



**Australian Government**

# **SHBBBOS002 Provide body massages**

**Release: 1**

## SHBBBOS002 Provide body massages

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to provide full body relaxation massages.

It requires the ability to establish priorities with clients, synthesise knowledge of anatomy and physiology and lifestyle factors to design body massage routines, and provide advice on body products and protection from environmental damage. Body massage can be a single treatment or form part of a series of treatments.

This unit applies to beauty therapists who work in beauty salons, massage clinics and spas. In this environment they work as part of a team but make independent treatment decisions.

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

### Pre-requisite Unit

Nil

### Competency Field

Body Services

### Unit Sector

Beauty

### Elements and Performance Criteria

#### ELEMENTS

Elements describe the essential outcomes.

#### PERFORMANCE CRITERIA

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

1. Establish client priorities.
  - 1.1 Access and review client treatment plan if available.
  - 1.2 Discuss body massage requirements and lifestyle factors with client to identify treatment priorities.
  - 1.3 Identify client skin, contraindications, and possible adverse reactions and discuss with client.
  - 1.4 Refer client to appropriate professional as required.
  - 1.5 Review client medical history, medications and obtain medical approval prior to treatment as required.
2. Design and recommend massage.
  - 2.1 Design proposed treatment for a single or series of treatments and discuss benefits and potential adverse effects with client.
  - 2.2 Explain recommendations for duration, frequency and cost of body massages to client.
  - 2.3 Modify treatment plan, record updates and obtain client consent.
3. Prepare for body massage treatment.
  - 3.1 Check readiness of treatment area and availability of equipment.
  - 3.2 Prepare client and select massage products based on agreed treatment plan.
  - 3.3 Use energy, water, products and other resources efficiently during preparation and subsequent treatment process.
4. Provide body massages.
  - 4.1 Position self and client to minimise fatigue and risk of injury.
  - 4.2 Apply massage medium, movements and techniques according to treatment plan.
  - 4.3 Vary massage routine to suit treatment objectives and client reactions.
  - 4.4 Ensure client comfort and modesty throughout treatment.
  - 4.5 Allow post treatment recovery time in a relaxing environment.
5. Review massage and provide body care advice.
  - 5.1 Evaluate body massage treatment with client.
  - 5.2 Record outcomes of treatment on client treatment plan.
  - 5.3 Review current body skin care regimen and make recommendations to support client objectives.
  - 5.4 Manage client expectations of potential outcomes.
  - 5.5 Recommend home care, lifestyle changes, products and future treatments.
  - 5.6 Update treatment plan and rebook client as required.

6. Clean treatment area.
- 6.1 Remove used linen and clean surfaces and equipment according to organisational policies and procedures.
  - 6.2 Restock equipment and products in preparation for next treatment.
  - 6.3 Dispose of general waste to minimise negative environmental impacts according to organisational policies and procedures.

## 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.

| Skill                         | Description                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"><li>interpret and follow manufacturer instructions and safety data sheets for dilution, handling and disposal of cleaning products</li><li>source and interpret credible information from:<ul style="list-style-type: none"><li>anatomy and physiology publications</li><li>anatomical charts and models.</li></ul></li></ul> |
| Writing skills to:            | <ul style="list-style-type: none"><li>record treatment using basic anatomy and physiology terminology to describe body areas and anatomical positions.</li></ul>                                                                                                                                                                                                |
| Oral communication skills to: | <ul style="list-style-type: none"><li>use open and closed probe questions to clarify and confirm client requirements</li><li>select and use appropriate terminology in consultations with clients</li><li>protect confidentiality of client information by ensuring that other clients and colleagues do not overhear discussions.</li></ul>                    |
| Numeracy skills to:           | <ul style="list-style-type: none"><li>calculate treatment price and timing.</li></ul>                                                                                                                                                                                                                                                                           |
| Technology skills to:         | <ul style="list-style-type: none"><li>access credible online publications and resources that build knowledge for providing advice to clients</li><li>use client software to update client notes, rebook future treatments, and record stock data and product purchases.</li></ul>                                                                               |

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

# Assessment Requirements for SHBBBOS002 Provide body massages

## 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:

- provide six appropriate and safe body massages to clients of differing height, weight and age suitable for the established client treatment plan
- explain to client effects and benefits of body massage on anatomy and physiology of the following body systems:
  - articular and skeletal
  - circulatory and lymphatic
  - endocrine
  - integumentary
  - muscular and nervous
  - respiratory
- provide massage to treat each of the following areas as appropriate to the above clients:
  - abdomen
  - arms
  - back
  - décolletage
  - feet
  - hands
  - legs
  - neck
- design and provide treatment routines that demonstrate appropriate selection, application and combination of the following massage movements:
  - effleurage
  - friction
  - petrissage
  - tapotement
  - vibration
  - gentle, passive movement and appropriate massage techniques:
    - repetition
    - rhythm
    - variation

- design, record and update treatment plans using correct anatomy and physiology terminology and specifying details of:
  - client feedback
  - contraindications and conditions
  - products used
  - massage techniques and movements
  - outcomes of previous and current treatment
  - post treatment lifestyle and product advice
  - treatment duration, areas treated and areas not treated
  - treatment objectives
  - recommended future treatments
- design a series of four progressive treatments for three of the clients to address ongoing needs of each client
- identify major bones and superficial muscles by light palpation
- recognise contraindications, skin diseases and disorders relevant to body massage as listed in Knowledge Evidence
- present self, according to organisational policy
- comply with health and hygiene regulations and requirements
- clean, prepare and maintain treatment area according to organisational policy.

## Knowledge Evidence

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

- state, territory, and local health and hygiene regulations and requirements relevant to providing body massages
- organisational policies and procedures relevant to providing body massages:
  - client record management
  - equipment use and maintenance
  - incident reporting
  - linen use and laundry procedures
  - personal hygiene and presentation
  - presentation of treatment area
  - waste disposal
  - work health and safety
- legal and insurance liabilities and responsibilities regarding treatments
- scope of practice:
  - when to refer clients to other practitioners
  - role of complementary therapist and medical practitioner
- factors likely to affect suitability of body massage for client needs:
  - budgetary and time constraints

- outcomes of previous treatments
- physical attributes
- effects, benefits and application of each type of massage movement and technique, as listed in the Performance Evidence.
- effects and benefits of massage on body systems:
  - articular and skeletal
  - circulatory and lymphatic
  - endocrine
  - integumentary
  - muscular and nervous
- anatomical position terminology in relation to body massage:
  - anterior and posterior
  - deep and superficial
  - distal and proximal
  - inferior and superior
  - lateral and medial
- interdependence of body systems and their relationship to massage
  - skeletal, muscular and nervous systems and relationship to body movement
  - nervous system and its relationship to skin sensations
  - lymphatic and circulatory systems
- classification of joints and types and ranges of motion
- position of major bones
- position and action of superficial muscles in relation to body massage
- common disorders of the following body systems and their relationship to body massage:
  - circulatory and blood borne
  - lymphatic
  - endocrine
  - muscular
  - nervous
  - articular and skeletal
- gross skin anatomy and physiology and differences in skin depending on body location
- skin as a sense organ:
  - process of nerve conduction
  - stimuli and skin receptors
  - systems and pathways of sensory and motor neuronal conduction
  - variations in sensory perception and its relationship to body massage
- contraindications that prevent treatment or require clearance from a medical professional to proceed and relationship to body massage:
  - bacterial, fungal, parasitic and viral infections
  - cancer

- clients under the influence of alcohol or drugs
- clients with symptoms of infectious disease:
  - fever
- extreme fatigue
- extremes of body temperature
- localised fractures
- pain that is chronic or does not have a logical explanation:
  - local
  - sharp
  - dull
  - deep
  - surface
- contraindications that restrict treatment and appropriate modifications to massage:
  - allergies
  - areas exhibiting loss of tactile sensation
  - asthma
  - fragile skin
  - inflammation
  - lumps and tissue changes
  - rashes
  - recent chemical peels, epilation, Intense Pulsed Light, laser or microdermabrasion treatment
  - recent scar tissue
  - severe oedema
  - skin trauma
  - sprains
- appearance and limitations of body massage in skin disorders and diseases:
  - dermatitis and eczema
  - ichthyosis
  - lupus erythematosus
  - scleroderma
  - skin tumours
  - urticaria
- physiology of adverse reactions to body massage and appropriate remedial action:
  - allergy to products
  - bruising
  - dizziness
  - emotional release
  - erythema
  - joint sounds

- headaches
- muscle spasms
- pain or discomfort
- skin blemishes
- lifestyle factors and benefits of lifestyle changes:
  - alcohol consumption
  - exercise routine
  - hobbies
  - tobacco consumption
  - type of employment
- sustainable operating procedures for the conservation of product, water and power
- effects and benefits of aftercare advice, products and treatments relevant to body massages.

## Assessment Conditions

Skills must be demonstrated in a beauty industry environment; this can be:

- a beauty industry workplace or
- a simulated beauty workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients, both new and regular, with different body massage requirements, who have the expectation that the services provided reflect those of a commercial business
- hand washing facilities:
  - basin
  - hot and cold running water
  - liquid soap
  - single use towels or hand dryer
- relevant workplace documentation:
  - blank client records
  - organisational policies and procedures relevant to providing body massages
  - safety data sheets for cleaning products.

Assessment must ensure use of:

- cleaning and disinfection products and equipment
- client gowns and hair protectors
- individual work station consisting of:
  - adjustable treatment table with safe working access at both ends and sides
- massage oils or creams or powder

- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- provide body massage treatments within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors and:

- hold a qualification as a beautician or beauty therapist
- have worked as a beauty therapist for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

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