



Australian Government

Department of Education, Employment and Workplace Relations

SIBBBOS506A Use reflexology relaxation techniques in beauty treatments

Revision Number: 2

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Modification History

Not applicable.

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.

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

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

- 1 Manage the treatment.
- 2 Prepare for service.
- 3 Apply reflexology relaxation techniques.
- 4 Review treatment and provide post-treatment advice.

Performance Criteria

- 1.1 Access and review *client's* treatment plan.
- 1.2 Explain *factors that may influence* the treatment.
- 1.3 Discuss *principles of reflexology*.
- 1.4 Explain *mode of administration*.
- 1.5 Identify and note recommended *treatment plan*.
- 1.6 Inform client of possible *phases of treatment*.
- 2.1 Prepare service area, operating in accordance with *relevant legislation and codes of practice* for treatment plan.
- 2.2 Drape client for warmth, with appropriate *positioning*.
- 2.3 Select appropriate *massage techniques*.
- 3.1 Treat *zones of the body* according to the agreed treatment plan.
- 3.2 Select and sequence *reflexology points* according to the agreed treatment plan.
- 3.3 Apply reflexology relaxation techniques, taking into account the client's condition and the agreed treatment plan.
- 3.4 Use *leverage* and *pressure* appropriately while holding and supporting the client.
- 3.5 *Work on reflexology points* using an appropriate sequence.
- 3.6 Monitor client response throughout the treatment, adjusting techniques and length of routine as appropriate.
- 3.7 Ensure *length of session* is appropriate for the sequence used.
- 4.1 Obtain *client feedback* and respond appropriately.
- 4.2 Amend treatment plan and provide advice as appropriate.
- 4.3 Explain potential *post-treatment* effects.
- 4.4 Provide *home-care advice* as appropriate.
- 4.5 Rebook client according to the agreed treatment plan.

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

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.

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.

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.

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

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.

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

Factors that may interfere with the effectiveness of treatment may include:

- adverse effects of previous treatments
- outcomes of previous treatments.
- 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

- zones of the body
- reflex areas

include:

- pressure points.

<i>Mode of administration</i> may include:	<ul style="list-style-type: none">• 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.
<i>Variations to treatment plan</i> may include:	<ul style="list-style-type: none">• changes in client's physical condition• changes in client requirements.
<i>Reactions during the treatment</i> may include:	<ul style="list-style-type: none">• discomfort• emotional reactions• feedback - verbal, tactile and visual• muscular spasms• body temperature discomfort• deep relaxation• alleviation of presenting symptoms.
<i>Relevant legislation and codes</i> may include:	<ul style="list-style-type: none">• federal, state or territory, and local health and hygiene regulations• occupational health and safety regulations• industry codes of practice.
<i>Workplace policies and procedures</i> may include:	<ul style="list-style-type: none">• health and hygiene• designated time frame for service• environmental controls.
<i>Massage mediums</i> may include:	<ul style="list-style-type: none">• oil• cream• powder.
<i>Zones of the body</i> may include:	<ul style="list-style-type: none">• heart• lung• large intestine• small intestine• stomach• bladder• gall bladder• kidney• liver• pericardium• spleen• pancreas.
<i>Reflexology relaxation</i>	<ul style="list-style-type: none">• stroking and effleurage techniques

- techniques*** must include:
- 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.
- 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)

Beauty

Competency Field

Body Services