



Australian Government

SHBBBOS010 Use reflexology relaxation techniques in beauty treatments

Release: 1

SHBBBOS010 Use reflexology relaxation techniques in beauty treatments

Modification History

Supersedes and is not equivalent to SHBBBOS005 Use reflexology relaxation techniques in beauty treatments.

Application

This unit describes the performance outcomes, skills and knowledge required to provide relaxation treatments using reflexology techniques.

It requires the ability to consult with clients, select products and techniques, and provide manual reflexology relaxation according to client needs and agreed treatment plan. Reflexology can be an individual treatment, or form part of a series of treatments.

This unit applies to beauty and spa therapists who work in beauty salons, massage clinics and spas. In this environment they work in a team but make independent treatment decisions. They have knowledge of reflexology relaxation 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, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Unit Code	Unit Title
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy
SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context

Competency Field

Body Services

Unit Sector

Beauty

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Establish client priorities.

2. Prepare for reflexology treatment.

3. Provide reflexology treatment.

PERFORMANCE CRITERIA

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

- 1.1. Access and review client treatment plan if available.
- 1.2. Discuss treatment requirements with client.
- 1.3. Identify contraindications to treatment, and refer client to appropriate professional as required.
- 1.4. Explain principles of reflexology, treatment sequence and factors that may restrict treatment.
- 1.5. Confirm revised treatment plan, record updates and obtain client consent.

- 2.1. Clean and prepare treatment area according to organisational procedures.
- 2.2. Present self, according to organisational policy.
- 2.3. Use energy, water and other resources efficiently during preparation and subsequent treatment process.
- 2.4. Prepare client and select treatment products.
- 2.5. Comply with health and hygiene regulations and requirements.

- 3.1. Drape client for warmth, with feet and hands exposed as required.
- 3.2. Ensure client comfort and modesty throughout treatment.
- 3.3. Select, apply and sequence reflexology relaxation techniques according to treatment plan.
- 3.4. Use leverage and pressure to apply reflexology techniques while holding and supporting the foot adequately.
- 3.5. Work on reflexology points of both feet according to treatment plan.
- 3.6. Monitor client reactions and adjust reflexology technique and duration as required.
- 3.7. Allow post treatment recovery time in a relaxing environment.

4. Review treatment and provide post treatment advice.
 - 4.1. Evaluate treatment with client.
 - 4.2. Record outcomes of treatment on client treatment plan.
 - 4.3. Provide aftercare advice and recommend products and future treatments.
 - 4.4. Update treatment plan and records and rebook client as required.
5. Clean treatment area.
 - 5.1. Remove used towels and gown, and clean treatment area and surfaces according to organisational policies and procedures.
 - 5.2. Replenish treatment area for next treatment.
 - 5.3. 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.

SKILLS	DESCRIPTION
Writing skills to:	record treatment using accurate terminology for conditions and treatment.
Oral communication skills to:	select and use appropriate terminology in consultations with clients.
Numeracy skills to:	calculate treatment cost and timing.
Teamwork skills to:	use client software to update client notes, rebook future treatments, record stock data and product purchases.

Unit Mapping Information

Supersedes and is not equivalent to SHBBBOS005 Use reflexology relaxation techniques in beauty treatments.

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 SHBBBOS010 Use reflexology relaxation techniques in beauty treatments

Modification History

Supersedes and is not equivalent to SHBBBOS005 Use reflexology relaxation techniques in beauty treatments.

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 five safe and appropriate reflexology relaxation techniques to different clients suitable for the established client treatment objectives
- maintain treatment plans and records for each of the above clients specifying the details of:
 - client feedback
 - contraindications
 - products used
 - outcomes of previous and current treatment
 - post treatment information and advice provided
 - products used
 - reflexology relaxation techniques applied
 - relevant medical history and medications
 - treatment duration, areas treated and areas not treated
 - treatment objectives
- for the above clients design and provide treatment routines that demonstrate appropriate selection, application and combination of the following reflexology relaxation techniques:
 - breathing
 - diaphragm relaxer
 - holding
 - kneading
 - knuckling
 - light and deep friction
 - rotation and loosening
 - spinal twist
 - stretching
 - stroking and effleurage techniques
 - toe rotation
 - twisting and wringing
 - pressure techniques:

- light
- average
- heavy
- leverage techniques using:
 - fingers
 - heels of hands
 - thumbs
- apply reflexology relaxation techniques to work reflexology points on both feet
- identify major bones, muscles, ligaments and tendons of the feet through light palpation.

Knowledge Evidence

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

- state or territory and local health and hygiene regulations and requirements relevant to reflexology treatments
- organisational policies and procedures relevant to reflexology treatments:
 - client record management
 - equipment and product 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
 - importance of not stating a diagnosis of a contraindication
 - limitations to reflexology
- history, philosophies and beliefs of reflexology
- relationship between muscles and organs to reflexology zones
- factors that interfere with the effectiveness of reflexology treatment
- contraindications which prevent treatment being undertaken or require clearance from a medical practitioner to proceed:
 - bacterial, fungal, parasitic and viral infections
 - cancer
 - clients with symptoms of infectious disease
 - contagious skin diseases
 - heart diseases and disorders
 - extreme fatigue

- extremes of body temperature
- pregnancy
- localised contraindications that restrict reflexology relaxation treatment and appropriate modifications:
 - blisters, corns and calluses
 - broken bones
 - bruising
 - cuts
 - inflammation
 - lesions
 - lumps and tissue changes
 - medical treatments being undertaken
 - sprains
 - rashes
 - recent scar tissue
 - severe oedema
 - skin trauma
- principles of reflexology:
 - body zones
 - reflex areas
 - pressure points
- reactions to relaxation reflexology and appropriate remedial action:
 - discomfort
 - emotional reactions
 - verbal, visual and tactile feedback
 - muscular spasms
 - body temperature discomfort
 - alleviation of presenting symptoms
- possible post treatment adverse effects:
 - cold-like symptoms due to detoxification
 - disturbed sleep
 - headaches
 - increased urination and bowel movements
- sustainable operating procedures for the conservation of product, water and power
- aftercare advice, products and future treatments to maintain client treatment objectives.

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 with different reflexology 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 reflexology treatments
 - product instructions and safety data sheets.

Assessment must ensure use of:

- adjustable massage table or chair with safe working access at both ends and sides
- cleaning and disinfection products and equipment
- client gown
- treatment towels or linen, or disposable linen.

Assessment activities that allow the individual to:

- provide relaxation reflexology 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 Organisations' requirements for assessors and:

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

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