on future treatments
- accurately and legibly recording relevant treatment data.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- an environment, which includes as a minimum:
  - individual client workstations
  - adjustable massage couch with safe working access for operator and equipment
  - a relevant professional massage medium
  - appropriate supply of towels
  - client gown
  - client cover
- appropriate cleaning and disinfection products and equipment
- relevant workplace documentation including:
  - manufacturer's equipment instructions
  - product instructions
  - manufacturer safety data sheets
  - workplace policies and procedures manuals
- a range of clients with different reflexology requirements.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

## EVIDENCE GUIDE

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of learners performing a range of tasks in the workplace or a simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
  - preparing the client for application of reflexology relaxation techniques
  - applying reflexology relaxation techniques according to client's treatment plan
  - providing advice on home care
- case studies and scenarios to discuss issues and strategies to contribute to best practice
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of reflexology relaxation techniques in beauty treatments, including the application of health and hygiene procedures
- completion of workplace documentation relevant to using reflexology relaxation techniques in beauty treatments
- third-party reports from technical experts
- completion of self-paced learning materials, including personal reflection and feedback from a trainer, workplace coach or supervisor.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBBBOS402A Provide body treatments
- SIBBCCS403A Recognise body structures and systems in a beauty therapy context
- SIBBCCS405A Develop treatment plans.



## 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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

*Clients* may include:

- new or regular clients with routine or special needs
- female or male clients
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

## RANGE STATEMENT

- Treatment plan*** may include:
- recommendations
  - treatment routine
  - products
  - contraindications:
    - bacterial, viral or fungal infections
    - inflamed skin
    - rashes
    - blisters, corns and calluses
    - hammer toes
    - impetigo
    - boils and carbuncles
    - scabies
    - rashes
    - lesions
    - cuts
    - bruising
    - sprains
    - broken bones
  - adverse effects of previous treatments
  - outcomes of previous treatments.
- Factors that may interfere with the effectiveness of treatment*** may include:
- medical treatment being undertaken
  - client's physical and psychological readiness and/or physical conditions
  - wellness
  - cultural factors
  - contraindications to treatment
  - post-reflexology activity.
- Principles of reflexology*** must include:
- zones of the body
  - reflex areas
  - pressure points.

## RANGE STATEMENT

- Mode of administration*** may include:
- use of oils, creams, lotion, talcum powder and corn starch
  - requirement for feedback and interaction
  - range of relaxation and reflexology techniques
  - variations in hold, leverage and pressure intensity, according to tissue condition, age, health and sensitivity of client
  - requirements of specific positioning of client
  - requirements of finishing techniques.
- Variations to treatment plan*** may include:
- changes in client's physical condition
  - changes in client requirements.
- Reactions during the treatment*** may include:
- discomfort
  - emotional reactions
  - feedback - verbal, tactile and visual
  - muscular spasms
  - body temperature discomfort
  - deep relaxation
  - alleviation of presenting symptoms.
- Relevant legislation and codes*** may include:
- federal, state or territory, and local health and hygiene regulations
  - occupational health and safety regulations
  - industry codes of practice.
- Workplace policies and procedures*** may include:
- health and hygiene
  - designated time frame for service
  - environmental controls.
- Massage mediums*** may include:
- oil
  - cream
  - powder.

**RANGE STATEMENT**

***Zones of the body*** may include:

- heart
- lung
- large intestine
- small intestine
- stomach
- bladder
- gall bladder
- kidney
- liver
- pericardium
- spleen
- pancreas.

***Reflexology relaxation techniques*** must include:

- stroking and effleurage techniques
- light and deep friction
- holding
- breathing
- knuckling
- rotation and loosening
- stretching
- kneading
- twisting and wringing
- diaphragm relaxer
- spinal twist
- toe rotation.

***Leverage*** may include:

- heels of hands
- fingers
- thumbs.

***Pressure*** may include:

- light
- average
- heavy.

## RANGE STATEMENT

***Working on reflexology points on both feet*** may include:

- working on both feet completely for maximum effect
- specific attention given to particular reflexology
- areas in relation to client's state of wellbeing
- working on feet in relation to body systems
- working on feet one at a time.

***Length of session*** may include:

- a general session of reflexology, which may be of one hour's duration or more
- shorter sessions, appropriate for elderly
- sessions designed for infants and the debilitated.

***Client feedback*** may include:

- comments
- suggestions
- enquiries.

***Future treatment program*** may include:

- reflexology treatments
- complementary treatments.

***Post-treatment adverse effects*** may include:

- increased urination
- increase bowel movements
- disturbed sleep
- headaches
- cold-like symptoms due to detoxification.

***Home-care advice*** may include:

- dietary habits
- lifestyle
- use of home-care products
- relaxation techniques.

## Unit Sector(s)

**Sector**

Beauty

## **Competency field**

**Competency field**            Body Services