



Australian Government

Department of Education, Employment and Workplace Relations

HLTREF502C Prepare for a reflexology treatment

Release: 1

HLTREF502C Prepare for a reflexology treatment

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTREF502B Prepare for a reflexology treatment	HLTREF502C - Prepare for a reflexology treatment	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to interpret information gathered in the health assessment and prepare for a reflexology treatment of a client by negotiating a treatment management plan

Application of the Unit

Application

This unit may apply to work in reflexology in a range of settings and contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Setup the workspace appropriately

PERFORMANCE CRITERIA

- 1.1 Prepare the workspace in accordance with work health and safety (WHS)
- 1.2 Ensure the environment is of a warm, inviting and healing nature
- 1.3 Display *appropriate professional material*
- 1.4 Use *ergonomic equipment* appropriate for both client and self
- 1.5 Provide *clean, comfortable and professional standards soft furnishings*

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 2. Obtain, record and analyse an accurate history of the client | <p>2.1 Seek information required from the client for the client's history in a respectful way ensuring all enquiries are asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Identify <i>factors likely to have an influence</i> on the assessment during the consultation process and implement strategies to minimize the effect of these factors wherever possible</p> <p>2.3 Manage information in a confidential and secure way</p> <p>2.4 Gather, record and organise information in a way which can be interpreted readily by other professionals</p> <p>2.5 Take into consideration treatment, information and advice provided by other health care professionals in determining the strategy to be used in treatment</p> <p>2.6 Assess information gathered and assign priority in consultation with the client using knowledge, experience and theoretical principles gathered</p> <p>2.7 Use professional judgement to develop a treatment strategy from the data collected</p> |
| 3. Record physical observations of the foot | <p>3.1 Record <i>assessment of the feet</i> and associated signs and symptoms in a thorough and objective manner</p> <p>3.2 Relate structural abnormalities of the foot to the case history</p> <p>3.3 Identify and assess skin conditions and incorporate into treatment plan</p> <p>3.4 Systematically monitor and record client progress</p> |

ELEMENT**PERFORMANCE CRITERIA****4. Determine precautions and contra-indications**

- 4.1 Recognise and identify *signs and symptoms* of conditions as a pre-requisite for treatment/care
- 4.2 Observe and record *precautions/contra-indications* to reflexology and incorporate into treatment plan
- 4.3 Advise clients to seek medical advice where appropriate

5. Inform the client

- 5.1 Address the client appropriately
- 5.2 Obtain informed client consent prior to conducting a Reflexology assessment
- 5.3 Explain clearly the services able to be provided and the limits of available services
- 5.4 Explore and clarify client's expectations of services/clinic
- 5.5 Define personal abilities, level of professional competence and parameters of role to the client and ensure these are practiced at all times
- 5.6 Discuss the rationale of the treatment/assessment plan with the client
- 5.7 Identify legal rights and responsibilities of the client and practitioner
- 5.8 Respond to enquiries from the client using a language the client understands
- 5.9 Discuss referral and/or collaboration with *other health professionals* with the client as appropriate

6. Manage the health assessment

- 6.1 Anticipate *potential sensitivities* of the client and respect their dignity at all times
- 6.2 Identify, establish and routinely observe essential requirements for the maintenance of clinical and practitioner hygiene
- 6.3 Investigate anomalies and imbalances detected on assessment further through appropriate questioning and analysis of client feedback

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Anatomy and physiology of the body systems
- Basic understanding of the interaction of reflexology with other complementary therapies
- Common disease states and functional problems of each body system
- Community resources and support services
- First aid and CPR
- Knowledge and understanding of methods of preparing treatment and management plans
- Legal and ethical considerations relevant to practice within a reflexology framework
- Possible precautions/contraindications to treatment
- Referral processes
- Relevant assessment options and procedures
- Signs and symptoms of disease and disorder/dysfunction
- The clinical indications of treatment relevant to specific circumstances, first aid and injuries
- The contribution of the different schools of thought and historical theories of clinical practice
- The possible responses and contra-indications to treatment

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Access and interpret up to date information
- Deliver a reflexology treatment within the timeframe available and/or appropriate to the

REQUIRED SKILLS AND KNOWLEDGE

client's condition

- Demonstrate communication skills
- Establish urgency for treatment required
- Identify treatment options and establish treatment regimes
- Prepare treatment plans
- Prioritise presenting conditions
- Provide advice within the scope of the practitioner's training
- Understand and record data obtained from clients and incorporate into a treatment plan
- Use interpersonal and questioning skills
- Write referrals, appraisal letters for insurance companies and other documentation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible
- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's workplace
 - scope of practice as detailed in the qualification

and component competency units

- holistic/integrated assessment including:
- working within the practice framework
- performing a health assessment
- assessing the client
- planning treatment
- providing treatment

Context of and specific resources for assessment:

- Relevant texts or medical manuals
- Relevant paper based/video assessment instruments
- Appropriate assessment environment
- Qualified assessor who is recognised by an Australian reflexology peak association

Method of assessment

- Observation in the workplace
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Short tests and essays
- Oral questioning and discussions
- Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting
If successful, a second assessment is to be conducted during workplace application under direct supervision

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit should be assessed after or in conjunction with the following related units:

- HLTCOM404C Communicate effectively with clients
- HLTHIR301C Communicate and work effectively in health
- HLTWHS300B Contribute to WHS processes
- HLTREF501B Work within the reflexology framework

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. Add any 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.

RANGE STATEMENT

Professional material may include:

- Qualifications
- Code of Ethics
- Association registration evidence
- Charts, books
- Business appointment cards
- Brochures
- Appointment book
- Client record keeping facilities
- Receipt book

Ergonomic support may include:

- Massage table
- Reflexology chair
- Stool
- Foot bowls

Soft furnishings may include::

- Pillows
- Bolsters
- Linen

Factors likely to have an influence on assessment may include:

- Language difficulties
- Disabilities
- Emotional trauma
- Lack of privacy or focus due to additional parties being present
- Cultural or gender factors
- Age

Assessment of feet may include:

- Overall appearance of the feet
- Colour and texture of the skin
- Bone and joint structure
- Arch
- Biomechanics
- Signs of bacterial or viral infection
- Signs of keratoses and other skin anomalies

RANGE STATEMENT

Client History may include:

- Date of presentation
- Identifying personal details
- Source of referral (if applicable)
- Main presenting complaint or reason for reflexology treatment
- Other treatments being undertaken
- Presenting symptom picture
- General state of health
 - physical
 - emotional
 - mental
 - allergies
 - dietary
 - sleep pattern
 - exercise
 - leisure activities
- Childhood and adulthood injuries
- Accidents, injuries and operations
- Hospitalisations
- Occupational history and environment
- Other current medical treatment
- Medication, supplements and natural prescriptions - current and previous
- Social lifestyle including social drug usage
- Family history

RANGE STATEMENT

Signs and symptoms may include:

- Physical evidence
- Behavioural evidence
- States of disorder
- Test or examination results
- Sensations
- Onset
- Duration
- Location
- Causation
- Direction of chief complaint
- Ameliorating and aggravating factors
- Symptom qualities (intensity, severity, nature of complaint)
- Non-verbal signs and symptoms
- Functional and pathological disturbances

Precautions and contra-indications may include:

- Diseases and disorders of the feet
- Thrombosis
- Infectious/contagious diseases
- Acute fever
- Gangrene
- Infectious skin diseases of the foot
- Heavy medication
- Unstable pregnancy
- Diseases of the lymphatic and circulatory system
- Diabetes
- Clinical depression
- Following surgery
- First trimester of pregnancy
- IVF treatment

RANGE STATEMENT

Potential sensitivities may include:

- Gender
- Ethnic background
- Language
- Religious beliefs
- Cultural heritage
- Sexuality
- Ability
- Presenting disease state and personal history

Health professionals may include:

- Client's general practitioner
- Chiropractor
- Dietitian
- Naturopath
- Podiatrist
- Physiotherapist

Unit Sector(s)

Not Applicable