



Australian Government

Department of Education, Employment and Workplace Relations

HLTREF503C Provide reflexology treatment

Release: 1

HLTREF503C Provide reflexology treatment

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTREF503B Provide reflexology treatment	HLTREF503C - Provide 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 work effectively within a reflexology framework

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

PERFORMANCE CRITERIA

1. Manage the treatment

- 1.1 Explain *factors which may interfere with the effectiveness of the treatment*
- 1.2 Explain to the client the *mode of administration* and management of the treatment
- 1.3 Inform the client of possible physical or emotional *reactions during the treatment*
- 1.4 Inform the client of possible physical or emotional *reactions following a session* and the appropriate course of action to take
- 1.5 Recognise reactions to treatment and *respond* promptly if necessary
- 1.6 Drape client for warmth with feet and hands exposed as appropriate
- 1.7 Provide reflexology according to treatment plan
- 1.8 Clearly explain the time, location and content of future sessions to the client
- 1.9 Document recommendations
- 1.10 Record client and practitioner comments on treatment

ELEMENT**PERFORMANCE CRITERIA****2. Apply reflexology and relaxation techniques**

- 2.1 Apply a range of *relaxation techniques*
- 2.2 Apply a range of *reflexology techniques* according to the reflexology worked, general health of the client, tissue condition, age, health and sensitivity
- 2.3 Use *leverage* and appropriate *pressure* as required to work *specific techniques*, while *holding and supporting the foot* adequately
- 2.4 Work on all *reflexology of both feet* according to *body systems or utilising an appropriate sequence*
- 2.5 Ensure the *length of the session time* is appropriate for the client and for the techniques and sequence used

3. Advise and resource the client

- 3.1 Answer client queries with clarity and using appropriate language
- 3.2 Use honesty and integrity when explaining treatment plans and recommendations to client
- 3.3 Use appropriate interpersonal skills when explaining treatment plans and recommendations to clients
- 3.4 Promote client independence and responsibility in treatment whenever possible

4. Review the treatment

- 4.1 Evaluate progress with the client
- 4.2 Identify and record effects of previous treatment
- 4.3 Review the previous treatment plan
- 4.4 Evaluate the need for ongoing and/or additional treatment
- 4.5 Negotiate changes to the treatment plan with the client to ensure optimal outcomes

Required Skills and Knowledge**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:

- Best practice reflexology principles
- Fundamental structure and function of anatomical systems
- Legal and regulatory implications to treatment
- Possible reactions and contraindications to treatment
- The history, philosophies and beliefs of reflexology
- Understanding of anatomy and physiology in relation to a reflexology framework
- Understanding of the fundamental principles of biomechanics

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:

- Apply commonly used treatment techniques listed under the range of variables
- Communicate effectively with clients
- Demonstrate and provide reflexology plan for self help for client
- Ensure that all treatment/care delivered is consistent with legislative and regulatory requirements
- Gather and interpret information through the tactile senses
- Identify prominent bones/structure, muscles, ligaments and tendons of the feet through palpation
- Incorporate the philosophies and beliefs of a reflexology framework into treatment
- Manage time throughout consultation and treatment
- Prepare client for treatment according to reflexology principles
- Provide treatment according to the individual, condition and the presence of complicating factors
- Provide treatment and record client responses
- Suggest alternative health care professionals when a case is outside of practitioner's competence

REQUIRED SKILLS AND KNOWLEDGE

- Use equipment and resources competently and safely

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 competency units:

- HLTCOM404C Communicate effectively with clients
- HLTFA311A Apply first aid
- HLTHIR301C Communicate and work effectively in health
- HLTIN301C Comply with infection control policies and procedures
- HLTWHS300B Contribute to WHS processes

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.

Factors which interfere with the effectiveness of treatment may include:

- Medical treatment being undertaken
- Client's physical and psychological readiness and/or wellness
- Cultural factors
- Contraindications to treatment
- Post reflexology activity

RANGE STATEMENT

Mode of administration may include:

- Use of oils, creams, lotion, talcum powder, 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 specified positioning of client
- Requirements of finishing techniques

Reaction and responses during a session may include:

- Discomfort
- Emotional reactions
- feedback - verbal, tactile, visual
- Muscular spasms
- Body temperature discomfort
- Deep relaxation
- Alleviation of presenting symptoms

Reaction and response following a session may include:

- Feeling of wellbeing
- Relief of symptoms
- Increased urination
- Slight headache, nausea, malaise
- Increased bowel symptoms
- Temporary exacerbation of symptoms
- Increased energy
- Improved sleep

RANGE STATEMENT

Practitioner responses to reactions may include:

- Adjusting treatment accordingly
- Seeking appropriate expertise
- Discussing reactions with the client
- Adherence to clinic guidelines for response to accidents and emergencies
- Use of first aid procedures according to a St Johns, Australian Red Cross or other appropriate first aid training
- Maintaining a senior First Aid Certificate which is renewed every three years
- Accessing local emergency services

Consent to treatment refers to:

- Understanding of what is involved in reflexology treatment according to the principles of a reflexology framework
- informed consent according to local and national regulations and legal guidelines

Relaxation techniques:

Must include:

- Stroking and effleurage techniques
- Friction light and deep
- Holding
- Breathing
- Knuckling
- Rotation and loosening
- Stretching
- Kneading
- Twisting and wringing
- Diaphragm relaxer
- Spinal twist
- Toe rotation

And **may** include:

- Breathing
- Percussion
- Knuckling

RANGE STATEMENT

Reflexology techniques:

Must include:

- Thumb and finger walking
- Microrotation with thumbs and fingers
- Sedating light or deep
- Hook in and back up
- Palpating

And **may** include:

- Knuckling
- Sweeping
- Rocking
- Holding/balancing
- Sliding

Holding and supporting the foot may mean:

- Holding hand may act as an adjunctive to working hand for support
- Holding hand to create taut or soft surface over which techniques are applied
- Holding hand to adjust angle of foot for support
- Holding hand to provide maximum client comfort and security

Leverage may mean:

- Thumbs and fingers of working hand provide pressure in opposition to each other
- Heels of hands may provide leverage for working fingers

Pressure may mean:

- Light pressure is utilised for the elderly, infants or debilitated
- Light pressure is utilised for poor tissue condition
- Light pressure is utilised over surface vein areas
- Light pressure is utilised over acutely sensitive areas
- Average to heavy pressure may be utilised according to client health and comfort
- Client comfort to be given highest priority when applying pressure

RANGE STATEMENT

Specific techniques may mean

- Techniques as appropriate to specific reflexology

Reflexology worked on both feet according to body systems or sequence may mean:

- Both feet are completely worked for maximum effect
- Specific attention is given to particular reflexology areas in relation to client's state of well being
- Feet may be worked in relation to body systems
- Feet may be worked one at a time

Length of session time as appropriate to client may mean:

- A general session of reflexology may be of one hour's duration or more
- Shorter sessions are appropriate for the elderly, infants and the very debilitated
- Shorter sessions may also be appropriate for acute situations, daily maintenance and for sessions delivered at the workplace
- Sessions longer than one hour may be appropriate according to the client's health and needs and/or the combination of techniques applied

Advise and resource the client refers to::

- Providing relevant literature or information materials
- Referring client to other information sources
- Providing and demonstrating plan of self reflexology treatment for client
- Suggestion of referrals to other health professions

Unit Sector(s)

Not Applicable