



Australian Government

Department of Education, Employment and Workplace Relations

HLTREM512B Provide remedial massage treatments within a corporate setting

Release: 1

HLTREM512B Provide remedial massage treatments within a corporate setting

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to administer remedial massage treatments within a corporate environment

Application of the Unit

Application

This unit may apply to work in massage 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. Identify common musculoskeletal injuries and associated treatment procedures

- 1.1 Identify and describe common work related musculoskeletal injuries and their causes
- 1.2 Explain and describe *industry standard massage therapy principles* regarding procedures and/or approaches for treating *common musculoskeletal injuries* in the workplace
- 1.3 Identify massage therapy procedures useful and/or appropriate for application in the workplace

2. Provide massage programs within a corporate environment

- 2.1 Build and maintain a relationship of trust with the corporate client, with active promotion of and strict adherence to confidentiality.
- 2.2 Develop a *program* to suit corporate client
- 2.3 Ensure consent for treatment from individual clients
- 2.4 Undertake monitoring of individual client health in line with agreement with corporate client

ELEMENT**PERFORMANCE CRITERIA**

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|--|---|
| 3. Treat common musculoskeletal injuries | <p>3.1 Develop a <i>treatment package</i> incorporating massage techniques and/or massage therapy techniques to treat <i>common musculoskeletal injuries</i> in the workplace</p> <p>3.2 Implement a <i>treatment package</i> through the <i>integration of various techniques</i></p> <p>3.3 Recommend changes to the workplace and work practices which cause musculoskeletal stress</p> <p>3.4 Establish, explain, clarify and instigate <i>self-management programs</i> with the <i>client</i></p> <p>3.5 Establish, explain, clarify and instigate <i>rehabilitation programs</i> with the <i>client</i></p> <p>3.6 Refer <i>client to other health professionals</i> in relation to areas/aspects in which the therapist is not currently competent</p> |
| 4. Provide support packages for individual clients | <p>4.1 Establish, explain, clarify and <i>instigate self-management programs</i> with the <i>client</i></p> <p>4.2 Advise <i>client</i> and teach relevant <i>self massage techniques</i> to assist in <i>self management programs</i></p> <p>4.3 Explain and discuss <i>contraindications for massage</i> with <i>client</i></p> <p>4.4 Advise client on <i>rehabilitation programs</i></p> |
| 5. Market/promote corporate massage | <p>5.1 Identify potential appropriate <i>promotional activities</i></p> <p>5.2 Plan promotional activities to the needs of the organisation</p> <p>5.3 Ensure timelines and costs for promotion of activities are realistic and consistent with budget resources</p> <p>5.4 Establish relationships with targeted groups in a manner which enhances the positive image of the service</p> <p>5.5 Use networks to assist in the promotion of service</p> |
| 6. Evaluate services/treatment | <p>6.1 Question individual clients to ascertain their level of comfort and compliance with the treatment</p> <p>6.2 Ascertain degree of improvement or changes in condition of clients and compare with expectations of the corporate client</p> <p>6.3 Provide clients with clear information about their level of improvement</p> |

ELEMENT**PERFORMANCE CRITERIA**

- 6.4 Assess and review treatment as required
- 6.5 Document progress according to requirements
- 6.6 In conjunction with corporate client evaluate impact of ongoing treatment in relation to the physical, mental and emotional condition and behaviour in the workplace
- 6.7 Encourage individual clients to maintain their health by active involvement in their treatment and ongoing health care
- 6.8 Consult with other treatment practitioners as necessary and appropriate
- 6.9 Refer to other health professionals if condition deteriorates

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:

- Common workplace musculoskeletal injuries
- Health care regarding transport of portable tables, seated chairs etc
- Impact of workplace practices on the musculoskeletal system
- Massage therapy techniques and modalities to provide a comprehensive massage treatment package for corporate clients
- OHS as it relates to a range of workplaces
- Relevant human anatomy and physiology
- Relevant nutrition for the general well-being of clients
- Relevant pathology/symptomology
- Risks associated with the provision of massage services in a corporate environment
- Understanding of the corporate environment and where massage programs may fit into this environment

REQUIRED SKILLS AND KNOWLEDGE

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 knowledge and appropriate techniques to:
 - assess injuries
 - develop a treatment package incorporating packaging of advanced massage techniques and/or massage therapy techniques to treat common injuries
 - establish, explain, clarify and instigate self-management programs
 - identify common workplace practices that impact on the musculoskeletal system
 - implement a treatment package through the integration of various techniques and modalities
- Accurately record information
- Communicate effectively to gain required information Comprehensive ability to apply tactile techniques
- Comprehensive ability to gather and interpret information through the tactile senses
- Convey and interpret information

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Essential skills:

- Communicate with a range of individual clients including:
 - corporate clients
 - individual clients
 - clients from different cultural and linguistic backgrounds
 - Aboriginal and Torres Strait Islander people
- Demonstrate communicate skills including the ability to:
 - address issues/complaints
 - awareness of time management requirements during consultation
 - communicate effectively to gain required information
 - resolve conflicts
- Design an advanced treatment plan and describe its progressions
- Develop and implement treatment plans to achieve optimal health, rehabilitation, or to improve quality of life which involve:
 - compressive techniques including digital ischemic pressure
 - deep tissue massage techniques
 - demonstration of the application of all of the techniques listed under the range of variables:

REQUIRED SKILLS AND KNOWLEDGE

- effleurage including cross over stroke, longitudinal stroking, gliding techniques
- friction techniques
- manual lymphatic drainage
- mobilising techniques
- myofascial release
- passive joint movement techniques
- passive soft tissue movement
- percussion techniques
- petrissage/kneading
- proprioceptive neuromuscular facilitation
- stretching techniques
- temperature therapy
- treatment of a range of conditions/disease states
- trigger point release techniques
- vibration
- Palpate and identify all bones/structures and muscle groups available to palpation
- Use adequate numeracy and literacy skills

Evidence Guide

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)
- 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

EVIDENCE GUIDE

as closely as possible

- Assessment may contain both theoretical and practical components and examples covering a range of clinical situations
- 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

- 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

- Context of and specific resources for assessment:*
- Massage therapy facilities
 - Massage therapy equipment

EVIDENCE GUIDE

Method of assessment

- Observation in the work place (if possible)
- 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.
- 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

Related units:

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

- HLTAP501B Analyse health information
- HLTREM502C Provide remedial massage treatment
- HLTREM503C Plan the remedial massage treatment strategy
- HLTREM504C Apply remedial massage assessment framework
- HLTREM505C Perform remedial massage health assessment
- HLTREM510C Provide specialised massage treatment

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

Clients may include:

- Corporate organisations and companies
- Individual clients who may be:
- are usually committed and self-motivated to return
 - female or male
 - with or without a disability or special needs
 - with or without social disadvantage
 - and/or from minority ethnic and cultural groups

Common musculoskeletal injuries may include but are not limited to:

- Bones
- Fracture
- Periosteal contusion
- Overuse
- Stress fracture
- 'Bone strain', 'stress reaction'
- Osteitis/periostitis
- Apophysitis
- Articular cartilage
- Overuse
- Chondropathy, eg, softening, fibrillation, fissuring, chondromalacia
- Dislocation
- Subluxation
- Overuse
- Synovitis
- Osteoarthritis
- Ligament
- Muscle
- Tendon
- Bursa
- Nerve
- Skin
- Normal muscle imbalances
- Tendinopathies
- Strain sprain
- Headaches

RANGE STATEMENT

Contraindications for massage may include:

- Massage therapists are not expected to diagnose any conditions but must be able to recognise the indications and contraindications of conditions
- Massage is contraindicated in all infectious diseases suggested by fever, nausea and lethargy until a diagnosis is received and recommended by a medical practitioner
- Always refer for diagnosis when symptoms do not have a logical explanation
- Indications for referral include
 - pain, local, sharp, dull, achy, deep, surface
 - fatigue
 - inflammation
 - lumps and tissue changes
 - rashes and changes in the skin
 - edema
 - mood alterations, eg, depression, anxiety
 - infection
 - changes in habits such as appetite elimination or sleep
 - bleeding and bruising
 - nausea, vomiting or diarrhoea
 - temperature, hot or cold
- Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected
 - anterior triangle of the neck
 - posterior triangle of the neck
 - axillary area
 - area of the sternal notch and anterior throat
 - twelfth rib dorsal body
 - sciatic notch
 - inguinal triangle
 - popliteal fossa

RANGE STATEMENT

Massage techniques may include: To be performed in a variety of positions, ie, standing, seated, prone, supine and side recumbent lying, and through clothing as well as conventional table massage. These include but are not limited to:

- Passive joint movement techniques
 - joints are moved through their range of movement, ie to the point of mild tissue resistance
- Passive soft tissue movement
 - technique is applied with palmer surfaces of the hand, heel of hand and/or fingers
 - jostling:
 - shaking of the muscle from origin to insertion
- Gliding techniques
 - effleurage:
 - broad superficial strokes using the entire palm surface of the hands to cover large surface areas of the body
- Longitudinal stroking:
 - deep gliding movement is applied in the direction of the muscle fibres through focal pressure using any of the following; fingers, palm, heel of hands, forearm and/or knuckles
 - transverse gliding
 - cross over stroke:
 - pulling and pushing of the tissue using the hands in a criss-cross manner
- Kneading/petrissage
 - technique is applied with palm surface of the hand, heel of hand and/or fingers
 - soft tissue is mobilised with rhythmical circular rolling, squeezing or pulling movements
- Friction techniques
 - superficial tissue is moved over an underlying structure in circular, longitudinal or transverse directions
 - deep repetitive movements of short amplitude are applied usually with thumbs, fingers and knuckles
 - friction techniques are believed to be beneficial in releasing adherent/scar tissue

continued ...

RANGE STATEMENT

Massage techniques (contd):

- Compressive techniques
 - digital pressure
 - compression: successive and rapid pressure, ie a series of short duration compressions, is applied to soft tissue between two structures, ie underlying bone structures and therapist's hand, or hand to hand
- Percussion: cupping, tapping, hacking, pummelling and flicking are applied rhythmically using the hands
- Temperature therapy
 - conduction, eg heat packs and immersion baths
 - friction
- Topical applications
- Deep tissue massage techniques
- Myofascial release: techniques conducted on superficial and/or deep tissues to:
 - lengthen tissue
 - reduce adhesions
 - increase range of movement
 - decrease compartment pressure
 - restore elasticity
- Manual lymphatic drainage
- Trigger point release techniques: apply digital ischemic pressure and/or apply stretching after treatment. It incorporates:
 - ischemic pressure
 - stretching
- Stretching techniques:
 - static stretching
 - dynamic stretching
- Proprioceptive neuromuscular facilitation stretching: contract-relax and hold-relax

RANGE STATEMENT

Programs may include the following:

- Aim/purpose/outcomes of program
- Frequency of visits
- Number of individual clients
- Time allocated to individual clients
- Cost and payment
- Referral mechanisms
- Confidentiality processes
- Promotion to individual clients
- Reporting and evaluation mechanisms

Industry standard massage therapy principles may include:

- Relevant national, state/territory or local massage therapy organisations' and/or associations' Code of Ethics or Code of Conduct documents/policies, regulations and guidelines
- Relevant national, state/territory or local government regulations and guidelines
- Accepted preventative practices adopted by self or peers to minimise safety hazards and risks in the same or similar situations
- Current and past good practice demonstrated by self or peers in the same or similar situation

Other health professionals may include:

- Practitioners who can competently make assessments regarding conditions that may potentially be complicated by the application of massage techniques
- Medical practitioners
- Physiotherapists
- Chiropractors
- Osteopaths
- Other massage therapists with current competencies in modalities outside the scope of the practitioner, eg, specialising in oriental modalities
- Naturopaths/homeopath therapists
- Podiatrists
- Yoga/relaxation/tai chi instructors
- Dentists
- Exercise therapists
- Acupuncturists

RANGE STATEMENT

Self-management program may include

- Assisting the client in areas such as:
 - activities or tasks to avoid
 - self stretches or simple exercises
 - simple temperature therapy techniques
 - self-massage techniques
 - workplace activities

Promotional activities may include:

- Media announcements
- Employee functions
- Client functions
- Product launches
- Advertisements
- Web pages

Unit Sector(s)

Not Applicable