



Australian Government

Department of Education, Employment and Workplace Relations

SIBBSPA505A Provide Indian head massage for relaxation

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide Indian head massage as part of a spa program.

Application of the Unit

Day spas, destination spas and beauty salons may offer Indian head massage as a specialised relaxation treatment.

Beauty therapists providing Indian head massage, operate with some level of autonomy or under limited supervision.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Elements describe the essential outcomes of a unit of competency.

- 1 Consult with client and plan the treatment.
- 2 Prepare for Indian head massage.
- 3 Provide Indian head massage.
- 4 Review treatment and provide post-treatment advice.

Performance Criteria

Performance criteria describe the achievement of the element. Where information is detailed in the range statement. Assessment of evidence guide.

- 1.1 **Consult** in a polite and friendly manner to manage client expectations.
- 1.2 Encourage client to ask questions.
- 1.3 Explain **Indian head massage** and how it would meet client needs.
- 1.4 Identify **client's relevant medical history**, condition and **lifestyle**.
- 1.5 Identify relevant contraindications and refer to an appropriate professional if necessary.
- 1.6 Record, explain and confirm the treatment plan.
- 2.1 Prepare work environment to ensure safety and comfort.
- 2.2 Ensure that **environmental conditions** are suitable for treatment.
- 2.3 Help client into a comfortable position for treatment.
- 2.4 Ensure own posture and position of client are safe for self and client.
- 2.5 Select appropriate **massage techniques** to meet intended outcomes.
- 3.1 Help client to maintain an upright position to ensure client safety throughout treatment.
- 3.2 Ensure client modesty and privacy.
- 3.3 Apply **massage techniques** to achieve intended outcomes.
- 3.4 Vary massage pressures and directions.
- 3.5 Ensure massage movements are appropriate.
- 3.6 Recognise **adverse reactions** and take prompt remedial action.
- 3.7 Ensure treatment stages are completed within time frames.
- 3.8 Monitor client following treatment and refer to workplace procedures.
- 4.1 Confirm client satisfaction with treatment.
- 4.2 Offer **future treatment advice** and recommendations.
- 4.3 Advise client on **recommended** self-care.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- interpersonal and communication skills to:
 - develop rapport with clients when conveying service and product advice
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
 - explain the features, benefits and application processes of Indian head massage
- technical skills to:
 - monitor client comfort and wellbeing at regular intervals
 - safely perform and sequence Indian head massage techniques to meet client needs
 - respond to contraindications and adverse effects
- literacy skills to read, comprehend and update treatment plans, relevant workplace documents and treatment information
- numeracy skills to comprehend and achieve workplace treatment time frames
- critical thinking skills to evaluate outcomes of Indian head massage and recommend further treatments.

Required knowledge

The following knowledge must be assessed as part of this unit:

- history, origins and traditions of Indian head massage
- basics of Ayurveda and Ayurvedic bodywork
- anatomy and physiology of the:
 - body and body structures as they relate to Indian head massage
 - skin and skin structures as they relate to Indian head massage
- classifications of massage techniques and the effects of massage on clients
- how to apply and adapt massage to meet client needs
- why effective client breathing is necessary before starting the treatment
- what constitutes a contra-action, for example:
 - tiredness
 - heightened emotional state
- course of action in the event of a contra-action occurring during treatment
- reasons for recording contra-actions
- workplace service time frames for Indian head massage treatments
- post-treatment recommendations to clients, such as food and drink intake
- benefits of continuous treatments

- principles of body, mind and spiritual wellness
- properties and benefits of carrier oils used in Indian head massage treatments, such as sweet almond, sesame, coconut and olive
- how the operator's own breathing techniques can enhance the effectiveness of the treatment process by maintaining stamina and concentration
- principles and practice of Marma (pressure) point application
- principles and practices of the seven primary chakra areas in relation to Indian head massage treatment.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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

Evidence of the following is essential:

- interacting with clients in a polite and friendly manner
- planning treatments to meet client needs
- safely performing Indian head massage according to the range statement and within workplace service time frames
- recognising and managing contraindications and adverse effects
- providing treatment and post-treatment advice.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- an environment, which includes as a minimum:
 - individual treatment spaces
 - adjustable massage chair or couch with safe working access for operator and equipment
 - appropriate supply of small towels
 - massage medium
- appropriate cleaning and disinfection products and equipment
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - manufacturer safety data sheets
 - workplace policies and procedures manuals
- range of clients seeking Indian head massage treatments.

For further guidance on the use of an appropriate

simulated environment, refer to the Assessment Guidelines in this Training Package.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the learner providing Indian head massage over sufficient time to demonstrate handling of a range of contingencies, including:
 - consulting clients and planning treatments
 - performing Indian head massage according to the range statement and within workplace service time frames
 - providing post-treatment advice
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of the required skills and knowledge of this unit
- completion of self-paced learning materials, including personal reflection and feedback from a trainer or supervisor
- third-party reports from experienced beauty therapists in the workplace.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBBSPA501A Work in a spa therapies framework
- SIBBSPA502A Plan spa programs
- SIBBSPA503A Provide spa therapies.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

- Consultation*** may include:
- questioning
 - visual examination
 - reviewing client records.
- Clients*** may include:
- new or regular clients with routine or special needs
 - female or male clients
 - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Indian head massage*** must include:
- shoulders
 - arms
 - neck
 - scalp
 - face.
- Treatment objectives*** may include:
- general feeling of wellbeing, calmness and relaxation for muscles
 - providing immediate relief of tension and fibrous adhesions, knots and nodules
 - providing relief from conditions, such as:
 - tension headaches
 - neck and shoulder stiffness
 - stress and anxiety
 - chronic depression
 - improved circulation and condition of the skin
 - nourished scalp, encouraging strong and healthy hair
 - improved joint mobility in the upper back and shoulders.
- Client's relevant medical history*** must include:
- existing medical conditions
 - previous medical conditions
 - medications.
- Contraindications*** may include:
- spondylitis and other severe bone inflammation
 - high temperature or fever
 - acute infectious disease
 - skin infections on the head, neck or shoulders

- recent haemorrhage
- recent head, shoulder or neck injury
- recent surgery
- severe circulatory disorder
- heart condition
- alcohol or drug abuse
- thrombosis or embolism
- very high or low blood pressure
- dysfunctions of the nervous system
- epilepsy
- diabetes
- recent scar tissue in the massage area
- severe bruising, open cuts or abrasions
- undiagnosed lumps, bumps or swellings
- severe allergies
- severe migraine or headaches
- scalp infections.

- Lifestyle*** may include:
- occupation
 - dietary and fluid intake
 - hobbies, interests and means of relaxation
 - exercise habits
 - smoking habits
 - sleep patterns.
- Treatment plan*** may include:
- lifestyle details
 - contraindications
 - relevant medical history and medications
 - outcomes of previous treatments
 - massage routine
 - product recommendations
 - recommendations for future treatments.
- Environmental conditions*** may include:
- lighting
 - heating
 - ventilation
 - music.
- Massage medium*** may include:
- carrier oils, such as:
 - sweet almond
 - sesame
 - coconut
 - olive.
- Massage techniques*** may include:
- petrissage
 - effleurage
 - tapotement
 - hacking
 - vibration
 - friction
 - Marma (pressure points).
- Parts of the body*** may include:
- head
 - neck
 - shoulders
 - upper back
 - arms
 - hands
 - primary chakra areas.
- Adverse reactions*** may include:
- dizziness
 - nausea
 - skin irritation
 - headache.
- Future treatment advice*** may
- frequency of future treatments

include:

Recommended actions and home care may include:

- other related treatments.
- suitable rest period
- food and drink intake
- stimulants, such as:
 - alcohol
 - smoking
- contra-actions
- hair and scalp care.

Unit Sector(s)

Beauty

Competency Field

Spa Services