



Australian Government

HLTMSG011 Provide massage treatments

Release: 1

HLTMSG011 Provide massage treatments

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare for and provide massage treatments using a range of relaxation techniques and sequences.

This unit applies to massage therapists providing relaxation massage treatments. It does not include remedial massage techniques.

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

No occupational licensing, certificate or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Massage Therapy

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for client treatment.

PERFORMANCE CRITERIA

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

- 1.1. Review available client information from intake form or records.
- 1.2. Prepare self, treatment area and equipment for providing treatment in accordance with organisational protocols.
- 1.3. Clearly outline how the treatment will be provided and managed, based on assessment and agreed treatment approach.
- 1.4. Discuss with the client possible physical or emotional reactions that may occur during and following treatment, and

- the appropriate course of action to take.
- 1.5. Follow work health and safety (WHS) and organisational protocols to physically prepare the client for treatment.
 - 1.6. Confirm client informed consent for treatment in accordance with legal and ethical considerations.
2. Use massage treatment techniques.
 - 2.1. Determine treatment sequence, location and degree of pressure according to assessment indications and scope of practice.
 - 2.2. Position client to optimise comfort and support while allowing for effective application of techniques.
 - 2.3. Maintain client dignity through use of draping.
 - 2.4. Maintain efficient and effective use of own body position and movements throughout treatment.
 - 2.5. Maintain client-focused attention throughout treatment.
 - 2.6. Adjust treatment techniques and pressure based on client verbal and non-verbal feedback.
3. Monitor treatment.
 - 3.1. Monitor the client and their response during treatment and adapt treatment accordingly.
 - 3.2. Review and amend treatment plan during treatment to meet client needs.
 - 3.3. Recognise reactions to treatment and respond promptly if necessary.
 - 3.4. Seek feedback after treatment, evaluate and discuss need for ongoing or additional treatment including other health care options.
4. Provide advice and resources to the client.
 - 4.1. Provide information to client that supports their treatment outcomes.
 - 4.2. Respond to client enquiries using language the client understands.
 - 4.3. Provide information about ongoing treatment including other health care options.
 - 4.4. Document all treatment details and recommendations made.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- comprehend and interpret client records.

- Writing skills to:
- record client information accurately and comprehensively.
- Oral communication skills to:
- use listening and questioning to seek information and confirm understanding
 - deliver information to an audience in an appropriate manner to ensure comprehension.
- Initiative and enterprise skills to:
- provide appropriate information to client to encourage rebooking and booking of additional services.
- Technology skills to:
- access online sources of information.

Unit Mapping Information

Supersedes and is not equivalent to HLTMSG004 Provide massage treatments.

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 HLTMSG011 Provide massage treatments

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:

- prepare for and manage at least two full body massage treatments on different people that involves:
 - a minimum hands-on treatment time of 60 minutes each
 - using the following massage treatment techniques:
 - compressions
 - effleurage
 - friction techniques
 - gliding strokes
 - petrissage
 - rocking
 - tapotement.

Knowledge Evidence

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

- Commonwealth and State or Territory legal and ethical considerations for client treatment:
 - children in the workplace
 - codes of conduct
 - discrimination:
 - age
 - disability
 - racial and cultural
 - gender
 - duty of care
 - informed consent
 - mandatory reporting
 - therapist and client boundaries
 - privacy, confidentiality and disclosure
 - records management

- work health and safety
- work role boundaries:
 - working within scope of practice
 - presenting symptoms that require referral to a medical practitioner
- targets for relaxation treatment:
 - stress management
- massage treatment techniques and how to apply them in supine, prone sideline and seated positions:
 - compressions
 - effleurage
 - friction techniques
 - gliding strokes
 - petrissage
 - rocking
 - tapotement
- endangerment and cautionary sites, where they are and the limitations of touching these depending on scope of practice:
 - anterior triangle of the neck
 - axilla
 - abdominal region
 - femoral triangle
 - popliteal fossa
- potential responses during treatment and how to respond:
 - discomfort and pain
 - level of interoception
 - allergic reactions
 - emotional reactions
 - feedback including verbal, tactile and visual
 - muscle spasms
 - flatulence
 - autonomic reactions including sexual arousal
 - body temperature changes
 - deep relaxation and sleeping
- potential client responses following treatment and appropriate client advice to provide:
 - blood pressure
 - parasympathetic nervous system
- organisational protocols for preparing a client for treatment:
 - draping
 - disrobing
 - modesty and privacy

- table positioning
- bolstering and comfort
- organisational protocols for preparation of treatment area:
 - equipment hygiene
 - table height
 - bolstering
 - room temperature
 - position of electrical cords
 - lighting
 - client privacy provisions
- preparation of self for providing treatment:
 - personal protective equipment (PPE)
 - hydration
 - personal hygiene
 - personal presentation:
 - hair
 - nails
 - jewellery
 - professional attire
 - footwear
- methods of monitoring treatment progress:
 - re-assessment
 - client feedback
- types of information and resources that can be provided to clients for their use following treatment
- documentation requirements:
 - accurate
 - comprehensive
 - legible
 - in English
 - using industry terminology and standard abbreviations.

Assessment Conditions

Skills must be demonstrated in a simulated clinical environment that reflects workplace conditions set up for the purpose of skills assessment.

Assessment must ensure access to:

- client information including case history and treatment plan
- treatment record template
- private consultation area

- adjustable height massage table
- towels or sheets for draping
- oils and balms
- bolsters
- hand washing or hand sanitising facilities.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and

- have current clinical experience working as a remedial massage therapist, myotherapist or soft tissue therapist providing services to the general public; and
- hold current practising membership of a relevant Australian professional body that represents remedial massage therapists, myotherapists, or soft tissue therapists.

Links

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