



Australian Government

HLTMSG002 Assess client massage needs

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged HLTREM407C/HLTREM408C/HLTREM409C. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Minimum clinic hours added. Additional assessor requirements.

Application

This unit describes the skills and knowledge required to gather client information, make a physical assessment of the body and determine massage treatment options.

This unit applies to massage therapists providing general health maintenance treatments. It does not include remedial massage assessment techniques.

This unit applies to massage therapists.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Determine scope of client needs

1.1 Clarify client expectations

1.2 Provide clear information about scope and limits of services to be provided

1.3 Collect accurate, relevant and organised health record and document in a form which can be interpreted readily by other professionals

1.4 Recognise needs that are beyond scope of own practice, and make referrals to other health care

- professionals as required
- 1.5 Identify and respond to any barriers to information gathering and assessment
 - 1.6 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions
 - 1.7 Manage information in a confidential and secure way
2. Make a physical assessment
- 2.1 Advise client about the physical assessment process and obtain client consent to proceed
 - 2.2 Follow clinical and practitioner hygiene protocols
 - 2.3 Respect client dignity and anticipate potential sensitivities
 - 2.4 Seek client feedback on comfort levels throughout assessment process
 - 2.5 Assess client through palpation, observation and range of motion (ROM) testing
 - 2.6 Identify and respond to contra-indications to massage treatment
 - 2.7 Accurately document assessment findings
3. Determine and communicate treatment approach
- 3.1 Determine treatment needs by integrating findings from physical assessment, observation and communication
 - 3.2 Discuss assessment and rationale for treatment with the client
 - 3.3 Respond to client enquiries using language the client understands
 - 3.4 Discuss referral and collaborative options with the client as required

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTMSG002 Assess client massage needs

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- performed the activities outlined in the performance criteria of this unit during a period of at least 80 hours of massage client consultation work
- prepared for and managed at least 40 massage assessments - clients must include males and females from different stages of life with varied presentations
- completed physical assessments using palpation, observation and active, passive and resisted ROM testing
- interacted effectively with clients:
 - clearly articulated information about services, treatment options and rationale
 - engaged clients in decision making

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (national and state/territory) for client assessment:
 - codes of conduct
 - duty of care
 - informed consent

- mandatory reporting
- practitioner/client boundaries
- privacy, confidentiality and disclosure
- records management
- working role boundaries
 - working within scope of practice
 - presenting symptoms that require referral to a medical practitioner
- work health and safety
- referral options for massage practitioners, including:
 - professional health services including complementary health modalities
 - community resources and support services
- factors and barriers that may impact on massage assessment:
 - physical
 - psychological
 - cultural
- factors that affect individual health status:
 - age
 - gender
 - constitution
 - lifestyle
 - diet
 - personal and medical history
 - values and attitudes
 - balance of rest and activity
 - physical environment
 - social environment
- client information required prior to physical assessment, including:
 - case history
 - client expectations
- considerations for performing physical massage assessments:
 - environment
 - equipment
 - client privacy
 - client instructions
- physical assessment techniques, how and when they are used, including:
 - postural assessment
 - range of motion (active, passive and resisted)
 - palpation
- contraindications to treatment and possible indications for referral, including:
 - protracted pain or pain which is non re-producible or neural in origin

- fatigue
- circulatory disorders
- inflammation
- lumps and tissue changes
- rashes and changes in the skin
- oedema
- mood alterations
- infection
- changes in habits such as appetite elimination or sleep
- bleeding and bruising
- nausea, vomiting or diarrhoea
- temperature-hot or cold
- major muscle anatomy, including:
 - surface anatomy
 - origin and insertion
 - palpable bony landmarks
 - reciprocal inhibition, antagonist/agonist, synergists
 - actions including individual actions, planes and synergistic groups of the following muscles:
 - temporalis
 - masseter
 - frontalis
 - sternocleidomastoid
 - trapezius
 - levator scapulae
 - latissimus dorsi
 - supraspinatus
 - infraspinatus
 - teres major
 - teres minor
 - subscapularis
 - rhomboids
 - pectoralis major
 - pectoralis minor
 - rectus abdominis
 - quadratus lumborum
 - psoas
 - erector spinae
 - gluteus maximus
 - gluteus medius

- piriformis
- quadriceps
- tibialis anterior
- peroneals
- hamstrings
- adductor magnus
- adductor longus
- gastrocnemius
- soleus
- deltoid
- biceps brachii
- triceps brachii
- flexor carpi radialis
- flexor carpi ulnaris
- palmaris longus
- pronator teres
- brachioradialis
- extensor carpi radialis
- supinator
- skeleton:
 - bones of the body
 - major bony landmarks
 - surface anatomy and palpable bony landmarks
 - bone growth and remodelling
- joints:
 - joint classifications – fibrous, cartilaginous, synovial (glide, plane, ball/socket, saddle, hinge, condyloid, pivot)
 - joint actions
- physiology:
 - soft tissue:
 - muscle contraction
 - muscle physiology (reflexes, chemistry, proprioceptors)
 - tendons and ligaments
 - fascia
 - hard tissue:
 - bone growth and development
 - abnormal bone growth
 - recognition of in terms of contra-indications:
 - inflammation (cardinal signs, physiology at cellular level)
 - injury and wound healing (acute/chronic, stages, grades)

- pain types
- tendinopathy

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated clinical environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - client information – case history
 - private consultation area
 - adjustable height massage table
 - towels/sheets for draping
 - oils/balms
 - hot/cold packs
 - bolsters
- modelling of industry operating conditions, including provision of services to the general public
- clinic supervision by a person who meets the assessor requirements outlined below for at least 60 of the 80 hours of client consultation work

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

In addition, assessors must:

- have current clinical experience working as a massage therapist providing services to the general public
- hold practising membership of an Australian professional body that represents massage therapists
- fulfil the continuing professional development requirements of the professional body to which they belong

Links

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