

Federal Democratic Republic of Ethiopia
OCCUPATIONAL STANDARD



MESSAGE THERAPY
NTQF Level II, III and IV



Ministry of Education
June 2011

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standards (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title, NTQF level
- Unit code
- Unit title
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the occupation with all the key components of a Unit of Competence:

- chart with an overview of all Units of Competence for the respective level (Unit of Competence Chart) including the Unit Codes and Unit Titles
- contents of each Unit of Competence (competence standard)
- occupational map providing the technical and vocational education and training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

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UNIT OF COMPETENCE CHART

Occupational Standard: Massage Therapy

Occupational Code: HLT MST

NTQF Level IV

[HTH MST4 01 0611](#)

Perform Advanced First Aid and Accident Prevention

[HTH MST3 02 0711](#)

Perform Swedish Massage and Aromatherapy Assessment

[HTH MST3 03 0711](#)

Perform Swedish Massage Aromatherapy Treatment

[HTH MST4 04 0611](#)

Perform Northern and Southern Style Thai Massage Therapy Assessment

[HTH MST4 05 0611](#)

Perform Therapeutic Thai Massage (Northern and Southern Style) Treatment

[HTH MST4 06 0611](#)

Carry-out Reflexology Assessment

[HTH MST4 07 0611](#)

Plan for Massage Therapy Treatment

[HTH MST4 08 0611](#)

Plan and Review Reflexology Programs

[HTH MST4 09 0611](#)

Provide TaiJi-Qigong Exercises

[HTH MST4 10 0611](#)

Provide Reflexology Treatment

[HTH MST4 11 0611](#)

Assess Massage Therapy Treatments Contribution to Health

[HTH MST4 12 0611](#)

Monitor and Evaluate Massage Therapy Techniques Treatments

[HTH MST4 13 0611](#)

Handle/Develop Aromatherapy Products

[HTH MST4 14 0611](#)

Make Referrals to Other Health Care Professional When Appropriate

[HTH MST4 15 0611](#)

Work Effectively in Health Industry

[HLT MST4 16 0910](#)

Migrate to New Technology

[HLT MST4 18 0910](#)

Establish Quality Standards

[HLT MST4 19 0910](#)

Utilize Specialized Communication Skills

[HLT MST4 20 0910](#)

Develop Teams and Individuals

[HLT MST4 21 1012](#)

Manage Continuous Improvement System

NTQF Level III

[HTH MST3 01 0611](#)

Categorize and Apply Health Nutrition

[HTH MST3 02 0611](#)

Apply Massage Therapy Techniques Assessment Framework

[HTH MST3 03 0611](#)

Work within Massage Therapy Techniques Framework

[HTH MST3 04 0611](#)

Undertake Body and Sport Massage Treatment

[HTH MST3 05 0611](#)

Perform Clinical Swedish Massage and Aromatherapy Treatment

[HTH MST3 06 0111](#)

Provide Northern Style Thai Massage Treatment.

[HTH MST3 07 0611](#)

Carry out Remedial (Acu point) Massage Assessment

[HTH MST3 08 0611](#)

Carry out Remedial (Acu point) Massage Treatment

[HTH MST3 09 0611](#)

Perform TAI CHI Based Fitness Training for Health and Wellbeing

[HTH MST3 10 0611](#)

Apply Quality Control

[HTH MST3 11 0611](#)

Lead Small Team

[HTH MST3 12 0611](#)

Lead Workplace Communication

[HTH MST3 13 0611](#)

Improve Business Practice

[HTH MST3 14 1012](#)

Maintain Quality System and Continuous Improvement Processes (Kaizen)

NTQF Level II

[HLT MST2 01 0611](#)

Work within
Fundamental Aspects
of Massage Framework

[HLT MST2 02 0611](#)

Perform Minor
Massage Therapy
Assessment

[HLT MST2 03 0611](#)

Provide Relaxation
Swedish Massage
Treatment

[HLT MST2 04 0611](#)

Comply with Basic
Health Control Policies
and Procedures

[HLT MST2 05 0611](#)

Perform Basic First Aid
and Accident
Prevention

[HLT MST2 06 0611](#)

Demonstrate
Professional Ethics
and Responsibilities

[HLT MST2 07 0611](#)

Participate in
Workplace
Communication

[HLT MST2 08 0611](#)

Apply Quality
Standard

[HLT MST2 09 0611](#)

Work in Team
Environment

[HLT MST2 10 0611](#)

Demonstrate Work
Values

[HLT MST2 11 1012](#)

Apply Continuous
Improvement
Processes (Kaizen)

NTQF Level IV

Occupational Standard: Massage Therapy Level IV	
Unit Title	Perform Advanced First Aid and Accident Prevention
Unit Code	HTH MST4 01 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to recognize, provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical and/ or provision of support to other providers other assistance, and addresses the establishment and maintenance of facilities to enable or facilitate the provision of appropriate first aid in the workplace

Elements	Performance Criteria		
1. Establish a workplace first aid facility	<p>1.1 A first aid facility in the workplace is planned and implemented to address workplace and legislative requirements</p> <p>1.2 Potential workplace hazards are identified and associated risks are assessed as a basis for determining first aid resource requirements</p> <p>1.3 First aid equipment and resources required to address identified workplace requirements are identified and organized</p> <p>1.4 Personnel requirements are identified and arranged in line with legislative and workplace requirements</p> <p>1.5 Links with relevant first aid bodies and professional organizations are established and kept update to maintain currency in the field and for referral purposes</p> <p>1.6 Information in the workplace is accessed and provided to encourage risk minimization and facilitate access to first aid facilities as appropriate</p>		
2. Manage a workplace first aid facility	<p>2.1 Availability of adequate resources is monitored and maintained to support workplace first aid response</p> <p>2.2 Regular inspections of stock and equipment is conducted to ensure currency and operational readiness in line with workplace requirements</p> <p>2.3 Equipment is recovered and reprocessed and that waste is disposed of safely according to legislative and workplace procedures</p> <p>2.4 Equipment and resources are stored and maintained in line with relevant legislation and manufacturer's/supplier's instructions</p> <p>2.5 Contribution is made to the review of risks in the workplace and validation of organization policies and procedures relating to the provision of first aid</p>		
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	<p>2.6 Contribute to planning for response to major workplace incidents</p> <p>2.7 Deploy appropriate equipment, resources and personnel to ensure timely and effective first aid response in line with workplace requirements</p>		
3. Assess the situation	<p>3.1 Hazards that may pose a risk of injury or illness to self and others are identified, assessed and minimized</p> <p>3.2 Immediate risk to self and casualty's health and safety is minimized by controlling any hazard in accordance with occupational health and safety requirements</p> <p>3.3 Casualty is assessed and injuries, illnesses and conditions are identified accordingly</p> <p>3.4 Risks to first aider and others are assessed and appropriate response is determined to ensure prompt control of situation</p> <p>3.5 Need(s) for emergency services/medical assistance identified and prioritized and undertake triage where required</p> <p>3.6 Resources deployed to appropriate locations as required in line with workplace procedures</p>		
4. Apply identified first aid procedures	<p>4.1 Casualty in a caring is reassured in calm manner and made comfortable using available resources</p> <p>4.2 Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness</p> <p>4.3 Available resources and equipment are used to make the casualty as comfortable as possible</p> <p>4.4 The nature of casualty's injury/condition is determined and relevant first aid procedures are explained to provide comfort</p> <p>4.5 Consent is sought from casualty or significant other prior to applying first aid management</p> <p>4.6 The casualty is responded to in a culturally aware, sensitive and respectful manner</p> <p>4.7 Identified first aid procedures are used as required in accordance with established first aid principles, policies and procedures, and/or legislation and policies and industry requirements</p> <p>4.8 First aid management is provided in accordance with established first aid principles and legislation and policies and industry requirements</p> <p>4.9 First aid assistance is requested from others in a timely</p>		
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	<p>manner and as appropriate</p> <p>4.10 Basic life support first aid equipment is correctly operated as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures</p> <p>4.11 Safe manual handling techniques are used according to legislative and workplace procedures</p> <p>4.12 Casualty's condition is monitored and responded to in accordance with effective first aid principles and procedures</p> <p>4.13 Casualty management is finalized/completed according to casualty's needs and first aid principles</p>
5. Manage the casualty(s)	<p>5.1 Consent is requested for management of the casualty's injury/illness from person(s) where relevant</p> <p>5.2 Welfare procedure is determined and implemented according to casualty(s) needs</p> <p>5.3 Effects of injury is controlled and determined and appropriate first aid management is applied to meet the needs of the casualty and situation</p> <p>5.4 Self-medication is applied in accordance with regulations, legislation and policies and manufacturer's/supplier's instructions and subject to casualty's regime</p> <p>5.5 Casualty's condition is monitored and respond in a timely manner in accordance with effective first aid principles where appropriate according to relevant legislation and manufacturer's/supplier's instructions</p> <p>5.6 Safety procedures is applied for operation of pressurized gases</p>
6. Coordinate first aid activities until arrival of medical assistance	<p>6.1 Available resources required for the task are identified and establish communication links with appropriate personnel, emergency management services and medical assistance as appropriate</p> <p>6.2 Correct amount of resources are assigned to appropriate locations in an effective manner to ensure timely arrival of required resources</p> <p>6.3 The provision of resources is documented and modifications are recommended as required</p> <p>6.4 The condition of casualties is monitored in accordance with first aid principles and workplace procedures</p> <p>6.5 Evacuation of casualties is coordinated according to relevant evacuation procedures</p> <p>6.6 Support services for personnel involved in the incident are</p>

	arranged in accordance with relevant principles and procedures		
7. Manage and communicate essential incident details (workplace first aid records)	<p>7.1 Documentation is ensured that it is completed as required according to legislation and workplace procedures</p> <p>7.2 First aid records are maintained in line with legislative requirements and workplace security practices</p> <p>7.3 Communication with relevant personnel is maintained using appropriate media and equipment</p> <p>7.4 First aid information is communicated with other providers/ carers as appropriate to meet their needs and in accordance with workplace procedures</p> <p>7.5 Relevant documents are sent to appropriate bodies in line with workplace and legislative requirements</p> <p>7.6 Ambulance support and/or appropriate medical assistance is requested according to relevant circumstances using relevant communication media and equipment</p> <p>7.7 Assessment of casualty's condition and management activities are accurately conveyed to ambulance services /other emergency services/relieving personnel</p> <p>7.8 Details of casualty's physical condition, changes in conditions, management and response are accurately recorded and reported to management in line with established procedures</p> <p>7.9 Confidentiality of records and information is maintained in line with privacy principles and organization policies future response and address individual needs</p> <p>7.10 Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness</p> <p>7.11 An incident report is prepared and provided, where applicable, in a timely manner, presenting all relevant facts according to established procedures</p>		
8. Evaluate the provision of first aid in the workplace	<p>8.1 Management of workplace incidents is evaluated and an action plan is developed where required in consultation with relevant parties to improve first aid response in the workplace if required</p> <p>8.2 Participation is demonstrated in debriefing/evaluation in order to improve future operations and address individual needs</p> <p>8.3 First aid response is ensured that it is provided in a culturally aware, sensitive and respectful manner</p> <p>8.4 Workplace management procedures are implemented and evaluated in accordance with risk assessment</p>		
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	<p>8.5 Contingency planning is formulated and reviewed to identify and select alternative management principles and procedures as required</p> <p>8.6 Feedback is requested from appropriate clinical expert and evaluation findings are recorded and documented</p>
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Variables	Range
Established first aid principles include:	<ul style="list-style-type: none"> • Preserve life • Prevent illness, injury and condition(s) becoming worse • Promote recovery • Protect the unconscious casualty • Checking the site for danger to self, the casualty and others and minimizing the danger • Checking and maintaining the casualty's airway, breathing and circulation
Workplace and legislative requirements	<p>For a first aid facility include:</p> <ul style="list-style-type: none"> • Government regulations, legislation and policies • Specific industry requirements, regulations and/or OHS issues • Specific hazards present in the workplace • Number of employees in the workplace • Number of different workplace sites/locations • Proximity to local services, including doctors, hospital, ambulance and other emergency services
First aid resources may include but are not limited to:	<ul style="list-style-type: none"> • Non-consumables: <ul style="list-style-type: none"> • Equipment, such as: <ul style="list-style-type: none"> • oxygen resuscitation/cylinders • AED • thermometers • auto-injectors • back boards • stretchers • soft bag resuscitator • first aid kit • casualty's medication • analgesic inhalers • analgesic gas equipment • resuscitation mask or barrier • spacer device • cervical collars • Personal Protective Equipment • Relevant texts and documentation, such as: <ul style="list-style-type: none"> • first aid principles, policies and procedures • reference materials including MSDSs, relevant OHS Act and Regulations

	<ul style="list-style-type: none"> • first aid code of practice/compliance codes • workplace records and blanks • Communication systems and equipment • Consumables: <ul style="list-style-type: none"> • First aid kits, including bandages, tape, scissors, splinter removers, antiseptic, eye management, disinfectants, resuscitation masks, emergency numbers and contacts, etc • Dressings • Ointments • Cold packs • Analgesics • Splints • Sharps disposal • Bio-hazardous waste bags/bins • Medical grade oxygen • Bandages • Medication • Personal protective equipment • Eye wash • Disinfectants • Bronchodilators
First aid bodies and professional organizations	<p>May include:</p> <ul style="list-style-type: none"> • Support Groups • Registered Providers/Authorities • Emergency services
Workplace first aid facility	<p>May involve:</p> <ul style="list-style-type: none"> • First aid room/clinic • First aid kits suited to specific workplace needs • First aid equipment and resources • Availability of personnel trained to provide first aid
Types and Sources of Information	<ul style="list-style-type: none"> • First Aid manuals • Infection control guidelines • OHS manuals • Workplace regulation and guidelines • Health policy and first aid guidelines
Tools and Equipment	<ul style="list-style-type: none"> • First aid kit • Spacer device • Oxygen resuscitation/cylinders • Thermometers • Stretchers • Soft bag resuscitator • Casualty's medication • Analgesic inhalers • Analgesic gas equipment • Cervical collars • Other specified as resource and equipment

Workplace first aid facility	<p>May involve:</p> <ul style="list-style-type: none"> • First aid room/clinic • First aid kits suited to specific workplace needs • First aid equipment and resources • Availability of personnel trained to provide first aid
A hazard	A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
Type of hazards	<p>May include:</p> <ul style="list-style-type: none"> • Physical hazards • Biological hazards • Chemical hazards • Hazards associated with manual handling
Occupational Health and Safety	<p>Apply infection principles</p> <p>Using protective cloths and gloves</p>
Risks	<p>May include:</p> <ul style="list-style-type: none"> • Risks from equipment, machinery and substances • Risks from first aid equipment • Environmental risks • Exposure to blood and other body substances • Risk of further injury to the casualty • Risks associated with the proximity of other workers and bystanders • Risks from vehicles
Workplace hazards and risks	<p>May include:</p> <ul style="list-style-type: none"> • Hazards associated with workplace equipment, machinery, substances and processes • Environmental risks • Risks associated with first aid response involving: <ul style="list-style-type: none"> • first aid equipment (oxygen cylinders, AED) • exposure to blood and other body substances • risk of further injury to the casualty • risks associated with the proximity of other workers and bystanders
Casualty's condition	<p>Managed for -</p> <ul style="list-style-type: none"> • abdominal injuries • airway obstruction • allergic reactions • altered and loss of consciousness • bleeding • burns – thermal, chemical, friction, electrical • chest pain/cardiac arrest • injuries: cold and crush injuries; eye and ear injuries; • head, neck and spinal injuries; minor skin injuries; • needle stick injuries; soft tissue injuries including • sprains, strains, dislocations • near drowning

	<ul style="list-style-type: none"> • envenomation – snake, spider, insect and marine bites • environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke • fractures • medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions • no signs of life • poisoning and toxic substances (including chemical contamination) • respiratory distress/arrest • seizures • shock • stroke • substance misuse – common drugs and alcohol, including illicit drugs
Resources and equipment	<p>Used appropriate to the risk to be met and may include:</p> <ul style="list-style-type: none"> • AED • First aid kit • Puffer/inhaler • Resuscitation mask or barrier • Spacer device • Oxygen resuscitation/cylinders • Thermometers • Auto-injectors • Back boards • Stretchers • Soft bag resuscitator • Casualty's medication • Analgesic inhalers • Analgesic gas equipment • Cervical collars
First aid management	<p>Must take into account applicable aspects of the setting in which first aid is provided, including:</p> <ul style="list-style-type: none"> • Workplace policies and procedures • Industry/site specific regulations, codes etc. • OHS requirements • State and territory workplace health and safety legislative requirements • Location and nature of the incident • Situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents • Location of emergency services personnel. • The use and availability of first aid equipment and resources • Infection control • Legal and social responsibilities of first aider • Location and nature of the workplace • Environmental conditions eg electricity (high or low voltage),

	<p>biological risks, weather, motor vehicle accidents</p> <ul style="list-style-type: none"> • Location of emergency services personnel • Number of casualties and potential casualties • Use and availability of first aid equipment, resources and pharmaceuticals • Types of dangers/risks to the casualty and any others in the vicinity of the situation • Confined spaces, subject to industry need • Government workplace health and safety legislative requirements
First aid bodies and professional organizations	<p>May include:</p> <ul style="list-style-type: none"> • Support Groups • Registered Providers/Authorities • Emergency services
Communication media and equipment:	<p>May include but are not limited to</p> <ul style="list-style-type: none"> • Telephones, including landline, mobile and satellite phones • HF/VHF radio • Flags • Flares • Two way radio • Email • Electronic equipment • Hand signals
Documentation	<p>May include:</p> <ul style="list-style-type: none"> • Incident/injury reports • Casualty history forms • Disease notification • Work cover forms • Medication registers • Workers' compensation • Day book • Pre-participation records (sport) • Medical histories • Management records • Stock records • Infection control records • Training records • First aid risk assessment • Workplace documents as per organization requirement • Time and Location • First aid management • Fluid intake/output, including fluid loss via: <ul style="list-style-type: none"> • blood • vomit • feces • urine • Administration of medication including:

	<ul style="list-style-type: none"> • Time, date, person administering, dose • Vital signs
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Evidence Guide	
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Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Conduct an initial casualty assessment and prioritization • Conduct/review first aid risk assessment • Plan an appropriate first aid response in line with established first aid principles, regulations, legislation • Apply first aid principles • Followed and Implemented OHS guidelines • Managed a first aid response in an identified workplace context • Assessed workplace first aid requirements • Maintained first aid equipment and resources in operational condition <p>Demonstrated:</p> <ul style="list-style-type: none"> • safe manual handling • consideration of the welfare of the casualty • site management to prevent further injury • adequate infection control procedures – use of standard precautions • consideration of the welfare of casualties and first aiders • incident management skills • safe storage and handling procedures for pressurized gases • safe storage and handling of medication in the workplace • Provided assistance with self-medication • Administered medication in line with regulations, legislation and policies • Prepared a written incident report or provide information to enable preparation of an incident report • Communicated effectively and assertively in an incident • Made prompt and appropriate decisions relating to managing an incident in the workplace • Evaluated own response and identified appropriate improvements where required • Interpret, use and maintain records of the range of documentation required by the workplace and regulatory authorities
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Underpinning Knowledge and Attitudes	<p>Working knowledge of:</p> <ul style="list-style-type: none"> • Basic principles and concepts underlying the practice of first aid • Procedures for dealing with major and minor injury and illness/ accidents in the workplace • Priorities of management in first aid when dealing with life threatening conditions • Basic occupational health and safety requirements in the
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	<p>provision of first aid</p> <ul style="list-style-type: none"> • First aid risk assessment practices and procedures • Infection control principles and procedures, including use of standard precautions • Basic anatomy (skeleton, muscles, joints, bones), physiology and toxicology • How to gain access to and interpret material safety data sheets (MSDSS) • Company/organization standard operating procedures (SOPS) • Capabilities of emergency management services • First aiders' skills and limitations in relation to first aid response in the workplace • Safety procedures for the operation, storage and handling of pressurized gases • Safe storage and handling of medication in the workplace • First aid equipment and resources to manage injuries and illnesses • Chain of survival • First aid management of: <ul style="list-style-type: none"> • abdominal injuries • allergic reactions • altered and loss of consciousness • bleeding • burns – thermal, chemical, friction, electrical • cardiac arrest • casualty with no signs of life • chest pain • choking/airway obstruction • injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations • envenomation – snake, spider, insect and marine bites • environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke • fractures • medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and • other respiratory conditions • near drowning • poisoning and toxic substances (including chemical contamination) • respiratory distress • seizures • shock • stroke
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	<ul style="list-style-type: none"> • substance misuse – common drugs and alcohol, including illicit drugs • Awareness of stress management techniques and available support • Social/legal issues or responsibilities, with particular reference to workplace culture, issues and resources and associated organization requirements context(s) in which first aid is to be applied, including: importance of debriefing • need to be culturally aware, sensitive and respectful • importance of first aid response to be culturally aware, sensitive and respectful • debriefing counseling procedures • consent and confidentiality • own skills and limitations • duty of care • importance of debriefing • confidentiality • own skills and limitations • First aid management procedures in accordance with ARC Guidelines, regulations, legislation and policies and organization requirements including: <ul style="list-style-type: none"> • use of AED, oxygen, bronchodilator • spinal care • management of anaphylactic shock reaction • use of analgesic gases • emergency childbirth • Incident management procedures: <ul style="list-style-type: none"> • manual handling, hazardous substances, dangerous goods or chemicals • basic triage for a multiple casualty incident • safe access to the casualty • awareness of confined spaces and dangerous places • removal of casualty to safe area, if appropriate • coordinate activities of other first aiders, if applicable • legislation and policies relating to: <ul style="list-style-type: none"> • workplace first aid provision • occupational health and safety requirements in the provision of first aid • first aid training • currency of first aid skills and knowledge • Stress management techniques and available support
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • apply basic principles and concepts underlying the practice of first aid • apply procedures for dealing with major and minor injury and illness/ accidents in the workplace • determine priorities of management in first aid when dealing

	<p>with life threatening conditions</p> <ul style="list-style-type: none"> • apply Basic occupational health and safety requirements in the provision of first aid • perform first aid risk assessment practices and procedures • apply infection control principles and procedures, including use of standard precautions • apply stress management techniques and available support • implement incident management procedures
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Appropriate assessment environment • Measuring tape, measuring blocks and scales • Basic physical examination equipment • Infection control equipment
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Perform Swedish Massage and Aromatherapy Health Assessment
Unit Code	HTH MST4 02 0711
Unit Descriptor	This unit of competency describes the skills and knowledge required to observe the condition of the client and gather information relevant to the case using an aromatherapy and Swedish massage assessment techniques

Elements	Performance Criteria
1. Determine the scope of the assessment and the client's needs	<p>1.1 Client's purpose for consultation is established and symptoms are identified</p> <p>1.2 Client's eligibility for service is determined using clinic/personal policies</p> <p>1.3 Services able to be provided and limits of available services are clearly explained to the client</p> <p>1.4 Client's expectations of the service/clinic is explored and clarified</p> <p>1.5 Factors likely to have a negative impact on assessment is identified in consultation with the client and strategies to minimize the effects of these factors are implemented wherever possible</p> <p>1.6 Personal abilities, level of professional competence and parameters of role are made clear to the client and practice at all times is determined</p> <p>1.7 Client is referred to other health care providers where their needs are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner their needs are best met by doing so</p> <p>1.8 Legal rights of the client is identified and promoted according to work place procedures</p>
2. Obtain and record accurate history of the client	<p>2.1 information required from the client for the client's history is requested in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Accurate, relevant and well organized information is collected and recorded in a form which can be interpreted readily by other professionals according to workplace procedures</p> <p>2.3 Information is managed/handled in a confidential and secure way</p>
3. Analyze and interpret	<p>3.1 Results of the health assessment are correlated with case history</p>

information received	<p>3.2 Signs and symptoms of condition in the client are recognized and identified as pre-requisites or contraindications or treatment/care</p> <p>3.3 Information gathered is evaluated and assigned priorities in consultation with the client using the knowledge and experience and theoretical principles applied by the practitioner</p> <p>3.4 Information is gathered, recorded and organized in a way which can be interpreted readily by other professionals</p> <p>3.5 Analyze body patterns are analyzed and differentiated by assessing signs and symptoms</p>
4. Manage health assessment	<p>4.1 Informed client consent is obtained prior to conducting tests, in accordance with relevant legislation and regulations</p> <p>4.2 Adequate time is allowed during consultation to gather critical information</p> <p>4.3 Factors that may interfere with the information gathering process are identified and minimized according to workplace procedures</p> <p>4.4 Essential requirements for the maintenance of clinical and practitioner hygiene are Identified, established and routinely observed according to workplace requirement</p> <p>4.5 Potential sensitivities of the client is anticipated and appropriate approach is adapted accordingly to take these into account</p> <p>4.6 The client's dignity is maintained at all times according to workplace guidelines and legislative requirement</p> <p>4.7 Abnormal is investigated in a deliberate, logical and appropriate manner following workplace procedures and ethics</p> <p>4.8 The reliability of data is assessed and appropriate clinical correlation is established with the client's complaints according to work ethics requirement</p> <p>4.9 Any decision is based to carry out laboratory tests on the integration of previously obtained clinical data and history</p> <p>4.10 All procedures are adhered to the protocol required by the agency in ordering tests</p> <p>4.11 All information is recorded in a systematic manner in accordance with clinic guidelines</p>
5. Prepare the client for assessment	<p>5.1. Rationale for the treatment is discussed with the client</p> <p>5.2 Client's enquiries are responded to using language the client understands</p>

	<p>5.3 Referral and collaborative options are discussed with the client if necessary</p> <p>5.4 Ensure The client is ensured that his/her body is not unnecessarily exposed during assessment/treatment</p> <p>5.5 Client boundaries are respected at all times according to workplace ethics</p> <p>5.6 Client feedback is sought on comfort levels in accordance with clinic guidelines</p> <p>5.7 Suitable environment is organized to maximize client comfort</p>
6. Make an assessment of the client	<p>6.1 Signs of condition is identified according to aromatherapy and Swedish massage framework</p> <p>6.2 Informed client consent is obtained prior to conducting assessment, in accordance with relevant legislation and regulations</p> <p>6.3 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed</p> <p>6.4 Potential sensitivities of the client are anticipated, and appropriate approach is adapted accordingly to take these into account and take steps to ensure the client's dignity is maintained at all times</p> <p>6.5 Client is assessed through palpation, observation and sensory information gathering techniques</p> <p>6.6 Other appropriate assessment techniques are used according to treatment plan and requirement</p> <p>6.7 Contraindications to treatment are identified according to relevant work procedures</p> <p>6.8 Assessment is conducted according to relevant regulation and legislative requirements</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • First Telephone, notice board (poster) • Aid Kit • Bathing facility
Types and Sources of Information	<ul style="list-style-type: none"> • Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook • Infection protection and control guideline

	<ul style="list-style-type: none"> • Occupational health and safety guideline 		
Factors likely to have a negative impact on assessment may include:	<ul style="list-style-type: none"> • Language difficulties • Disabilities • Emotional trauma • Lack of privacy or focus due to presence of additional parties • Cultural or gender factors 		
Other health care professionals may include but are not limited to:	<ul style="list-style-type: none"> • Medical practitioners • Psychologists • Social workers • Counsellors • Other alternative/complementary health practitioners • Podiatrists • Osteopaths • Energy therapists • Physiotherapists • Chiropractors • Medical practitioners • Registered nurses 		
Client history may include	<ul style="list-style-type: none"> • Date of presentation • Identifying personal details • Source of referral (if applicable) • Main presenting complaint or reason for massage • Presenting symptom picture • General state of health: <ul style="list-style-type: none"> ○ Physical ○ Relaxation /leisure activities ○ Biological ○ Emotional ○ Psychological ○ Social ○ Spiritual ○ Allergies ○ Appetite and eating habits/ dietary picture ○ Bowel and urinary habits ○ Menstrual cycle ○ Sleep patterns ○ Exercise ○ Childhood and adult illness ○ Accidents, injuries, operations ○ Hospitalizations ○ Occupational history and environment ○ Other current medical treatment/alternative health care treatment • Previous occurrence of current complaint • Medication, supplements and natural prescriptions –current and previous • Social lifestyle including social drug usage 		
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	<ul style="list-style-type: none"> • Family history 		
Potential sensitivities may include	<ul style="list-style-type: none"> • Gender • Ethnicity • Language • Religious beliefs • Cultural heritage • Sexuality • Ability • Presenting disease state and personal history 		
Established assessment procedures may include	<ul style="list-style-type: none"> • Observation • Discussion • Temperature • Pulse • Palpation • Percussion • Range of motion tests • Muscle strength tests • Observation of variations of posture • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements 		
Signs and symptoms of condition may include	<p>Physical evidence</p> <ul style="list-style-type: none"> • Behavioral evidence • States of disorder • Sensations • Onset • Duration • Location • Causation • Direction of chief complaint • Ameliorating and aggravating factors • Symptom qualities (intensity, severity, nature of complaint) • Non-verbal signs and symptoms • Functional disturbances 		
Body patterns may refer to:	<ul style="list-style-type: none"> • Posture • Range of movement • Muscle strength • Contralateral comparisons 		
Other appropriate assessment techniques may include	<ul style="list-style-type: none"> • Taking a history • Palpation • Observation • Listening and smelling • Special tests including patch tests • ROM • VAT 		
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	<ul style="list-style-type: none"> • Taking of blood pressure, temperature, radial pulse rate and quality • Health reports and referrals • Discussion/questioning or any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
Contraindications to treatment may include	<ul style="list-style-type: none"> • Infection or infectious diseases • Pain local sharp, dull, achy, deep, surface • Fatigue • Inflammation • Lumps and tissue changes • Rashes and changes in the skin • Edema • Mood alterations, e.g. depression, anxiety • Changes in habits, e.g. appetite elimination or sleep • Temperature – hot/cold • Varicose veins • Recent severe sprains, bruises or whiplash injuries • Migraines • Bleeding and bruising • Nausea, vomiting or diarrhea
Recording of information may include:	<ul style="list-style-type: none"> • Client contact details • Nature of presenting symptoms • Health History • Other health care details, past and present • Medications/supplementation – prescribed or otherwise • Health reports and referrals • Contraindications including intoxication and infection (bacterial, viral, fungal) • Client feedback • Adverse reactions including dermal, muscular, pain or discomfort • Home care advice • Treatment application and proposed program

Evidence Guide

Critical Aspects of Competence	<ul style="list-style-type: none"> • Demonstrated observation skills • Observed and identify variations of posture • Demonstrated record keeping skills • Recognized and adjust to contra-indications for treatment • Discussed and observed treatment protocols • Demonstrated skills in using appropriate assessment techniques • Identified prominent bones/structure and phasic and postural muscles
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	<ul style="list-style-type: none"> • Palpated prominent bones/structure and phasic and postural muscles • Gathered and interpreting information through the tactile senses • Identified contra-indications for massage • Managed time throughout consultation and treatment • Demonstrated communication skills to gain and convey required information • Explained clearly services provided and limits of available services • identified factors likely to have a negative impact on assessment is • Collected and recorded accurate, relevant and well organized information • Identified and minimized factors that may interfere with the information gathering process • Assessed the reliability of data and established appropriate clinical correlation with the client's complaints • Recorded all information is in a systematic manner • Organized suitable environment to maximize client comfort • Identified signs of condition is according to aromatherapy framework • Identified contraindications to treatment 		
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Understanding of physical signs and symptoms of condition of disease • Awareness of critical information required for assessment and treatment according to principles of aromatherapy • Relationships between body types and symptoms • Basis of health and disease • Influence of lifestyle, diet, personal history and values and attitudes on health • Knowledge of and ability to use terminology correct to discipline • history, philosophy and beliefs of massage therapy within a health framework • best practice massage therapy principles • structure and function of anatomical systems appropriate to massage therapy and the scope of practice • indications for massage • environmental physiology and the effects of drugs on the individual • technical and practical knowledge of treatment • indications, possible reactions and contra-indications to treatment • ethical and legal implications of enquiry • Influence of constitution and medical history on personal health • Influence of rest and activity on health status 		
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	<ul style="list-style-type: none"> • Relationship between physical and social environment and health • Relevant testing and assessment options and procedures • Philosophical approach to diagnosis and treatment • Disease processes and affecting factors for a range of common diseases • Physiology and anatomy according to massage therapy • Symptomatology and pathology • Disease causation, acute and chronic inflammatory processes, wound healing and haemorrhage processes • Pathological process of thrombosis and embolism • Atheroma formation and oedema and their effects within the human body • Normotensive and hypertensive characteristics • Infectious and immunity process • Neoplasms and pathological skin conditions • Structure and function of cells, tissues, blood and organs • Main paths of the human respiratory and cardiovascular systems and their physiology • The organisation of the body • The systems and regions of the body • Skeletal musculature • The structure and function of the articular system - classification of joints and types and ranges of motion • The structure and function of the nervous system • Regional anatomy • The structure and function of the lymphatic system • The structure and function of the respiratory system • The reproductive system • The endocrine system • The structure and function of the nervous system • The structure and function of the immune system • The structure and function of the cardiovascular system • Effects of hormones on the body • Principles of human movement and biomechanics • The ethical and legal implications of the practice of massage • Legislative and regulatory requirements • The fundamental principles of biomechanics and functional anatomy • Referral process • Possible obstacles and contra-indications to treatment • Community resources and support services • Relevant assessment options and procedures • The correct preparations required for specific treatment • Interpersonal and questioning skills - Knowledge and understanding of methods of preparing treatment and management plans
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	<ul style="list-style-type: none"> • Knowledge and understanding of types of further investigation available
Underpinning Skills	<ul style="list-style-type: none"> • Determine the scope of the assessment and the client's needs • Obtain and record accurate history of the client • Analyze and interpret information received • Manage health assessment • Prepare the client for assessment • Make an assessment of the client
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant assessment instruments
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Perform Swedish Massage and Aromatherapy Treatment
Unit Code	HTH MST4 03 0711
Unit Descriptor	This unit describes the skills and knowledge required to administer Swedish massage and aromatherapy treatment according to the philosophy and practices of an aromatherapy therapeutic framework. The unit covers the application of knowledge, skills and attitudes to manage treatment, apply therapeutic techniques, advise and resource the client and review treatment of client.

Element	Performance Criteria
1. Manage treatment	<p>1.1 The factors which may interfere with the effectiveness of the treatment are explained according to workplace procedures</p> <p>1.2 How treatment is delivered and managed is explained to the client according to workplace procedures</p> <p>1.3 The mode of administration and management of the treatment is explained to the client according to workplace procedures and ethics</p> <p>1.4 The client is requested to monitor reactions and contact practitioner as required</p> <p>1.5 The consent of client for treatment is obtained before treatment as per workplace ethics and organization policy</p> <p>1.6 Aromatherapy treatment is provided according to the treatment plan</p> <p>1.7 Reactions to treatment is recognized and promptly responded to if necessary</p> <p>1.8 The time, location and content of future sessions is clearly explained to the client</p> <p>1.9 Recommendations are documented as per workplace requirement and organization policy</p>
2. Apply therapeutic techniques	<p>2.1 Apply Aromatherapy techniques is applied according to professional procedures and requirement</p> <p>2.2 Client is correctly is positioned to optimize their comfort and support while allowing optimum application of techniques</p> <p>2.3 Relaxation techniques is applied to achieve general relaxation and balancing</p> <p>2.4 Appropriate postures is maintained to ensure a controlled distribution of body weight throughout the treatment</p> <p>2.5 Focused attention is maintained throughout the treatment</p>

	<p>session according to workplace procedures</p> <p>2.6. Treatment sequence, location and degree of pressure applied by assessment indications are determined according to workplace procedures and ethics</p>
3. Advise and resource the client	<p>3.1 Client is educated in relevant and practical techniques for promotion and maintenance of optimum health according to workplace procedures and ethics</p> <p>3.2 Client queries are answered with clarity, using appropriate language</p> <p>3.3 Honesty and integrity is maintained when explaining treatment plans and recommendations to the client according to workplace procedures and ethics</p> <p>3.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client.</p> <p>3.5 Client independence and responsibility in treatment is promoted wherever possible</p>
4. Review treatment	<p>4.1 Treatment progress is evaluated with the client according to workplace procedures</p> <p>4.2 Effects of previous treatment are Identified and recorded according to workplace procedures</p> <p>4.3 Previous treatment plan is reviewed based on treatment progress</p> <p>4.4 The need for ongoing and/or additional treatment is evaluated with the client</p> <p>4.5 Changes to the plan is negotiated with the client to ensure other medical treatment being undertaken -</p> <ul style="list-style-type: none"> • client's physical and psychological readiness and/or wellness • cultural and/or religious factors • contraindications to treatment • post aromatherapy massage activity • overeating

Variables	Range
Factors which interfere with the effectiveness of treatment may include	<ul style="list-style-type: none"> • Xication
Mode of administration may	<ul style="list-style-type: none"> • Requirements for feedback and interaction • Various aromatherapy treatment techniques including:

include	<ul style="list-style-type: none"> ○ Vaporisation ○ Floral mists ○ Massage ○ Bath ○ Compress ○ Douches ○ Dermal applications ● Variations in application intensity ● Requirement of specified positioning of client ● Exposure of sections of body ● Rotating of exposure around the body ● Use of oils and treatments ● Requirement for feedback and interaction
Massage techniques may include:	<ul style="list-style-type: none"> ● effeurage ● kneading ● neuro-muscular ● lymphatic drainage ● acupressure ● reflexology ● polarity therapy techniques
Reactions may include	<ul style="list-style-type: none"> ● Pain and/or discomfort ● Feedback – verbal, tactile, visual ● Muscular spasms ● Temperature discomfort ● Interactions with other treatments ● Skin reactions ● Allergy to oils or treatments used
Responses to reactions may include:	<ul style="list-style-type: none"> ● Adjusting treatment accordingly ● Seeking appropriate expertise ● Discussing reaction with the client ● Discussing reaction with other health professional if appropriate/relevant ● Use of first aid procedures according to Red Cross procedures ● Accessing local emergency services ● Adherence to clinic guidelines for response to accidents and emergencies
Consent for treatment refers to:	<ul style="list-style-type: none"> ● Informed consent according to the local and national regulations and legal guidelines ● Attendance of appropriate adult for wards of State and minors as appropriate
Appropriate postures refers to:	<ul style="list-style-type: none"> ● Balanced distribution of body weight ● Comfort and safety ● Relaxation of the body ● Size, mobility and flexibility
Aromatherapy techniques may	<ul style="list-style-type: none"> ● Baths including full bath, foot and hand and sitz bath ● Vaporization both direct e.g. inhalation and indirect e.g.

include:	burner and snozelene room (aged care and special needs) <ul style="list-style-type: none"> • Compress, hot and cold • Floral mists • Poultices • Dermal applications including ointments, creams and lotions • Knowing how to perform a patch test for potential skin sensitivity • Knowing how to prepare appropriate dosages and dosage ratios • Massage techniques including full body, foot and health, head and scalp
Advice and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advice regarding self-care • Stress management resources • Environmental modifications • Counseling within the parameters of training • Providing of referrals to other health professionals • Availability of products required or suggested for treatment • Advising client of sources of suggested resources • Providing details which help to fully inform client of relevant information
Practical techniques that promote and maintain optimal health may include	<ul style="list-style-type: none"> • Postural improvement strategies e.g ideal posture for activities • Discussion of causes of poor posture condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies • Self-massage techniques
Relaxation techniques may include	<ul style="list-style-type: none"> • Effleurage • Cross over stroke • Longitudinal stroking • Passive joint movement techniques • Passive soft tissue movement • Gliding techniques • Kneading • Friction techniques • Compressive techniques • Percussion techniques • Mobilizing techniques

Evidence Guide	
Critical aspects of competence	<ul style="list-style-type: none"> • Explained the factors which may interfere with the effectiveness of the treatment • Delivered and managed treatment • provided aromatherapy treatment • Recognized reactions to treatment and responded to promptly • Documented recommendations • Applied aromatherapy techniques • Applied relaxation techniques • determined treatment sequence, location and degree of pressure applied by assessment indications • Educated client in relevant and practical techniques for promotion and maintenance of optimum health • Used appropriate interpersonal skills when explaining treatment plans and recommendations to the client. • Evaluated treatment progress and reviewed previous treatment • Implemented treatment plans to achieve optimal health, rehabilitation, or to improve quality of life • Demonstrate the application of commonly used treatment techniques
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Range of conditions/disease states • The fundamental philosophies and beliefs of an aromatherapy framework • History, philosophy and beliefs of the aromatherapy framework • Physiology and anatomy • Fundamental structure and function of anatomical systems • Fundamental principles of biomechanics • Practical and technical knowledge of treatment strategies • Possible reactions and consequences of treatment • Legal and regulatory implications of treatment • best practice Aromatherapy principles • massage oils and powders • fundamental structure and function of anatomical systems • technical and practical knowledge of treatment • possible reactions and contra-indications to treatment • Legal and regulatory implications of treatment • Understanding of • Physiology and anatomy according to Aromatherapy • the fundamental principles of biomechanics:
Underpinning Skills	<p>Skills to:</p> <ul style="list-style-type: none"> • Manage treatment • Apply therapeutic techniques • Advise and resource the client

	<ul style="list-style-type: none"> • Review treatment
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or Simulated clinic environment • Relevant texts or medical manuals • Relevant paper-based/video assessment • Instruments • Anatomical models • Demonstration model client
Methods of Assessment	<p>Competency may be assessed through:</p> <p>Practical</p> <ul style="list-style-type: none"> • Interview/Oral questioning and discussion/ • Practical demonstration • Explanations of techniques • Observation in the work place • Simulation/Role-plays <p>Exams and Tests</p> <ul style="list-style-type: none"> • Written assignments/projects • Case studies and scenario as a basis for discussion of issues and strategies to contribute to best practice•
Context of Assessment	<p>Assessment evidence may be collected from a real workplace, or</p> <ul style="list-style-type: none"> • 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:

Occupational Standard: Massage Therapy Level IV	
Unit Title	Perform Northern and Southern Style Thai Massage Therapy Assessment
Unit Code	HTH MST4 04 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to apply commitment to the central philosophies, identify and describe the principles and practices of northern and southern style Thai massage practice, develop knowledge of complementary therapies. It also includes obtaining and recording client's information managing the health assessment, conducting assessment of the client, and perform ongoing health assessment at any health care settings and home visits of massage observe the condition of the client and gather information relevant to the case.

Elements	Performance Criteria
1. Demonstrate commitment to the central philosophies of Northern and southern style massage practice	<p>1.1 Definitions of northern and southern style Thai massage therapy techniques and the massage system of treatments are provided</p> <p>1.2 An overview of the historical development of northern style Thai massage therapy techniques is provided</p> <p>1.3 Northern and southern style Thai massage therapy principles are identified and explained</p> <p>1.4 Northern and southern style Thai massage therapy philosophy to interpret health issues are drawn upon</p> <p>1.5 The central philosophies of northern style Thai massage therapy techniques Identified and explained</p> <p>1.6 Northern and southern style Thai massage therapy techniques philosophy is applied to own health practices</p> <p>1.7 The zone/meridian theory basis of reflexology is explained</p> <p>1.8 Other philosophies relating to northern and southern style Thai massage therapy techniques are identified and explained in accordance with professional ethics and workplace guideline</p>
2. Identify and describe the principles and practices of massage	<p>2.1 Major methods of treatment used in Northern and southern style Thai massage therapy are identified and described and compared according to workplace procedure</p> <p>2.2 Other complementary therapies used in Northern and southern style Thai massage therapy are identified and described according to workplace procedure</p> <p>2.3 Northern and southern style Thai massage therapy</p>

	<p>assessment techniques are identified, described and discussed with the client according to professional ethics and workplace guideline</p> <p>2.4 Complementary therapies used in Northern and southern and southern style Thai massage therapy are identified and described according to workplace procedure</p> <p>2.5 A method of applying Northern and Southern style Thai massage therapy is described to the client according to professional ethics and workplace guideline</p> <p>2.6 A range of Northern and southern style Thai massage therapy techniques are described as per professional ethics and workplace guideline</p> <p>2.7 Additional specialized Northern and southern style Thai massage therapy techniques are introduced to the client professional ethics and workplace guideline</p> <p>2.8 Associated Northern style Thai massage therapy techniques used in reflexology are discussed with the client in accordance with professional ethics and workplace guideline</p>
<p>3. Develop knowledge of complementary therapies</p>	<p>3.1 Information on other complementary therapies is provided</p> <p>3.2 The relationship between therapies is identified</p> <p>3.3 Similarities and differences between physiotherapy, osteopathy, chiropractic therapy and Northern and southern style Thai massage therapy are explained to the client in accordance with professional ethics</p> <p>3.4 The characteristics between the allopathic and naturopathic approaches to treatment are described</p> <p>3.5 Information on complementary therapies is provided in accordance with workplace guideline</p>
<p>4. Determine the scope of the assessment and the client's needs</p>	<p>4.1 Client's purpose for consultation is recognized and the symptoms experienced are identified</p> <p>4.2 Client's eligibility for service is determined using clinic/personal policies</p> <p>4.3 Services able to be provided and limits of available services are clearly explained according to work place procedures</p> <p>4.4 Client's expectations of the service/clinic are explored and clarified as per professional ethics</p> <p>4.5 Factors likely to have a negative impact on assessment are identified in consultation with the client and strategies to minimize the effects of these factors are implemented wherever possible</p>

	<p>4.6 Personal abilities, level of professional competence and parameters of role are defined to the client and this determined practice is ensured at all times</p> <p>4.7 Client is referred to other healthcare professionals where their needs are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner their needs of the client are best met by doing so</p> <p>4.8 The legal rights of the client are identified and promoted</p>
<p>5. Obtain and record an accurate history of the client</p>	<p>5.1 Information required from the client for the client history is requested in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>5.2 Accurate, relevant and well organized information is collected and recorded in a standard form which can be interpreted readily by other professionals</p> <p>5.3 Manage Information is managed in a confidential and secure way</p>
<p>6. Manage the health assessment</p>	<p>6.1 Informed client consent is obtained prior to conducting tests, in accordance with relevant legislation and regulations</p> <p>6.2 Adequate time is allowed during consultation to gather critical information</p> <p>6.3 Factors that may interfere with the information gathering process are identified and minimized</p> <p>6.4 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed</p> <p>6.5 Potential sensitivities of the client are anticipated and appropriate approach is adapted accordingly to take these into account and take steps to ensure that client dignity is maintained at all times</p> <p>6.6 Abnormal findings are followed and investigated in a deliberate, logical and appropriate manner</p> <p>6.7 The reliability of data obtained is assessed and appropriate clinical correlation is established with the client's complaints</p> <p>6.8 Any decision to propose laboratory is based on the integration of previously obtained clinical data and history</p> <p>6.9 The protocol required by the clinic in proposing tests is adhered to in accordance to organization policy</p> <p>6.10 Correlation with the client's complaints is established as much as possible</p>

	6.11 All information are accurately recorded in a systematic manner in accordance with clinic guidelines
7. Make an initial assessment of the client	<p>7.1 Client boundaries are respected at all times</p> <p>7.2 Client feedback is asked on comfort levels and adjusted accordingly</p> <p>7.3 Suitable environment is prepared to maximise client comfort at all times as per the requirement of the practice</p> <p>7.4 Signs of condition are identified according to Thai philosophy</p> <p>7.5 Client is assessed through palpation, observation and sensory information gathering techniques</p> <p>7.6 Other appropriate assessment techniques are used as required</p> <p>7.7 Contraindications to treatment are identified and explained to the client</p> <p>7.8 Examination is conducted according to local regulation and legislative requirements</p>
8. Perform ongoing health assessment	<p>8.1 Assessment is continually reconsidered during treatment using Thai assessment techniques</p> <p>8.2 Questions are asked to clarify results and gain further information in a manner relevant to the client's needs and test results</p> <p>8.3 Client feedback is asked on comfort levels and adjusted accordingly</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • towel and cleaning cloth
Types and Sources of Information	<ul style="list-style-type: none"> • Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook • Infection protection and control guideline • Occupational health and safety guideline
Factors likely to have a negative impact on	<ul style="list-style-type: none"> • Language difficulties • Disabilities • Emotional trauma

assessment may include:	<ul style="list-style-type: none"> • Lack of privacy or focus due to additional parties being present • Cultural or gender factors
Other health care professionals may include:	<ul style="list-style-type: none"> • Doctors • Social workers • Remedial masseuses • Alternative health practitioners • Counsellors
Client history	<p>May include</p> <ul style="list-style-type: none"> • Date of presentation • Identifying personal details • Source of referral (if applicable) • Main presenting complaint or reason for treatment • Presenting symptom picture • General state of health: <ul style="list-style-type: none"> • biological • emotional • psychological • social spiritual • allergies • appetite and eating habits • bowel and urinary habits • menstrual cycle • sleep patterns • exercise • relaxation/leisure activities • Childhood and adult illness • Accidents, injuries, operations • Hospitalizations • Occupational history and environment • Other current medical treatment • Medication, supplements and natural prescriptions –current and previous • Social lifestyle including social drug use • Family history
Potential sensitivities may include:	<ul style="list-style-type: none"> • Gender • Ethnicity • Language • Religious beliefs • Cultural heritage • Sexuality • Ability • Emotional sensitivities • Presenting disease state and personal history
Other appropriate assessment	<ul style="list-style-type: none"> • Examination of physical features • Palpation of the abdomen, back and meridians

<p>techniques may include:</p>	<ul style="list-style-type: none"> • Observation • Listening and smelling • Measuring meridian palpation • Back and spinal palpation • Anatomical or mobility/flexibility assessment • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
<p>Contraindications to treatment may include</p>	<ul style="list-style-type: none"> • Infection or infectious diseases • Inflammation • Lumps and tissue changes • Rashes and changes in the skin • Oedema • Changes in habits such as appetite elimination or sleep • Bleeding and bruising • Nausea, vomiting or diarrhea • Temperature – hot/cold • Varicose veins • Recent severe sprains, bruises or whiplash injuries • Client under influence of alcohol or drugs • Extreme fatigue • Client has eaten substantial meal in last hour prior to treatment • Bleeding (other than menstruation) and bruising • Client feedback and/or complaints

Evidence Guide	
<p>Critical Aspects of Competence</p>	<p>Critical evidence of knowledge and skills include:</p> <ul style="list-style-type: none"> • Identified signs and symptoms of conditions according to Northern and southern style Thai massage philosophy • Demonstrated Knowledge and ability to use Northern and southern style Thai massage terminology correct to discipline • Explained the principles Northern and southern style Thai massage. • Described Philosophical approach to diagnosis and treatment • Explored and clarified Client's expectations of the service/clinic • Identified factors likely to have a negative impact on assessment • Organized collected and recorded accurate, relevant and information

	<ul style="list-style-type: none"> • Managed Information in a confidential and secure way in a systematic manner • Identified and minimized factors that may interfere with the information gathering process • Identified , established and routinely observed essential requirements for the maintenance of clinical and practitioner hygiene • Assessed the reliability of data obtained and established appropriate clinical correlation with the client’s complaints • Established correlation with the client’s complaints • Assessed the client through palpation, observation and sensory information gathering techniques • Used other appropriate assessment techniques as required • Identified and explained contraindications to treatment to the client 		
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • An understanding signs and symptoms of conditions • Knowledge of: and ability to use terminology correct Northern and southern style Thai • Awareness of critical information required for diagnosis and treatment principles of Northern and southern style Thai massage. • Philosophical approach to diagnosis and treatment • back yu points and front mu points and diagnostic zones of hara • relationships between body types and symptoms according five phases theory • diagnostic ability of face, complexion, posture and vitality • palpatory diagnostic techniques and palpatory sensitivity to conditions of kyo/jitsu (empty/full) meridians • primary functions of meridians and meridian extensions developed by masunaga • the basis of health and disease • yin and yang and the five elements • the influence of lifestyle, diet, personal history and values and attitudes on health • the influence of constitution and medical history on personal health • the influence of rest and activity on health status • the relationship between physical and social environment and health • the relational dynamics within and between human behaviour, anatomy and physiology, pathology and the natural world • the character and function of tsubo (acu-points) • relevant testing and assessment options and procedures • physiology and anatomy according to shiatsu framework • symptomology and pathology according to shiatsu 		
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	<p>framework</p> <ul style="list-style-type: none"> • disease processes and affecting factors for a range of common diseases • ethical and legal implications of enquiry • legislative and regulatory requirement
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • identify and describe the principles and practices of Northern and southern style Thai massage • determine the scope of the assessment and the client's needs obtain and record an history of the client • manage the health assessment • make an initial assessment of the client • perform ongoing health assessment • communicate effectively
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Relevant texts or medical manuals • Appropriate assessment environment • Measuring tape, measuring blocks and scales • Basic physical examination equipment • Age specific toys • Infection control equipment
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context Of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Perform Therapeutic Thai Massage (Northern and Southern Style) Treatment
Unit Code	HTH MST 4 05 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to administer client Thai therapy treatment according to the philosophy and practices of an Thai therapy therapeutic framework

Element	Performance
1. Identify and describe the principles and practices of Thai	<p>1.1 History, philosophy and systems of the Thai therapy framework are identified and explained</p> <p>1.2 Major methods of treatment used in therapeutic Thai are identified and described according to clinic guidelines and work ethics</p> <p>1.3 Other complementary therapies used in therapeutic Thai are identified and described according to clinic guidelines and work ethics</p> <p>1.4 Therapeutic Thai assessment techniques are identified and described according to clinic guidelines and work ethics</p> <p>1.5 Information on other complementary therapies is provided</p> <p>1.6 The relationship between therapies is identified</p>
2. Discuss and manage treatment program with the client	<p>2.1 Factors which may interfere with the effectiveness of the treatment are clearly explained to client</p> <p>2.2 Therapeutic Thai treatment strategy and management based on needs are explained to the clients/care taker</p> <p>2.3 How treatment is delivered and managed is explained to the client</p> <p>2.4 Client is requested to monitor reactions and contact practitioner as required and respond promptly if necessary</p> <p>2.5 Consent for treatment is obtained from the client prior to start of treatment according to organization policy.</p> <p>2.6 Time, location and content of future sessions is clearly explain to the client</p> <p>2.7 Reactions to treatment are recognized and promptly responded to as required</p> <p>2.8 Recommendations and other information related to client treatment are documented fully</p>
3. Apply therapeutic Thai	<p>3.1 Thai therapy techniques are applied as per organization policy and client condition</p>

techniques	<p>3.2 Clients is positioned correctly to optimize their comfort and supported while allowing optimum application of techniques</p> <p>3.3 Appropriate postures are maintained to ensure a controlled distribution of body weight throughout the treatment</p> <p>3.4 Client-focused attention is maintained throughout the treatment session</p> <p>3.5 Therapeutic Thai treatment sequence, location and selection of methods are determined by assessment indications</p>
4. Work within clinic and regulation guidelines	<p>4.1 Clinic guidelines are accessed and followed</p> <p>4.2 Legal and regulatory guidelines are accessed and followed</p> <p>4.3 Relevant documentation is undertaken in appropriate form</p>
5. Advise and resource the client	<p>5.1 Client is educated/ coached in relevant and practical techniques for alleviation of symptoms and promotion and maintenance of optimum health</p> <p>5.2 Client queries are answered with clarity, using the appropriate language</p> <p>5.3 Honesty and integrity is applied when explaining treatment plans and recommendations to the client</p> <p>5.4 Appropriate interpersonal skills applied when explaining treatment plans and recommendations to the client</p> <p>5.5 Client independence and responsibility is encouraged in treatment wherever possible</p>
6. Review treatment	<p>6.1 Treatment progress, need for ongoing and/or additional treatment is evaluated with the client</p> <p>6.2 Effects of previous treatment is identified and recorded according to workplace procedures</p> <p>6.3 Previous treatment plan is reviewed based on treatment results</p> <p>6.4 Changes to the treatment plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and Safety (OHS)	<p>Apply infection control procedures</p> <p>Use appropriate protective and clothing for the work</p> <p>Follow occupational health and safety procedures and rules</p> <p>Confidential for client's case and problems</p>
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility

	<ul style="list-style-type: none"> • towel and cleaning cloth
Types and Sources of Information	<p>Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook Infection protection and control guideline Occupational health and safety guideline</p>
Central philosophies of Thai include	<ul style="list-style-type: none"> • Meridians • Yin and yang • Development of personal health strategy
Major methods of treatment include	<ul style="list-style-type: none"> • A range of Thai sequences and techniques • acu-point techniques • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Muscles stretched and pressed • Meridian stretching techniques • Lifestyle and dietary advice • Relaxation techniques • Meditation
Other complementary therapies may include	<ul style="list-style-type: none"> • Traditional Chinese Massage • Therapies in which the practitioner is trained or informed
Thai assessment techniques may include	<ul style="list-style-type: none"> • Examination of physical features • Palpation of the abdomen, back and meridians • Back and spinal palpation assessment • Anatomical or mobility/flexibility assessment • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedures which are conducted according to legislative and regulatory requirements
Information on other complementary therapies may include	<ul style="list-style-type: none"> • Historical development • Current availability • Tools and techniques • Interactions between different therapies • When therapies may be used
Relationship between therapies may include	<ul style="list-style-type: none"> • Contraindications to treatment • Effects of one treatment over or with another • Treatment according to stage of condition
Enquiries may require explanation of	<ul style="list-style-type: none"> • Duration of treatment • Limitations of expected treatment outcomes • Possible approaches to treatment • Estimated cost of treatment • Availability of health fund rebates • Work cover eligibility • Limitations of professional status of practitioner • Availability of home visits

	<ul style="list-style-type: none"> • After hours service • Provision for hospital visits.
Appropriate information may include: may include	<ul style="list-style-type: none"> • Confirmation of appointment date and time • Clinic location and directions • Cost of initial consultation • Payment options
Clinic's guidelines may include	<ul style="list-style-type: none"> • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice • Level of competence and degree of supervision • Partnership/group decisions, agreed practice • Handling client complaints
Legal and regulatory guidelines may include:	<ul style="list-style-type: none"> • OHS guidelines • Anti-discrimination legislation • Privacy Act • Infection control
Relevant documentation may include:	<ul style="list-style-type: none"> • Nature of enquiry • Client contact details • Recording of incidents • Appointment details
Factors which interfere with the effectiveness of treatment may include:	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client's physical and psychological readiness and/or wellness • Cultural and/or religious factors • Contra-indications to treatment • Post treatment activity • Overeating • Intoxication / sanitation
Mode of administration may include	<ul style="list-style-type: none"> • Requirement for feedback and interaction • Various oriental therapy techniques • Variations in application intensity • Requirement of specified positioning of client
Reactions may include	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms • Temperature discomfort
Responses to reactions may include	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Adhering to clinic guidelines for response to accidents and emergencies • Using First Aid procedures according to Ethiopian red cross • Accessing local emergency services • Effective response to client feedback and/or complaints
Consent for treatment refers to:	<ul style="list-style-type: none"> • Informed consent according to the local and national regulations and legal guidelines

Appropriate postures refers to:	<ul style="list-style-type: none"> • Balanced distribution of body weight • Ability to apply direct perpendicular contact pressure to appropriate areas of the body • Comfort and safety • Relaxation of the body • Size, mobility and flexibility
Thai massage treatment and technique may include	<ul style="list-style-type: none"> • Acupressure • Tui na • Moxibustion • Point energetics • Cupping • Muscles stretched and pressed • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Meridian stretching techniques • Demonstration and explanation of suggested corrective postures, stretches, movements • Demonstration and explanation of suggested activities such as tai qi, qi gong, • Ability to apply relaxation, meditation and stress management techniques • Dietary strategy - selection of specific foods preparation and combinations • Advice on medicinal drinks, poultices and meals • Healing benefits • Spiritual and emotional counselling
Assessment indications include	<ul style="list-style-type: none"> • Thai therapy meridian and point locations and indications • Palpatory evidence or feedback responses • Anatomical or mobility/flexibility assessment and indications
Advise and resource the client	<p>Refers to:</p> <ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advice regarding self-care • Stress management resources • Environmental modifications • Counseling within the parameters of training • Advising client of suggested resources • Providing of details which help to fully inform client of relevant information • Providing referrals to other health professionals • Availability of products required or suggested for treatment
Practical techniques that promote and maintain optimal health may	<ul style="list-style-type: none"> • Thai therapy techniques and strategies for improvement • Postural improvement strategies • Corrective postures, stretches, movements • Activities such as tai qi, qi gong, • Relaxation, meditation and stress management techniques

include	<ul style="list-style-type: none"> • Discussion of causes of condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies
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Evidence Guide

Critical Aspects of Competence	<ul style="list-style-type: none"> • Incorporated the philosophies and beliefs of an therapeutic Thai framework • Applied commonly used treatment techniques listed under the range of variables • Identified and described the principles and practices of Thai • Provided treatment according to the individual, condition and the presence of complicating factors. • Used counseling as a treatment method, • Prepared the client for treatment according to therapeutic Thai treatment principles • Provided treatment using a range of therapeutic Thai methods • Completed documentation of all recommendations and client responses • Ensured all treatment or care delivered is consistent with legislative and regulatory requirements • Identified prominent bones/structure and major muscle groups through palpation • Gathered and interpreted information through the tactile senses • Managed time throughout consultation and treatment • Interpreted letters and other documentation from other health professionals to assist in administering treatment • Written referrals, appraisal letters for insurance companies and other documentation • Used equipment and resources competently and safely • Communicated effectively with client and people from diverse cultural and linguistic backgrounds
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • History, philosophy and systems of the therapeutic Thai framework • The location of acupressure points on the 12 primary meridians, ren mai and du mai • Understanding of physiology and anatomy • Fundamental structure and function of anatomical systems • Understanding of the fundamental principles of biomechanics • Possible reactions and contra indications to treatment

	<ul style="list-style-type: none"> • The philosophies, principles and tools of Thai practice • A range of alternative and complementary therapies • Philosophical tradition of western and eastern medicine • The history and development of thai massage • The effects of thai application to the body surface • The theory of meridian therapy • Sociology of health and the healthcare system • Ethical issues in natural medicine • OHS requirements in the workplace • The dynamic interchange between the physical, mental, social, environmental and spiritual landscape • The rationalistic, analytical approach to an understanding of disease • The vitalistic, empirical approach to health • The eastern medicine integration of these approaches to health • The qualitative, quantitative, cultural and traditional lines of evidence used in thai • The principles of thai therapy and its epistemology within The therapeutic systems of the east and west • The principles of hara and its role in thai • The concepts of traditional medicine • dispersal and masanaga's zen Thai
Required Skills	<p>Ability to -</p> <ul style="list-style-type: none"> • manage time throughout consultation and treatment • interpret letters and other documentation from other health professionals to assist in administering treatment • write referrals appraisal letters for insurance companies and other documentation • use equipment and resources competently and safely • communicate effectively with client /patient • identify prominent bones structure and major muscle groups through palpation • gather and interpret information through the tactile senses • technical and practical knowledge of treatment • apply therapeutic techniques • work within clinic and regulation guidelines • advise and resource the client • review treatment
Resource Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals • Demonstration model/client
Methods of Assessment	<p>Competence may be assessed through:</p> <p>Practical</p> <ul style="list-style-type: none"> • Oral questioning and discussion

	<ul style="list-style-type: none"> • Simulation/Role-plays • Observation in the work place • Explanations of technique/ Practical demonstration <p>Exams and Tests</p> <ul style="list-style-type: none"> • Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice • Written assignments/projects
Context of Assessment	<ul style="list-style-type: none"> • Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting and then during workplace application under direct supervision • This unit should be assessed in conjunction with "Communicate effectively with clients, Comply with infection control policies and procedures in health work, " Units of competence

Occupational Standard: Massage Therapy Level IV	
Unit Title	Carry-out Reflexology Assessment
Unit Code	HTH MST4 06 0611
Unit Descriptor	This unit describes the role of the practitioner in assessing clients' needs which affect their health and social well-being. It involves evaluating the initial information received on the client, whether it is provided by the client him/herself or comes from another source, such as a referral. The evaluation will include determining the urgency of the client's needs and the overall case load of the practitioner, and making the necessary arrangements for the assessment to take place.

Elements	Performance Criteria
1. Evaluate and process requests for reflexology	<p>1.1 Requests for services are evaluated for their appropriateness to the practitioner concerned according to workplace guidelines</p> <p>1.2 The person concerned is communicated in a manner, and at a level and pace, appropriate to throughout the process according to workplace guidelines</p> <p>1.3 Further relevant information is obtained in an appropriate manner when the initial request is insufficient to proceed</p> <p>1.4 Any fee structures and charges and different methods of payment is explained clearly according to workplace guidelines</p> <p>1.5 Any particular requirements of the client is established as accurately as possible according to organization policy</p> <p>1.6 Requests are evaluated to determine the priority of the client's needs according to workplace procedures</p> <p>1.7 Arrangements for the assessment are made consistent with the client's priority, their particular requirements and other relevant factors are confirmed with the people concerned in an appropriate manner according to workplace guidelines</p> <p>1.8 Reasons for any unavoidable delays between requests and assessment are explained clearly to the people concerned according to workplace guidelines</p> <p>1.9 Arrangements are record fully and accurately consistent with the organization's system</p>
2. Determine the nature and purpose of assessments	<p>2.1 The environment in which the assessment take place is ensured whether it is appropriate for the client and their needs as identified when the request for the service was made according to workplace guidelines</p>

with clients	<p>2.2 An appropriate professional appearance is maintained and well prepared and fitted for the assessment to take place according to organization's guidelines</p> <p>2.3 Preparation of equipment, materials, and the surrounding work area are ensured according to workplace guidelines</p> <p>2.4 The client's initial approach and manner to provide any indicators as to their needs is evaluated according to workplace ethical guidelines</p> <p>2.5 Clients and their companions are introduced to all those present and the role of everyone is confirmed according to workplace ethical guidelines</p> <p>2.6 Clients are communicated in a way which emphasizes the two way nature of communication and the role of the client as an informed partner in the process throughout the process as work requirement</p> <p>2.7 Clients and any companions are informed of the nature and duration of the assessment, the type of information which will be entered in records and who will have the right of access to these in accordance to work place policy</p> <p>2.8 Client's and companion's understanding of the assessment process and any related interventions is identified according to workplace requirement</p> <p>2.9 Clients and their companions are encouraged to ask questions, advice sought and any concerns about the assessment id expressed according to workplace guidelines</p> <p>2.10 Assessments is begun only when consent has been confirmed according to workplace requirement</p>
3. Determine the nature and extent of clients' needs	<p>3.1 Clients' privacy and dignity is respected throughout the assessment and any unnecessary discomfort is minimized</p> <p>3.2 Assessment is conducted consistent with their particular requirements in a manner which encourages the effective participation of the clients according to workplace guidelines</p> <p>3.3 Clients are supported to make an assessment of significant aspects of their lives and use this to inform the assessment process according to organization guidelines</p> <p>3.4 Before any practical assessment is carried out it is determined that there are no known contra-indications to reflexology according to professional requirements</p> <p>3.5 Aspects of the client's feet or hands which indicate that it is safe to treat these areas, show that treatment is appropriate, are consistent with the client's presenting</p>

	<p>condition, and suggest the presence of latent disease are observed following workplace procedures</p> <p>3.6 Examinations are undertaken correctly and in a way which would achieve similar outcomes if used by other practitioners according to work guidelines</p> <p>3.7 Additional information is balanced against the overall picture of the client’s needs throughout the assessment process as per work procedure. Processes of reasoning which are capable of justification given the available information at the time and are likely to result in the optimum outcome are followed</p> <p>3.8 Advice and support are sought from an appropriate source when the needs of the client and the complexity of the case are beyond the role and capability of the practitioner</p> <p>3.9 Assessments are conducted at the request of the client or when the information obtained means that it is unsafe to proceed</p> <p>3.10 Client is informed if there is a need to obtain information from other people on the client’s health and well-being.</p> <p>3.11 The consent of other people is obtained and appropriate arrangements is made for gaining the information as per treatment requirement</p> <p>3.12 At the end of the assessment, all of the information available on the client’s needs as a whole are considered and valid conclusions are drawn following work procedures</p> <p>3.13 Complete and accurate records of the assessment is made and structured in standard format in a way which would allow other practitioners to pick up the case if this was necessary</p> <p>3.14 Working methods are ensured that they promote health and safety, are in accordance with current legislation, and risk of infection is minimized throughout the process according to work procedures.</p>
<p>4. Establish courses of action with clients following assessment</p>	<p>4.1 Clients are communicated in a way which emphasizes the two way nature of communication and the role of the client as an informed partner in the process</p> <p>4.2 The outcomes of the assessment is explained to clients in an appropriate manner, level and pace according to work procedures and ethics</p> <p>4.3 Decisions are based on the subsequent action to be taken on: the information gained from assessing the client’s needs; an evaluation of the level of risk inherent</p>

	<p>in each option; the resources available to meet those needs; the consent and wishes of the client; and recognition of the practitioner's own expertise and limitations</p> <p>4.4 It is agreed with the client and client is supported appropriately to do so when it is necessary for the client to see another health care practitioner according to workplace guideline</p> <p>4.5 Clients whose needs are unsuitable for a programme of reflexology are informed of the decision in an appropriate manner, level and pace and give any other necessary advice</p> <p>4.6 Agreements reached with clients are recorded accurately, legibly and completely and the resulting actions is taken according to workplace policy</p> <p>4.7 Any inherent risks and the legal duty of care and information communicated to others on the outcomes of the assessment and the agreements reached achieve the best balance between the interests of the client are ensured according to workplace guidelines.</p>
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Variables	Range
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Reflexology treatment beds • Towel and pillow • Cleaning cloths
Requests from:	<ul style="list-style-type: none"> • potential or current clients • someone acting on behalf of the client (eg a parent or career) • other health care practitioners
Communicate:	<ul style="list-style-type: none"> • in writing • verbally (both telephone and face-to-face) • by electronic means (eg fax and E-mail)
Particular requirements in relation to:	<ul style="list-style-type: none"> • the client's personal beliefs and preferences • the client's age, sex and physical condition • communication differences • physical support and access • emotional and psychological support
Priority:	<ul style="list-style-type: none"> • the severity of the client's needs • the likelihood of the client's condition deteriorating
Arrangements:	<ul style="list-style-type: none"> • appointment time and duration • location • others who need to be present

Unavoidable delays due to:	<ul style="list-style-type: none"> • other clients whose needs have priority • staffing and workload issues • resourcing • location difficulties
Work area:	<ul style="list-style-type: none"> • ventilation • lighting • heating • level of noise • privacy
Initial approach and manner:	<ul style="list-style-type: none"> • appearance • body language • behaviour • posture and gait
Companions:	<ul style="list-style-type: none"> • a partner, relative or friend of the client • another health care practitioner
Confirmed in relation to:	<ul style="list-style-type: none"> • the client's identity • the companion's identity • the role which the client wishes their companion to have and the information the companion should receive • the identity and roles of any practitioners present
Communicate using:	<ul style="list-style-type: none"> • speech and language • actions, gestures and body language • space and position • the written word
Understanding in relation to:	<ul style="list-style-type: none"> • their expectations of the outcomes of the assessment and any subsequent interventions • what is to happen during the assessment including any equipment and materials which may be used • the involvement of the client and any companion in the assessment
Consent from:	<ul style="list-style-type: none"> • the client • a suitable person who is acting in the best interests of the client when the client is unable to make the decision for themselves
Particular requirements in relation to:	<ul style="list-style-type: none"> • the client's personal beliefs and preferences • the client's age, sex and physical condition • communication differences • physical support and access • emotional and psychological support
Aspects to explore:	<ul style="list-style-type: none"> • history of the client's health and well-being (physical, emotional, psychological) including any particular conditions, contra-indications and treatments • lifestyle including diet and exercise • work history • social and family history
Observe in relation	<ul style="list-style-type: none"> • predicted outcome

to:	<ul style="list-style-type: none"> • information obtained when the request was made • the environment in which the assessment takes place • the approach and manner of the client
Aspects of the client's feet or hands which may be observed:	<ul style="list-style-type: none"> • skin and nail colour and texture • foot and hand deformity and injury • foot and hand infectious condition • skin temperature • skin condition, hydration and elasticity • any muscle tension • responses in all reflex areas • skin odor • foot and hand biomechanics
Client's condition in relation to:	<ul style="list-style-type: none"> • skeletal system • muscular system • nervous and sensory systems • endocrine system • respiratory system • digestive system • urinary system • reproductive system • circulatory system • lymphatic and immune systems • integumentary system • psychological balance • interaction between all of the above systems
Examination by:	<ul style="list-style-type: none"> • observation • feel • smell • touch
Conclusions in relation to:	<ul style="list-style-type: none"> • balance across physical, mental, emotional, social and spiritual condition • the sum total of the client's signs and symptoms • relief and/or alleviation of symptoms • symptoms for which treatment is to be applied with caution
Records:	<ul style="list-style-type: none"> • in writing • electronically • c) diagrammatically
Communicate using:	<ul style="list-style-type: none"> • speech and language • actions, gestures and body language • space and position • the written word
Appropriate explanation in relation to the following factors:	<ul style="list-style-type: none"> • the client's current state of health and well-being • their personal beliefs and preferences • their age and level of understanding • their cultural and social background • their awareness and understanding of their condition

Subsequent action:	<ul style="list-style-type: none"> • no further action • further assessment • refer to another health care practitioner • develop a reflexology program with the client
Level of risk in relation to:	<ul style="list-style-type: none"> • the nature of any subsequent reflexology program • the client and their overall health and well-being • evidence from past practice and the success of the interventions concerned • the setting(s) in which interventions will take place • the practitioners involved
Resources:	<ul style="list-style-type: none"> • human • financial • physical • technological
Support by:	<ul style="list-style-type: none"> • verbal explanation • written information • accompanying the client or arranging for this to happen
Completely:	<ul style="list-style-type: none"> • signed • dated • containing all the relevant information
Interests of the client in relation to:	<ul style="list-style-type: none"> • confidentiality • successful outcome

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include:</p> <ul style="list-style-type: none"> • Evaluated requests for services for their appropriateness to the practitioner concerned • Communicated in a manner with a client • Evaluated requests to determine the priority of the client's needs • Explained reasons for any unavoidable delays between requests • Recorded arrangements accurately • Explained clients and their companions and confirmed the role of everyone • Determined that there are no known contra-indications to reflexology before any practical assessment • Made and structured complete and accurate records of the assessment • explained the outcomes of the assessment Agreed and supported the client to see another health care practitioner • Reached agreements with clients are recorded accurately, legibly and completely
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Professional standards and codes of practice • Legislation requirement of reflexology treatment

	<ul style="list-style-type: none"> • Organizational policies and practices • Communication skills and relationships with clients • Anatomy and physiology • Health and social well-being • The benefits, limitations and scope of reflexology • Reflexology principles and treatment methods • The nature and purpose of the assessment • understanding client and their companions needs • Development and implementation of a programme of reflexology. • Understanding of the clients' personal, cultural and social situation
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • determine the nature and purpose of assessments with clients • determine the nature and extent of clients' needs • establish courses of action with clients following assessment • evaluate and process requests for reflexology • communicate effectively
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context Of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Plan for Massage Therapy Treatment
Unit Code	HTH MST4 07 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to prepare a client for any of massage therapy treatments and negotiate a treatment management plan with them over the course of treatment required, and administer client basic massage treatment according to the philosophy and practices of a massage therapy framework.

Elements	Performance Criteria
1. Select the therapeutic techniques to determine treatment	<p>1.1 Appropriate therapeutic principles of treatment are determined according to assessment of client and within the skills of competence of the practitioner</p> <p>1.2 Contraindications to treatment and possible complicating factors and treatment used are modified according to aromatherapy principles</p> <p>1.3 Treatment information and advice provided by other health care professionals are taken into consideration in determining the strategy to be used in treatment and</p> <p>1.4 Treatment strategy which is appropriate to client condition and supported by established massage therapy techniques practice is selected according to organization standard</p> <p>1.5 Specific treatment options given possible client compliance issues are taken into consideration according to workplace requirement</p> <p>1.6 Appropriate massage therapy techniques are selected according to organization procedure</p> <p>1.7 Client constitution in selecting massage treatment is considered and applied according to workplace and treatment requirements</p>
2. Discuss the treatment with the client within the treatment plan	<p>2.1 Factors which may interfere with the effectiveness of the treatment are explained to the client</p> <p>2.2 The mode of administration and management of the treatment are explained to the client</p> <p>2.3 Treatment strategy is discussed and client's compliance with treatment strategy is negotiated according to the client's needs and organization procedure</p> <p>2.4 Time, location and content of future sessions clearly explained to the client according to work place procedure</p>

	<p>2.5 Sufficient time is allocated to conclude sessions at a pace appropriate to the client</p> <p>2.6 Client consent for treatment is ensured before the treatment</p> <p>2.7 Discrepancies between the practitioner’s and the client’s perception of the condition are clarified according to workplace organization procedures</p> <p>2.8 Any perceived risks of the client’s condition and treatment are explained according to workplace ethics</p> <p>2.9 Responsibilities of practitioner and client are discussed according to workplace guidelines within the treatment plan</p> <p>2.10 Management of selected treatment in relation to any other current therapies is negotiated according to company policy</p> <p>2.11 Treatment evaluation strategies are discussed and consent for treatment is obtained according to workplace guidelines/</p> <p>2.12 The client is requested to monitor reactions and contact practitioner as required</p> <p>2.13 Client is referred to other health professional if appropriate according to workplace procedures</p>
<p>3. Apply therapeutic techniques and common chronic diseases with acupoint massage</p>	<p>3.1 Client is ensured for massage treatment following consistent legislative and regulatory requirements</p> <p>3.2 Reactions to treatment are recognized & respond to promptly if necessary</p> <p>3.3 A treatment package is developed remedial (acupoint) massage techniques to treatment common diseases in the clinic</p> <p>3.4 Massage therapy techniques are applied according to professional ethics and the treatment plan</p> <p>3.5 Clients is positioned correctly to optimize their comfort and support while allowing optimum application of techniques</p> <p>3.6 Client’s reactions are observed and respond to and mode of administration of the treatment is varied appropriately</p> <p>3.7 Massage treatment is adjusted according to individual client needs and reactions and the presence of complicating factors</p> <p>3.8 Rehabilitation programs are established explained clarified & instigated with the patient according to ethics &</p>

	<p>clinical guidelines</p> <p>3.9 Client is referred to other health professionals in relation to areas/ aspects in which the therapist is not currently competent to rehabilitation programs</p> <p>3.10 Treatment progress & recommendations are fully documented according to clinic requirements</p>
4. Advise and resource the client	<p>4.1 Client is educated in relevant and practical techniques for promotion and maintenance of optimum health</p> <p>4.2 Client queries are answered with clarity using appropriate language</p> <p>4.3 Honesty and integrity are maintained when explaining treatment plans and recommendations to the client according to workplace and organization requirement</p> <p>4.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client.</p> <p>4.5 Client independence and responsibility in treatment are promoted wherever possible</p> <p>4.6 Monitoring of client health is undertaken in line with treatment plan</p> <p>4.7 Treatment is assessed and reviewed as required</p> <p>4.8 Treatment progress is documented according to clinic requirements</p>
5. Review treatment	<p>5.1 Treatment progress is evaluated with the client according to workplace procedure</p> <p>5.2 Effects of previous treatment are identified and recorded according to workplace procedure and treatment plan</p> <p>5.3 Client progress after each session is assessed and previous treatment plan is review based on treatment result</p> <p>5.4 The need for ongoing and/or additional treatment is evaluated with the client</p> <p>5.5 Changes to the plan are negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and Safety (OH&S)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Towel and cleaning cloth
Types and Sources of Information	<ul style="list-style-type: none"> • Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook • Infection protection and control guideline • Occupational health and safety guideline
Therapeutic principles	<p>Refers to massage principles and practices of the massage therapy framework:</p> <ul style="list-style-type: none"> • Relevant code of ethics or code of conduct documents/policies, regulations and guidelines from national massage therapy organizations and/or associations • Relevant national government regulations and guidelines • Accepted preventative practices adopted by self or peers to minimize 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
Contraindications to treatment and possible complicating factors may include but are not limited to:	<ul style="list-style-type: none"> • Massage therapists are not expected to diagnose any conditions but must be able to recognize the indications and contra-indications of conditions • Always refer for diagnosis when symptoms do not have a logical explanation. Indications for referral include: • Infection or infectious diseases • Pain — local sharp, dull, achy, deep, surface • Fatigue • Inflammation • Lumps and tissue changes • Rashes and changes in the skin • Edema • Mood alterations, e.g. depression, anxiety, infection • Changes in habits such as appetite elimination or sleep • Bleeding and bruising • Nausea, vomiting or diarrhea • Temperature — hot/cold • Intoxication • Pregnancy • Illnesses and/or chronic disease • Disabilities • Surgeries and accidents

	<ul style="list-style-type: none"> • 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 • medial epicondyle • lateral epicondyle • area of the sternal notch and anterior throat • umbilicus area • twelfth rib dorsal body • sciatic notch • inguinal triangle • popliteal fossa
Client constitution refers to:	<ul style="list-style-type: none"> • Genetic foundation • Body type • Mental attitude • Age • Gender • Cultural differences • Tolerance of pain • Muscle tone • Fitness • Fragility
Client compliance refers to:	<ul style="list-style-type: none"> • ability to understand and follow instructions or suggestions • willingness to follow instructions or suggestions
Discrepancies may include	<ul style="list-style-type: none"> • Client is unaware of the immediate danger of their condition • Client is over anxious about their condition • Client is unaware of maintaining causes acting on their condition • Practitioner is unaware of some implications of the client's condition • Practitioner and client each have a different view of what the main problem is
Discussion may include:	<ul style="list-style-type: none"> • Face to face discussion • Electronic communication • Telephone discussion
Practitioner responsibilities may include:	<ul style="list-style-type: none"> • Isolating the sick person • Providing advice on public health matters • Appropriate hygienic or sexual behaviour • Referring notifiable/communicable disease to a registered doctor • Commitment to providing the agreed treatment according to the treatment plan • Discussing relevant contra-indications or potential complications to treatment • Reviewing of treatment plan • Effective response to client feedback and/or feedback

	<p>complications to treatment</p> <ul style="list-style-type: none"> • Ensuring a therapeutic partnership relationship
Client responsibilities may include:	<ul style="list-style-type: none"> • Following instruction/advice during and post treatment • Advising practitioner of any relevant contraindications or potential complications to treatment • Advising practitioner of compliance issues • Commitment to the treatment plan • Providing feedback on treatment
Treatment evaluation strategies may include:	<ul style="list-style-type: none"> • Discussing and reviewing of response to treatment • Reviewing achievement of treatment goals • Monitoring time frame for achieving treatment goals to • Principles and practices of the massage therapy treatment
Massage therapy techniques may include but not limited to:	<ul style="list-style-type: none"> • Swedish massage techniques • Aromatherapy techniques • Remedial Massage techniques, • Reflexology techniques, • Shiatsu techniques, • Thai massage techniques
Massage therapy treatments plan may include:	<ul style="list-style-type: none"> • Aromatherapy treatment according to the phase stage of discuses and presenting complaint • Counselling • Information on breastfeeding and alternative feeding methods and weaning • Information on toilet training of balder reprogramming exercises • Advice on personal hygiene • Advice on nutrition and dietary supplements • Referral to other health car professional/support services • Therapeutic principles refers
Aromatherapy techniques Must include:	<ul style="list-style-type: none"> • Baths including full bath, foot and hand and sitz bath • Vaporization both direct e.g. inhalation and indirect e.g. burner and snozelene room (aged care and special needs) • Compress, hot and cold • Floral mists • Poultices • Dermal applications including ointments, creams and lotions • How to perform a patch test for potential client skin sensitivity • How to prepare appropriate dosages and dosage ratios and may include Massage techniques including full body, foot and health, head and scalp
Thai techniques may include	<ul style="list-style-type: none"> • A range of Thai sequences and techniques • Acu-point techniques • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques

	<ul style="list-style-type: none"> • Muscles stretched and pressed • Meridian stretching techniques • Lifestyle and dietary advice • Demonstration and explanation of suggested yoga postures, stretches and movements • Dietary strategy – selection of specific foods preparation and combinations • Advice on medicinal drinks, poultices and meals • Spiritual and emotional counseling • Relaxation techniques • Meditation • Tai qi
<p>Swedish and remedial massage techniques includes</p>	<ul style="list-style-type: none"> • To be performed include a variety of positions, ie standing, seated, prone, supine and side recumbent lying, and through clothing as well as conventional table massage. This may include: • 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 palmer surface of the hands to cover large surface areas of the body are exhibited • longitudinal stroking: deep gliding movement is applied in the direction of the muscle fibers through focal pressure using 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 is exhibited • Kneading • technique is applied with palm surface of the hand, heel of hand and/or fingers • soft tissue is mobilized 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 • Compressive techniques • digital pressure

	<ul style="list-style-type: none"> • compression: successive and rapid pressure – a series of short duration compressions, is applied to soft tissue between two structures, i.e, underlying bone structures and therapist’s hand, or hand to hand • percussion: cupping, tapping, hacking, pummeling and flicking are applied rhythmically using the hands • Petrissage • Temperature therapy • conduction, e.g heat packs and immersion baths • radiation, e,g ray lamps • friction • topical applications • Deep tissue massage techniques • Myofascial release • Techniques conducted on superficial and/or deep tissues to: <ul style="list-style-type: none"> • 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 and stretching • Stretching techniques <ul style="list-style-type: none"> • static stretching • dynamic stretching • ballistic stretching • proprioceptive neuromuscular facilitation stretching • contract-relax • hold-relax • muscle energy technique
<p>Shiatsu techniques may include a range of shiatsu sequences and techniques</p>	<ul style="list-style-type: none"> • Tsubo/acu-point techniques • Moxibustion • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Meridian stretching techniques • Namikoshi, barefoot, and oshashi shiatsu zen shiatsu sequences and techniques • Hara diagnosis, tonification/dispersion and whole body sequence • Lifestyle and dietary advice • Demonstration and explanation of suggested yoga postures, stretches and movements • Dietary strategy – selection of specific foods preparation and combinations

	<ul style="list-style-type: none"> • Advice on medicinal drinks, poultices and meals • Spiritual and emotional counseling • Relaxation techniques • Meditation • Tai qi • Qi gong/yoga
Other applications which may be discussed but not applied at this level include:	<ul style="list-style-type: none"> • douches • lozenges • ear nose and throat applications • external parasite treatments
Treatment evaluation strategies may include:	<ul style="list-style-type: none"> • discussing and reviewing of response to treatment • reviewing achievement of treatment goals • monitoring time frame for achieving treatment goals
Factors which interfere with the effectiveness of treatment may include:	<ul style="list-style-type: none"> • other medical treatment being undertaken • client's physical and psychological readiness and/or wellness • cultural and/or religious factors • contraindications to treatment • post massage treatment activity • overeating • Intoxication
Mode of administration may include	<ul style="list-style-type: none"> • Requirements for feedback and interaction • Various aromatherapy treatment techniques including: • Vaporisation • Floral mists • Massage • Bath • Compress • Douches • Dermal applications • Exposure of sections of the body • Rotating of exposure around the body • Use of oils and treatments • Variations in application intensity of massage technique • Requirement of specified positioning of client
Reactions may include	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms • Allergy to oils or treatments used • Temperature discomfort • Joint sounds (spontaneous cavitation) • Interactions with other treatments • Skin reactions • Client relaxation • Emotional release

Responses to reactions may include:	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Discussing reaction with other health professional if appropriate/relevant • Adhering to clinic guidelines for response to accidents and emergencies • Using first aid procedures as appropriate • Accessing local emergency services
Appropriate postures refers to:	<ul style="list-style-type: none"> • Balanced distribution of body weight • Comfort and safety • Relaxation of the body • Size, mobility and flexibility
Practical techniques that promote and maintain optimal health may include:	<ul style="list-style-type: none"> • Postural improvement strategies • Discussion of causes of condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies
Consent for treatment refers to:	<ul style="list-style-type: none"> • Informed consent according to the national regulations and legal guidelines • Attendance of appropriate adult for wards of State and minors as appropriate
Advise and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Advising client of suggested resources • Suggestion of referrals to other health professionals
Perceived risks may include	<ul style="list-style-type: none"> • Discussion • Illustration using resources

Evidence Guide

Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Identified treatment options and establish treatment regimes • Demonstrated communication and negotiation skills • Identified prominent bones/structures and major muscle groups through palpation • Prepared and implemented treatment plans to achieve optimal health, rehabilitation, or to improve quality of life • Discussed responsibilities of practitioner and client within the treatment plan • Discovered Contra-indications to treatment and possible complicating factors are and modified treatment strategy used
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	<ul style="list-style-type: none"> • Identified hazardous oils and their contraindications • Applied technical and practical knowledge of treatment • Managed time throughout consultation and treatment • Identified treatment options and establish treatment regimes • Identify and record effects of previous • Apply basic assessment techniques • Comprehended common medical terminology • Transcribed assessment findings and treatment in a client history • Delivered treatment or care consistent with legislative and regulatory requirements • Used equipment and resources competently and safely • Demonstrated the application of commonly used treatment techniques listed under the range of variables • Prepared client for treatment according to specific massage therapy principles • Documented recommendations and client responses • Evaluated treatment progress and reviewed treatment plan • Determined appropriate remedial massage principles of treatment • Selected, discussed and applied treatment strategy appropriate to the client's condition • Clarified discrepancies between the practitioner's and the client's perception of the condition • Discussed treatment evaluation strategies are with the client
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrate knowledge of:</p> <p>Thai massage</p> <ul style="list-style-type: none"> • possible obstacles to treatment • community resources and support services • traditional dietetics • the importance of breathing, exercise, hara strengthening • nutrition, hygiene and personal healthcare strategies • physiology and anatomy • symptomology and pathology • structure and function of anatomical systems • the principles of human movement and biomechanics • possible reactions and contra-indications to treatment • ethical and legal implications of enquiry and treatment • Technical and practical knowledge of treatment • Awareness of critical information required for diagnosis and treatment according to Thai therapy framework <p>Swedish massage</p> <ul style="list-style-type: none"> • the organization of the body • the systems and regions of the body • skeletal musculature • functions of major muscle groups • the articular system, classification of joints and types and

	<p>ranges of motion</p> <ul style="list-style-type: none"> • fundamental human physiology • the organization of the nervous system • reproduction as it relates to massage • pathology and symptomology • indications and contra-indications for massage • basic assessment procedures and options • the ethical and legal implications of the practice of massage • environmental physiology and the effects of drugs on the individual • indications for massage • ethical and legal implications of enquiry and treatment • the philosophies and beliefs of a massage framework • Basic surface anatomy • Possible obstacles to treatment • Aromatherapy • Knowledge of a minimum of 20 essential and carrier oils. These oils may include the following essential oils: <ul style="list-style-type: none"> • Basil (Methyl carvicol) <i>Ocimum basilicum</i> • Bergamot <i>Citrus aurantium ssp. bergamia</i> • Black Pepper <i>Piper nigrum</i> • Cedarwood Atlas <i>Cedrus atlantica</i> • Chamomile Blue <i>Matricaria recutita</i> • Chamomile Roman <i>Chamaemelum nobile</i> • Clary Sage <i>Salvia sclera</i> • Cypress <i>Cupressus sempervirens</i> • Eucalyptus <i>Eucalyptus radiata</i> • Eucalyptus Blue Gum <i>Eucalyptus globulus</i> • Eucalyptus Lemon Scented <i>Eucalyptus citriodora</i> • Fennel Sweet <i>Foeniculum vulgare var. dulce</i> • Frankincense <i>Boswellia carteri</i> • Geranium <i>Pelargonium graveolens</i> • Ginger <i>Zingiber officinale</i> • Grapefruit <i>Citrus paradisi</i> • Jasmine <i>Jasminum officinale</i> • Juniper <i>Juniperus communis</i> • Lavender true alpine <i>Lavendula angustifolia</i> • Lavender Spike <i>Lavendula latafolia</i> • Lemon <i>Citrus limon</i> • Lemongrass <i>Cymbopogon citratus or flexuosus</i> • Mandarin <i>Citrus reticulata</i> • Marjoram Sweet <i>Origanum majorana</i> • Melissa <i>Melissa officinalis</i> • Myrrh <i>Commiphora myrrha</i> • Neroli <i>Citrus aurantium var. amara</i> • Patchouli <i>Pogostemon cablin</i> • Peppermint <i>Mentha piperita</i>
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	<ul style="list-style-type: none"> • Petitgrain Citrus aurantium var.amara • Pine Scotch Pinus sylvestris • Rose Damask Rosa damascena • Rosemary Damask Rosa damascena • Rosemary Cineole Rosmarinus officinalis • Sandalwood Australian Santalum spicatum • Tea Tree Melaleuca alternifolia • Thyme Red Thymus vulgaris • Ylang Ylang Cananga odorata var genuina • and may include the following carrier and macerated oils • Apricot kernel Prunus armeniaca • Arnica Arnica montana • Avocado Persea Americana • Calendula Calendula officinalis • Calophyllum Calophyllum inophyllum • Canola Brassica napus • Carrot Daucus carota • Evening Primrose Oenothera biennis • Hemp Cannabis sativa • Hypericum Hypericum perforatum • Jojoba Simmondsia chinensis • Linseed Linum usitatissimum • Macadamia Macadamia integrifolia • Olive Olea europea • Rosehip Rosa rubiginosa • Safflower Carthamus tinctorius • Sesame Seed Sesamum indicum • Sunflower Helianthus annus • Sweet Almond Prunus amygdalus • Wheatgerm Triticum durum • Knowledge of hazardous oils, essential oil safety and contraindications of hazardous essential oils • Chemistry, functional groups and properties of the oils listed above • How to source essential and carrier oils including a knowledge of botanical names • The interaction and synergy of oils • Awareness of critical information required for diagnosis and treatment according to aromatherapy therapy framework • The importance of breathing, exercise • Nutrition, hygiene and personal health care strategies • Physiology and anatomy • Symptomology and pathology • Structure and function of anatomical systems • The principles of human movement and biomechanics • Possible reactions and contraindications to treatment • Ethical and legal implications of enquiry and treatment
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	<ul style="list-style-type: none"> • Possible obstacles to treatment • Community resources and support services • How to access information from a number of different sources e.g. libraries, internet, journals <p>Remedial massage</p> <ul style="list-style-type: none"> • symptomology • possible obstacles to treatment • community resources and support services • critical information required for diagnosis and treatment according to massage therapy framework • the organisation of the body • the systems and regions of the body • the structure and function of the articular system, classification of joints and types and ranges of motion • the structure and function of the nervous system • regional anatomy • the structure and function of the lymphatic system • the structure and function of the respiratory system • the reproductive system • the endocrine system • the structure and function of the nervous system • the structure and function of the immune system • the structure and function of the cardiovascular system • pathology and symptomology • structure and function of anatomical systems • the principles of human movement and biomechanics • indications for massage • possible reactions and contraindications for massage • ethical and legal implications of enquiry and treatment • Technical and practical knowledge of treatment • communication skills and negotiation skills to gain and convey required information • Review client progress after each treatment 		
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • select the therapeutic techniques to determine treatment • plan treatments • discuss the treatment with the client within the treatment plan • apply therapeutic techniques • communicate with clients • advise and resource the client • review treatment 		
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts or medical manuals • Anatomical model 		
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	<ul style="list-style-type: none"> • Relevant paper-based/video assessment • Instruments • Appropriate assessment environment
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context Of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Massage Therapy Level IV	
Unit Title	Plan and Review Reflexology Programs
Unit Code	HTH MST4 08 0611
Unit Descriptor	This unit describes standards for planning, implementing, monitoring and reviewing programs of reflexology for clients. The actions which the practitioner takes should be planned and evaluated with the clients concerned. Reflexology approaches to restoring and sustaining health balance include both stimulating clients' reflex areas to promote the body's healing process and enabling clients to treat reflex areas themselves.

Elements	Performance Criteria
1. Plan programs of reflexology with clients	<p>1.1 Whether the developed profile available for the client is sufficiently comprehensive and coherent to form a basis for planning a reflexology program is ensured in accordance to workplace guidelines</p> <p>1.2 The aims of the reflexology program is discussed with the client in a manner which allows any differences of opinion to be reconciled and confirms the client's consent as per work procedures</p> <p>1.3 Staged goals in relation to the aims is agreed with the client and recorded them accurately, legibly and completely in standard format in accordance with work place procedures</p> <p>1.4 All concerned the role of the client and their companions are discuss and agree with in achieving the goals of the program</p> <p>1.5 Approaches to reflexology treatment which are available and suitable to the client's identified needs and their personal beliefs and preferences are discussed according to work place procedures</p> <p>1.6 The possible effects of the different approaches are explained to clients and clients are supported effectively to make informed choices</p> <p>1.7 The location and timing of particular treatments is agreed with the client and put in place the necessary arrangements as per work guidelines</p> <p>1.8 Clients are provided with information as to how the program will be evaluated and reviewed and their role within this process is agreed in accordance with organization guideline</p> <p>1.9 The information which may be made available to others as a result of the program is clarified and confirmed with the</p>

	<p>client according to workplace guideline</p> <p>1.10 The client's signature is obtained as confirmation of agreement to proceed once treatment approaches have been agreed according to workplace guideline</p>
<p>2. Stimulate clients' reflex areas to promote the body's healing process</p>	<p>2.1 Appropriateness of the environment in which the treatment is to take place is ensured for the client and their needs according to workplace guideline</p> <p>2.2 Consent of the client is confirmed before treatment begins as per work procedure</p> <p>2.3 Clients are enabled to make themselves comfortable and at ease relax and interact as and how they wish throughout the treatment process,</p> <p>2.4 Appropriate reflexology relaxation methods are apply according to the client's needs</p> <p>2.5 The client's hands and feet are positioned and supported in a way which maintains the client's comfort throughout the treatment,</p> <p>2.6 The treatment approach and techniques, and the degree to which pressure is applied to a reflex area are ensured to stimulate the desired healing response within the client given their condition</p> <p>2.7 The appropriateness of the length and location of treatment to the client's identified needs and condition is ensured in accordance with work guidelines</p> <p>2.8 Alternative approaches are used where the client has conditions of the feet and hands which might mean some treatment approaches are inappropriate</p> <p>2.9 Appropriate adjustments are made to the treatment approach to minimize any adverse reaction where the application of pressure suggests an imbalance in the reflex area or prompts an adverse client reaction</p> <p>2.10 Appropriate action is taken to restore the client's comfort and ease when they experience any unexpected adverse reaction during treatment</p> <p>2.11 Clients who achieve deep relaxation during treatment are allowed sufficient time to recover fully before leaving the premises as per work guidelines</p> <p>2.12 Advice is offered to the client on their after-care in a manner appropriate to their condition and needs</p> <p>2.13 Throughout the process, Working methods are ensured that they promote health and safety, and are in accordance with current legislation, and minimize the risk of infection.</p> <p>2.14 Accurate, legible and complete treatment records are</p>

	made and stored in a safe manner and place in accordance with organization policy		
3. Enable clients to treat reflex areas for themselves	<p>3.1 Requests for the client is justified to undertake treatment themselves in relation to the healing process</p> <p>3.2 Clients' understanding of their role and responsibilities in relation to self-treatment is clarified and agreed prior to the start of self treatment</p> <p>3.3 Clients are explained clearly potential responses to inappropriate forms of self-treatment in accordance with work ethics</p> <p>3.4 Clients are inform clearly and fully of the possible <i>effects</i> of self-treatment and the appropriate <i>actions to take</i> if this happens</p> <p>3.5 Clients are encouraged to seek advice from the practitioner at an appropriate time when they have any concerns during self-treatment</p> <p>3.6 The rights of clients to refuse self-treatment and ignore health advice is acknowledged as per professional ethics</p> <p>3.7 Questions and concerns of the client are responded promptly and willingly throughout self-treatment</p> <p>3.8 Encourage clients to note the effects of self-treatment in sufficient detail for them to be used in the treatment review</p>		
4. Review the effectiveness of reflexology programs with client	<p>4.1 Clients and their companions are actively encouraged to take a full and active part in the review process consistent with the client's wishes</p> <p>4.2 The outcomes of the reflexology program and its effectiveness are discussed and reviewed with clients in an appropriate manner, level and pace as per organization guideline</p> <p>4.3 Clients are actively encouraged to offer their opinions on the reflexology program and suggest possible modifications</p> <p>4.4 The practitioner's views of the effectiveness of the program in meeting the client's aims and goals are offered in an appropriate manner, level and pace</p> <p>4.5 Sufficient time and space are offered to clients to allow them to think through the information from the practitioner and come to their own judgments about it as per wok procedures and guideline</p> <p>4.6 Agreement is reached with clients about any changes to their treatment goals</p> <p>4.7 Where continued treatment is considered advisable, agree revised goals and contractual details with clients, along</p>		
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	<p>with further processes for monitoring and review</p> <p>4.8 Clients are encouraged to think through how they might promote their own health and well-being throughout the treatment program</p> <p>4.9 Clients are encouraged to take responsibility for their own health and well-being in the future after treatment program is finalized</p> <p>4.10 Accurate, legible and complete records of the review process is done and stored securely in accordance with workplace guideline</p>
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Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Reflexology treatment beds • Towel and pillow • Cleaning cloths
Consent from:	<ul style="list-style-type: none"> • the client • a suitable person who is acting in the best interests of the client when the client is unable to make the decision for themselves
Companions:	<ul style="list-style-type: none"> • a partner, relative or friend of the client • another health care practitioner
Available and suitable options:	<ul style="list-style-type: none"> • within available resources • related to the everyday life and personal and social circumstances of the client • those which encourage the client to promote their health and wellbeing through their own actions
Environment suitable in terms of:	<ul style="list-style-type: none"> • ventilation • lighting • heating • level and nature of noise • privacy
Reflexology relaxation methods:	<ul style="list-style-type: none"> • manipulation of feet and hands • breathing exercises
Client's condition in relation to:	<ul style="list-style-type: none"> • skeletal system • muscular system • nervous and sensory systems • endocrine system

	<ul style="list-style-type: none"> • respiratory system • digestive system • urinary system • reproductive system • circulatory system • lymphatic and immune systems • integumentary system • psychological balance • interaction between all of the above systems
Conditions of the feet and hands:	<ul style="list-style-type: none"> • trauma • deformity • infection
Self-treatment:	<ul style="list-style-type: none"> • stimulating own reflex areas • other measures to support health
Potential responses associated with self-treatment:	<ul style="list-style-type: none"> • pressure applied to reflex area for too long a period • pressure applied to wrong reflex area • inappropriate pressure • frequency with which pressure is applied
Effects:	<ul style="list-style-type: none"> • immediate • short term • long term
Client actions to take:	<ul style="list-style-type: none"> • halt self-treatment and resume after an interval of time • abandon self-treatment • contact practitioner
Outcomes of the reflexology programme	<ul style="list-style-type: none"> • improvement of the client's health and well-being • maintenance and stability • palliative • deterioration in the client's health and well-being
Opinions:	<ul style="list-style-type: none"> • client's experience of the program • extent to which the program has achieved the client's aims and goals • the client's broader needs • other factors which may have affected the program's effectiveness

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills includes the ability to:</p> <ul style="list-style-type: none"> • Described the aims of the reflexology program • Described legislation, Organizational policies and practices • recorded and stored accurate, legible and complete records of the review process • Developed plan for reflexology programs • Demonstrated effective communication skills and relationships with clients
Underpinning	Demonstrate knowledge of:

<p>Knowledge and Attitudes</p>	<ul style="list-style-type: none"> • The aims of the reflexology program • Reflexology relaxation methods • Appropriateness of treatment environment • Approaches to reflexology treatment • The possible effects of the different approaches • The location and timing of particular treatments • The appropriateness of the length and location of treatment • Professional standards and codes of practice • Legislation requirement of reflexology treatment • Organizational policies and practices • Planning reflexology practices • Communication skills and relationships with clients • Anatomy and physiology • Health and social well-being • The benefits, limitations and scope of reflexology • Reflexology principles and treatment methods • OH & S requirements
<p>Underpinning Skills</p>	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Planning programs of reflexology with clients • Stimulating clients' reflex areas to promote the body's healing process • Enabling clients to treat reflex areas for themselves • Reviewing the effectiveness of reflexology programs with client • Effective communication skills and relationships with clients
<p>Resource Implications</p>	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Relevant texts or medical manuals • Relevant paper based/video assessment instruments • Appropriate assessment environment
<p>Methods of Assessment</p>	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
<p>Context Of Assessment</p>	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Provide TaiJi-Qigong Exercise
Unit Code	HTH MST4 09 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to administer client in TaiJi –Qigong exercise treatment according to the philosophy and practices of TaiJi – Qigong framework

Elements	Performance Criteria
1. Identify relation between nutrition and TaiJi -Qigong exercises	<p>1.1 Diet is categorized depending on the requirement for treatment deficiency for each essential nutrient</p> <p>1.2 Appropriate levels of essential nutrient are determined according to the needs</p> <p>1.3 Appropriate TaiJi qigong exercises are determined based on patient body health condition.</p> <p>1.4 Relation between nutrition and TaiJi qigong exercise in maintenance of health care are explained</p> <p>1.5 The effects of different TaiJi qigong exercises on body health are explicitly described.</p> <p>1.6 The effects of essential nutrient on health are identified and described</p>
2. Identify and describe the principles and practices of TaiJi -Qigong exercise	<p>2.1 History, philosophy and systems of the TaiJi -Qigong exercise (TaiJi -Qigong) are identified and explained</p> <p>2.2 Principles and techniques of TaiJi -Qigong exercise are identified and described</p> <p>2.3 Major methods of treatment used in TaiJi -Qigong exercise are identified and described according to clinic guidelines and work ethics</p> <p>2.4 TaiJi -Qigong exercise assessment techniques are identified and described according to clinic guidelines and work ethics</p> <p>2.5 Information on other complementary therapies is provided</p> <p>2.6 The relationship between therapies is identified</p>
3. Discuss and manage treatment program with the client	<p>3.1 Factors which may interfere with the effectiveness of the treatment are clearly explained to client</p> <p>3.2 Taijiqigong strategy and management based on needs are explained to the patient /care taker</p> <p>3.3 How treatment is delivered and managed is explained to the patient</p>

	<p>3.4 Patient is requested to monitor reactions and contact practitioner as required and respond promptly if necessary</p> <p>3.5 Time, location and content of future sessions is clearly explain to the patient</p> <p>3.6 Recognize reactions to treatment are recognized and promptly responded to as required</p> <p>3.7 Recommendations and other information related to patient treatment are documented fully</p>		
4. Apply Taiji-qigong techniques	<p>4.1 Taijiqigong exercise techniques are applied as per organization policy and patient condition</p> <p>4.2 All the necessary techniques of physical activities are applied together with the physioTaijiqigong intervention</p> <p>4.3 Patient -focused attention is maintained throughout the treatment session</p> <p>4.4 Treatment sequence, location and selection of methods are determined by assessment indications</p>		
5. Work within rehabilitation center regulation guidelines	<p>5.1 Taiji-qigong exercise center guidelines are accessed and followed</p> <p>5.2 Legal and regulatory guidelines are accessed and followed</p> <p>5.3 Relevant documentation is undertaken in appropriate form</p> <p>5.4 An introduction to taiji Qigong basic feature is performed accurately</p> <p>5.5 Special physical education is provided for people with disability according their need.</p> <p>5.6 Relaxing and calming Qigong are performed according to the given manual accurately</p> <p>5.7 Rehabilitation exercise is provided based on the given manual</p> <p>5.8 Special exercise treatment is provided for chronic pain to satisfy the patient by giving relief</p>		
6. Advise and resource the patient	<p>6.1 Patient is educated/ coached in relevant and practical techniques for alleviation of symptoms and promotion and maintenance of optimum health</p> <p>6.2 Patient queries are answered with clarity, using the appropriate language</p> <p>6.3 Honesty and integrity is applied when explaining treatment plans and recommendations to the client</p> <p>6.4 Appropriate interpersonal skills applied when explaining treatment plans and recommendations to the patient</p>		
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	6.5 Patient independence and responsibility is encouraged in treatment wherever possible
7. Review treatment	<p>7.1 Taiji-qigong treatment progress, need for ongoing and/or additional treatment is evaluated with the patient</p> <p>7.2 Effects of previous Taiji-qigong treatment is identified and recorded according to workplace procedures</p> <p>7.3 Previous Taiji-qigong treatment plan is reviewed based on treatment results</p> <p>7.4 Changes to the treatment plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • towel and cleaning cloth • Over head Projector(OHP),Black Board, White Board, Flip Chart • Illustrations, Pictures, Models, Computer, Photo copier machine Filing cabinet, Gowns /overcoat
Types and Sources of Information	<ul style="list-style-type: none"> • Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook • Infection protection and control guideline • Occupational health and safety guideline
Central philosophies of Tai Ji –Qigong include :	<ul style="list-style-type: none"> • Meridians • Yin and yang • Development of personal health strategy
Major methods of treatment Include :	<ul style="list-style-type: none"> • A range of TaiJi –Qigong sequences and techniques • acu-point techniques • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Muscles stretched and pressed • Meridian stretching techniques • Lifestyle and dietary advice • Relaxation techniques • Breathing Meditation
Tai Ji –Qigong assessment techniques	<ul style="list-style-type: none"> • Examination of physical features • May include: • Anatomical or mobility/flexibility assessment

	<ul style="list-style-type: none"> • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedures which are conducted according to legislative and regulatory requirements 		
Relationship between therapies may include:	<ul style="list-style-type: none"> • Contraindications to treatment • Effects of one treatment over or with another • Treatment according to stage of condition 		
Enquiries may require explanation of:	<ul style="list-style-type: none"> • Duration of treatment • Limitations of expected treatment outcomes • Possible approaches to treatment • Estimated cost of treatment • Work cover eligibility • Limitations of professional status of practitioner • After hours service • Provision for hospital visits. 		
Appropriate information may include:	<ul style="list-style-type: none"> • Confirmation of appointment date and time • rehabilitation center location and directions • Cost of initial consultation • Payment options 		
rehabilitation center's guidelines may include	<ul style="list-style-type: none"> • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice • Level of competency and degree of supervision • Partnership/group decisions, agreed practice • Handling client complaints 		
Legal and regulatory guidelines may include:	<ul style="list-style-type: none"> • OHS guidelines • Anti-discrimination legislation • Privacy Act • Infection control 		
Relevant documentation may include:	<ul style="list-style-type: none"> • Nature of enquiry • Client contact details • Recording of incidents • Appointment details 		
Factors which interfere with the effectiveness of treatment may include:	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client's physical and psychological readiness and/or wellness • Contra-indications to treatment • Post treatment activity • Overeating • Intoxication / sanitation 		
Mode of administration may include:	<ul style="list-style-type: none"> • Requirement for feedback and interaction • Variations in application intensity 		
Reactions may include:	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms 		
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	<ul style="list-style-type: none"> • Temperature discomfort
Responses to reactions may include:	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Adhering to clinic guidelines for response to accidents and emergencies • Using First Aid procedures according to Ethiopian red cross • Accessing local emergency services • Effective response to client feedback and/or complaints
Tai Ji –Qigong treatment and technique may include:	<ul style="list-style-type: none"> • Acupressure • Point energetics • Muscles stretched and pressed • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Meridian stretching techniques • Demonstration and explanation of suggested corrective postures, stretches, movements • Demonstration and explanation of suggested activities such as tai qi, qi gong, • Ability to apply relaxation, meditation and stress management techniques • Dietary strategy - selection of specific foods preparation and combinations • Advice on medicinal drinks, poultices and meals • Healing benefits • Spiritual and emotional counselling
Assessment indications include:	<ul style="list-style-type: none"> • Tai Ji –Qigong meridian and point locations and indications • Anatomical or mobility/flexibility assessment and indications
Advise and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advise regarding self-care • Stress management resources • Environmental modifications • Counseling within the parameters of training • Advising client of suggested resources • Providing of details which help to fully inform client of relevant information • Providing referrals to other health professionals • Availability of products required or suggested for treatment
Practical techniques that promote and maintain optimal health may include:	<ul style="list-style-type: none"> • Postural improvement strategies • Corrective postures, stretches, movements • Activities such as tai qi, qi gong, • Relaxation, meditation and stress management techniques • Discussion of causes of condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on

	<p>between sessions</p> <ul style="list-style-type: none"> • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies
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Evidence Guide	
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Critical Aspects of Competence	<p>Critical evidence of knowledge and skills includes the ability to -</p> <ul style="list-style-type: none"> • gathered and interpreted information through the tactile senses • identified and described relation between nutrition and taiji qigong exercises • identified and described the principles and practices of taiji qigong exercise • communicated effectively treatment program with the client • applied taiji qigong techniques • worked within rehabilitation center regulation guidelines • advised and resourced the patient • treated a range of conditions/disease states • incorporated the philosophies and beliefs of an tai ji –qigong framework • applied commonly used treatment techniques listed under the range of variables • provided treatment according to the individual, condition and the presence of complicating factors • used counseling as a treatment method, where competence exists • prepared the client for treatment according to tai ji –qigong principles • provided treatment using a range of tai ji –qigong methods • completed documentation of all recommendations and client responses • ensured all treatment or care delivered is consistent with legislative and regulatory requirements • identified prominent bones/structure and major muscle groups through palpation
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Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • History, philosophy and systems of the Taijiqigong exercise (taiji –Qigong)framework • Understanding of human physiology and anatomy • Fundamental structure and function of anatomical systems • Understanding of the fundamental principles of biomechanics • The philosophies, principles and tools of Taijiqigong exercise (taiji –Qigong)practice • A range of alternative and complementary therapies • The history and development of Taijiqigong exercise (taiji –
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	<p>Qigong) massage</p> <ul style="list-style-type: none"> • Introduction to taiji quan and basic features • Taiji and taiji quan soft Taijiqigong exercise • Basic knowledge of taiji Quan • Basic techniques of taiji quean • Yang style taiji quan complete form • The yang style taiji quan routines • The effects of Taiji qigong exercise (taiji –Qigong)application to the body structure • Special concerns to: Obesity, Hypertension, Asthma, Exercise and environment • Nutrition and exercise • Sociology of health and the healthcare system • OHS requirements in the workplace • The dynamic interchange between the physical, mental, social, environmental and spiritual landscape • The rationalistic, analytical approach to an understanding of disease • the qualitative, quantitative, cultural and traditional lines of evidence used in Taiji qigong exercise (Tai Ji –Qigong) • interpret letters and other documentation from other health professionals • gather and interpret information through the tactile senses • Technical and practical knowledge of Taiji qigong exercise (TaiJi –Qigong)
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • manage time throughout consultation and treatment • gather and interpret information through the tactile senses • identify relation between nutrition and therapeutic exercises(TaiJi -Qigong) • Identify and describe the principles and practices of Taiji qigong exercise • communicate effectively treatment program with the client • apply Taiji qigong techniques • work within rehabilitation center regulation guidelines • advise and resource the patient
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals • Demonstration model/client
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Provide Reflexology Treatment
Unit Code	<u>HTH MST4 10 0611</u>
Unit Descriptor	This unit of competency describes the skills and knowledge required to interpret information gathered in the health assessment and prepare for a reflexology treatment of a client by negotiating a treatment management plan and to work effectively within a reflexology framework .

Elements	Performance Criteria
1. Setup the workspace appropriately	<p>1.1 Workspace is prepared with necessary facilities in accordance with occupational health and safety standards</p> <p>1.2 The environment is ensured that it is of a warm, inviting and healing nature according operating requirement</p> <p>1.3 Appropriate professional materials are displayed according workplace guideline</p> <p>1.4 Ergonomic equipment appropriate for both client and self are used in accordance with occupational health and safety standards and workplace guideline</p> <p>1.5 Clean, comfortable and professional standards soft furnishings are provided in accordance with professional and workplace guideline</p>
2. Obtain, record and analyze an accurate history of the client	<p>2.1 Required information from the client for the client's history is sought in a respectful way ensuring all enquiries are asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Factors likely to have an influence on the assessment are identified during the consultation process and strategies are implemented to minimize the effect of these factors wherever possible as per work place requirement</p> <p>2.3 Information is managed in a confidential and secure way in accordance with professional ethics and workplace policy</p> <p>2.4 Information is gathered, recorded and organized in standard format in a way which can be interpreted readily by other professionals in accordance to workplace regulation.</p> <p>2.5 Treatment, information and advice provided by other health care professionals are taken into consideration in determining the strategy to be used in treatment as work place procedures</p> <p>2.6 Information gathered is assessed and assigned priority in consultation with the client using knowledge, experience and theoretical principles gathered in accordance with</p>

	<p>work place procedure.</p> <p>2.7 Professional judgment is used to develop a treatment strategy from the data collected following work procedures</p>
3. Record physical observations of the foot	<p>3.1 Assessment of the feet and associated signs and symptoms are record in standard format in a thorough and objective manner according to work place guideline</p> <p>3.2 Structural abnormalities of the foot are related to the case history in accordance to professional diagnoses</p> <p>3.3 Skin conditions are identified, assessed and incorporated into treatment plan in accordance to work procedural requirement</p> <p>3.4 Client progress is systematically monitored and recorded in standard format as per workplace guideline</p>
4. Determine precautions and contra-indications Inform the client	<p>4.1 Signs and symptoms of conditions are recognized and identified as a pre-requisite for treatment/care</p> <p>4.2 Precautions/contra-indications to reflexology are observed, and recorded in standard format and incorporated into treatment plan</p> <p>4.3 Clients are advised to seek medical treatment when found necessary</p>
5. Inform the client	<p>5.1 The client is addressed appropriately in accordance with to professional ethics and workplace procedures</p> <p>5.2 Informed client consent is obtained prior to conducting a Reflexology assessment as requirement according to work pace guideline</p> <p>5.3 The services able to be provided and the limits of available services is explained clearly to the client in accordance with workplace procedures</p> <p>5.4 Client's expectations of services is explored and clarified ethically</p> <p>5.5 Personal abilities, level of professional competence and parameters of role is explained to the client and ensured these are practiced at all times according to workplace procedures</p> <p>5.6 The rationale of the treatment/assessment plan is discussed with the client in accordance with professional ethics and workplace rules</p> <p>5.7 Legal rights and responsibilities of the client and practitioner are described clearly in accordance with professional ethics and regulation</p>
6. Manage the health	<p>6.1 Potential sensitivities of the client is anticipated and respected their dignity at all times according to workplace</p>

assessment	<p>guidelines and ethics</p> <p>6.2 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed according to workplace guidelines</p> <p>6.3 Enquiries from the client is responded to using a language the client understands</p> <p>6.4 Abnormalities and imbalances detected on assessment are investigated further through appropriate questioning and analysis of client feedback according to workplace procedures</p>
7. Manage the treatment	<p>7.1 Factors which may interfere with the effectiveness of the treatment are explain according to workplace ethics</p> <p>7.2 The client is explained the mode of administration and management of the treatment according to workplace guidelines</p> <p>7.3 The client is informed of possible physical or emotional reactions during the treatment according to professional ethics</p> <p>7.4 The client is informed of possible physical or emotional reactions following a session and the appropriate course of action to take according to workplace guidelines</p> <p>7.5 Reactions to treatment recognized and responded to promptly if necessary according to workplace policy</p> <p>7.6 Client is arranged for warmth with feet and hands exposed as appropriate in accordance with to work requirement</p> <p>7.7 Reflexology is provided according to treatment plan</p> <p>7.8 The time, location and content of future sessions are clearly explained to the client according to workplace guidelines</p> <p>7.9 Client and practitioner comments and recommendations on treatment are recorded and documented</p> <p>7.10 Referral and/or collaboration is discussed with other health professionals and with the client as appropriate according to workplace ethics</p>
8. Apply reflexology and relaxation techniques	<p>8.1 A range of reflexology techniques are applied according to the reflexology worked, general health of the client, tissue condition, age , health and sensitivity</p> <p>8.2 Leverage and appropriate pressure are used as required to work specific techniques, while holding and supporting the foot adequately</p> <p>8.3 All reflexology of both feet are practiced according to body systems or utilizing an appropriate sequence</p>

	8.4 The length of the session time is ensured for its appropriateness to the client and for the techniques and sequence used
9. Advise and resource the client	<p>9.1 Client queries are answered with clarity and using appropriate language following professional ethics</p> <p>9.2 Honesty and integrity is used when explaining treatment plans and recommendations to client as per work ethics</p> <p>9.3 Use Appropriate interpersonal skills are used when explaining treatment plans and recommendations to clients as per work ethics and guidelines</p> <p>9.4 Client independence and responsibility is promoted in treatment whenever possible as per work ethics and guidelines</p>
10. Review the treatment	<p>10.1 Progress is evaluated with the client and effects of previous treatment is identified and recorded in standard format as per workplace guidelines</p> <p>10.2 The previous treatment plan is reviewed in accordance with workplace procedure</p> <p>10.3 The need for ongoing and/or additional treatment is evaluated</p> <p>10.4 Changes to the treatment plan is negotiated with the client to ensure optimal outcomes in accordance with workplace guideline</p>

Variables	Range		
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems 		
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Reflexology treatment beds • Towel and pillow • Cleaning cloths 		
Variable	<ul style="list-style-type: none"> • Range statement 		
Professional material may include:	<ul style="list-style-type: none"> • Qualifications • Code of Ethics • Association registration evidence • Charts, books • Business appointment cards • Brochures • Appointment book 		
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	<ul style="list-style-type: none"> • Client record keeping facilities • Receipt book 		
Ergonomic support may include:	<ul style="list-style-type: none"> • Massage table • Reflexology chair • Stool • Foot bowls 		
Soft furnishings may include	<ul style="list-style-type: none"> • Pillows • Bolsters • Linen 		
Factors likely to have an influence on assessment may include:	<ul style="list-style-type: none"> • Language difficulties • Disabilities • Emotional trauma • Lack of privacy or focus due to additional parties being present • Cultural or gender factors • Age 		
Assessment of feet may include:	<ul style="list-style-type: none"> • Overall appearance of the feet • Color and texture of the skin • Bone and joint structure • Arch • Biomechanics • Signs of bacterial or viral infection • Signs of keratoses and other skin anomalies 		
Client History may include:	<ul style="list-style-type: none"> • Date of presentation • Identifying personal details • Source of referral (if applicable) • Main presenting complaint or reason for reflexology treatment • Other treatments being undertaken • Presenting symptom picture • General state of health <ul style="list-style-type: none"> • physical • emotional • mental • allergies • dietary • sleep pattern • exercise • leisure activities • Childhood and adulthood injuries • Accidents, injuries and operations • Hospitalizations • Occupational history and environment • Other current medical treatment • Medication, supplements and natural prescriptions –current and previous • Social lifestyle including social drug usage 		
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	<ul style="list-style-type: none"> • Family history
Signs and symptoms may include:	<ul style="list-style-type: none"> • Physical evidence • Behavioral evidence • States of disorder • Test or examination results • Sensations • Onset • Duration • Location • Causation • Direction of chief complaint • Ameliorating and aggravating factors • Symptom qualities (intensity, severity, nature of complaint) • Non-verbal signs and symptoms • Functional and pathological disturbances
Precautions and contraindications may include:	<ul style="list-style-type: none"> • Diseases and disorders of the feet • Thrombosis • Infectious/contagious diseases • Acute fever • Gangrene • Infectious skin diseases of the foot • Heavy medication • Unstable pregnancy • Diseases of the lymphatic and circulatory system • Diabetes • Clinical depression • Following surgery • First trimester of pregnancy • IVF treatment
Potential sensitivities may include:	<ul style="list-style-type: none"> • Gender • Ethnic background • Language • Religious beliefs • Cultural heritage • Sexuality • Ability • Presenting disease state and personal history
Health professionals may include:	<ul style="list-style-type: none"> • Client's general practitioner • Chiropractor • Dietitian • Naturopath • Podiatrist • Physiotherapist
Factors which interfere with the effectiveness of treatment may	<p>May mean:</p> <ul style="list-style-type: none"> • Medical treatment being undertaken • Client's physical and psychological readiness and/or

include:	<p>wellness</p> <ul style="list-style-type: none"> • Cultural factors • Contraindications to treatment • Post reflexology activity
Mode of administration may include:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Feeling of wellbeing • Relief of symptoms • Increased urination • Slight headache, nausea, malaise • Increased bowel symptoms • Temporary exacerbation of symptoms • Increased energy • Improved sleep
Practitioner responses to reactions may include:	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reactions with the client • Adherence to clinic guidelines for response to accidents and emergencies • Accessing local emergency services
Consent to treatment refers to:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Stroking and effleurage techniques • Friction light and deep • Holding • Breathing • Knuckling • Rotation and loosening • Stretching • Kneading • Twisting and wringing

	<ul style="list-style-type: none"> • Diaphragm relaxer • Spinal twist • Toe rotation • And may include: • Breathing • Percussion • Knuckling • Must include: • Thumb and finger walking • Micro rotation 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Light pressure is utilized for the elderly, infants or debilitated • Light pressure is utilized for poor tissue condition • Light pressure is utilized over surface vein areas • Light pressure is utilized over acutely sensitive areas • Average to heavy pressure may be utilized according to client health and comfort • Client comfort to be given highest priority when applying pressure
Specific techniques may mean:	<ul style="list-style-type: none"> • Techniques as appropriate to specific reflexology
Reflexology worked on both feet according to body systems or sequence may mean:	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • A general session of reflexology may be of one hour's duration or more

appropriate to client may mean:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing and demonstrating plan of self reflexology treatment for client

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • prepared workspace is with necessary facilities • used appropriate ergonomic equipment for both client and self • identified, assessed skin conditions, structural abnormalities of the foot , Signs and symptoms of conditions, precautions/ contra-indications to reflexology and incorporated into treatment plan • gathered, recorded and organized information in standard format • Prioritized presenting conditions • Identify treatment options and establish treatment regimes • Prepared treatment plans • Prepared client for treatment according to reflexology principles • Described principles and procedures in providing reflexology treatment • Provided a reflexology treatment within the timeframe and record client responses • Provided advice within the scope of the practitioner's training • Provided treatment according to the individual, condition and the presence of complicating factors • Ensured that all treatment/care delivered is consistent with legislative and regulatory requirements • Identified prominent bones/structure, muscles, ligaments and tendons of the feet through palpation • Gathered and interpreted information through the tactile senses • Managed time throughout consultation and treatment • Used equipment and resources competently and safely • Communicated effectively with clients • Wrote referrals, appraisal letters for insurance companies and other documentation

Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • the history, philosophies and beliefs of reflexology • best practice reflexology principles • fundamental structure and function of anatomical systems • possible reactions and contraindications to treatment • legal and ethical considerations relevant to practice within a reflexology framework • the fundamental principles of biomechanics • methods of preparing treatment and management plans • Basic understanding of the interaction of Reflexology with other complementary therapies • anatomy and physiology in relation to a reflexology framework • referral processes • possible precautions/contraindications to treatment • anatomy and physiology of the body systems • relevant assessment options and procedures • signs and symptoms of disease and disorder/ dysfunction • common disease states and functional problems of each body system • the clinical indications of treatment relevant to specific circumstances, first aid and injuries • First Aid and CPR • the possible responses and contra-indications to treatment • the contribution of the different schools of thought and historical theories of clinical practice • community resources and support services
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • setup the workspace appropriately • obtain, record and analyze an accurate history of the client • determine precautions and contra-indications • communicate effectively with client • undertake health assessment and treatment • apply reflexology and relaxation techniques • advise and resource the client • review the treatment
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment and relevant texts and manuals
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Assess Massage Therapy Treatments Contribution to Health
Unit Code	HTH MST4 11 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to observe the condition of the client after treatment and gather information relevant to the case using to enable correct assessment, planning and provision of an aromatherapy, Swedish massage, reflexology, remedial massage, shiatsu and Thai massage assessment techniques and review an accurate assessment over the course of treatment.

Elements	Performance Criteria
1. Determine the scope of the assessment and the client's needs	<p>1.1 Client's purpose for consultation is established and symptoms experienced are identified</p> <p>1.2 Client's eligibility for using clinic service / personal policies is determined</p> <p>1.3 Services able to be provided and limits of available services is clearly explained to the client</p> <p>1.4 Client's expectations of the service/clinic is explored and clarified</p> <p>1.5 Information required from the client is sought for the client's history in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>1.6 Accurate, relevant and well organized information is collected and recorded in a form which can be interpreted readily by other professionals according to workplace procedures</p> <p>1.7 Factors likely to have a negative impact on assessment is identified in consultation with the client and strategies to minimize the effects of these factors are implemented wherever possible</p> <p>1.8 Personal abilities, level of professional competence and parameters of role are made clear to the client and practice at all times is determined</p> <p>1.9 Client is referred to other health care providers where the needs are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner their needs are best met by doing so</p> <p>1.10 Legal rights of the client is identified and promoted respected according to work place procedures</p>
2. Obtain and record an accurate	2.1 Information required from the client is sought for the client's history in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner
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<p>history of the client</p>	<p>2.2 Accurate, relevant and well organized information is collected and recorded in a form which can be interpreted readily by other professionals according to workplace procedures</p> <p>2.3 Information is managed/handled in a confidential and secure way</p>
<p>3. Analyze and interpret information received</p>	<p>3.1 Results of the health assessment are correlated with case history</p> <p>3.2 Signs and symptoms of condition in the client are recognized and identified as pre-requisites or contraindications or treatment/care</p> <p>3.3 Information gathered is assessed and assigned priorities in consultation with the client using the knowledge and experience and theoretical principles applied by the practitioner</p> <p>3.4 Information gathered is recorded and organized in a way which can be interpreted readily by other professionals</p> <p>3.5 Body patterns are analyze and differentiate by assessing signs and symptoms</p>
<p>4. Manage the health assessment</p>	<p>4.1 Informed client consent is obtained prior to conducting tests, in accordance with relevant legislation and regulations</p> <p>4.2 Adequate time is allowed during consultation to gather critical information</p> <p>4.3 Factors that may interfere with the information gathering process are identified and minimized according to workplace procedures</p> <p>4.4 Essential requirements for the maintenance of clinical and practitioner hygiene are Identified, established and routinely observed according to workplace requirement</p> <p>4.5 Potential sensitivities of the client is anticipated and appropriate approach is adapted accordingly to take these into account and steps are taken to ensure that client dignity is maintained at all times</p> <p>4.6 The client's dignity is maintained at all times according to workplace guidelines and legislative requirement</p> <p>4.7 Abnormal findings are followed and investigated in a deliberate, logical and appropriate manner following workplace procedures and ethics</p> <p>4.8 The reliability of data assessed/ obtained is evaluated and appropriate clinical correlation is established with the client's complaints according to work ethics requirement</p>

	<p>4.9 Any decision is based to carry out laboratory tests on the integration of previously obtained clinical data and history</p> <p>4.10 All procedures are adhered to the protocol required by the agency in ordering/ proposing tests</p> <p>4.11 Signs of condition is identified according to massage therapy framework</p> <p>4.12 Client is assessed through palpation, observation and sensory information gathering techniques</p> <p>4.13 Other appropriate assessment techniques are used according to treatment plan and requirement</p> <p>4.14 Contraindications to treatment are identified according to relevant work procedures</p> <p>4.15 Assessment is conducted according to relevant regulation and legislative requirements</p> <p>4.16 All information is recorded accurately in a systematic manner in accordance with clinic guidelines</p>
<p>5. Prepare the client for assessment</p>	<p>5.1 Rationale for the treatment is discussed with the client</p> <p>5.2 The client's body is ensured that it is not unnecessarily exposed during assessment/treatment</p> <p>5.3 Client enquiries is responded to using language the client understands</p> <p>5.4 Client boundaries are respected at all times in accordance with clinic guidelines</p> <p>5.5 Client feedback is sought on comfort levels and analyzed static and dynamic variables of posture</p> <p>5.6 Suitable environment is organized to maximize client comfort</p> <p>5.7 Referral and collaborative options are discussed with the client if necessary</p>
<p>6. Make a comprehensive assessment of the client</p>	<p>6.1 Signs of condition identified according to massage therapy framework</p> <p>6.2 Specific details of signs and symptoms of the presenting complaint/s is draw up/extracted</p> <p>6.3 Client is assessed through palpation, observation and sensory information gathering techniques</p> <p>6.4 Physical assessment is conducted in accordance with clinic guidelines</p> <p>6.5 Hara palpation assessment is conducted according to the requirement</p> <p>6.6 Other appropriate assessment techniques are us as</p>

	<p>required according to treatment plan and requirement</p> <p>6.7 Questions are used to clarify results and gain further information in a manner relevant to the client's needs and test results</p> <p>6.8 Contra-indications to treatment are identified and necessary measures are taken</p> <p>6.9 Functional and special tests are conducted and differential assessment is made</p> <p>6.10 The client is observed, conducted and treated as required according to assessment results and relevant regulation and legislative requirements</p>
7. Perform ongoing health assessment	<p>7.1 Assessment during treatment using shiatsu assessment techniques is continually reconsidered</p> <p>7.2 Questions are used to clarify results and gain further information in a manner relevant to the client's needs and test results</p> <p>7.3 Client's feedback on comfort levels is continuously sought during assessment</p> <p>7.4 Hara palpation assessment is integrated into the ongoing assessment during Thai massage therapy health assessment</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility
Factors likely to have a negative impact on assessment may Include:	<ul style="list-style-type: none"> • Language difficulties • Disabilities • Emotional trauma • Lack of privacy or focus due to additional parties being present • Cultural or gender factors
Other health care professionals may include	<p>Thai, Aroma, Remedial:</p> <ul style="list-style-type: none"> • Doctors/ Medical practitioners • Psychologists • Social workers • Remedial masseuses • Other Alternative /complementary/allied health practitioners • Counsellors • It may also include in the case of remedial

	<ul style="list-style-type: none"> • Podiatrists • Osteopaths • Energy therapists • Physiotherapists • Chiropractors • Registered nurses
Client history may include:	<ul style="list-style-type: none"> • Date of presentation • Identifying personal details • Source of referral (if applicable) • Main presenting complaint or reason for treatment • Presenting symptom picture • General state of health: <ul style="list-style-type: none"> • biological • emotional • psychological • social spiritual • allergies • appetite and eating habits • bowel and urinary habits • menstrual cycle • sleep patterns • exercise • relaxation/leisure activities • Childhood and adult illness • Accidents, injuries, operations • Hospitalizations • Occupational history and environment • Other current medical treatment • Medication, supplements and natural prescriptions –current and previous • Social lifestyle including social drug use • Family history
Potential sensitivities may include:	<ul style="list-style-type: none"> • Gender • Ethnicity • Language • Religious beliefs • Cultural heritage • Sexuality • Ability • Emotional sensitivities • Presenting disease state and personal history
Other appropriate assessment techniques	<ul style="list-style-type: none"> • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements • Taking of blood pressure, temperature, radial pulse rate and

	<p>quality</p> <ul style="list-style-type: none"> • Health reports and referrals • Thai massage • Examination of physical features • Palpation of the abdomen, back and meridians • Observation • Listening and smelling • Masunaga meridian palpation • Back and spinal palpation • Anatomical or mobility/flexibility assessment • Aromatherapy • Taking a history • Palpation • Observation • Listening and smelling • Special tests including: patch tests, ROM, VAT
Physical assessment will include	<p>attention to(remedial massage):</p> <ul style="list-style-type: none"> • Active movements • Passive movements • Resisted movements • Functional movements • Palpatory findings • Swelling • Instability • Parasthesia • Characteristics of pain • Established assessment procedures may include • Observation • Discussion • Temperature • Pulse • Palpation • Percussion • Range of motion tests • Muscle strength tests • Orthopaedic tests • Observation of variations of posture • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
Contraindications to treatment may include	<p>common to all therapies:</p> <ul style="list-style-type: none"> • Infection or infectious diseases • Inflammation • Lumps and tissue changes • Rashes and changes in the skin • Oedema

	<ul style="list-style-type: none"> • Changes in habits such as appetite elimination or sleep • Bleeding and bruising • Nausea, vomiting or diarrhea • Temperature – hot/cold • Varicose veins • Recent severe sprains, bruises or whiplash injuries • Extreme fatigue • Thai massage • Client under influence of alcohol or drugs • Client has eaten substantial meal in last hour prior to treatment • Bleeding (other than menstruation) and bruising • Client feedback and/or complaints • Aromatherapy • Pain local sharp, dull, achy, deep, surface • Mood alterations, e.g. depression, anxiety • Migraine • Remedial massage • Massage therapists are not expected to diagnose any conditions but must be able to recognize the indications and contra-indications of conditions • Massage is contra-indicated in all infectious diseases suggested by fever, nausea and lethargy until a diagnosis is received and recommended by a medical practitioner • referral for diagnosis when symptoms do not have a logical explanation. Indications for referral include: <ul style="list-style-type: none"> • pain-local, sharp, dull, achy, deep, surface • mood alterations, e.g. depression, anxiety • infection • Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected <ul style="list-style-type: none"> • anterior triangle of the neck • posterior triangle of the neck • axillary area • medial epicondyle • lateral epicondyle • area of the sternal notch and anterior throat • umbilicus area • twelfth rib dorsal body • sciatic notch • inguinal triangle • popliteal fossa
Recording of information may include:	<ul style="list-style-type: none"> • Client contact details • Nature of presenting symptoms • Health History • Other health care details, past and present • Medications/supplementation – prescribed or otherwise

	<ul style="list-style-type: none"> • Health reports and referrals • Contraindications including intoxication and infection (bacterial, viral, fungal) • Client feedback • Adverse reactions including dermal, muscular, pain or discomfort • Home care advice • Treatment application and proposed program
Established assessment procedures may include:	<ul style="list-style-type: none"> • Observation • Discussion • Temperature • Pulse • Palpation • Percussion • Range of motion tests • Muscle strength tests • Observation of variations of posture • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
Signs and symptoms of condition may include:	<ul style="list-style-type: none"> • Physical evidence • Behaviourial evidence • States of disorder • Sensations • Onset • Duration • Location • Causation • Direction of chief complaint • Ameliorating and aggravating factors • Symptom qualities (intensity, severity, nature of complaint) • Non-verbal signs and symptoms • Functional disturbances
Body patterns may refer to:	<ul style="list-style-type: none"> • Posture, range of movement, muscle strength, contra-lateral comparisons

Evidence Guide

Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Organized suitable environment to maximize client comfort • Identified the signs and symptoms experienced and extracted specific details of signs and symptoms to massage techniques framework • Recognized and adjusted contra-indications to treatment <p>Conducted functional, special tests and differential assessment</p>
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	<ul style="list-style-type: none"> • Identified factors likely to have a negative impact on assessment • anticipated potential sensitivities of the client • Identified contraindications to treatment • Demonstrated observation, record keeping and communication skills • Explained clearly services provided and limits of available services • Explained personal abilities, level of professional competence and parameters of role and practice and at all times • Communicated effectively with client/other health practitioners • Comprehended common medical terminology • Transcribed assessment findings and treatment in a client history using accepted medical terminology • Gathered and interpreted information through the tactile senses • Identified and minimized factors that may interfere with the information gathering process • Observed and identified variations of posture • Discussed and observed treatment protocols • Assessed the reliability of data and established appropriate clinical correlation with the client's complaints • Read medical test results or document and wrote referrals, appraisal letters for insurance companies and other documentation • Demonstrate skills in applying advanced assessment techniques • Identified prominent bones/structure and phasic and postural muscles • Palpated prominent bones/structure and phasic and postural muscles • Used equipment and resources competently and safely • Performed testing and assessment procedures • Conducted sensory information gathering techniques, • Conducted physical assessment and • Conducted other appropriate assessment techniques) • Demonstrated skills in record keeping • Recorded all information is in a systematic manner • collected and recorded accurate, relevant and well organized information, handled and managed in a confidential and secure way • Collected information from the client in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • An understanding physical signs and symptoms of conditions/ disease

	<ul style="list-style-type: none"> • Knowledge of and ability to use terminology correct to epidemiology and massage practice • Awareness of critical information required for diagnosis and treatment according to principles of massage therapy techniques. • the influence of lifestyle, diet, personal history and values and attitudes on health • the influence of constitution and medical history on personal health • the influence of rest and activity on health status • the relationship between physical and social environment and health • Philosophical approach to diagnosis and treatment • Basis of health and disease • Relevant testing and assessment options and procedures • symptomology and pathology according to shiatsu framework • Disease processes and affecting factors for a range of common diseases • Ethical and legal implications of enquiry • physiology and anatomy according to massage therapy framework • Understanding of physiology and anatomy according to • Understanding of the fundamental principles of biomechanics and functional anatomy • Determining the scope of the assessment and the client's needs • Obtain and record an accurate history of the client • Analyzing and interpreting information received Manage the health assessment • Procedures of preparing the client for assessment • Making a comprehensive assessment of the client • How to perform ongoing health assessment • Thai massage • back yu points and front mu points and diagnostic zones of hara • relationships between body types and symptoms according five phases theory • diagnostic ability of face, complexion, posture and vitality • palpatory diagnostic techniques and palpatory sensitivity to conditions of kyo/jitsu (empty/full) meridians • primary functions of meridians and meridian extensions developed by masunaga • yin and yang and the five elements • the relational dynamics within and between human behaviour, anatomy and physiology, pathology and the natural world • the character and function of tsubo (acu-points) • Aromatherapy
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	<ul style="list-style-type: none"> • Relationships between body types and symptoms • Disease causation, acute and chronic inflammatory processes, wound healing and haemorrhage processes • Pathological process of thrombosis and embolism • Atheroma formation and oedema and their effects within the human body • Normotensive and hypertensive characteristics • Infectious and immunity process • Neoplasms and pathological skin conditions • Structure and function of cells, tissues, blood and organs • Main paths of the human respiratory and cardiovascular systems and their physiology • Musculo-skeletal, digestive, integumentary, nervous, urinary, endocrine and reproductive systems • Structure and function of anatomical systems • Structure and function of skeletal, muscular; cardiovascular and lymphatic systems • Effects of hormones on the body • Principles of human movement and biomechanics • Remedial Massage: <ul style="list-style-type: none"> • further testing procedures • advanced assessment procedures and options allowing complex regional assessments • history, philosophy and beliefs of massage therapy within a health framework • best practice massage therapy principles • therapy and the scope of practice • structure and function of anatomical systems appropriate to massage • the structure and function of the articular system ie classification of joints and types and ranges of motion • the structure and function of the immune system • the situation and referral patterns of trigger points • the processes of biological maturation • pain and chronic pain syndromes • the processes of aging • disease causation, acute and chronic inflammatory processes, wound healing and haemorrhage processes • the pathological process of thrombosis and embolism • atheroma formation and oedema and their effects within the human body • normotensive and hypertensive characteristics • infectious and immunity process • neoplasms and pathological skin conditions • structure and function of cells, tissues, blood and organs • main paths of the human respiratory and cardiovascular systems and their physiology
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	<ul style="list-style-type: none"> • digestive, integumentary, nervous, urinary, endocrine and reproductive • structure and function of anatomical systems • Knowledge of structure and function of skeletal, muscular, cardiovascular and lymphatic systems • the effects of hormones on the body • bioenergetic concepts and the cardio-respiratory concepts in relation to exercise • environmental physiology and the effects of drugs on the individual • technical and practical knowledge of treatment • indications, possible reactions and contra-indications to treatment • temperature control, homeostasis, feedback mechanisms, neurological, psychological and psychogenic foundations and issues
Underpinning Skills	<p>Demonstrate I skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with client/other health practitioners • Palpate prominent bones/structure and phasic and postural muscles • Use equipment and resources competently and safely • Perform testing and assessment procedures • Conduct sensory information gathering techniques, • Conduct physical assessment • Gather and interpret information through the tactile senses • Determine the scope of the assessment and the client's needs • Obtain and record an accurate history of the client • Analyze and interpret information received • Manage the health assessment • Prepare the client for assessment • Making a comprehensive assessment of the client • Performing ongoing health assessment
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment with relevant assessment instruments
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Monitor and Evaluate Massage Therapy Techniques Treatments
Unit Code	HTH MST4 12 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to monitor and evaluate a range of massage treatments provided as a part of a treatment plan for each client.

Elements	Performance Criteria
1. Monitor the progress of each client	<p>1.1 Monitoring of client health is undertaken in line with treatment plans</p> <p>1.2 Treatments are assessed and reviewed as required as per work requirement</p> <p>1.3 Progress is documented in standard format according to clinic requirements</p>
2. Monitor treatments	<p>2.1 Expected outcomes of treatments are considered and client is asked for feedback according to clinic requirements</p> <p>2.2 The client is monitored to assess the appropriate and timely application of additional massage techniques according to clinical requirements</p> <p>2.3 Client is referred to other health professionals if appropriate according to clinic guideline</p> <p>2.4 Client progress is reviewed after each session according to clinic guideline</p>
3. Evaluate the effectiveness of treatments	<p>3.1 A relationship of trust with the client is built and maintained with active promotion of and strict adherence to confidentiality</p> <p>3.2 Clients are asked to ascertain their level of comfort and compliance with the treatment in accordance with work ethics and requirement</p> <p>3.3 Degree of improvement or changes in the client's condition is measured and compared with expectations in the treatment plan</p> <p>3.4 Client is provided with clear information about their level of improvement in relation to their treatment plan</p> <p>3.5 Impact of ongoing treatments is evaluated in relation to client's physical, mental and emotional condition and behavior</p> <p>3.6 Information from client is used in the review of treatment plans in accordance with work ethics and requirement</p>

	<p>3.7 Clients are encouraged to maintain their health by active involvement in their treatment and plan of care</p> <p>3.8 Other practitioners are consulted with as necessary and appropriate and with client permission</p>
4. Determine continuation and/or revision treatments	<p>4.1 Changes in client treatment /condition are communicated to client, implemented and documented in standard format as per clinic guideline</p> <p>4.2 Revision of treatments is communicated to other team members if applicable as per clinic guideline</p>

Variables	Range
Treatment plan may include:	<ul style="list-style-type: none"> • Reflexology treatments • Shahitsu treatments • Swedish massage treatments • Remedial treatments • Aromatherapy treatments • Thai massage treatments • Other complementary health treatments • Other mainstream health treatments • Referrals to other health professionals • Monitoring regime • Evaluation of care
Information about the progress of a treatment may be gathered by :	<ul style="list-style-type: none"> • Observation • Questioning • Interpreting client observations • Other medical reports • Feedback/reports (written or verbal) from other health practitioners
Review client progress may include	<ul style="list-style-type: none"> • Physical • Mental/emotional • Behavioural
Health care monitoring may include:	<ul style="list-style-type: none"> • Scheduling using paper-based or computer-based systems • Client follow-up visits • Client re-assessments and review of treatment
As appropriate mean may include:	<ul style="list-style-type: none"> • Where the client has provided written permission
Occupational Health & Safety (OH&S)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Reflexology treatment beds

	<ul style="list-style-type: none"> • Towel and pillow • Cleaning cloths
Criteria for evaluation of treatment plan may include:	<ul style="list-style-type: none"> • Degree of improvement or change in client condition either: <ul style="list-style-type: none"> • observed; • client reported; or • medically assessed • Client's level of comfort

Evidence Guide	
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Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Assessed client health in line with treatment plan and reviewed treatment . • Documented progress and reviewed after each session • Evaluated impact of ongoing treatment in relation to client's physical, mental and emotional condition and behaviour • Implemented and documented changes in client treatment /condition • Reviewed client's condition in relation to treatments provided, taking prior history into consideration • Referred clients for further assessment, treatments and/or counseling as required • Communicated effectively with clients • Evaluated: <ul style="list-style-type: none"> • outcomes of client sessions • client's level of compliance • holistic impact of sessions on client's physical, mental and emotional condition and behaviour • overall effectiveness of session plans
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Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Organization policies and procedures relating to client confidentiality • Knowledge of the interaction of other treatments • Realistic expectations of client condition • Relevant criteria for evaluation of effectiveness of plan of care • Knowledge of referral processes and procedures • legal and ethical considerations relevant to practice within a massage framework • possible precautions/contraindications to treatment • anatomy and physiology of the body systems • relevant assessment options and procedures • signs and symptoms of disease and disorder/dysfunction • common disease states and functional problems of each body system • the clinical indications of treatment relevant to specific circumstances, first aid and injuries • First Aid and CPR
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	<ul style="list-style-type: none"> • the possible responses and contra-indications to treatment • and understanding of methods of preparing treatment and management plans • the contribution of the different schools of thought and historical theories of clinical practice • Basic understanding of the interaction of complementary therapies • legislative and regulatory requirements • common medical terminology • basic nutritional principles • Organization policies and procedures relating to client confidentiality • the interaction of other treatments with Reflexology • OH&S requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • monitor the progress of each client • monitor treatments • evaluate the effectiveness of treatments • determine continuation and/or revision treatments • communicate effectively with clients • apply OH&S requirements • implement organization policies and procedures relating to client confidentiality
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • A fully stocked and equipped clinic or simulated Clinic environment • Relevant texts or medical manuals • Relevant paper-based/video assessment Instruments • Appropriate assessment environment • Skilled Assessors
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Handle/Develop Aromatherapy Products
Unit Code	HTH MST4 13 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to develop aromatherapy products according to aromatherapy principles.

Elements	Performance Criteria
1. Recognize aromatic plant oils, carrier oils, additives and other mediums	<p>1.1 Aromatic oils, carrier oils, additives and mediums are identified and prepared according to workplace ethics and procedures</p> <p>1.2 Care is taken to prevent contamination of oils according to occupational and safety procedures</p> <p>1.3 Oils are labeled and stored correctly according to clinic guidelines and organization procedures</p>
2. Prepare aromatic oil blends	<p>2.1 Aromatic plant oils, carrier oils, additives and other mediums are selected according to treatment requirement and procedures</p> <p>2.2 Service area is prepared according to relevant legislation and workplace policies and procedures</p> <p>2.3 Equipment is prepared according to relevant legislation and workplace policies and procedures</p> <p>2.4 Ingredients are blended according to treatment plan or prescription, relevant legislation and workplace policies and procedures</p> <p>2.5 Safe storage and labelling procedures are applied according to relevant legislation and workplace policies and procedures</p>

Variables	Range
Aromatic oils may include:	<ul style="list-style-type: none"> • Eucalyptus Lemon • Scented • Fennel Sweet, Frankincense, Geranium, Ginger, Grapefruit, Jasmine, Juniper, Lavender True, Lemon, Lemongrass, Mandarin, Marjoram Sweet, Melissa, Myrrh, Neroli, Patchouli, Peppermint, Petit grain, Pine Scotch, Rose Damask, Rosemary Damask, Rosemary Cineole, Sandalwood East • Indian • Tea Tree, Thyme Red, Ylang Ylang, Basil (Inalool), Basil (Methyl carvicol), Bergamot, Black Pepper, Cedarwood Atlas, Chamomile Roman, Clary Sage, Cypress, Eucalyptus, Eucalyptus Blue Gum, Chamomile Blue
Tools and	<ul style="list-style-type: none"> • Telephone, notice board (poster)

Equipment	<ul style="list-style-type: none"> • First Aid Kit • Bathing facility
Equipment may include but is not limited to:	<ul style="list-style-type: none"> • Calculator for determining percentages • Measuring equipment:- beakers, measuring pipettes, weighing scales • Mixing equipment:- mixing beakers and bowls, stainless steel spoons and other hand mixing, utensils, stab and regular blenders • Packaging :- empty bottles and jars for finished products • Recording equipment:- notebook or index cards for recording of client details and preparations made. • Computer with suitable software for creating electronic version of client details and preparations made
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Carrier and macerated oils may include	<ul style="list-style-type: none"> • Apricot kernel, Arnica, Avocado, Calendula, Calophyllum or Tamanuc, Canola, Carrot, Evening Primrose, Hemp, Hypericum, Jojoba, Linseed, Macadamia, Olive, Rosehip, Safflower, Sesame Seed, Sunflower, Sweet Almond, Wheat germ
Types of products may include	<ul style="list-style-type: none"> • Soaps • Massage oils • Oils for: • compresses • douches • poltices • vaborisations • Ointments, creams and lotions

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Identified, prepared, labeled and stored aromatic oils, carrier oils, additives and mediums • Selected appropriate aromatic plant oils, carrier oils, additives and other mediums for treatment • Prepared equipment and service area • Blended ingredients and applied safe storage and labeling procedures • Recognized and described aromatic plant oils, carrier oils, additives and other mediums
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • a basic range of essential and carrier oils • the chemistry, functional groups and properties of a basic range of essential and carrier oils • how to source essential and carrier oils including a

	<p>knowledge of their botanical names</p> <ul style="list-style-type: none"> • the interaction and synergy of oils • nutrition, hygiene and personal health care strategies • possible reactions and contra-indications to treatment • ethical and legal implications of enquiry and treatment • good manufacturing processes as related to the development of aromatherapy products • how to perform a patch test for potential client skin sensitivity • how to prepare appropriate dosages and dosage ratios
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Recognize aromatic plant oils, carrier oils, additives and other mediums • Prepare aromatic oil blends • Prepare equipment and service area • Using different types and tools
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • A fully stocked and equipped clinic or simulated Clinic environment • Relevant texts or medical manuals • Anatomical model • Relevant paper-based/video assessment Instruments • Appropriate assessment environment
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context Of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Make Referrals to Other Health Care Professionals when Appropriate
Unit Code	HTH MST4 14 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to arrange referrals to other health care professionals when required.

Elements	Performance Criteria
1. Formulate a referral plan for client requiring further treatment	1.1 Determine need for referral to other health care professionals services 1.2 Communicate need for referral to the client 1.3 Consider the financial aspects of complementary health care 1.4 Ensure referral occurs with permission/consent of client and within confidentiality/privacy standards
2. Interact with other health care professionals	2.1 Identify a range of complementary health care professionals and services 2.2 Consult Complementary health care professionals and support services to determine the most appropriate source for referral 2.3 Relate effectively and knowledgeably with other health care professionals
3. Arrange a referral to an appropriate source for clients with specific needs	3.1 Contact the health care professional and/or service to whom clients are to be referred 3.2 Arrange transfer of copies of client records to the appropriate referral source 3.3 Include the client in referral communications and provided with written referrals 3.4 Brief the appropriate health professional/service is on reason for referral 3.5 Answer queries regarding the referral 3.6 Provide assistance to other health care professionals/ services as required 3.7 Record referrals in case notes

Variables	Range
Need for referral may include:	<ul style="list-style-type: none"> • Client with a counseling need beyond the practitioner's own level of skill • Client in need of ongoing support or counseling • Client with a personality disorder

	<ul style="list-style-type: none"> • Disclosure, by a minor, of abuse • Suicidal or homicidal client • Referral to a GP for initial or follow up pathology • Referral to GP/health services because of a/or suspicion of notifiable disease • Practitioner establishes a supervisory, social or sexual relationship with client • Practitioner identifies with client transference or counter-transference
Other health care professionals/services may include but are not limited to:	<ul style="list-style-type: none"> • Professional counselors or psychologists • Social or health workers • Mental health units or hospitals • Doctors • Psychiatrists • Law officers • Dieticians • Physiotherapists/chiropractors • Complementary health therapists
Complementary health care practitioners may include:	<ul style="list-style-type: none"> • More experienced homoeopaths with or without a speciality • Naturopaths • Herbalists • Acupuncturists • Massage therapists • Osteopaths • Chiropractors
Support services may include:	<ul style="list-style-type: none"> • Local child care centre • Local welfare centre • Local church groups • Local other than Christian groups • Life line • Domestic violence telephone service • Others
Referral may be by	<ul style="list-style-type: none"> • Written communication • Verbal communication
Client records may include:	<ul style="list-style-type: none"> • A copy of the whole care record • A synopsis of the case record • Homoeopathic specific information via e.g. Standard Case Recoding forms, symptom descriptor forms, treatment evaluation and progress sheets
Briefing may include:	<ul style="list-style-type: none"> • Verbal communication e.g. telephone or face to face • Electronic communication e.g. email • Conventional written letter

Evidence Guide

<p>Critical Aspects of Competence</p>	<p>Evidence is required of both knowledge and skills application. The assessee must provide evidence of specified essential knowledge as well as skills to:</p> <ul style="list-style-type: none"> • 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 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • working within the practice framework • performing a health assessment • assessing the client • planning treatment • providing treatment 		
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • profession's special characteristics, historical mileposts, aspirations and strengths • health care professionals/services locally, nationally, and internationally • and of their relationship to other professions and organizations • role of other health professionals and support services • paradigms, including fee environments, within which other • professions function • ability to apply referral procedures • what constitutes a medical emergency or referral 		
<p>Underpinning Skills</p>	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively • Demonstrate appreciation of the relative merits of the treatment options available in regard to cost, benefit and efficiency of such procedures • Consult colleagues for special expertise • Write referrals, certificates and correspondence 		
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	<ul style="list-style-type: none"> • Formulate referral plans and arrange referrals • Write third party and medico legal reports, certificates and correspondence
Resource Implications	Resources essential for assessment include: <ul style="list-style-type: none"> • Contact directories
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context Of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Massage Therapy Level IV	
Unit Title	Work Effectively in Health Industry
Unit Code	HTH MST4 15 0611
Unit Descriptor	This unit covers the introductory skills and knowledge required to work effectively in a healthcare setting with patients, clients, staff, visitors, suppliers and others to meet established work requirements.

Elements	Performance Criteria
1. Work ethically	<p>1.1 Relevant organizational procedures, policies, and awards, standards and legislation are located and read and uncertainties are clarified with appropriate personnel</p> <p>1.2 Any breach or non adherence to standard procedures is referred to appropriate personnel</p> <p>1.3 Confidentiality of any client or patient matter is maintained in accordance with organizational policy and procedure</p> <p>1.4 Work practices show respect for rights and responsibilities of others</p> <p>1.5 All work undertaken reflects current working knowledge and understanding of employee and employer rights and responsibilities</p> <p>1.6 Individuals and cultural differences are recognized and adjustments made as necessary to assist the achievement of work requirements</p> <p>1.7 All work undertaken reflects understanding and compliance with the principles of duty of care, legal responsibilities and organizational goals and objectives</p>
2. Demonstrate the importance of hygiene and infection control in the health industry	<p>2.1 Personal hygiene and dress standard is maintained according to organizational infection control requirements</p> <p>2.2 Personal protective equipment is worn correctly according to organizational requirements</p> <p>2.3 Infectious and/or hazardous waste material is safely disposed of according to waste management policy and procedures</p> <p>2.4 Reporting is undertaken or action initiated, within own area of responsibility, to redress any potential workplace hazards</p>
3. Participate in quality improvement activities	<p>3.1 Relevant quality activities are participated in to support improved work practices and compliance with accreditation standards</p> <p>3.2 Changes to work practices and procedures are responded</p>

	to positively in accordance with organizational requirements
4. Take responsibility for personal skill development	<p>4.1 Advice is obtained from appropriate persons on future work/career directions</p> <p>4.2 Options for accessing relevant skill development opportunities are identified and acted upon in consultation with manager</p> <p>4.3 Designated skill/knowledge development and maintenance activities of the organization are undertaken including induction training</p> <p>4.4 Personal work goals are identified and prioritized in accordance with organizational requirements</p>
5. Communicate effectively with colleagues and clients	<p>5.1 Workplace protocols and communication procedures are routinely applied in all work activities</p> <p>5.2 Communication with clients and colleagues demonstrates respect for individual differences</p> <p>5.3 Interpersonal communication with clients and colleagues is consistent with the organization's standards</p> <p>5.4 Appropriate measures are taken to resolve conflict and individual differences in a way which reflects positively on the organization</p> <p>5.5 Personal communication styles are reviewed and revised in an ongoing way to ensure they continue to match organizational standards</p>

Variables	Range
Type of work role should consider:	<ul style="list-style-type: none"> • Level of responsibility • Organizational guidelines • Individual awards and benchmarks • Legislation relevant to work area • Accreditation standards
Organizational policy on confidentiality may relate to:	<ul style="list-style-type: none"> • Storage of records • Destruction of records • Access to records • Release of information
Organizational procedures, policies, awards, standards and legislation may include:	<ul style="list-style-type: none"> • Australian Council on Healthcare Standards • Home and Community Care Standards • NATA accreditation • National Health and Medical Research Council (NHMRC) guidelines for infection control in health care settings • Federal and State legislation • Quality management policy and practice • Current Australian Standards • Aged care accreditation standards

	<ul style="list-style-type: none"> • Accreditation and service provision standards of other relevant industry organizations • Relevant health regulations and guidelines, policies and procedures, including child protection
Employee rights and responsibilities may relate to:	<ul style="list-style-type: none"> • Duty of care responsibilities • Leave entitlements • Attendance requirements • Obeying lawful orders • Confidentiality and privacy of organizational, patient and colleague information • Adherence to OHS • Protection from discrimination and sexual harassment in the workplace • The right to union representation
Employer rights and responsibilities may relate to:	<ul style="list-style-type: none"> • Legislative requirements for employee dismissal ie Workplace Relations Act environment free from discrimination and sexual harassment (see State and Commonwealth antidiscrimination legislation) • Enterprise workplace agreements • Relevant State and Territory employment legislation ie wage rates, employment conditions
Personal hygiene may include:	<ul style="list-style-type: none"> • Washing hands according to specified standards • Standard and additional precautions • Clean uniforms worn correctly
Personal protective equipment (PPE) may include:	<ul style="list-style-type: none"> • Gowns • Sterile and non sterile gloves including heavy duty • Eyewear • Plastic aprons • Overalls • Enclosed footwear • Masks
Quality activities may include:	<ul style="list-style-type: none"> • Reporting and implementing suggested improvements • Seeking and utilizing customer feedback • Monitoring tasks • Responding to surveys and questionnaires • Assessing/observing/measuring environmental factors • Checking equipment
Designated knowledge/skill development may include:	<ul style="list-style-type: none"> • Hazard control • OHS • Manual handling • First Aid • Cultural awareness • Infection control • Cardiopulmonary resuscitation emergency response and notification protocols • Fire emergency response procedures for notification and containment of fire, use of fire fighting equipment and fire

	<p>safety procedures and security procedures</p> <ul style="list-style-type: none"> • Quality improvement policy and practice • Discrimination, harassment and bullying in the workplace • Formal and informal resolution of grievances • Waste management • Customer service • Communication, conflict resolution • Others
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Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Demonstrated knowledge of the ramifications of breaches of confidentiality, policies and legislation • Demonstrated knowledge of ramifications of infections control breaches • Identification and reporting of workplace hazards and poisons as applied to broad OHS area • Fire safety and emergency response procedures • Identification of own responsibilities within the workplace • Compliance with organizational procedures, policies, awards, standards and legislation relevant to a worker operating under supervision within the health industry • Problems reported according to organizational policy and procedures
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant legislation including those relating to OHS • Role and function of the organization, and relevance to specific work role • Fire safety procedures • Emergency response procedures • Security procedures • Purpose of accreditation process and quality improvement practice • Knowledge of relevant organizational procedures, policies, awards, standards and legislation and how to access them • Knowledge of one's terms and conditions of employment • Ethical and legal implications of work
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Functional literacy skills needed for written and oral information about workplace requirements • Communication skills to seek clarification of tasks and to interpret and follow instructions • Operate fire fighting equipment • Ability to follow correct hygiene/infection control procedures • Problem solving skills to constructively achieve planned outcomes
Resource	Resource requirements include all the relevant resources

Implications	<p>commonly provided in the health service setting. Specific tools may include:</p> <ul style="list-style-type: none"> • Relevant policies and procedures manuals, legislation and standards • Organization’s mission statement, strategic and business plan • Other documentation relevant to the work context such as: <ul style="list-style-type: none"> • Organizational charts • Floor plans • Instructions for the use of equipment • Specific instructions for staff • Emergency response procedures • Fire safety policies and procedures • Security procedures • Relevant human resource management policies and procedures • Relevant accreditation standards • Quality improvement policies • Customer service standards and policy • Waste management policies and procedures
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Demonstration / Observation with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Migrate to New Technology
Unit Code	HTH MST4 16 0910
Unit Descriptor	This unit defines the competence required to apply skills and knowledge in using new or upgraded technology. The rationale behind this unit emphasizes the importance of constantly reviewing work processes, skills and techniques in order to ensure that the quality of the entire business process is maintained at the highest level possible through the appropriate application of new technology. To this end, the person is typically engaged in on-going review and research in order to discover and apply new technology or techniques to improve aspects of the organization's activities.

Elements	Performance Criteria
1. Apply existing knowledge and techniques to technology and transfer	<p>1.1 Situations are identified where existing knowledge can be used as the basis for developing new skills.</p> <p>1.2 New or upgraded technology skills are acquired and used to enhance learning.</p> <p>1.3 New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.</p>
2. Apply functions of technology to assist in solving organizational problems	<p>2.1 Testing of new or upgraded equipment is conducted according to the specification manual.</p> <p>2.2 Features of new or upgraded equipment are applied within the organization</p> <p>2.3 Features and functions of new or upgraded equipment is used for solving organizational problems</p> <p>2.4 Sources of information is accessed and used relating to new or upgraded equipment</p>
3. Evaluate new or upgraded technology performance	<p>3.1 New or upgraded equipment is evaluated for performance, usability and against OHS standards.</p> <p>3.2 Environmental considerations are determined from new or upgraded equipment.</p> <p>3.3 Feedback is sought from users where appropriate.</p>

Variable	Range
Environmental Considerations	May include but is not limited to recycling, safe disposal of packaging (e.g. cardboard, polystyrene, paper, plastic) and correct disposal of waste materials by an authorized body
Feedback	May include surveys, questionnaires, interviews and meetings.

Evidence Guide	
Critical Aspects of Competence	Competence must confirm the ability to transfer the application of existing skills and knowledge to new technology
Underpinning Knowledge and Attitudes	Demonstrate knowledge and attitudes on: <ul style="list-style-type: none"> • Broad awareness of current technology trends and directions in construction industry (e.g. systems/procedures, services, new developments, new protocols) • Knowledge of vendor product directions • Assess and analyze value chain • Ability to locate appropriate sources of information regarding building construction and new technologies • Current industry products/services, procedures and techniques with knowledge of general features • Information gathering techniques
Underpinning Skills	Demonstrate skills on: <ul style="list-style-type: none"> • Research skills for identifying broad features of new technologies • Ability to assist in the decision making process • Literacy skills in regard to interpretation of technical manuals • Ability to solve known problems in a variety of situations and locations • Evaluate and apply new technology to assist in solving organizational problems • General analytical skills in relation to known problems
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Massage Therapy Level IV	
Unit Title	Manage and Maintain Small/Medium Business Operations
Unit Code	HTH MTT4 17 0611
Unit Descriptor	This unit covers the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.

Elements	Performance Criteria
1. Identify daily work requirements	1.1 Work requirements for a given time period are identified taking into consideration resources and constraints 1.2 Work activities are prioritized based on business needs, requirements and deadlines 1.3 If appropriate, work is allocated to relevant staff or contractors to optimize efficiency
2. Monitor and manage work	2.1 People, resources and/or equipment are coordinated to provide optimum results 2.2 Staff, clients and/or contractors are communicated within a clear and regular manner, to monitor work in relation to business goals or timelines 2.3 Problem solving techniques are applied to work situations to overcome difficulties and achieve positive outcomes
3. Develop effective work habits	3.1 Work and personal priorities are identified and a balance is achieved between competing priorities using appropriate time management strategies 3.2 Input from internal and external sources is sought and used to develop and refine new ideas and approaches 3.3 Business or inquiries are responded to promptly and effectively 3.4 Information is presented in a format appropriate to the industry and audience
4. Interpret financial information	4.1 Relevant documents and reports are identified 4.2 Documents and reports are read and understood and any implications discussed with appropriate persons 4.3 Data and numerical calculations are analyzed, checked, evaluated, organized and reconciled 4.4 Daily financial records and cash flow are maintained correctly and in accordance with legal and accounting

	<p>requirements</p> <p>4.5 Invoices and payments are prepared and distributed in a timely manner and in accordance with legal requirements</p> <p>4.6 Outstanding accounts are collected or followed-up on</p>
5. Evaluate work performance	<p>5.1 Opportunities for improvements are monitored according to business demands</p> <p>5.2 Work schedules are adjusted to incorporate necessary modifications to existing work and routines or changing needs and requirements</p> <p>5.3 Proposed changes are clearly communicated and recorded to aid in future planning and evaluation</p> <p>5.4 Relevant codes of practice are used to guide an ethical approach to workplace practices and decisions</p>

Variable	Range
Resources may include:	<ul style="list-style-type: none"> • staff • money • time • equipment • space
Business goals may include:	<ul style="list-style-type: none"> • sales targets • budgetary targets • team and individual goals • production targets • reporting deadlines
Problem solving techniques may include:	<ul style="list-style-type: none"> • gaining additional research and information to make better informed decisions • looking for patterns • considering related problems or those from the past and how they were handled • eliminating possibilities • identifying and attempting sub-tasks • collaborating and asking for advice or help from additional sources
Time management strategies may include:	<ul style="list-style-type: none"> • prioritizing and anticipating • short term and long term planning and scheduling • creating a positive and organized work environment • clear timelines and goal setting that is regularly reviewed and adjusted as necessary • breaking large tasks into smaller tasks • getting additional support if identified and necessary
Internal and external sources	<ul style="list-style-type: none"> • staff and colleagues • management, supervisors, advisors or head office

may include:	<ul style="list-style-type: none"> • relevant professionals such as lawyers, accountants, management consultants • professional associations
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Evidence Guide	
Critical Aspects of Competence	<p>A person must be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to identify daily work requirements and allocate work appropriately • ability to interpret financial documents in accordance with legal requirements
Underpinning Knowledge and Attitudes	<p>Essential knowledge and attitudes include:</p> <ul style="list-style-type: none"> • Federal and Local Government legislative requirements affecting business operations, especially in regard to occupational health and safety (OH&S), equal employment opportunity (EEO), industrial relations and anti-discrimination • Technical or specialist skills relevant to the business operation • Relevant industry code of practice • Planning techniques to establish realistic timelines and priorities • Identification of relevant performance measures • Quality assurance principles and methods • Relevant marketing, management, sales and financial concepts • Methods for monitoring performance and implementing improvements • Structured approaches to problem solving, idea management and time management
Underpinning Skills	<p>Essential skills includes:</p> <ul style="list-style-type: none"> • Literacy skills to interpret legal requirements, company policies and procedures and immediate, day-to-day demands • Communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback • Numeracy skills for performance information, setting targets and interpreting financial documents and reports • Technical and analytical skills to interpret business documents, reports and financial statements and projections • Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • Problem solving skills to develop contingency plans • Using computers and software packages to record and manage data and to produce reports • Evaluation skills for assessing work and outcomes • Observation skills for identifying appropriate people, resources and to monitor work

Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> • Access to relevant workplace documentation, financial records, and equipment
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation/Demonstration with Oral questioning
Context for Assessment	Competence may be assessed in the workplace or in a simulated work environment

Occupational Standard: Massage Therapy Level IV	
Unit Title	Establish Quality Standards
Unit Code	HTH MST4 18 0611
Unit Descriptor	This unit covers the knowledge, attitudes and skills required to monitor quality of work, establish quality specifications for work outcomes, participate in maintaining and improving quality at work, identify hazards and critical control points in the production of quality output, assist in planning of quality assurance procedures, report problems that affect quality and implement quality assurance procedures.

Elements	Performance Criteria
1. Establish quality specifications for service	1.1 Market specifications are sourced and legislated requirements identified. 1.2 Quality specifications developed and agreed upon 1.3 Quality specifications are documented and introduced to organization staff / personnel in accordance with the organization policy 1.4 Quality specifications are updated when necessary
2. Identify hazards and critical control points	2.1 Critical control points impacting on quality are identified. 2.2 Degree of risk for each hazard is determined. 2.3 Necessary documentation is accomplished in accordance with organization quality procedures
3. Assist in planning of quality assurance procedures	3.1 Procedures for each identified control point are developed to ensure optimum quality. 3.2 Hazards and risks are minimized through application of appropriate controls. 3.3 Processes to monitor the effectiveness of quality assurance procedures are developed.
4. Implement quality assurance procedures	4.1 Responsibilities for carrying out procedures are allocated to staff and contractors. 4.2 Instructions are prepared in accordance with the enterprise's quality assurance program. 4.3 Staff and contractors are given induction training on the quality assurance policy. 4.4 Staff and contractors are given in-service training relevant to their allocated procedures.
5. Monitor quality of work outcome	5.1 Quality requirements are identified 5.2 Inputs are inspected to confirm capability to meet quality requirements

	<p>5.3 Work is conducted to produce required outcomes</p> <p>5.4 Work processes are monitored to confirm quality of output and/or service</p> <p>5.5 Processes are adjusted to maintain outputs within specification.</p>
6. Participate in maintaining and improving quality at work	<p>6.1 Work area, materials, processes and product are routinely monitored to ensure compliance with quality requirements</p> <p>6.2 Non-conformance in inputs, process, product and/or service is identified and reported according to workplace reporting requirements</p> <p>6.3 Corrective action is taken within level of responsibility, to maintain quality standards</p> <p>6.4 Quality issues are raised with designated personnel</p>
7. Report problems that affect quality	<p>7.1 Recognize potential or existing quality problems.</p> <p>7.2 Identify instances of variation in quality from specifications or work instructions.</p> <p>7.3 Report variation and potential problems to supervisor/manager according to enterprise guidelines.</p>

Variable	Range
Sourced	<ul style="list-style-type: none"> • end-users • customers or stakeholders
Legislated requirements	<ul style="list-style-type: none"> • Verification of service quality as part of consumer legislation or specific legislation related to service content or composition.
Safety procedures	<ul style="list-style-type: none"> • use of tools and equipment for construction works • workplace environment and handling of material safety, • following occupational health and safety procedures designated for the task • respect the policies, regulations, legislations, rule and procedures for construction works

Evidence Guide	
Critical Aspect of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Monitored quality of work • Established quality specifications for service • Participated in maintaining and improving quality at work • Identified hazards and critical control points in the production of quality service • Assisted in planning of quality assurance procedures • Reported problems that affect quality • Implemented quality assurance procedures

Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Monitoring quality of work • Establishing quality specifications for product • Participating in maintaining and improving quality at work • Identifying hazards and critical control points in the production of quality product • Assisting in planning of quality assurance procedures • Reporting problems that affect quality • Implementing quality assurance procedures
Underpinning Skills	<p>Demonstrates skills in:</p> <ul style="list-style-type: none"> • Monitoring quality of work • Establishing quality specifications for service • Participating in maintaining and improving quality at work • Identifying hazards and critical control points in the production of quality service • Assisting in planning of quality assurance procedures • Reporting problems that affect quality • Implementing quality assurance procedures
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Workplace or fully equipped environment with necessary tools and equipment as well as consumable materials
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview/ Written Test • Observation/demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Utilize Specialized Communication Skills
Unit Code	HTH MST4 19 0611
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.

Elements	Performance Criteria
1. Meet common and specific communication needs of clients and colleagues	1.1 Specific communication needs of clients and colleagues are identified and met 1.2 Different approaches are used to meet communication needs of clients and colleagues 1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization
2. Contribute to the development of communication strategies	2.1 Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as required 2.2 Channels of communication are established and reviewed regularly 2.3 Coaching in effective communication is provided 2.4 Work related network and relationship are maintained as necessary 2.5 Negotiation and conflict resolution strategies are used where required 2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives
3. Represent the organization	3.1 When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the organization 3.2 Presentation is clear and sequential and delivered within a predetermined time 3.3 Utilize appropriate media to enhance presentation 3.4 Differences in views are respected 3.5 Written communication is consistent with organizational standards 3.6 Inquiries are responded in a manner consistent with organizational standard

4. Facilitate group discussion	<p>4.1 Mechanisms which enhance effective group interaction is defined and implemented</p> <p>4.2 Strategies which encourage all group members to participate are used routinely</p> <p>4.3 Objectives and agenda for meetings and discussions are routinely set and followed</p> <p>4.4 Relevant information is provided to group to facilitate outcomes</p> <p>4.5 Evaluation of group communication strategies is undertaken to promote participation of all parties</p> <p>4.6 Specific communication needs of individuals are identified and addressed</p>
5. Conduct interview	<p>5.1 A range of appropriate communication strategies are employed in interview situations</p> <p>5.2 Records of interviews are made and maintained in accordance with organizational procedures</p> <p>5.3 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated</p>

Variable	Range
Strategies	<ul style="list-style-type: none"> • Recognizing own limitations • Utilizing techniques and aids • Providing written drafts • Verbal and non verbal communication
Effective group interaction	<ul style="list-style-type: none"> • Identifying and evaluating what is occurring within an interaction in a non judgmental way • Using active listening • Making decision about appropriate words, behavior • Putting together response which is culturally appropriate • Expressing an individual perspective • Expressing own philosophy, ideology and background and exploring impact with relevance to communication
Types of Interview	<ul style="list-style-type: none"> • Related to staff issues • Routine • Confidential • Evidential • Non disclosure / Disclosure
Interview situations	<ul style="list-style-type: none"> • Establish rapport • obtain facts and information • Facilitate resolution of issues • Develop action plans • Diffuse potentially difficult situation

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Demonstrated effective communication skills with clients accessing service and work colleagues • Adopted relevant communication techniques and strategies to meet client particular needs and difficulties
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Communication process • Dynamics of groups and different styles of group leadership • Communication skills relevant to client groups
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Full range of communication techniques including: <ul style="list-style-type: none"> • Full range of communication • Active listening • Feedback • Interpretation • Role boundaries setting • Negotiation • Establishing empathy • Communication skills required to fulfill job roles as specified by the organization
Resource Implications	<p>Access to relevant workplace or appropriately simulated environment where assessment can take place</p>
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context for Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level IV	
Unit Title	Develop Individuals and Teams
Unit Code	HTH MST4 20 0611
Unit Descriptor	This unit covers the skills, knowledge and attitudes required to determine individual and team development needs and facilitate the development of the workgroup.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 Learning and development needs are systematically identified and implemented in line with organizational requirements</p> <p>1.2 Learning plan to meet individual and group training and developmental needs is collaboratively developed and implemented</p> <p>1.3 Individuals are encouraged to self evaluate performance and identify areas for improvement</p> <p>1.4 Feedback on performance of team members is collected from relevant sources and compared with established team learning process</p>
2. Foster individual and organizational growth	<p>2.1 Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of competence standards</p> <p>2.2 Learning delivery methods are appropriate to the learning goals, the learning style of participants and availability of equipment and resources</p> <p>2.3 Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies</p> <p>2.4 Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements</p>
3. Monitor and evaluate workplace learning	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning</p> <p>3.4 Records and reports of competence are maintained within organizational requirement</p>
4. Develop team commitment and cooperation	<p>4.1 Open communication processes to obtain and share information is used by team</p> <p>4.2 Decisions are reached by the team in accordance with its agreed roles and responsibilities</p>

	4.3 Mutual concern and camaraderie are developed in the team
5. Facilitate accomplishment of organizational goals	<p>5.1 Team members actively participated in team activities and communication processes</p> <p>5.2 Teams members developed individual and joint responsibility for their actions</p> <p>5.3 Collaborative efforts are sustained to attain organizational goals</p>

Variable	Range
Learning and development needs	<ul style="list-style-type: none"> • Coaching, monitoring and/or supervision • Formal/informal learning program • Internal/external training provision • Work experience/exchange/opportunities • Personal study and Career planning/development • Performance evaluation • Workplace skills assessment • Recognition of prior learning
Organizational requirements	<ul style="list-style-type: none"> • Quality assurance and/or procedures manuals • Goals, objectives, plans, systems and processes • Legal and organizational policy/guidelines and requirements • Safety policies, procedures and programs • Confidentiality and security requirements • Business and performance plans • Ethical standards • Quality and continuous improvement processes and standards
Feedback on performance	<ul style="list-style-type: none"> • Formal/informal performance evaluation • Obtaining feedback from supervisors and colleagues • Obtaining feedback from clients • Personal and reflective behavior strategies • Routine and organizational methods for monitoring service delivery
Learning delivery methods	<ul style="list-style-type: none"> • On the job coaching or monitoring • Problem solving • Presentation/demonstration • Formal course participation • Work experience • Involvement in professional networks • Conference and seminar attendance

Evidence Guide			
Critical Aspects of Competence	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> • Identified and implemented learning opportunities for others • Gave and received feedback constructively • Facilitated participation of individuals in the work of the team • Negotiated learning plans to improve the effectiveness of learning • Prepared learning plans to match skill needs • Accessed and designated learning opportunities 		
Underpinning Knowledge and Attitude	Demonstrate knowledge and attitude on: <ul style="list-style-type: none"> • Coaching and monitoring principles • Understanding how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • Understanding how to facilitate team development and improvement • Understanding methods and techniques to obtain and interpreting feedback • Understanding methods for identifying and prioritizing personal development opportunities and options • Knowledge of career paths and competence standards in the industry 		
Underpinning Skills	Demonstrate skills on: <ul style="list-style-type: none"> • Ability to read and understand a variety of texts, prepare general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • Communication skills including receiving feedback and reporting, maintaining effective relationships and conflict management • Planning skills to organize required resources and equipment to meet learning needs • Coaching and mentoring skills to provide support to colleagues • Reporting skills to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes • Facilitation skills to conduct small group training sessions • Ability to relate to people from a range of social, cultural, physical and mental backgrounds 		
Resource Implications	Access to relevant workplace or appropriately simulated environment where assessment can take place		
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning 		
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting		
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Occupational Standard: Massage Therapy Level IV	
Unit Title	Manage Continuous Improvement System
Unit Code	HTH MST4 21 1012
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted and rewarded.

Elements	Performance Criteria
1. Review programs, systems and processes	<p>1.1 Establish strategies to monitor and evaluate performance of key systems and processes</p> <p>1.2 Undertake detailed analyses of supply chains, operational and product/service delivery systems</p> <p>1.3 Identify performance measures, and assessment tools and techniques, and evaluate their effectiveness</p> <p>1.4 Analyze performance reports and variance from plans for all key result areas of the organization</p> <p>1.5 Identify and analyze changing trends and opportunities relevant to the organization</p> <p>1.6 Seek advice from specialists, where appropriate, to identify technology and electronic commerce opportunities</p>
2. Develop options for continuous improvement	<p>2.1 Brief groups on performance improvement strategies and innovation as an essential element of competition</p> <p>2.2 Foster creative climate and organizational learning through the promotion of interaction within and between work groups</p> <p>2.3 Encourage, test and recognize new ideas and entrepreneurial behavior where successful</p> <p>2.4 Accept failure of an idea during trialing, and recognize, celebrate and embed success into systems</p> <p>2.5 Undertake risk management and cost benefit analyses for each option/idea approved for trial</p> <p>2.6 Approve innovations through agreed organizational processes</p>
3. Implement innovative processes	<p>3.1 Promote continuous improvement as an essential part of doing business</p> <p>3.2 Address impact of change and consequences for people, and implement transition plans</p> <p>3.3 Ensure objectives, timeframes, measures and communication plans are in place to manage implementation</p>

	<p>3.4 Implement contingency plans in the event of non-performance</p> <p>3.5 Follow-up failure by prompt investigation and analysis of causes</p> <p>3.6 Manage emerging challenges and opportunities effectively</p> <p>3.7 Evaluate continuous improvement systems and processes regularly</p> <p>3.8 Communicate costs and benefits of innovations and improvements to all relevant groups and individuals</p>
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Variable	Range
Sustainability may include:	<ul style="list-style-type: none"> • addressing environmental and resource sustainability initiatives, such as environmental management systems, action plans, green office programs, surveys and audits • applying the waste management hierarchy in the workplace • complying with regulations and corporate social responsibility considerations for sustainability to enhance the organisation's standing in business and community environments • determining organisation's most appropriate waste treatment, including waste to landfill, recycling, re-use, recoverable resources and wastewater treatment • implementing ecological footprint • implementing environmental management systems, e.g. ISO 14001:1996 Environmental management systems life cycle analyses • implementing government initiatives, • improving resource and energy efficiency • initiating and maintaining appropriate organisational procedures for operational energy consumption • introducing a green office program - a cultural change program • introducing green purchasing • introducing national and international reporting initiatives, • introducing product stewardship • reducing emissions of greenhouse gases • reducing use of non-renewable resources • referencing standards, guidelines and approaches, such as sustainability covenants and compacts or triple bottom line reporting • supporting sustainable supply chain.
Supply chains include:	<ul style="list-style-type: none"> • network of facilities that procures raw materials, transforms them into intermediate products or services and then

	<p>finished goods or service, and delivers them through a distribution system</p> <ul style="list-style-type: none"> • procurement, production and distribution, viewed as interlinked not as discrete elements
Performance reports may include:	<ul style="list-style-type: none"> • budget or cost variance • customer service • environmental • financial • OHS • quality • other operating parameters

Evidence Guide	
Critical Aspects of Competence	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstration of consultation processes to introduce or evaluate an existing continuous improvement process or system, including suggested actions or an action plan • generation of an idea or concept which exhibits creative thinking and which offers the possibility of advantaging the organization • how the concept or idea was introduced, tested and evaluated - the idea or concept does not have to have been shown to work or to be adopted by the business • knowledge of quality management and continuous improvement theories
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • quality management and continuous improvement theories • creativity/innovation theories/concepts • risk management • cost-benefit analysis methods • creativity and innovation theories and concepts • organizational learning principles • quality management and continuous improvement theories • risk management • sustainability practices
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • analytical skills to identify improvement opportunities in relation to • the services/products delivered or concepts/ideas developed • flexibility and creativity skills to think laterally • leadership skills to foster a commitment to quality and an openness to innovation • teamwork and leadership skills to foster a commitment to quality and an openness to innovation

Resources Implication	<p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • appropriate documentation and resources normally used in the workplace
Methods of Assessment	<p>Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • suitable simulation • oral or written questioning to assess knowledge of principles and techniques associated with change management • evaluation of strategies established to monitor and evaluate performance of key systems and processes • review of briefing of groups on performance improvement strategies and innovation <p>Those aspects of competence dealing with improvement processes could be assessed by the use of suitable simulations and/or a pilot plant and/or a range of case studies and scenarios.</p> <p>In all cases, practical assessment should be supported by questions to assess essential knowledge and those aspects of competence which are difficult to assess directly.</p>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting / environment.</p>

NTQF Level III

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Occupational Standard: Massage Therapy Level III	
Unit Title	Categorize and Apply Health Nutrition
Unit Code	HTH MST3 01 0111
Unit Descriptor	This unit of competence deals with the skills and knowledge of classifying nutrient types, identifying effects of essential nutrients on health, explaining their contribution to protect diet-related chronic diseases and providing advisory services to the clients and apply for own self.

Element	Performance Criteria
1. Identify types of essential nutrients	1.1 The science of nutrition is described according to scientific definition 1.2 Essential nutrients are identified and described properly 1.3 Macronutrients are identified and explained adequately 1.4 Micronutrients are identified and explained according to technical usage 1.5 Different types /forms of fats, carbohydrates, proteins, minerals, and vitamins are identified and explained
2. Categorize diet-related chronic diseases	2.1 Diet- related chronic diseases are categorized depending on deficiency signs and symptoms of <i>each</i> essential nutrient 2.2 Types of vitamins deficiencies and excesses and their effects on health are identified and described 2.3 The effects of different levels of different types of fats on body health are explicitly described. 2.4 Different types of mineral deficiencies and excesses and their effects on health are identified and described 2.5 The effects of different levels of different types of proteins on body health are explicitly described. 2.6 Different types of carbohydrates and excesses and their effects on health are identified and described 2.7 The role of water in maintaining body health is identified
3. Describe Sources of essential	3.1 Dietary sources of essential nutrients are identified and described. 3.2 Alternative sources of essential nutrients are explained.

nutrients	<p>3.3 Handling, extraction and/or preparation of sources of essential nutrients is explained and demonstrated.</p> <p>3.4 Daily requirement of each essential nutrient and their types for normal health is identified and explained.</p>
4. Describe functions essential nutrients	<p>4.1 Functions of essential nutrients in the body system are identified</p> <p>4.2 Functions of different types of each essential nutrient in body system activities are described</p> <p>4.3 Roles of essential nutrients in protection of diet- related chronic diseases and maintaining body health are described</p>
5. Describe digestion of nutrients	<p>5.1 Components of digestion system and their functions are identified and described</p> <p>5.2 Roles of digestion system components in digestion of essential nutrients are identified</p> <p>5.3 Stages of essential nutrients' digestion and conversion processes are identified and explained</p> <p>5.4 Mechanisms of food utilization by the body system is explained</p> <p>5.5 Storage mechanisms and forms of various essential nutrients in different parts of the body are explained</p> <p>5.6 Removal mechanism of excess nutrients from the body system is described</p>
6. Prepare personal nutrition plan	<p>6.1 Type(s) Nutrient(s) and quantity of requirement for the health of client and own self is identified</p> <p>6.2 Sources of nutritional requirements are identified</p> <p>6.3 Proportion of daily intake is assessed and recipes are organized</p> <p>6.4 Recommended recipe is prepared and demonstrated according to dietary requirement</p> <p>6.5 Client progress is assessed and feed back is received.</p> <p>6.6 Dietary arrangement is reviewed as required</p>

Variables	Range
Occupational Health and Safety	<ul style="list-style-type: none"> Applying protective cloths and gloves
Tools and Equipment	<ul style="list-style-type: none"> Preliminary medical assessment tools-stereoscope, thermometer, weighing scale, hospital bed
Nutrition	<ul style="list-style-type: none"> The science of food and how the body uses it in health and disease
Essential	<ul style="list-style-type: none"> Substances the body must get from food because it can not

nutrients	<p>manufacture them at all or fast enough to meet its needs.</p> <ul style="list-style-type: none"> • Essential nutrients include: <ul style="list-style-type: none"> ○ Proteins ○ Carbohydrates ○ Fats ○ Vitamins ○ Minerals and ○ Water
Macronutrients	<ul style="list-style-type: none"> • Essential nutrients required by the body in relatively large amounts. • Macronutrients include: Proteins, Carbohydrates and Fats
Micronutrients	<ul style="list-style-type: none"> • Essential nutrients required by the body in relatively minute amounts. • Micronutrients include: Vitamins and Minerals
Carbohydrates may include but not limited to	<ul style="list-style-type: none"> • An essential nutrient including sugars, starches, and dietary fiber
Proteins	<ul style="list-style-type: none"> • An essential nutrient; a compound made of amino acids that contains carbon, hydrogen, Oxygen and Nitrogen.
Minerals	<ul style="list-style-type: none"> • Inorganic compounds needed in small amounts for regulation, growth, and maintenance of body tissues and functions
Vitamins	<ul style="list-style-type: none"> • Organic substances needed in small amounts to help promote and regulate chemical reactions and processes in the body
Types of fats may include	<ul style="list-style-type: none"> • Saturated fat • Mono-unsaturated fat • Poly-unsaturated fat • Trans fatty acids
Types of proteins may include	<ul style="list-style-type: none"> • Essential Amino acids(9) • Body produced Amino acids(11) • Complete and incomplete proteins
Types of carbohydrates may include	<ul style="list-style-type: none"> • Simple and complex carbohydrates • Refined carbohydrates • Whole grains carbohydrates

Evidence Guide

Critical Aspects of Competence	<p>Evidence must include a demonstrated capacity to Identify and explain -</p> <ul style="list-style-type: none"> • nutrition, essential nutrients, macro-nutrients, and micro-nutrients • roles/functions of types /forms of fats, carbohydrates, proteins, minerals, vitamins and water in body system • types of essential nutrients deficiencies and excesses and their effects on health • dietary sources of essential nutrients
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	<ul style="list-style-type: none"> • roles of essential nutrients in protection of diet- related chronic diseases • roles and components of digestion system, circulation system and respiratory system • assessed nutrient requirement and prepared nutrition plan • calculated nutrient requirement and developed recipe reviewed nutrition plan
Underpinning Knowledge and Attitudes	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Philosophies and development of nutrition as a science • Technical terminology in nutrition • Essential nutrients, their classification and sources • Function of essential elements in the body system • Signs and symptoms of dietary deficiency diseases • Digestion system components • Enzymes in digestion system • Function of digestion system components • Food absorption mechanism of body system • Effects of deficiency and/or excess of essential nutrients • Menu planning and preparation of balanced diet • Functioning of circulatory and respiratory system
Underpinning Skills	<ul style="list-style-type: none"> • Identifying types of essential nutrients • Categorizing diet-related chronic diseases • Describing sources, functions and digestion of essential nutrients • Preparing and reviewing personal nutrition plan • Applying occupational and safety procedures • Using tools and equipment
Resource Implication	<ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Interview • Observation/demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level III	
Unit Title	Apply Massage Therapy Techniques Assessment Framework
Unit Code	HTH MST3 02 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to interpret information gathered in the health assessment and make and review an accurate assessment over the course of remedial massage, Thai massage, Swedish massage and aromatherapy treatment.

Element	Performance Criteria
1. Analyze and interpret information received	<p>1.1 Results of the health assessment are correlated with case history</p> <p>1.2 Signs and symptoms of condition in the client are recognized and identified as pre-requisites or contraindication for treatment/care</p> <p>1.3 Information gathered is evaluated and priorities for treatment are assigned in consultation with the client using the knowledge and experience and theoretical principles applied by the practitioner</p> <p>1.4 Information is gathered, recorded and organized in a way which can be interpreted readily by other professionals</p> <p>1.5 Body patterns are analyzed and differentiated by assessing signs and symptoms and given priority for treatment</p> <p>1.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying principles of assessment</p> <p>1.7 Condition is identified according to stage and related implications (eg empty/full) by applying the eight principles of diagnosis</p> <p>1.8 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>1.9 All assessment signs and symptoms are extracted in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>1.10 Client's progress is systematically monitored in order to confirm the clinical impression</p>

	1.11 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan
2. Inform the client	<p>2.1 Rationale of the treatment assessment plan/prognosis is discussed with the client</p> <p>2.2 Client enquiries are responded to using language the client understands</p> <p>2.3 Referral and collaborative options is discussed with the client if necessary</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Towel and cleaning cloth
Signs and symptoms of condition may include	<ul style="list-style-type: none"> • Physical evidence • Behavioral evidence • States of disorder • Sensations • Onset • Duration • Location • Causation • Direction of chief complaint • Ameliorating and aggravating factors • Biological phenomena • Emotional phenomena • Psychological phenomena • Social phenomena • Spiritual phenomena • Test or examination results • Symptom qualities (intensity, severity, nature of complaint) • Non-verbal signs and symptoms • Functional and pathological disturbances • Sensations • Onset • Body patterns may refer to <ul style="list-style-type: none"> ○ Posture ○ Range of movement ○ Muscle strength ○ Contra-lateral comparisons • Patterns may refer to Energetic patterns

	<ul style="list-style-type: none"> ○ Signs and symptoms of condition may include: ○ Assessment may include: ○ Taking a history ○ Observation ○ Palpation ○ Special tests including ○ patch tests ○ ROM ○ VAT ○ Questioning ○ Health reports/referrals
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Evidence Guide	
Critical Aspects Of Competence	<ul style="list-style-type: none"> ● Demonstrated effective verbal and non verbal communication skills with a range of internal and external persons are essential. ● Complied with policies and procedures including those of OHS and infection control ● Demonstrated knowledge of boundaries of responsibilities and ability to refer problems to supervisor ● Prepared equipment for use in sleep studies ● Demonstrated basic computer skills relevant to equipment used for sleep studies ● read and documented clinical information and understanding policy and procedure manuals ● correlated results of the health assessment with case history ● recognized and identified signs and symptoms of condition ● identified pre-requisites or contraindications for treatment/care ● Demonstrated differential diagnostic skills ● Prepared treatment plans ● Interpreted and discussed medical reports and other data relevant to the case ● Demonstrate consideration of the impact of client vitality on selected treatment ● Demonstrated communication and negotiation skills and Provided advice ● Gathered, recorded and organized information ● Extracted assessment signs and symptoms ● Monitored client's progress systematically ● Combined history and clinical data effectively
Underpinning Knowledge and Attitudes	<p>Knowledge of:</p> <ul style="list-style-type: none"> ● data analysis techniques ● referral process ● anatomy and physiology of the body systems ● the methods of differentiation which further refine aetiology and pathology of disease ● the pattern differentiation in the formulation of treatment

	<p>principles</p> <ul style="list-style-type: none"> • relevant testing and assessment options and procedures • Knowledge and understanding of types of further investigation available • Knowledge of the contribution of the different schools of thought and historical theories of clinical practice • legal and ethical considerations in treating clients with massage • lifestyle factors relevant to treatment of specific conditions and diseases • possible obstacles and contra-indications to treatment • the clinical indications of treatment relevant to specific circumstances -first aid and injuries • the situation and referral patterns of trigger points • signs and symptoms of disease and disorder/dysfunction • common disease states and functional problems of each bodily system • the principles and practice of treating common conditions • the organization of the body • the systems and regions of the body • skeletal musculature • the structure and function of the articular system - classification of joints and types and ranges of motion • the structure and function of: <ul style="list-style-type: none"> ○ the nervous system ○ lymphatic system ○ respiratory system ○ the reproductive system ○ immune system ○ cardiovascular system • pathology and symptomology • the processes of biological maturation • the role of massage in enhancing growth • pain and chronic pain syndromes • the processes of aging • the role of massage in: <ul style="list-style-type: none"> ○ alleviating depression and anxiety ○ enhancing attentiveness ○ immune disorders ○ auto-immune disorders • supplementary measures in the management of the condition/system (dietary considerations, exercise) • medical reports and diagnostic procedures • the correct preparations required for specific treatment • disease process • methods of preparing treatment and management plans • Knowledge and understanding of types of further investigation available 		
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	<ul style="list-style-type: none"> • the contribution of the different schools of thought and historical theories of clinical practice • the ethical and legal implications of the practice of massage • the principles of aromatherapy • relevant testing and assessment options and procedures
Underpinning Skills	<p>Ability to:</p> <ul style="list-style-type: none"> • identify bone landmarks, structures and muscles through palpation • access and interpret up-to-date information • interpersonal and questioning skills
Resources Implication	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Appropriate assessment environment • An appropriately stocked and equipped clinic or Simulated clinic environment • Relevant texts or medical manuals • Relevant paper-based/video assessment Instruments • Skilled assessors
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Observation in the work place • 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• • Diagnosis from assessment notes or simulated assessments • Oral questioning
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or simulated real workplace in which massage operations are carried out. • Consistency of performance should be demonstrated over the required range of situations relevant to the workplace.

Occupational Standard: Massage Therapy Level III	
Unit Title	Work within Massage Therapy Techniques Framework
Unit Code	HTH MST3 03 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to work effectively within a massage framework

Element	Performance Criteria
1. Demonstrate commitment to the central philosophies of massage practice	<p>1.1 Definitions of massage therapy techniques and the massage system of treatments are provided</p> <p>1.2 An overview of the historical development of massage therapy techniques is provided</p> <p>1.3 Massage principles are identified and explained</p> <p>1.4 Massage philosophy to interpret health issues are drawn upon</p> <p>1.5 The central philosophies of massage therapy techniques Identified and explained</p> <p>1.6 Massage therapy techniques philosophy is applied to own health practice</p> <p>1.7 Other philosophies relating to massage therapy techniques are identified and explained in accordance with professional ethics and workplace guideline</p>
2. Identify and describe the principles and practices of massage	<p>2.1 Major methods of treatment used in massage therapy are identified and described and compared according to workplace procedure</p> <p>2.2 Other complementary therapies used in massage therapy are identified and described according to workplace procedure</p> <p>2.3 Massage therapy assessment techniques are identified, described and discussed with the client according to professional ethics and workplace guideline</p> <p>2.4 Complementary therapies used in massage are identified and described according to workplace procedure</p>
3. Develop knowledge of complementary therapies	<p>3.1 Information on other complementary therapies is provided</p> <p>3.2 The relationship between therapies is identified</p>

	<p>3.3 Similarities and differences between physiotherapy, osteopathy, chiropractic therapy and massage therapy are explained to the client in accordance with professional ethics</p> <p>3.4 The characteristics between the allopathic and naturopathic approaches to treatment are described</p> <p>3.5 Information on complementary therapies is provided in accordance with workplace guideline</p>
4. Represent massage framework to the community	<p>4.1 The practices and principles of aromatherapy is explained in an easily understood way in a one-to-one and group setting following organization policy</p> <p>4.2 Enquiries are clarified and appropriate information is provided according to workplace procedure</p> <p>4.3 Client is requested appropriately to bring relevant data to the consultation</p> <p>4.4 Alternative sources of information/advice are discussed with clients according to workplace ethics.</p>
5. Work within clinic and regulation guidelines	<p>5.1 clinic guidelines are accessed and followed as workplace requirement and professional ethics</p> <p>5.2 Legal and regulatory guidelines are accessed and followed</p> <p>5.3 Relevant documentation is undertaken in standard format in accordance with organization policy</p> <p>5.4 Adhere to Professional ethics is adhered to as basic requirement and maintenance of work place policy</p>

Variables	Range		
Occupational Health and Safety (OH&S)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems 		
Tools and Equipment	<ul style="list-style-type: none"> • Telephone notice board or Poster • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Treatment beds • Towel and pillow • Cleaning cloths 		
Massage principles • include	<ul style="list-style-type: none"> • Relevant code of ethics or code of conduct documents/policies, regulations and guidelines national massage therapy organizations and/or associations • Accepted preventative practices adopted by self or peers to minimize safety hazards and risks in the same or similar 		
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	<p>situations</p> <ul style="list-style-type: none"> • Current and past good practice demonstrated by self or peers in the same or similar situation • Individual responsibility to others regarding the proximity of the relationship and reasonable standard of care • Delivering the highest possible professional care to all clients with consideration for the medical, ethical, social and religious needs of the client • Principles of client confidentiality • Respect of boundary issues such as; Compliance with industry code of ethics and practice in relation to: <ul style="list-style-type: none"> • Informed consent • Duty of care • Draping • Hygiene • The scope of client/therapist relationships • Advertising • Maintenance of equipment • Social/cultural morals • Equal treatment of all clients • Psycho-emotional well being of clients • Referral of clients who want treatment outside the • Scope of the available services dealing appropriately with difficult clients
<p>Enquiries may require explanation of:</p>	<ul style="list-style-type: none"> • Duration of treatment • Limitations of expected treatment outcomes • Possible approaches to treatment • Estimated cost of treatment • Availability of health fund rebates • Work cover eligibility • Limitations of professional status of practitioner • Availability of home visits • After hours service • Provision for hospital visits.
<ul style="list-style-type: none"> • Relationships between therapies may include: 	<ul style="list-style-type: none"> • Contraindications to treatment • Effects of one treatment over or with another • Treatment according to stage of condition • Appropriate information may include • Confirmation of appointment date and time • Clinic location and directions • Cost of initial consultation • Payment options • Clinic's guidelines may include: • • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice • Level of competency and degree of supervision

	<ul style="list-style-type: none"> • Partnership/group decisions, agreed practice
Information on complementary therapies may include:	<ul style="list-style-type: none"> • Historical development • Current availability • Tools and techniques • Interactions between different therapies • When therapies may be used • Underpinning philosophy
Legal and regulatory guidelines may include:	<ul style="list-style-type: none"> • OHS guidelines • Anti-discrimination legislation • Privacy Act • Infection control
Appropriate information may include	<ul style="list-style-type: none"> • Confirmation of appointment date and time • Clinic location and directions • Cost of initial consultation • Payment options
Relevant documentation may include	<ul style="list-style-type: none"> • Nature of enquiry • Client contact details • Recording of incidents
Major methods of treatment	<ul style="list-style-type: none"> • Swedish massage therapy include: Petri sage • Effleurage including cross over stroke, longitudinal stroking, gliding techniques • Passive joint movement techniques • Passive soft tissue movement <ul style="list-style-type: none"> ○ Kneading ○ Friction techniques ○ Vibration • Compressive techniques including digital ischemic pressure • Percussion techniques • Temperature therapy • Deep tissue massage techniques • Myofascial release • Manual lymphatic drainage • Proprioceptive neuromuscular facilitation <ul style="list-style-type: none"> ○ Trigger point release techniques ○ Stretching techniques

	<ul style="list-style-type: none"> ○ Mobilizing techniques ● Other complementary therapies may include: Therapies in which the practitioner is trained or informed ● Massage assessment techniques may include <ul style="list-style-type: none"> ○ Observation ○ Discussion ○ Temperature taking through tactile methods ○ Pulse taking when required for massage technique ○ Palpation ○ Percussion ○ Range of motion tests ○ Assessment of the neural system ○ Observation of variations of posture ○ Any other method in which the practitioner has been trained to a competent standard ○ Procedure which is conducted according to legislative and regulatory requirements ● Definition of allopathic and naturopathic approaches is ● Allopathic - the western medical model in which a disease or an abnormal condition is treated by creating an environment that is antagonistic to it, ie, a system that emphasizes treatment of disease ● Naturopathic – a system of health care that emphasizes health maintenance, disease prevention, client education and client responsibility 		
Thai Massage therapy	<ul style="list-style-type: none"> ● Central philosophies of Thai include ● Meridians ● Yin and yang ● Development of personal health strategy ● Major methods of treatment include: ● A range of Thai sequences and techniques ● acu-point techniques ● Stretching, posture and exercise techniques ● Elbows, feet, knees, ball of thumb, hand pressure techniques ● Muscles stretched and pressed ● Meridian stretching techniques ● Lifestyle and dietary advice ● Relaxation techniques <ul style="list-style-type: none"> ● Meditation ● Other complementary therapies may include ● Traditional Chinese Massage ● Therapies in which the practitioner is trained or informed ● Thai assessment techniques may include ● Examination of physical features ● Palpation of the abdomen, back and meridians ● Back and spinal palpation assessment ● Anatomical or mobility/flexibility assessment ● Discussion/questioning 		
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	<ul style="list-style-type: none"> • Any other method in which the practitioner has been trained to a competent standard • Procedures which are conducted according to legislative and regulatory requirements
Aromatherapy	<ul style="list-style-type: none"> • Central philosophies must include • Mind/body connection • Holistic approach to health • Personal wellbeing • Attitude adjustment • Therapeutic partnership • Major methods of treatment must include: • Baths including full bath, foot and hand and sitz bath • Vaporization both direct e.g. inhalation and indirect e.g. burner and snozelene room (aged care and special needs) • Compress, hot and cold • Floral mists • Poultices • Dermal applications including ointments, creams and lotions • How to perform a patch test for potential client skin sensitivity • How to prepare appropriate dosages and dosage ratios and may include: • Massage techniques including full body, foot and health, head and scalp • Other Contemporary therapies may include • Therapies in which the practitioner is trained or informed
<ul style="list-style-type: none"> • Aromatherapy assessment techniques may include but are not limited to: 	<ul style="list-style-type: none"> • Examination of physical features • Palpation • Observation • Listening and smelling • Taking of blood pressure, temperature, radial pulse rate and quality • Percussion • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements • Information on other complementary therapies may include: • Historical development • Current availability • Tools and techniques • Interactions between different therapies • When therapies may be used • Underpinning philosophy

Evidence Guide

Critical aspects of competence	<ul style="list-style-type: none"> • Demonstrated an understanding of underpinning values and philosophies in the massage therapies framework • Identified correctly client information needs • Provided clients with required information • Recorded appropriately details of client enquiries • Explain relevant services • Communicate in a one to one and group setting • Demonstrated massage therapy techniques and practices • Identified and explained the central philosophies of massage therapy techniques and assessment techniques • Identified, described and compared the major methods of treatment used in massage therapy techniques • Provided information on other complementary therapies • Identified and described the relationship between therapies • Explained and applied practices and principles of massage therapy techniques • Accessed and followed clinic guidelines are according to organization policy • Accessed and followed legal and regulatory guidelines • Documented relevant information/ • Demonstrated communication skills in a one-to-one and group setting
Underpinning knowledge	<ul style="list-style-type: none"> • The philosophies, principles and tools of massage therapy techniques practice • Philosophy, principles and practices of other alternative and complementary therapies for example shiatsu, naturopathy, massage • Basic massage therapy terminology and pronunciation • A range of alternative and complementary therapies • Philosophical tradition of western and eastern body therapies • The history and development of massage therapy techniques • Fundamental theories of massage therapy techniques • The effects of massage therapies application on the body surface • Sociology of health and the health care system • Ethical issues in body therapies • Ohs requirements in the workplace • The rationalistic, analytical approach to an understanding of disease • Knowledge of the qualitative, quantitative, cultural and traditional lines of evidence used in massage • , environmental and spiritual landscape • The concepts of traditional medicine • Dispersal and masanaga's zen thai • A range of alternative and complementary therapies • The art of pregnancy massage for deliver nurse and midwives • pregnancy massage?

	<ul style="list-style-type: none"> • Prenatal massage? • Pregnancy therapeutic fitness • Nutrition vitamins & minerals • Health problems in pregnancy • Contra indications & cautions • Risks of prenatal massage • Pregnancy symptoms
Underpinning skills	<p>Skills to:</p> <ul style="list-style-type: none"> • communicate effectively with colleagues and others • demonstrate commitment to the central philosophies of massage practices • Identify and describe the principles and practices of massage • describe adequately complementary therapies • represent massage framework to the community • work within clinic and regulation guidelines • observe and describe various massage principles and techniques
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • an appropriately stocked and equipped clinic or simulated clinic environment • relevant texts or medical manuals, relevant paper based/video assessment instruments • appropriate assessment environment
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • 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 • Oral questioning and discussion
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which underwriting operations are carried out. • 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 • Holistic/integrated assessment including: <ul style="list-style-type: none"> ▪ Working within the practice framework ▪ Performing a health assessment ▪ Assessing the client ▪ Planning treatment ▪ Providing treatment

Occupational Standard: Massage Therapy Level III	
Unit Title	Undertake Body and Sport Massage Treatment
Unit Code	HTH MST3 04 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to administer body and Sport massage treatments for athletes.

Element	Performance Criteria
1. Examine and Assess client background	1.1 Client history is taken and records are kept in standard format 1.2 Physical examination is conducted in line with task guidelines 1.3 The person is observed standing in a relaxed position 1.4 Posture muscle bulk and alignment are assessed and problems are identified 1.5 The strength of muscles on each side of the body and range of motion of certain joints are assessed
2. Provide support packages for a client	2.1 Relevant elements of pre-event massage, post-event massage and maintenance massage are incorporate in the client's massage therapy treatment plan 2.2 Self management programs are established, explained, clarified and initiated with the client 2.3 Client advised and taught relevant self massage techniques to assist in self management programs

	<p>2.4 Contraindications for massage are explained and discussed with client</p> <p>2.5 Advantages and/or disadvantages of taping and/or splinting are explained to the client</p>
3 Evaluate services/ treatment	<p>3.1 A relationship of trust is built and maintained with the client, with active promotion of and strict adherence to confidentiality</p> <p>3.2 Monitoring of client health is undertaken in line with plan of care</p> <p>3.3 Client/corer is asked to ascertain their level of comfort and compliance with the treatment</p> <p>3.4 Degree of improvement or changes in the client's condition is established and compared with expectations in the plan of care</p> <p>3.5 Client is provided with clear information about their level of improvement in relation to their plan of care</p> <p>3.6 Treatment is assessed and reviewed as required</p> <p>3.7 Progress is documented according to requirements</p> <p>3.8 Impact of ongoing treatment is evaluated in relation to client's physical, mental and emotional condition and behavior</p> <p>3.9 Clients are encouraged to maintain their health by active involvement in their treatment and plan of care</p> <p>3.10 Other treatment practitioners are consulted with as necessary and appropriate</p>

Variables	Range		
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Applies the principles of universal predators used personal protective equipment • Utilize sport massage therapy safety devices in correct manner • Handles and dispose of sharp materials according to institutional policy 		
Tools and Equipment	<ul style="list-style-type: none"> • Portable couch • Bathe towels and couch cover • Flanners • Massage oil and sport cologne • Talcum powder • Computer • Stationeries • Sport massage therapy equipment 		
Clients may	Athletes who:		
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include	<ul style="list-style-type: none"> • are usually committed and self-motivated to return to optimal function and/or improve performance can be so motivated that unnecessary pain is tolerated in mistaken belief that 'no pain, no gain' • can be talented with various levels of motivation and commitment • may be beginner through to high performance level competitors can be <ul style="list-style-type: none"> ▪ female or male ▪ with or without a disability or special needs ▪ with or without social disadvantage ▪ and/or from minority ethnic and cultural groups
Contraindications for massage may include:	<ul style="list-style-type: none"> • Massage therapists are not expected to diagnose any conditions but must be able to recognize the indications and contraindications of conditions <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> • 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 • Tumors • Phlebitis • Thrombosis • Varicose veins • Bleeding and bruising • Nausea, vomiting or diarrhea • Temperature – hot or cold • Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected <ul style="list-style-type: none"> ▪ Anterior triangle of the neck ▪ Posterior triangle of the neck ▪ Axillary's area ▪ Medial epicedial ▪ Lateral epicedial ▪ Area of the sterna notch and anterior throat

	<ul style="list-style-type: none"> ▪ Umbilicus area ▪ Twelfth rib dorsal body ▪ Sciatic notch ▪ Inguinal triangle ▪ Palatinal fosse
Cry therapy Includes :	<ul style="list-style-type: none"> • Application of fundamental forms of cry therapy refers to <ul style="list-style-type: none"> ▪ conduction, e.g., cold packs, ice massage and immersion baths ▪ convection, e.g., cooling devices • Possible adverse reactions to topical applications of cry therapy refers to: <ul style="list-style-type: none"> ▪ skin irritations ▪ neural irritations ▪ muscle cramps • Indications for cry therapy refers to <ul style="list-style-type: none"> ▪ acute injury ▪ inflammation • Contraindications and precautions for cry therapy refers to <ul style="list-style-type: none"> ▪ any contraindication for massage ▪ in particular <ul style="list-style-type: none"> ▪ skin disorders ▪ open wounds • Correct duration for cry therapy refers to <ul style="list-style-type: none"> ▪ adequate time to achieve cry therapy goals without adverse reactions, e.g., Huntington's response - usually 10 minutes
Industry standard massage therapy principles may include:	<ul style="list-style-type: none"> • Relevant national, state/territory or local massage therapy organizations' 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 minimize 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
Integration of various techniques may include:	<p>The integration of</p> <ul style="list-style-type: none"> • trigger point techniques • Effleurage • Petrissage • Frictions • Tapotement • Proprioceptive Neuromuscular Facilitation stretching • deep transverse friction techniques

	<ul style="list-style-type: none"> • myofascial tension techniques • corrective exercise
Massage therapy setting refers to:	<p>Any genuine work environment where massage therapy is provided</p> <ul style="list-style-type: none"> • clinics • change rooms • open or enclosed areas at sporting events • accommodation venues • in transit, i.e, on buses, planes
Other health professionals may include:	<p>Practitioners who can competently make assessments regarding conditions that may potentially be complicated by the application of massage techniques</p> <ul style="list-style-type: none"> • Medical practitioners • Physiotherapists • Chiropractors • Osteopaths <p>Other massage therapists with current competencies in modalities outside the scope of the practitioner, eg, specializing in oriental modalities</p> <ul style="list-style-type: none"> • Naturopaths/homeopath therapists • Podiatrists • Yoga/relaxation/tai chi instructors • Dentists • Exercise therapists • Acupuncturists
Pre-event massage may include:	<p>Integration of treatment techniques to assist the athlete/client with:</p> <ul style="list-style-type: none"> • Physiological warm-up • Psychological preparation including <ul style="list-style-type: none"> ▪ where appropriate, stress release, ie, relaxation ▪ where appropriate, to raise pre-event arousal levels
Before, during and post event massage may include:	<ul style="list-style-type: none"> • Integration of treatment techniques to assess the athlete with • For overcoming the nervous state of athlete before competition • Massage for hypnosis • For overcoming the bowsprit of athlete before competition • During of the intervals of competition encouraging spiritual and physical function • For recovering to help the athlete to dispels the fatigue and restore physical strength • Physiological cool down • Where appropriate psychological recovery ,ie, Emotional stress release • Identify potential injuries and commence appropriate treatment • The restoration of range of motion flexibility
Maintenance	<ul style="list-style-type: none"> • A package of massage therapy techniques designed to assist

massage may include:	injury prevention, physiological recovery, tissue extensibility, muscle tone, ie, reduction of micro-tears in myofibrils
Self-management program may include:	Assisting the client in areas such as: <ul style="list-style-type: none"> • activities or tasks to avoid • warm-ups and cool downs • simple temperature therapy techniques • self-massage techniques
Self massage techniques may include:	<ul style="list-style-type: none"> • Using athlete/client's own hands/forearms/knuckles to perform massage techniques • Using massage equipment to perform techniques such as <ul style="list-style-type: none"> ▪ ice for ice massage ▪ tennis ball for digital ischemic pressure and trigger point work
Technique may include:	<ul style="list-style-type: none"> • A singular massage therapy application, eg, effleurage or digital ischemic pressure
Treatment package/s may include:	<ul style="list-style-type: none"> • The combination of the assessment process, techniques, modalities and attitudes to achieve prescribed outcomes • Incorporates the application of the <ul style="list-style-type: none"> ▪ principles of relaxation massage, and/or ▪ principles of remedial massage therapy • Can incorporate other modalities depending the current competencies of the therapist
Treatment plan/s may include:	<ul style="list-style-type: none"> • Sequence of events incorporating the application of advanced treatment packages negotiated between the therapist and the athlete/client leading to a desired outcome • Usually of an agreed duration, dependent on the performance parameters • Individualized to the athlete/client's requirements • Should be developed in accord with the scope of the therapists current competencies • Should refer the athlete/client to an appropriate alternative practitioner in relation to areas/aspects in which the therapist is not currently competent

Evidence Guide

Critical Aspects of Competence	<ul style="list-style-type: none"> • Examined and assessed client background • Identified common musculoskeletal injuries and associated treatment procedures • Treated • Provided support packages for a client • Demonstrated knowledge and appropriate techniques to <ul style="list-style-type: none"> ▪ identify common sports injuries ▪ assess sports injuries • Developed a treatment package incorporating packaging of advanced massage techniques and/or massage therapy
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	<p>techniques to treat common sports injuries</p> <ul style="list-style-type: none"> • Implemented a treatment package through the integration of various techniques and modalities • Recommended thermotherapy, cry therapy, corrective exercise for rehabilitation of sporting injuries where required • Established, explained, clarified and initiated self-management programs • Designed an advanced treatment plan • Palpated and identified all bones/structures and muscle groups available to palpation • Demonstrated comprehensive ability to gather and interpret information through the tactile senses • Demonstrated comprehensive ability to apply tactile techniques • Conveyed and interpreted information • evaluated services/treatment
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Comprehensive knowledge of anatomy and physiology and the ability to integrate knowledge of massage therapy techniques and modalities to provide a comprehensive massage treatment package for athlete/client, in particular athlete/client with sports injuries • Relevant pathology/symptom logy • Relevant nutrition for the general well-being of clients • Stretching techniques • The physical psychological and emotional effects of massage • How to assess problems • Massage techniques and how to apply them to each part of body • Safety in sport exercise • First aid
Underpinning Skills	<p>Skills to:</p> <ul style="list-style-type: none"> • examine and assess client background • Identify common musculoskeletal injuries and associated treatment procedures • treat common musculoskeletal injuries • provide support packages for a client • evaluate services/treatment
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Access to athlete/client • Massage therapy facilities in a massage therapy setting, or competition/activity setting • Massage therapy equipment
Methods of Assessment	<p>Competency may be assessed through:</p> <p>Practical</p> <ul style="list-style-type: none"> • Interview • Simulation/Role-plays • Observation

	<ul style="list-style-type: none"> • Observation in the work place and Questioning • Explanations of technique <p>Exams and Tests</p> <ul style="list-style-type: none"> • Written assignments/projects • Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which sport massage operations are carried out. • 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 • This unit should be assessed after or in conjunction with related Units of competence:

Occupational Standard: Massage Therapy Level III	
Unit Title	Perform Clinical Swedish Massage and Aromatherapy Treatment
Unit Code	HTH MST3 05 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to administer Swedish massage and aromatherapy treatment according to the philosophy and practices of an aromatherapy therapeutic framework

Elements	Performance Criteria
1. Manage treatment	<p>1.1 The factors which may interfere with the effectiveness of the treatment are explained according to workplace procedures</p> <p>1.2 How treatment is delivered and managed is explained to the client according to workplace procedures</p> <p>1.3 The mode of administration and management of the treatment is explained to the client according to workplace procedures and ethics</p> <p>1.4 The client is requested to monitor reactions and contact practitioner as required</p> <p>1.5 The consent of client for treatment is obtained before treatment as per workplace ethics and organization policy</p> <p>1.6 Aromatherapy treatment is provided according to the treatment plan</p> <p>1.7 Reactions to treatment is recognized and promptly responded to if necessary</p> <p>1.8 The time, location and content of future sessions is clearly explained to the client</p>

	1.9 Recommendations are documented as per workplace requirement and organization policy
2. Apply therapeutic techniques	<p>2.1 Apply Aromatherapy techniques is applied according to professional procedures and requirement</p> <p>2.2 Client is correctly is positioned to optimize their comfort and support while allowing optimum application of techniques</p> <p>2.3 Relaxation techniques is applied to achieve general relaxation and balancing</p> <p>2.4 Appropriate postures is maintained to ensure a controlled distribution of body weight throughout the treatment</p> <p>2.5 Focused attention is maintained throughout the treatment session according to workplace procedures</p> <p>2.6 Treatment sequence, location and degree of pressure applied by assessment indications are determined according to workplace procedures and ethics</p>
3. Advise and resource the client	<p>3.1 Client is educated in relevant and <i>practical techniques for promotion and maintenance of optimum health</i> according to workplace procedures and ethics</p> <p>3.2 client queries are answered with clarity, using appropriate language</p> <p>3.3 Honesty and integrity is maintained when explaining treatment plans and recommendations to the client according to workplace procedures and ethics</p> <p>3.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client.</p> <p>3.5 Client independence and responsibility in treatment is promoted wherever possible</p>
4. Review treatment	<p>4.1 Treatment progress is evaluated with the client according to workplace procedures</p> <p>4.2 Effects of previous treatment are Identified and recorded according to workplace procedures</p> <p>4.3 Previous treatment plan is reviewed based on treatment progress</p> <p>4.4 The need for ongoing and/or additional treatment is evaluated with the client</p> <p>4.5 Changes to the plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work

Safety (OHS)	<ul style="list-style-type: none"> • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility
Factors which interfere with the effectiveness of treatment may include	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client's physical and psychological readiness and/or wellness • Cultural and/or religious factors • Contraindications to treatment • Post aromatherapy massage activity • Overeating • Intoxication
Mode of administration may include	<ul style="list-style-type: none"> • Requirements for feedback and interaction • Various aromatherapy treatment techniques including: <ul style="list-style-type: none"> ○ Vaporization ○ Floral mists ○ Massage ○ Bath ○ Compress ○ Douches ○ Dermal applications • Variations in application intensity • Requirement of specified positioning of client <ul style="list-style-type: none"> ○ Exposure of sections of body ○ Rotating of exposure around the body ○ Use of oils and treatments ○ Requirement for feedback and interaction
Massage techniques may include:	<ul style="list-style-type: none"> • effleurage • kneading • neuro-muscular • lymphatic drainage • acupressure • reflexology • polarity therapy techniques
Reactions may include	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms • Temperature discomfort • Interactions with other treatments • Skin reactions • Allergy to oils or treatments used
Responses to reactions may include:	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Discussing reaction with other health professional if appropriate/relevant • Use of first aid procedures according to Red Cross procedures

	<ul style="list-style-type: none"> • Accessing local emergency services • Adherence to clinic guidelines for response to accidents and emergencies
Consent for treatment refers to:	<ul style="list-style-type: none"> • Informed consent according to the local and national regulations and legal guidelines • Attendance of appropriate adult for wards of State and minors as appropriate
Appropriate postures refers to:	<ul style="list-style-type: none"> • Balanced distribution of body weight • Comfort and safety • Relaxation of the body • Size, mobility and flexibility
Aromatherapy techniques may include:	<ul style="list-style-type: none"> • Baths including full bath, foot and hand and sitz bath • Vaporization both direct e.g. inhalation and indirect e.g. burner and snozelene room (aged care and special needs) • Compress, hot and cold • Floral mists • Poultices • Dermal applications including ointments, creams and lotions • Knowing how to perform a patch test for potential skin sensitivity • Knowing how to prepare appropriate dosages and dosage ratios • Massage techniques including full body, foot and health, head and scalp
Advice and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advice regarding self-care • Stress management resources • Environmental modifications • Counseling within the parameters of training • Providing of referrals to other health professionals • Availability of products required or suggested for treatment • Advising client of sources of suggested resources • Providing details which help to fully inform client of relevant information
Practical techniques that promote and maintain optimal health may include	<ul style="list-style-type: none"> • Postural improvement strategies e.g ideal posture for activities • Discussion of causes of poor posture condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies • Self-massage techniques
Relaxation techniques may include	<ul style="list-style-type: none"> • Effleurage • Cross over stroke • Longitudinal stroking • Passive joint movement techniques

	<ul style="list-style-type: none"> • Passive soft tissue movement • Gliding techniques • Kneading • Friction techniques • Compressive techniques • Percussion techniques • Mobilizing techniques
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Evidence Guide			
Critical aspects of competence	<ul style="list-style-type: none"> • Explained the factors which may interfere with the effectiveness of the treatment • Delivered and managed treatment • provided aromatherapy treatment • Recognized reactions to treatment and responded to promptly • Documented recommendations • Applied aromatherapy techniques • Applied relaxation techniques • determined treatment sequence, location and degree of pressure applied by assessment indications • Educated client in relevant and practical techniques for promotion and maintenance of optimum health • Used appropriate interpersonal skills when explaining treatment plans and recommendations to the client. • Evaluated treatment progress and reviewed previous treatment • Implemented treatment plans to achieve optimal health, rehabilitation, or to improve quality of life • Demonstrate the application of commonly used treatment techniques 		
Underpinning knowledge	<ul style="list-style-type: none"> • Range of conditions/disease states • The fundamental philosophies and beliefs of an aromatherapy framework • History, philosophy and beliefs of the aromatherapy framework • Fundamental structure and function of anatomical systems • Practical and technical knowledge of treatment strategies • best practice Aromatherapy principles • massage oils and powders • possible reactions and contra-indications to treatment • legal and regulatory implications of treatment • Understanding of • physiology and anatomy according to Aromatherapy 		
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Underpinning skills	<p>Skills to:</p> <ul style="list-style-type: none"> • Manage treatment • Apply therapeutic techniques • Advise and resource the client • Review treatment
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or Simulated clinic environment • Relevant texts or medical manuals • Relevant paper-based/video assessment • Instruments • Anatomical models • Demonstration model client • Trained assessor
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Practical <ul style="list-style-type: none"> - Interview/Oral questioning and discussion/ - Practical demonstration - Explanations of techniques - Observation in the work place - Simulation/Role-plays • Exams and Tests <ul style="list-style-type: none"> - Written assignments/projects - Case studies and scenario as a basis for discussion of issues and strategies to contribute to best practice•
Context of Assessment	<p>Assessment evidence may be collected from a real workplace, or</p> <ul style="list-style-type: none"> • 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:

Occupational Standard: Massage Therapy Level III	
Unit Title	Provide Northern Style Thai Massage Therapy Treatment
Unit Code	HTH MST3 06 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to administer client Thai massage therapy treatment according to the philosophy and practices of an Thai massage therapy therapeutic framework

Element	Performance Criteria
1. Determine the scope of the assessment and the client's needs	<p>1.1 The client's purpose for consultation established and the symptoms experienced are identified</p> <p>1.2 The client's eligibility for using clinic/personal policies is determined</p> <p>1.3 The services able to be provided and the limits of available services is clearly explained</p> <p>1.4 Client's expectation of the service/clinic is explored and clarified</p> <p>1.5 Factors likely to have a negative impact on assessment are identified in consultation with the client and strategies to minimize the effects of these factors are implement wherever possible</p> <p>1.6 Personal abilities, level of professional competence and parameters of role are defined to the client and determined practice at all times</p> <p>1.7 Client is referred to other health care professionals where the needs of the client are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner the needs of the client are best met by doing so</p> <p>1.8 The legal rights of the client identified and promoted/respected</p>
2. Obtain and record an accurate history of the client	<p>2.1 Information is sought from the client for the client's history in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Accurate, relevant and well organized information is collected and recorded in a form which can be interpreted readily by other professionals</p> <p>2.3 Information is handled and managed in a confidential and secure way</p>
3. Determine	3.1 Signs and symptoms of conditions are recognized and

precautions and contra-indications	<p>identified as a pre-requisite for treatment/care</p> <p>3.2 Precautions/contra-indications to reflexology are observed, and recorded in standard format and incorporated into treatment plan</p> <p>3.3 Clients are advised to seek medical treatment when found necessary</p>
4. Inform the client	<p>4.1 The client is addressed appropriately in accordance with to professional ethics and workplace procedures</p> <p>4.2 Informed client consent is obtained prior to conducting Thai massage therapy assessment as requirement according to work place guideline</p> <p>4.3 The services able to be provided and the limits of available services is explained clearly to the client in accordance with workplace procedures</p> <p>4.4 Client's expectations of services is explored and clarified ethically</p> <p>4.5 Personal abilities, level of professional competence and parameters of role is explained to the client and ensured these are practiced at all times according to workplace procedures</p> <p>4.6 The rationale of the treatment/assessment plan is discussed with the client in accordance with professional ethics and workplace rules</p> <p>4.7 legal rights and responsibilities of the client and practitioner are described clearly in accordance with professional ethics and regulation</p>
5. Manage treatment	<p>5.1 Factors which may interfere with the effectiveness of the treatment are explained to the client</p> <p>5.2 The procedures how <i>treatment is delivered</i> and managed is explained to the client</p> <p>5.3 The client is requested to monitor reactions and contact practitioner as required</p> <p>5.4 Client consent for treatment is ensured before the treatment</p> <p>5.5 Thai massage is provided according to the treatment plan</p> <p>5.6 Reactions to treatment are recognized and <i>respond to</i> promptly if necessary</p> <p>5.7 Time, location and content of future sessions clearly explained to the client according to work place procedure</p> <p>5.8 Treatment progress and recommendations are fully documented according to clinic requirements</p>

<p>6. Apply therapeutic techniques</p>	<p>6.1 Rationale of the treatment assessment plan/prognosis is discussed with the client</p> <p>6.2 Client enquiries are responded to using language the client understands</p> <p>6.3 Referral and collaborative options is discussed with the client if necessary</p> <p>6.4 Clients correctly is positioned to optimize their comfort and support while allowing optimum Thai massage application of techniques</p> <p>6.5 Appropriate postures is maintained to ensure a controlled distribution of body weight throughout the treatment according to work requirement</p> <p>6.6 The condition and response of the client is used as a continual feedback to the initial assessment</p> <p>6.7 Treatment sequence, location and degree of pressure applied is determined by <i>assessment indications</i></p> <p>6.8 Focused attention is maintained throughout the treatment session according to professional requirement</p> <p>6.9 Client's reactions are observed and respond to and mode of administration of the treatment is varied appropriately</p> <p>6.10 Thai massage treatment is adjusted according to individual client needs and reactions and the presence of complicating factors</p>
<p>7. Advise and resource the client</p>	<p>7.1 Client is educated in relevant and <i>practical techniques</i> for promotion and maintenance of optimum health</p> <p>7.2 Client queries are answered with clarity using appropriate language</p> <p>7.3 Honesty and integrity is maintained when explaining treatment plans and recommendations to the client according to workplace and organization requirement</p> <p>7.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client.</p> <p>7.5 Client independence and responsibility in treatment are promoted wherever possible</p> <p>7.6 Monitoring of client health is undertaken in line with treatment plan</p> <p>7.7 Treatment progress is documented according to clinic requirements</p>
<p>8. Review treatment</p>	<p>8.1 Treatment progress is evaluated with the client according to workplace procedure</p>

	<p>8.2 Effects of previous treatment are identified and recorded according to workplace procedure and treatment plan</p> <p>8.3 Client progress after each session is assessed and previous treatment plan is review based on treatment result</p> <p>8.4 The need for ongoing and/or additional treatment is evaluated with the client</p> <p>8.5 Changes to the plan is negotiated with the client to ensure optimal outcomes</p>
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Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Towel and cleaning cloth
Factors which interfere with the effectiveness of treatment may include:	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client's physical and psychological readiness and/or wellness • Cultural and/or religious factors • Contra-indications to treatment • Post treatment activity • Overeating • Intoxication
Mode of administration may include:	<ul style="list-style-type: none"> • Requirement for feedback and interaction • Various oriental therapy techniques • Variations in application intensity • Requirement of specified positioning of client
Reactions may include:	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms • Temperature discomfort
Responses to reactions may include:	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Adhering to clinic guidelines for response to accidents and emergencies • Using First Aid procedures according to Ethiopian red cross • Accessing local emergency services • Effective response to client feedback and/or complaints
Consent for treatment refers	<ul style="list-style-type: none"> • Informed consent according to the local and national regulations and legal guidelines

to:	
Appropriate postures Refer to:	<ul style="list-style-type: none"> • Balanced distribution of body weight • Ability to apply direct perpendicular contact pressure to appropriate areas of the body • Comfort and safety • Relaxation of the body • Size, mobility and flexibility
Thai therapy techniques may include:	<ul style="list-style-type: none"> • Acupressure • Tui na • Moxibustion • Point energetics • Cupping • Muscles stretched and pressed • Stretching, posture and exercise techniques • Elbows, feet, knees, ball of thumb, hand pressure techniques • Meridian stretching techniques • Demonstration and explanation of suggested corrective postures, stretches, movements • Demonstration and explanation of suggested activities such as Tai qi, qi gong, • Ability to apply relaxation, meditation and stress management techniques • Dietary strategy - selection of specific foods preparation and combinations • Advice on medicinal drinks, poultices and meals • Healing benefits • Spiritual and emotional counselling
Assessment indications include:	<ul style="list-style-type: none"> • Thai therapy meridian and point locations and indications • Palpatory evidence or feedback responses • Anatomical or mobility/flexibility assessment and indications
Advise and resource the client Refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advise regarding self-care • Stress management resources • Environmental modifications • Counselling within the parameters of training • Advising client of suggested resources • Providing of details which help to fully inform client of relevant information • Providing referrals to other health professionals • Availability of products required or suggested for treatment
Practical techniques that promote and maintain optimal health may	<ul style="list-style-type: none"> • Thai therapy techniques and strategies for improvement • Postural improvement strategies • Corrective postures, stretches, movements • Activities such as tai Chi, Chi gong, • Relaxation, meditation and stress management techniques

include:	<ul style="list-style-type: none"> • Discussion of causes of condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies
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Evidence Guide

Critical Aspects Of Competence	<ul style="list-style-type: none"> • Treated a range of conditions/disease states • Incorporated the philosophies and beliefs of an oriental therapy framework • Provided treatment according to the individual, condition and the presence of complicating factors. • Used counseling as a treatment method, where competence exists • Prepared the client for treatment according to oriental therapy principles • Provided treatment using a range of oriental therapy methods • Completed documentation of all recommendations and client responses • Reviewed treatment plan • Identified prominent bones/structure and major muscle groups through palpation • Gathered and interpreted information through the tactile senses • Interpreted letters and other documentation from other health professionals to assist in administering treatment • Used equipment and resources competently and safely • Demonstrated Communicating effectively with client
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Knowledge of history, philosophy and systems of the Thai therapy framework • Knowledge of the location of acupressure points on the 12 primary meridians, ren mai and du mai • Understanding of physiology and anatomy • Knowledge of fundamental structure and function of anatomical systems • Understanding of the fundamental principles of biomechanics • Technical and practical knowledge of treatment • Knowledge of possible reactions and contra indications to treatment • Knowledge of legal and regulatory implications of treatment
Underpinning Skills	<p>Ability and practical skills to:</p> <ul style="list-style-type: none"> • determine the scope of the assessment and the client's

	<p>needs</p> <ul style="list-style-type: none"> • obtain and record an accurate history of the client • determine precautions and contra-indications • manage time throughout consultation and treatment • interpret letters and other documentation from other health professionals to assist in administering treatment • write referrals appraisal letters for insurance companies and other documentation • use equipment and resources competently and safely • communicate effectively with client /patient • identify prominent bones structure and major muscle groups through palpation • gather and interpret information through the tactile senses • undertake treatment and apply therapeutic techniques • advise and resource the client • review treatment
Resource Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals • Demonstration model/client • Skilled assessors
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Practical <ul style="list-style-type: none"> ○ Interview /Questioning ○ Simulation/Role-plays ○ Observation in the work place ○ Explanations of technique ○ Role play simulation • Exams and Tests <ul style="list-style-type: none"> ○ Written assignments/projects ○ Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which underwriting operations are carried out. • Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting. • A second assessment is to be conducted during workplace application under direct supervision • This unit should be assessed in conjunction with 'Communicate effectively with clients, , and Communicate and work effectively in health" Units of competence

Occupational Standard: Massage Therapy Level III	
Unit Title	Carry-out Remedial Massage Assessment
Unit Code	HTH MST3 07 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to observe the condition of the client and gather information relevant to the case to enable correct assessment, planning and provision of a remedial massage

Element	Performance Criteria
1. Determine the scope of the assessment and the client's needs	<p>1.1 The client's purpose for consultation established and the symptoms experienced are identified</p> <p>1.2 The client's eligibility for using clinic/personal policies is determined</p> <p>1.3 The services able to be provided and the limits of available services is clearly explained</p> <p>1.4 Client's expectation of the service/clinic is explored and clarified</p> <p>1.5 Factors likely to have a negative impact on assessment are identified in consultation with the client and strategies to minimize the effects of these factors are implement wherever possible</p> <p>1.6 Personal abilities, level of professional competence and parameters of role are defined to the client and determined practice at all times</p> <p>1.7 Client is referred to other health care professionals where the needs of the client are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner the needs of the client are best met by doing so</p> <p>1.8 The legal rights of the client identified and promoted/respected</p>
2. Obtain and record an accurate history of the client	<p>2.1 Information is sought from the client for the client's history in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner</p> <p>2.2 Accurate, relevant and well organized information is collected and recorded in a form which can be interpreted readily by other professionals</p> <p>2.3 Information is handled and managed in a confidential and secure way</p>
3. Manage the health	<p>3.1 Informed client consent is obtained prior to conducting tests, in accordance with relevant legislation and</p>

assessment	<p>regulations</p> <p>3.2 Adequate time is allowed during consultation to gather critical information</p> <p>3.3 Factors that may interfere with the information gathering process are identified and minimized</p> <p>3.4 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed</p> <p>3.5 Potential sensitivities of the client is anticipated, adapt approach to these is taken into account accordingly and measures are taken to ensure the client’s dignity is maintained at all times</p> <p>3.6 Abnormal findings are followed and investigated in a deliberate, logical and appropriate manner</p> <p>3.7 Reliability of data obtained is evaluated and appropriate clinical correlation is established with the client’s complaint as soon as possible</p> <p>3.8 All information is recorded accurately in a systematic manner in accordance with clinic guidelines</p>
4. Prepare the client for assessment	<p>4.1 Ensure The client’s body is ensured that it is not unnecessarily exposed during assessment/treatment</p> <p>4.2 Client boundaries are respected at all times in accordance with clinic guidelines</p> <p>4.3 Client feedback is sought on comfort levels and analyzed static and dynamic variables of posture</p>
5. Make a comprehensive assessment of the client	<p>5.1 Signs of condition identified according to massage therapy framework</p> <p>5.2 Specific details of signs and symptoms of the presenting complaint/s is draw up/extracted</p> <p>5.3 Client through palpation, observation and sensory information gathering techniques is assessed</p> <p>5.4 Physical assessment is conducted in accordance with clinic guidelines</p> <p>5.5 Other appropriate assessment techniques are us as required</p> <p>5.6 Questions are used to clarify results and gain further information in a manner relevant to the client’s needs and test results</p> <p>5.7 Contra-indications to treatment are identified and necessary measures are taken</p> <p>5.8 Functional and special tests are conducted and</p>

	<p>differential assessment is made</p> <p>5.9 The client is observed and treated as required according to assessment results</p>
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Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility
Factors likely to have a negative impact on assessment may include	<ul style="list-style-type: none"> • Language difficulties • Disabilities • Emotional trauma • Lack of privacy or focus due to additional parties being present • Cultural or gender factors
Other health care professional may include	<ul style="list-style-type: none"> • Podiatrists • Osteopaths • Energy therapists • Physiotherapists • Chiropractors • Medical practitioners • Registered nurses • Social workers • Alternative health practitioners • Counsellors • Other allied health care professionals
Client history may include	<ul style="list-style-type: none"> • Date of presentation • Identifying personal details • Source of referral (if applicable) • Main presenting complaint or reason for massage • Presenting symptom picture • General state of health <ul style="list-style-type: none"> ○ physical ○ emotional ○ allergies ○ dietary picture ○ sleep pattern ○ exercise ○ leisure activities • Childhood and adult illness • Accidents, injuries, operations • Hospitalizations

	<ul style="list-style-type: none"> • Occupational history and environment • Other current medical/alternative health care treatment • Medication, supplements and natural prescriptions – current and previous • Previous occurrence of presenting complaint • Social lifestyle including social drug usage • Family history
Potential sensitivities may include	<ul style="list-style-type: none"> • Gender • Ethnicity • Language • Religious beliefs • Cultural heritage • Sexuality • Ability • Presenting disease state and personal history
Physical assessment will include attention to:	<ul style="list-style-type: none"> • Active movements • Passive movements • Resisted movements • Functional movements • Palpatory findings • Swelling • Instability • Parasthesia • Characteristics of pain
Established assessment procedures may include	<ul style="list-style-type: none"> • Observation • Discussion • Temperature • Pulse • Palpation • Percussion • Range of motion tests • Muscle strength tests • Orthopaedic tests • Observation of variations of posture • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
Contra-indications to treatment may include:	<ul style="list-style-type: none"> • Massage therapists are not expected to diagnose any conditions but must be able to recognize the indications and contra-indications of conditions • Massage is contra-indicated in all infectious diseases suggested by fever, nausea and lethargy until a diagnosis is received and recommended by a medical practitioner • Referral for diagnosis when symptoms do not have a logical explanation. Indications for referral include: <ul style="list-style-type: none"> ○ pain-local, sharp, dull, achy, deep, surface

	<ul style="list-style-type: none"> ○ fatigue ○ inflammation ○ lumps and tissue changes ○ rashes and changes in the skin ○ oedema ○ mood alterations, eg depression, anxiety ○ infection ○ changes in habits such as appetite elimination or sleep ○ bleeding and bruising ○ nausea, vomiting or diarrhea ○ temperature – hot or cold ● Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected <ul style="list-style-type: none"> ○ anterior triangle of the neck ○ posterior triangle of the neck ○ auxiliary area ○ medial epicondyle ○ lateral epicondyle ○ area of the sternal notch and anterior throat ○ umbilicus area ○ twelfth rib dorsal body ○ sciatic notch ○ inguinal triangle ○ popliteal fossa
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Evidence Guide	
Critical Aspects of Competence	<p>Critical aspects for assessment and evidence required to demonstrate this competence unit:</p> <ul style="list-style-type: none"> ● Identified the signs and symptoms experienced and extracted specific details of signs and symptoms of the presenting complaint/ ● Identified and promoted legal rights and boundaries of the client ● Gathered and interpreted information through the tactile senses ● Identified and minimized factors that may interfere with the informati ● on gathering process ● Identified, established and routinely observed essential requirements for the maintenance of clinical and practitioner hygiene ● Recognized and adjusted contra-indications to treatment ● Conducted functional, special tests and differential assessment ● Demonstrated observation, record keeping and communication skills <ul style="list-style-type: none"> ○ collected and recorded accurate, relevant and well organized information,

	<ul style="list-style-type: none"> ○ handled and managed in a confidential and secure way ○ Collected information from the client in a respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner ○ Explained personal abilities, level of professional competence and parameters of role and practice and at all times ○ Communicated effectively with client/other health practitioners ○ Read medical test results or document and wrote referrals, appraisal letters for insurance companies and other documentation ● Demonstrate skills in applying advanced assessment techniques: <ul style="list-style-type: none"> ○ Identified prominent bones/structure and phasic and postural muscles ○ Palpated prominent bones/structure and phasic and postural muscles ○ Used equipment and resources competently and safely ○ Performed testing and assessment procedures ○ Conducted sensory information gathering techniques, ○ Conducted physical assessment and ○ Conducted other appropriate assessment techniques)
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> ● physical signs and symptoms of disease ● further testing procedures ● preliminary assessment procedures and options allowing regional assessments ● history, philosophy and beliefs of massage therapy within a health framework ● best practice massage therapy principles ● therapy and the scope of practice ● Understanding of physiology and anatomy according to massage therapy the situation and referral patterns of trigger points ● the processes of biological maturation ● pain syndromes ● the processes of aging ● symptomatology and pathology: ● bio energetic concepts and the cardio-respiratory concepts in relation to exercise ● environmental physiology and the effects of drugs on the individual ● technical and practical knowledge of treatment ● indications, possible reactions and contra-indications to treatment ● temperature control, homeostasis, feedback mechanisms ● ethical and legal implications of enquiry ● Knowledge of and ability to use terminology correct to

	<p>epidemiology and massage practice</p> <ul style="list-style-type: none"> • Awareness of critical information required for diagnosis and treatment
Underpinning Skills	<ul style="list-style-type: none"> • Demonstrating skills in applying advanced assessment techniques • Identifying and Palpating prominent bones/structure and phasic and postural muscles • Using equipment and resources competently and safely • Performing testing and assessment procedures • Conducting sensory information gathering techniques, • Carrying out physical assessment and • Determining the scope of the assessment and the client's needs • Obtaining and recording history of the client • Managing the health assessment • Preparing the client for assessment • Making a comprehensive assessment of the client • Communicating effectively with clients
Resources Implication	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Appropriate assessment environment
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Practical <ul style="list-style-type: none"> ○ Interview/Oral Questioning and discussion/ ○ Practical demonstrations and simulations ○ Simulation/Role-plays ○ Observation in the workplace ○ Examples of assessment notes ○ Oral questioning on technique or assessment strategy • Exams and Tests <ul style="list-style-type: none"> ○ Written assignments/projects including short tests and essays ○ Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or simulated real workplace should contain both theoretical and practical components and examples covering a range of clinical situations • Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting. <ul style="list-style-type: none"> - Consistency of performance should be demonstrated over the required range of situations relevant to the workplace under direct supervision • Holistic/integrated assessment including: • Working within the practice framework • Communicate effectively with clients

Occupational Standard: Massage Therapy Level III	
Unit Title	Carryout Remedial Massage Treatment
Unit Code	HTH MST3 08 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to administer client remedial massage treatment to the needs of men and women according to the philosophy and practices of a remedial massage framework

Element	Performance Criteria
1. Assess client according to a remedial massage framework	<p>1.1 Client's condition is discussed and referred to relevant documentation</p> <p>1.1 Client is assessed according to job requirement procedures, workplace ethics and clinic guidelines</p> <p>1.2 Presenting signs and symptoms are assessed according to a remedial massage framework</p> <p>1.3 Assessment result is discussed with the client according to workplace ethics</p>
2. Apply remedial massage treatment	<p>2.1 Appropriate client consent is obtained prior to treatment according to clinic guidelines</p> <p>2.2 Client is arranged to expose only the part of the body being worked on</p> <p>2.3 Client comfort and privacy is ensured at all times according to clinic guidelines</p> <p>2.4 Client is positioned correctly according to job requirement procedures to optimize their comfort and support while allowing optimum application of techniques</p> <p>2.5 Appropriate postures are maintained to ensure a controlled distribution of body weight throughout the treatment</p> <p>2.6 Massage techniques are applied for the client according to the treatment plan and procedures <i>Remedial massage techniques</i> is applied to achieve specific therapeutic outcomes clinic treatment procedures</p> <p>2.7 Remedial massage women's health treatment is provided according to job requirement procedures, workplace ethics and clinic guidelines</p> <p>2.8 Client-focused attention is maintained throughout the treatment session according to job requirement procedures</p> <p>2.9 Treatment sequence, location and degree of pressure is determined and applied according to job requirement/procedures</p>

3. Manage treatment	<p>3.1 Factors which <i>may interfere with the effectiveness of the treatment</i> is explained</p> <p>3.2 Mode of administration and management of the treatment is explained to the client</p> <p>3.3 Client is requested to monitor reactions and contact practitioner as required</p> <p>3.4 Reactions to treatment are recognized and promptly <i>responded</i> to if necessary</p> <p>3.5 Time, location and content of future sessions is explained clearly to the client</p> <p>3.6 Recommendations are documented according to clinic guidelines</p>
4. Advise and resource the client	<p>4.1 The client is coached in relevant <i>and practical techniques</i> for promotion and maintenance of optimum health</p> <p>4.2 Client queries are answered with clarity, using the appropriate language</p> <p>4.3 Honesty and integrity is applied when explaining treatment plans and recommendations to the client</p> <p>4.4 Appropriate interpersonal skills applied when explaining treatment plans and recommendations to the client</p> <p>4.5 Client independence and responsibility is encouraged in treatment wherever possible</p>
5. Review treatment	<p>5.1 Treatment progress, need for ongoing and/or additional treatment is evaluated with the client</p> <p>5.2 Effects of previous treatment is identified and recorded according to workplace procedures</p> <p>5.3 Previous treatment plan is reviewed based on treatment results</p> <p>5.4 Changes to the treatment plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility
Remedial massage Refers to	<ul style="list-style-type: none"> • Acupoint massage

Responses to reactions may include	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise or referral • Discussing reaction with the client • Adhering to clinic guidelines for response to accidents and emergencies • Using first aid procedures according to appropriate first aid training • Maintaining a senior first aid certificate which is renewed at least every three years • Accessing local, emergency services
Consent for treatment refers to	<ul style="list-style-type: none"> • Informed consent according to the local and national regulations and legal guidelines • In the case of a minor or a ward of the state that an appropriate adult be present during any examination
Appropriate consent may mean:	<ul style="list-style-type: none"> • Informed consent according to the local and national regulations and legal guidelines • Knowledge of consensual age • Attendance of appropriate adult for wards of State and minors as appropriate • Possession of Blue Card where relevant
Advise and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advice regarding self-care • Advising client of suggested resources • Providing of details which help to fully inform client of relevant information • Providing referrals to other health professionals • Availability of products required or suggested for treatment • Postural correction advice
Practical techniques that promote and maintain optimal health may include:	<ul style="list-style-type: none"> • Postural improvement strategies eg ideal posture for activities • Discussion of causes of poor posture • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Self-massage techniques
Massage techniques	Performed in a variety of positions, i.e., standing, seated, prone, supine and side recumbent lying, and through clothing as well as conventional table massage
Massage techniques include but are not limited to:	<ul style="list-style-type: none"> • Passive joint movement techniques <ul style="list-style-type: none"> ○ joints are moved through their range of movement, ie to the point of mild tissue resistance • Passive soft tissue movement <ul style="list-style-type: none"> ○ technique is applied with palmer surfaces of the hand, heel of hand and/or fingers ○ jostling: <ul style="list-style-type: none"> ○ shaking of the muscle from origin to insertion • Gliding techniques

	<ul style="list-style-type: none"> ○ effleurage: broad superficial strokes using the entire palm surface of the hands to cover large surface areas of the body ● Longitudinal stroking: <ul style="list-style-type: none"> ○ deep gliding movement is applied in the direction of the muscle fibers 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 <ul style="list-style-type: none"> ○ technique is applied with palm surface of the hand, heel of hand and/or fingers ○ soft tissue is mobilized with rhythmical circular ○ rolling, squeezing or pulling movements ● Friction techniques <ul style="list-style-type: none"> ○ 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 ● Compressive techniques <ul style="list-style-type: none"> ○ 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, pummeling and flicking are applied rhythmically using the hands ● Temperature therapy <ul style="list-style-type: none"> ○ conduction, eg heat packs and immersion baths ○ radiation, eg ray lamps ○ friction ● Topical applications ● Deep tissue massage techniques ● Myofascial release: techniques conducted on superficial and/or deep tissues to: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ ischemic pressure
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	<ul style="list-style-type: none"> ○ stretching ● Stretching techniques: <ul style="list-style-type: none"> ○ static stretching ○ dynamic stretching ○ ballistic stretching ● Proprioceptive neuromuscular facilitation stretching: <ul style="list-style-type: none"> ○ contract-relax and hold-relax
Assessment may include	<ul style="list-style-type: none"> ● Assessment of physical features ● Palpation ● Observation ● Listening ● Percussion ● Discussion/questioning ● Any other method in which the practitioner has been trained to a competent standard ● Procedure which is conducted according to legislative and regulatory requirements

Evidence Guide			
Critical aspects of competence	<ul style="list-style-type: none"> ● Explained factors which may interfere with the effectiveness of the treatment , mode of administration and management of the treatment to the client ● obtained client appropriate consent prior to treatment ● Provided massage according to the treatment plan ● Explained clearly time, location and content of future sessions ● Documented recommendations ● Applied massage techniques is for the client according to treatment procedures ● Applied remedial massage techniques to achieve specific therapeutic outcomes clinic treatment procedures ● assessed presenting signs and symptoms are according to a remedial massage framework ● discussed assessment result with the client and/or significant others ● provided remedial massage women’s health treatment ● determined and applied treatment sequence, location and degree of pressure ● Applied appropriate interpersonal skills when explaining treatment plans and recommendations ● Identified and recorded effects of previous treatment is according to workplace procedures ● Reviewed previous treatment plan and negotiated changes to the treatment plan 		
Underpinning Knowledge and Attitudes	<p>Knowledge of:</p> <ul style="list-style-type: none"> ● history, philosophy and beliefs of massage therapy within a health framework 		
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	<ul style="list-style-type: none"> • best practice massage therapy principles • structure and function of anatomical systems appropriate to massage therapy and the scope of practice • the organization of the body • the systems and regions of the body • the structure and function of the articular system. • Classification of joints and types and ranges of motion • the structure and function of the nervous system • the structure and function of the lymphatic system • the structure and function of the respiratory system • the reproductive system • the structure and function of the immune system • the structure and function of the cardiovascular system • pathology and symptomology • indications and contra-indications for massage • advanced assessment procedures and options allowing complex regional assessments • the situation and referral patterns of trigger points • the processes of biological maturation • the role of massage in enhancing growth • pain and chronic pain syndromes • the role of massage in alleviating depression and anxiety • the role of massage in enhancing attentiveness • the role of massage in immune disorders • the role of massage in auto-immune disorders • the processes of aging • technical and practical knowledge of treatment • ethical, legal and regulatory implications of treatment • philosophies, principles and tools of remedial massage practice • contraindications and precautions • therapeutic principles and methods • treatment of pain, anxiety and other conditions during
Underpinning Skills	<p>Skills to:</p> <ul style="list-style-type: none"> • Manage treatment • Apply therapeutic techniques • Advise and resource the client • Review treatment • Assess client according to a remedial massage framework • Communicate effectively
Resources Implication	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> • Appropriate assessment environment • An appropriately stocked and equipped clinic or Simulated clinic environment • Relevant texts or medical manuals • Relevant paper-based/video assessment Instruments • Demonstration model/client

	<ul style="list-style-type: none"> • Skilled assessors
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Practical demonstrations and simulations • Interview/Oral Questioning and discussion/ • Simulation/Role-plays • Observation in the workplace • Explanations of technique • Exams and Tests • Written assignments/projects including short tests and essays • Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting. • Observation of performance in the workplace or a stimulated workplace during workplace application under direct supervision over the required range of situations relevant to the workplace • Assessment may contain both theoretical and practical components and examples covering a range of clinical situations

Occupational Standard: Massage Therapy Level III	
Unit Title	Perform TAI CHI Based Fitness Training for Health and Wellbeing
Unit Code	HTH MST3 09 0611
Unit Description	This unit has been developed for the Fitness Industry Training Package and covers the knowledge and skills needed to plan and instruct a Tai Chi based fitness classes for the general health and wellbeing of client groups. And clients with diabetes and arthritis

Element	Performance Criteria
1. Plan a Tai Chi based fitness class	<p>1.1 Training session is planned and prepared class incorporating general Tai Chi exercises promoting health and well being, clients</p> <p>1.2 Organization's occupational health and safety requirements are assessed and applied to class plan including resourcing requirements</p> <p>1.3 The plan is documented including training structure and progression</p>
2. Educate participants of the benefits of Tai Chi on general health and well being	<p>2.1 A variety of communication styles are used for effective communication in the instructional environment</p> <p>2.2 Participants are explained the basic principles of Tai Chi in the context of general health and wellbeing</p> <p>2.3 The factors for maintenance and improvement of health and how Tai Chi contributes to this is explained</p> <p>2.4 Identify the range of Tai Chi exercises promoting health and well being</p>
3. Provide a Tai Chi based fitness training	<p>3.1 Participants are instructed in accordance with training plan applying appropriate instructional techniques</p> <p>3.2 Contributions of Tai Chi exercises in promoting health and well being, controlling diabetes and arthritis are explained</p> <p>3.3 Safety aspects are Incorporated into the Tai Chi exercises during training</p> <p>3.4 The many styles of Tai Chi are explained from the meditative exercises to a more vigorous, athletic form</p> <p>3.5 Client is explained during routine that the medical conditions to which Tai Chi acts as a preventative measure and therapy</p> <p>3.6 Instructional techniques are modified continually</p>

	<p>throughout class to match participant readiness</p> <p>3.7 Precautions are monitored continually throughout class and apply correction techniques where required</p> <p>3.8 Observation is undertaken with minimal disruption to the class</p> <p>3.9 Group control is maintained to ensure safety and enjoyment of the individual and group, and a satisfactory outcome to the experience</p>
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Variables	Range		
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • appropriate clothing and personal equipment relevant to tai chi • hygiene requirements • ensuring occupational health and safety is addressed in accordance with • legislative requirements and organizational policies and procedures • other recommended safety guidelines are <ul style="list-style-type: none"> ○ instructional aids should be inspected before use ○ hydration guidelines should be followed ○ practice facilities should be inspected before use ○ access to first aid facilities/equipment and trained first aid personnel 		
Tools and Equipment	<ul style="list-style-type: none"> • Towel, suitable class, suitable suit 		
Types and Sources of Information	<ul style="list-style-type: none"> • Reference books, training manuals, Relevant regulations 		
Communication	<ul style="list-style-type: none"> • in a style appropriate to the discipline with • instructor, client interaction • instructor, broader community interaction • instructor, media interaction • in accord with • appropriate use of verbal, non-verbal and written modes • the instructors code of conduct policy • the culture of the tai chi discipline 		
Instructional techniques	<ul style="list-style-type: none"> • refers to the presentation style/s adopted by the instructor to communicate with the client • establishing a rapport • friendly and approachable while maintaining a 'professional distance' • clear, precise and, if appropriate, directive regarding nonnegotiable • issues, eg, safety factors • humorous when appropriate • laissez faire or casual when appropriate • organized and efficient 		
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	<ul style="list-style-type: none"> • a ‘critical friend’ • motivational and encouraging • disciplinarian, including modification of undesirable behaviors in client • instructional position <ul style="list-style-type: none"> ○ body language ○ eye contact ○ clear communication lines • verbal communication <ul style="list-style-type: none"> ○ encouragement ○ voice clarity • non verbal communication <ul style="list-style-type: none"> ○ mannerisms ○ personality • demonstration strategies • motivational strategies • avoidance against competing with the client 		
Factors for maintenance and improvement of health	<ul style="list-style-type: none"> • understanding of the desirable components for health improvement and maintenance, eg, to improve cardiopulmonary fitness, muscular strength and flexibility • scientific evidence to show how Tai Chi exercises are conducted • understanding of the chronic illnesses that could be modified or prevented with the Tai Chi exercises 		
Precautions	<ul style="list-style-type: none"> • too fast • impatience • incorrect posture <ul style="list-style-type: none"> ○ not being upright ○ too tense • over–stretching • lack of mental focus • unable to achieve control of speed, fluidity and smoothness of movements • understanding of correct breathing method • understanding of the basic concept of qi cultivation • aware of weight transfer • show mind and body integration • understanding of how to develop internal strength • too much harsh force • general exercise precautions <ul style="list-style-type: none"> ○ avoid any dangerous exercises ○ avoid tai chi movements which may cause injuries, for example, not to bend the knees too much ○ learn how to prevent damage to the joints, muscles and ligaments 		
Readiness	<ul style="list-style-type: none"> • appropriate levels of fitness • cardio–respiratory capacity • endurance 		
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	<ul style="list-style-type: none"> • strength • motor performance <ul style="list-style-type: none"> ○ agility ○ speed ○ coordination • psychological, level of arousal which will enhance performance • emotional, stable and positive approach to enjoyment and performance
Resourcing requirements	<ul style="list-style-type: none"> • well ventilated area • adequate space to ensure the absence of physical contact with other participants during all facets of the class • provision of appropriate equipment, eg, mats • floor surface
Safety aspects	<ul style="list-style-type: none"> • exercise precautions <ul style="list-style-type: none"> ○ avoid any dangerous exercises in general ○ understand how to manage first aid of any injury • avoid tai chi movements which may cause injuries, for example, not to bend the knees too much, maintain good balance and slowly working up to higher levels of exertion • learn how to prevent injuries to muscles, joints and ligaments, and if they occur, how to manage them rationally

Evidence Guide

Critical Aspects of Competence	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> • educate class participants on the medical conditions to which Tai Chi acts as a preventative measure and therapy • instruct a group class in Tai Chi exercises that promote health and well being , and to support clients with diabetes and arthritis • monitor precautions continually throughout class and apply correction techniques where required
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Safety considerations for all Tai Chi instruction • Background of Tai Chi • Essential principles of Tai Chi • Different types of Tai Chi techniques • Muscles employed in the different Tai Chi techniques • Bio–mechanical principles of the different stances, body movement and weight transference • Preventative measures and therapies of Tai Chi • occupational health and safety issues • Philosophies and regulations of Tai Chi • Ailments of arthritis and both associated physical and mental problems • Benefits of each exercise • Safety precautions as part of teaching methods • Occupational health and safety

Underpinning Skills	<ul style="list-style-type: none"> • Variety of Communication styles • Variety of Instruction methods • Stances • Body movements • Weight transference • Breathing techniques • Warm-up exercises • Wind-down exercises • Collecting, analyzing and organizing information for evaluating key Tai Chi skills • Using appropriate verbal, nonverbal and written forms of communication in any given situation • Planning and organizing activities(Develop and coordinate drills and training activities) • Working with teams and others — Develop cooperation among participants while providing a safe and non-threatening environment
Resources Implications	<ul style="list-style-type: none"> • Physical resources <ul style="list-style-type: none"> ○ a real or simulated work environment ○ appropriate documentation and resources normally used in the workplace • Human resources <ul style="list-style-type: none"> ○ assessors must be competent and be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area ○ have attained the mandatory competency requirements for assessors
Methods of Assessment	<p>Assessment may include a combination of:</p> <p>Practical</p> <ul style="list-style-type: none"> • observation of work performance • observed completion of an appropriate workshop, orientation course or similar learning program • case studies and scenarios as a basis for discussion of issues and strategies to achieve required infection control outcomes in specific work environments and communities <p>Knowledge Tests</p> <ul style="list-style-type: none"> • interview and questioning
Context of assessment	<ul style="list-style-type: none"> • This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions. • Assessment may be conducted on more than one occasion to cover a variety of circumstances • This unit of competency should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes • Competence in this unit must be assessed over a period of

	time in order to ensure consistency of performance
Occupational Standard: Massage Therapy Level III	
Unit Title	Apply Quality Control
Unit Code	<u>HTH MST3 10 0611</u>
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality control on work activities.

Element	Performance Criteria
1. Establish quality standards	1.1 Quality standard procedures are developed and agreed upon. 1.2 Quality standard procedures are documented in accordance with the organization policy. 1.3 Standard procedures are introduced to organizational staff / personnel. 1.4 Standard procedures are revised / updated when necessary
2. Assess quality of service delivered	2.1 Services delivered are checked against organization quality standards . 2.2 Service delivered are evaluated using the appropriate evaluation parameters and in accordance with organization standards. 2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with organization policies and procedures
3. Record information	3.1 Basic information on quality performance is recorded in accordance with organization procedures 3.2 Records of work quality are maintained according to the requirements of organization.
4. Study causes of quality deviations	4.1 Causes of deviations from final outputs or services are investigated and reported in accordance with organization procedures 4.2 Suitable preventive action is recommended based on organization quality standards and identified causes of deviation from specified quality standards of final service or output
5. Complete documentation	5.1 Information on quality and other indicators of service performance is recorded. 5.2 All service processes and outcomes are recorded.

Variables	Range Statement
Quality check	<ul style="list-style-type: none"> • Check against prescription • Visual inspection of fitting the device • Visual inspection of alignment • Physical inspection of fitting the device
Quality standards	<ul style="list-style-type: none"> • materials • process • procedures • safety
Quality parameters	<ul style="list-style-type: none"> • standard design • materials • appropriateness of service

Evidence Guide	
Critical Aspects Of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Checked completed work continuously against organization standard • Identified and isolated faulty or poor service • Checked service delivered against organization standards • Identified and applied corrective actions on the causes of identified faults or error • Recorded basic information regarding quality performance • Investigated causes of deviations of services against standard <p>Recommended suitable preventive actions</p>
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Relevant evaluation techniques and quality checking procedures • Workplace procedures and reporting procedures
Underpinning Skills	<ul style="list-style-type: none"> • Interpret work instructions, specifications and standards appropriate to the required work or service • Carry out relevant performance evaluation • Maintain accurate work records in accordance with procedures • Meet work specifications and requirements • Communicate effectively within defined workplace procedures
Resources Implication	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment and materials relevant to the activity/ task
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written exam • Observation/Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level III	
Unit Title	Lead Small Teams
Unit Code	HTH MST3 11 0611
Unit Descriptor	This unit covers the knowledge, attitudes and skills to lead small teams including setting and maintaining team and individual performance standards.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1. Work requirements are identified and presented to team members</p> <p>1.2. Reasons for instructions and requirements are communicated to team members</p> <p>1.3. Team members' queries and concerns are recognized, discussed and dealt with</p>
2. Assign responsibilities	<p>2.1. Duties and responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assigned task and according to company policy</p> <p>2.2. Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible</p>
3. Set performance expectations for team members	<p>3.1. Performance expectations are established based on client needs and according to assignment requirements</p> <p>3.2. Performance expectations are based on individual team members duties and area of responsibility</p> <p>3.3. Performance expectations are discussed and disseminated to individual team members</p>
4. Supervised team performance	<p>4.1. Monitoring of performance takes place against defined performance criteria and/or assignment instructions and corrective action taken if required</p> <p>4.2. Team members are provided with feedback, positive support and advice on strategies to overcome any deficiencies</p> <p>4.3. Performance issues which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy</p> <p>4.4. Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction</p> <p>4.5. Team operations are monitored to ensure that employer/client needs and requirements are met</p> <p>4.6. Follow-up communication is provided on all issues</p>

	<p>affecting the team</p> <p>4.7. All relevant documentation is completed in accordance with company procedures</p>
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Variables	Range Statement
Work requirements	<ul style="list-style-type: none"> • client profile • assignment instructions
Team member's concerns	<ul style="list-style-type: none"> • roster/shift details
Monitor performance	<ul style="list-style-type: none"> • formal process • informal process
Feedback	<ul style="list-style-type: none"> • formal process • informal process

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • maintained or improved individuals and/or team performance given a variety of possible scenario • assessed and monitored team and individual performance against set criteria • represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf • allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed • set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • maintained or improved individuals and/or team performance given a variety of possible scenario • assessed and monitored team and individual performance against set criteria • represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf • allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed • set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills required for leading teams • informal performance counseling skills • team building skills • negotiating skills
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals
Methods of Assessment	<p>Competency may be assessed through:</p> <p>Practical</p> <ul style="list-style-type: none"> - Interview / Questioning - Simulation/Role-plays - Observation - Observation in the work place <p>Exams and Tests</p> <ul style="list-style-type: none"> - Written assignments/projects - Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<p>Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence</p>

Occupational Standard: Massage Therapy Level III	
Unit Title	Lead Small Teams
Unit Code	HTH MST3 12 0611
Unit Descriptor	This unit covers the knowledge, attitudes and skills to lead in the dissemination and discussion of information and issues in the workplace.

Elements	Performance Criteria\
1. Communicate information about workplace processes	1.1 Appropriate communication method is selected 1.2 Multiple operations involving several topics areas are communicated accordingly 1.3 Questions are used to gain extra information 1.4 Correct sources of information are identified 1.5 Information is selected and organized correctly 1.6 Verbal and written reporting is undertaken when required 1.7 Communication skills are maintained in all situations
2. Lead workplace discussion	2.1 Response to workplace issues are sought 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4 Goals/objectives and action plan undertaken in the workplace are communicated.
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate staff/personnel 3.4 Communication problems and issues are raised as they arise

Variables	Range
Methods of communication	<ul style="list-style-type: none"> • Non-verbal gestures • Verbal • Face to face • Two-way radio • Speaking to groups • Using telephone • Written • Using Internet • Cell phone

Evidence Guide	
Critical Aspects Of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Dealt with a range of communication/information at one time • Made constructive contributions in workplace issues • Sought workplace issues effectively • Responded to workplace issues promptly • Presented information clearly and effectively written form • Used appropriate sources of information • Asked appropriate questions • Provided accurate information
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Organization requirements for written and electronic communication methods • Effective verbal communication methods
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Organize information • Understand and convey intended meaning • Participate in variety of workplace discussions • Comply with organization requirements for the use of written and electronic communication methods
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals
Methods of Assessment	<p>Competency may be assessed through:</p> <p>Practical</p> <ul style="list-style-type: none"> - Interview - Simulation/Role-plays - Observation - Observation in the work place - Explanations of technique - Questioning <p>Exams and Tests</p> <ul style="list-style-type: none"> - Written assignments/projects - Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<p>Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence</p>

Occupational Standard: Massage Therapy Level III	
Unit Title	Improve Business Practice
Unit Code	HTH MST3 13 0611
Unit Descriptor	This unit covers the knowledge, skills and attitudes required in promoting, improving and growing business operations.

Elements	Performance Criteria
1. Diagnose the business	1.1 Data required for diagnosis is determined and acquired 1.2 Competitive advantage of the business is determined from the data 1.3 SWOT analysis of the data is undertaken
2. Benchmark the business	2.1 Sources of relevant benchmarking data are identified 2.2 Key indicators for benchmarking are selected in consultation with key stakeholders 2.3 Like indicators of own practice are compared with benchmark indicators 2.4 Areas for improvement are identified
3. Develop plans to improve business performance	3.1 A consolidated list of required improvements is developed 3.2 Cost-benefit ratios for required improvements are determined 3.3 Work flow changes resulting from proposed improvements are determined 3.4 Proposed improvements are ranked according to agreed criteria 3.5 An action plan to implement the top ranked improvements is developed and agreed 3.6 Organizational structures are checked to ensure they are suitable
4. Develop marketing and promotional plans	4.1 The practice vision statement is reviewed 4.2 Practice objectives are developed/reviewed 4.3 Target markets are identified/refined 4.4 Market research data is obtained 4.5 Competitor analysis is obtained 4.6 Market position is developed/reviewed 4.7 Practice brand is developed 4.8 Benefits of practice/practice products/services are identified

	4.9 Promotion tools are selected/developed
5. Develop business growth plans	<p>5.1 Plans to increase yield per existing client are developed</p> <p>5.2 Plans to add new clients are developed</p> <p>5.3 Proposed plans are ranked according to agreed criteria</p> <p>5.4 An action plan to implement the top ranked plans is developed and agreed</p> <p>5.5 Practice work practices are reviewed to ensure they support growth plans</p>
6. Implement and monitor plans	<p>6.1 Implementation plan is developed in consultation with all relevant stakeholders</p> <p>6.2 Indicators of success of the plan are agreed</p> <p>6.3 Implementation is monitored against agreed indicators</p> <p>6.4 Implementation is adjusted as required</p>

Variable	Range
Data required includes:	<ul style="list-style-type: none"> • organization capability • appropriate business structure • level of client service which can be provided • internal policies, procedures and practices • staff levels, capabilities and structure • market, market definition • market changes/market segmentation • market consolidation/fragmentation • revenue • level of commercial activity • expected revenue levels, short and long term • revenue growth rate • break even data • pricing policy • revenue assumptions • business environment • economic conditions • social factors • demographic factors • technological impacts • political/legislative/regulative impacts • competitors, competitor pricing and response to pricing • competitor marketing/branding • competitor products
Competitive advantage includes:	<ul style="list-style-type: none"> • services/products • fees • location

	<ul style="list-style-type: none"> • timeframe
Objectives should be 'SMART' , that	<ul style="list-style-type: none"> • Specific • Measurable • Achievable • Realistic • Time defined
Market research data includes:	<ul style="list-style-type: none"> • data about existing clients • data about possible new clients • data from internal sources • data from external sources such as: <ul style="list-style-type: none"> • trade associations/journals • Yellow Pages small business surveys • libraries • Internet • Chamber of Commerce • client surveys • industry reports • secondary market research • primary market research such as: <ul style="list-style-type: none"> ▪ telephone surveys ▪ personal interviews ▪ mail surveys
Competitor analysis	<ul style="list-style-type: none"> • competitor offerings • competitor promotion strategies and activities • competitor profile in the market place
SWOT analysis includes:	<ul style="list-style-type: none"> • internal strengths such as staff capability, recognized quality • internal weaknesses such as poor morale, under-capitalization, poor technology • external opportunities such as changing market and economic conditions • external threats such as industry fee structures, strategic alliances, competitor marketing
Key indicators may include:	<ul style="list-style-type: none"> • salary cost and staffing • personnel productivity (particularly of principals) • profitability • fee structure • client base • size staff/principal • overhead/overhead control
Organizational structures include:	<ul style="list-style-type: none"> • legal structure (partnership, limited liability company, etc.) • organizational structure/hierarchy • reward schemes
Market position should include data on:	<ul style="list-style-type: none"> • product • the good or service provided • product mix

	<ul style="list-style-type: none"> • the core product - what is bought • the tangible product - what is perceived • the augmented product - total package of consumer • features/benefits • product differentiation from competitive products • new/changed products • price and pricing strategies (cost plus, supply/demand, ability to pay, etc.) • pricing objectives (profit, market penetration, etc.) • cost components • market position • distribution strategies • marketing channels • promotion • promotional strategies • target audience • communication • promotion budget
Practice brand may include:	<ul style="list-style-type: none"> • practice image • practice logo/letter head/signage • phone answering protocol • facility decor • slogans • templates for communication/invoicing • style guide • writing style • AIDA (attention, interest, desire, action)
Benefits may include:	<ul style="list-style-type: none"> • features as perceived by the client • benefits as perceived by the client
Promotion tools include:	<ul style="list-style-type: none"> • networking and referrals • seminars • advertising • press releases • publicity and sponsorship • brochures • newsletters (print and/or electronic) • websites • direct mail • telemarketing/cold calling
Yield per existing client may be increased by:	<ul style="list-style-type: none"> • raising charge out rates/fees • packaging fees • reduce discounts • sell more services to existing clients

Evidence Guide			
Critical Aspects of Competence	<p>The candidate must be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to identify the key indicators of business performance • ability to identify the key market data for the business • knowledge of a wide range of available information sources • ability to acquire information not readily available within a business • ability to analyze data and determine areas of improvement • ability to negotiate required improvements to ensure implementation • ability to evaluate systems against practice requirements • and form recommendations and/or make recommendations • ability to assess the accuracy and relevance of information 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • data analysis • communication skills • computer skills to manipulate data and present information • negotiation skills • problem solving • planning skills • marketing principles • ability to acquire and interpret relevant data • current product and marketing mix • sources of relevant benchmarking data • use of market intelligence • development and implementation strategies of promotion and growth plans 		
Underpinning Skills	<p>Demonstrate skills on:</p> <ul style="list-style-type: none"> • data analysis and manipulation • ability to acquire and interpret required data • current practice systems and structures • methods of selecting relevant key benchmarking indicators • communication skills • working and consulting with others when developing plans for the business • negotiation skills and problem solving • using computers to manipulate, present and distribute information • planning skills 		
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>		
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration 		
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>		
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Occupational Standard: Massage Therapy Level III	
Unit Title	Maintain Quality System and Continuous Improvement Processes (Kaizen)
Unit Code	HTH MST3 14 1012
Unit Descriptor	This unit of competence covers the skills and knowledge required to prevent process improvements in their own work from slipping back to former practices or digressing to less efficient practices. It covers responsibility for the day- to-day operation of the work/functional area and ensuring that quality system requirements are met and that continuous improvements are initiated and institutionalized.

Elements	Performance Criteria
1. Develop and maintain quality framework within work area	1.1 Distribute and explain information about the enterprise's quality system to personnel 1.2 Encourage personnel to participate in improvement processes and to assume responsibility and authority 1.3 Allocate responsibilities for quality within work area in accordance with quality system 1.4 Provide coaching and mentoring to ensure that personnel are able to meet their responsibilities and quality requirements
2. Maintain quality documentation	2.1 Identify required quality documentation, including records of improvement plans and initiatives 2.2 Prepare and maintain quality documentation and keep accurate data records 2.3 Maintain document control system for work area 2.4 Contribute to the development and revision of quality manuals and work instructions for the work area 2.5 Develop and implement inspection and test plans for quality controlled products
3. Facilitate the application of standardized procedures	3.1 Ensure all required procedures are accessible by relevant personnel 3.2 Assist personnel to access relevant procedures, as required 3.3 Facilitate the resolution of conflicts arising from job 3.4 Facilitate the completion of required work in accordance with standard procedures and practices

<p>4. Provide training in quality systems and improvement processes</p>	<p>4.1 Analyze roles, duties and current competency of relevant personnel</p> <p>4.2 Identify training needs in relation to quality system and continuous improvement processes (kaizen)</p> <p>4.3 Identify opportunities for skills development and/or training programs to meet needs</p> <p>4.4 Initiate and monitor training and skills development programs</p> <p>4.5 Maintain accurate training record</p>
<p>5. Monitor and review performance</p>	<p>5.1 Review performance outcomes to identify ways in which planning and operations could be improved</p> <p>5.2 Use the organization's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved</p> <p>5.3 Enhance customer service through the use of quality improvement techniques and processes</p> <p>5.4 Adjust plans and communicate these to personnel involved in their development and implementation</p>
<p>6. Build continuous improvement process</p>	<p>6.1 Organize and facilitate improvement team</p> <p>6.2 Encourage work group members to routinely monitor key process indicators</p> <p>6.3 Build capacity in the work group to critically review the relevant parts of the value chain</p> <p>6.4 Assist work group members to formalize improvement suggestions</p> <p>6.5 Facilitate relevant resources and assist work group members to develop implementation plans</p> <p>6.6 Monitor implementation of improvement plans taking appropriate actions to assist implementation where required.</p>
<p>7. Facilitate the identification of improvement opportunities</p>	<p>7.1 Analyze the job completion process</p> <p>7.2 Ask relevant questions of job incumbent</p> <p>7.3 Encourage job incumbents to conceive and suggest improvements</p> <p>7.4 Facilitate the trying out of improvements, as appropriate</p>
<p>8. Evaluate relevant components of quality system</p>	<p>8.1 Undertake regular audits of components of the quality system that relate to the work area</p> <p>8.2 Implement improvements in the quality system in accordance with own level of responsibility and workplace procedures</p>

	<p>8.3 Facilitate the updating of standard procedures and practices</p> <p>8.4 Ensure the capability of the work team aligns with the requirements of the procedure</p>
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Variable	Range
Coaching and mentoring	<p>May refer to:</p> <ul style="list-style-type: none"> • providing assistance with problem-solving • providing feedback, support and encouragement • teaching another member of the team, usually focusing on a specific work task or skill
Continuous improvement processes may include:	<p>May include:</p> <ul style="list-style-type: none"> • cyclical audits and reviews of workplace, team and individual performance • evaluations and monitoring of effectiveness • implementation of quality systems, such as International Standardization for Organization (ISO) • modifications and improvements to systems, processes, services and products • policies and procedures which allow the organization to systematically review and improve the quality of its products, services and procedures • seeking and considering feedback from a range of stakeholders • Kaizen • Enterprise-specific improvement systems
Technology	<p>May include:</p> <ul style="list-style-type: none"> • computerized systems and software such as databases, project management and word processing • telecommunications devices • any other technology used to carry out work roles and responsibilities
Customer service	<p>May be:</p> <ul style="list-style-type: none"> • internal or external • to existing, new or potential clients
Key process indicators	<p>Key process indicators may include:</p> <ul style="list-style-type: none"> • statistical process control data/charts • orders • lost time, injury and other OHS records • equipment reliability charts, etc.
Continuous improvement tools	<p>May include:</p> <ul style="list-style-type: none"> • statistics • cause and effect diagrams • fishbone diagram • Pareto diagrams

	<ul style="list-style-type: none"> • run charts • X bar R charts • PDCA • Sigma techniques • balanced scorecards • benchmarking • performance measurement • upstream and downstream customers • internal and external customers immediate and/or final
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Evidence Guide	
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Critical Aspects of Competence	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • taking active steps to implement, monitor and adjust plans, processes and procedures to improve performance • supporting others to implement the continuous improvement system/processes, and to identify and report opportunities for further improvement • knowledge of principles and techniques associated with continuous improvement systems and processes • assist others to follow standard procedures and practices • assist others make improvement suggestions • standardize and sustain improvements <p>Assessors should ensure that candidates can:</p> <ul style="list-style-type: none"> • implement and monitor defined quality system • requirements and initiate continuous improvements within the work area • apply effective problem identification and problem solving techniques • strengthen customer service through a focus on continuous improvement • implement, monitor and evaluate quality systems in the work area • initiate quality processes to enhance the quality of performance of individuals and teams in the work area • gain commitment of individuals/teams to quality principles and practices • implement effective communication strategies • encourage ideas and feedback from team members when developing and refining techniques and processes • analyze training needs and implement training programs • prepare and maintain quality and audit documentation
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • principles and techniques associated with: <ul style="list-style-type: none"> – benchmarking – best practice – change management

	<ul style="list-style-type: none"> – continuous improvement systems and processes – quality systems • range of procedures available and their application to different jobs • applicability of takt time and muda to jobs • identification and possible causes of variability in jobs • continuous improvement process for organization • questioning techniques • methods of conceiving improvements • suggestion and try out procedures • relevant OHS • quality measurement tools for use in continuous improvement processes • established communication channels and protocols • communication/reporting protocols • continuous improvement principles and process • enterprise business goals and key performance indicators • enterprise information systems management • enterprise organizational structure, delegations and responsibilities • policy and procedure development processes • relevant health, safety and environment requirements • relevant national and international quality standards and protocols • standard operating procedures (SOPs) for the technical work performed in work area • enterprise quality system
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • coach and mentor team members • gain the commitment of individuals and teams to continuously improve • innovate or design better ways of performing work • communicate with relevant people • prioritize and plan tasks related to encouraging and improving use of standardized procedures • negotiate with others to resolve conflicts and gain commitment to standardized procedures • facilitate other employees in improvement activities • implement and monitor defined quality system requirements • initiate continuous improvements within the work area • apply effective problem identification and problem solving techniques • strengthen customer service through a focus on continuous improvement • implement, monitor and evaluate quality systems • implement effective communication strategies • encourage ideas and feedback from team members when

	<p>developing and refining techniques and processes</p> <ul style="list-style-type: none"> • analyze training needs and implementing training programs • prepare and maintain quality and audit documentation
Resources Implication	<p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the candidate • documentation and information in relation to production, waste, overheads and hazard control/management • enterprise quality manual and procedures • quality control data/records
Methods of Assessment	<p>Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • suitable simulation • oral or written questioning to assess knowledge of procedures and contingency management; principles and techniques associated with change management • review of the audit process and outcomes generated by the candidates <p>Those aspects of competence dealing with improvement processes could be assessed by the use of suitable simulations and/or a pilot plant and/or a range of case studies and scenarios.</p> <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competence which are difficult to assess directly.</p>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting / environment.</p>

NTQF Level II

Occupational Standard: Massage Therapy Level II	
Unit Title	Work within Fundamental Aspects of Massage Framework
Unit Code	HLT MST2 01 0611
Unit Descriptor	This unit covers the outcomes required to effectively perform and promote massage therapy services

Elements	Performance Criteria			
1. Demonstrate commitment to central philosophies of therapeutic massage practice	<p>1.1 Definition of massage and treatment is provided to client.</p> <p>1.2 Massage principles are identified and explained concisely and simply.</p> <p>1.3 Practitioner draws on massage philosophy to interpret health issues.</p>			
2. Identify and describe the principles and practices of therapeutic massage	<p>1.1 Major methods of treatment used in therapeutic massage are identified and described.</p> <p>1.2 Additional complementary therapies used in therapeutic massage are identified and described.</p> <p>1.3 Massage assessment techniques are identified and described.</p>			
3. Develop knowledge of complementary therapies	<p>3.1 Information on other complementary therapies is provided.</p> <p>3.2 Similarities and differences between physiotherapy, osteopathy, chiropractic therapy and massage therapy are explained.</p> <p>3.3 The characteristics between the allopathic and naturopathic approaches to treatment are described</p> <p>3.4 Relationship between therapies is identified.</p>			
4. Represent therapeutic massage framework to the community	<p>4.1 Practices and principles of therapeutic massage can be explained in an easily understood way in a one-to-one and group setting.</p> <p>4.2 Enquiries are clarified and appropriate information is provided</p> <p>4.3 Requests for client / patient to bring relevant data to the consultation are made</p> <p>4.4 Alternative sources of information / advice are discussed with the client / patient</p>			
5. Work within clinic and	<p>5.1 Clinic guidelines are accessed and followed</p> <p>5.2 Legal and regulatory guidelines are accessed and</p>			
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regulation guidelines	followed 5.3 Relevant documentation is undertaken
Variables	Range
Massage principles include:	<ul style="list-style-type: none"> • Relevant code of ethics or code of conduct documents / policies, regulations and guidelines national, state / territory or local therapeutic massage therapy organizations and / or associations • Relevant national, state/territory or local government regulations and guidelines • Accepted preventative practices adopted by self or peers to minimize 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 • Individual responsibility to others regarding the proximity of the relationship and reasonable standard of care • Delivering the highest possible professional care to all clients/patients with consideration for the medical, ethical, social and religious needs of the client / patient • Principles of client / patient confidentiality • Respect of boundary issues such as <ul style="list-style-type: none"> ○ Compliance with industry code of ethics and practice in relation to: <ul style="list-style-type: none"> ▪ informed consent ▪ duty of care ○ Draping ○ Hygiene ○ The scope of client/therapist relationships ○ Advertising ○ Social / Cultural morals ○ Equal treatment of all clients/patients ○ Psycho-emotional well being of clients/patients ○ Referral of clients / patients who want treatment outside the scope of the available services • Maintenance of equipment • Dealing appropriately with difficult clients/patients
Major methods of treatment include:	<ul style="list-style-type: none"> • Petrissage • Effleurage including cross over stroke, longitudinal stroking, gliding techniques • Passive joint movement techniques • Passive soft tissue movement • Kneading • Friction techniques • Vibration • Compressive techniques including digital ischemic pressure • Percussion techniques • Temperature therapy

	<ul style="list-style-type: none"> • Deep tissue therapeutic massage techniques • Myofascial release • Manual lymphatic drainage • Trigger point release techniques
Other techniques in which the Practitioner is trained such as:	<ul style="list-style-type: none"> • Shiatsu • Acupressure/TCM • Reflexology • Aromatherapy
Other complementary therapies may include:	Therapies in which the practitioner is strained or informed
Massage assessment techniques may include:	<ul style="list-style-type: none"> • Observation • Discussion • Temperature taking through tactile methods • Pulse taking when required for therapeutic massage technique • Palpation • Observation of variations of posture • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulation requirements
Information on other complementary therapies may include:	<ul style="list-style-type: none"> • Current availability • Tolls and techniques • Interactions between different therapies • When therapies may be used • Underpinning philosophy
Definition of allopathic and naturopathic approaches is:	<p>Allopathic – the western medical model in which a disease or an abnormal condition is treated by creating an environment that is antagonistic to it, i.e., a system that emphasizes treatment of disease</p> <p>Naturopathic - a system of health care that emphasizes health maintenance, disease prevention, patient education and patient responsibility</p>
Relationship between therapies may include:	<ul style="list-style-type: none"> • Contra-indications to treatment • Effects of one treatment over or with another • Treatment according to stage of condition
Enquiries may require explanation of:	<ul style="list-style-type: none"> • Duration of treatment • Expected treatment outcomes • Possible approaches to treatment • Estimated cost of treatment • Availability of health fund rebates • Work cover eligibility • Professional status of practitioner • Availability of home visits

	<ul style="list-style-type: none"> • Provision for hospital visits
Appropriate information may include:	<ul style="list-style-type: none"> • Confirmation of appointment date and time • Clinic location and directions • Cost of initial consultation • Payment options
Clinic's guidelines may include:	<ul style="list-style-type: none"> • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice • Level of competency and degree of supervision • Partnership/group decisions and agreed practice
Legal and regulatory guidelines may include:	<ul style="list-style-type: none"> • OHS guidelines • Anti-discrimination legislation • Privacy Act • Infection Control • Sanitation code of the Philippines • Traditional and Alternative Medicine Act
Relevant documentation may include:	<ul style="list-style-type: none"> • Nature of enquiry • Client / patient contact details • Recording of incidents • Appointment details

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Demonstrated understanding of underpinning values and philosophies in the therapeutic massage framework • Demonstrated knowledge of the philosophies, principles and tools of therapeutic massage practice • Demonstrated knowledge of a range of alternative and complementary therapies • Demonstrated ability to correctly identify client/patient information needs • Demonstrated ability to provide client/patient with required information • Demonstrated ability to appropriately record details of client/patient enquiries according to clinic guidelines • Demonstrated ability to explain relevant products and services • Demonstrated communication skills in a one-to-one and group setting
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Knowledge of the effects of therapeutic massage on the body surface • Knowledge of ethical issues in body therapies • Knowledge of OHS requirements in the workplace • Knowledge of the rationalistic, analytical approach to an understanding of disease • Knowledge of the qualitative, quantitative, cultural and

	traditional lines of evidence used in therapeutic massage
Underpinning Skills	<ul style="list-style-type: none"> • Communicating in group and one-on-one settings • Identifying client/patient information needs • Providing client/patient with required information • Recording details of client/patient enquiries according to clinic guidelines • Explaining relevant products and services
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Relevant texts or medical manuals • Relevant paper based/video assessment instruments • Appropriate assessment environment • Skilled assessors
Method of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Short tests and essays • Oral questioning and discussion • Observation and return demonstration
Context of Assessment	<ul style="list-style-type: none"> • This unit can be assessed in the workplace classroom or in a simulated workplace under the normal range of work conditions. • Assessment may contain both theoretical and practical components and examples covering a range of clinical situations.

Occupational Standard: Massage Therapy Level II	
Unit Title	Perform Minor Massage Therapy Assessment
Unit Code	<u>HLT MST2 02 0611</u>
Unit Descriptor	This unit of competence describes the skills, knowledge and attitude required to observe clients condition and gather information relevant to the case to enable correct massage therapy assessment and provision of treatment.

Elements	Performance Criteria
1. Carry out observation	1.1 Patient/client body posture is recognized to identify problems secondary to postural abnormalities. 1.2 Patient/client facial expression is recognized to categorize level of state of patient. 1.3 Patient/client general skin condition is observed to identify skin changes. 1.4 Results of observation are documented following work procedures.
2. Perform palpation	2.1 Patient/client body temperature is recognized 2.2 Tenderness of the body is identified.... 2.3 Swelling of the body part is identified...
3. Make an initial assessment of the client	2.4 Client boundaries are respected at all times 2.5 Client feedback is asked on comfort levels and adjusted accordingly 2.6 Suitable environment is prepared to maximize client comfort at all times as per the requirement of the practice. 2.7 Contraindication to treatment are identified and explained to the client. 2.8 Examination is conducted according to work place regulation.

Variable	Range
Other appropriate assessment techniques May include but not limited to:	<ul style="list-style-type: none"> • Examination of physical features • Palpation of the abdomen, back and meridians • Observation • Listening and smelling • Measuring meridian palpation • Back and spinal palpation • Anatomical or mobility/flexibility assessment

	<ul style="list-style-type: none"> • Discussion/questioning • Any other method in which the practitioner has been trained to a competent standard • Procedure which is conducted according to legislative and regulatory requirements
Contraindications to treatment May include but not limited to:	<ul style="list-style-type: none"> • Infection or infectious diseases • Inflammation • Lumps and tissue changes • Rashes and changes in the skin • Oedema • Changes in habits such as appetite elimination or sleep • Bleeding and bruising • Nausea, vomiting or diarrhea • Temperature – hot/cold • Varicose veins • Recent severe sprains, bruises or whiplash injuries • Client under influence of alcohol or drugs • Extreme fatigue • Client has eaten substantial meal in last hour prior to treatment • Bleeding (other than menstruation) and bruising • Client feedback and/or complaints
Materials may include but not limited to:	<ul style="list-style-type: none"> • Massage table • Glove , oils,
Tools and equipment may include but not limited to:	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • towel and cleaning cloth

Evidence Guide			
Critical aspects of Competence	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> • Patient/client body posture is recognized.... • Patient/client facial expression is recognized.... • Patient/client general skin condition is observation • Patient/client body temperature is recognized... • Tenderness of the body is identified • Swelling of the body part is identified • Client boundaries are respected at all times • Contraindication to treatment are identified and explained to the client 		
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • relevant assessment options and procedures. • the organization of the body • skeletal musculature • the structure and function of the respiratory system 		
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	<ul style="list-style-type: none"> • anatomy and physiology of the body systems • the indications, possible responses and contra-indications to treatments • Knowledge and understanding of methods of preparing treatment and management plans • the correct preparations required for specific treatment • the ethical and legal implications of the practice of therapeutic massage
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Identifying bone landmarks, structures and muscles through palpation • Accessing and interpreting up-to-date information • Establishing urgency for treatment required • Preparing treatment plans • Communication and negotiation skills • Providing advice
Resources Implication	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts or medical manuals • Relevant paper-based assessment instruments • Appropriate assessment environment.
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	<p>This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions.</p> <p>Assessment may contain both theoretical and practical components and examples covering a range of clinical situations</p>

Occupational Standard: Massage Therapy Level II	
Unit Title	Provide Relaxation Swedish Massage Treatment
Unit Code	HLT MST2 03 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to administer client in relaxation Swedish massage treatment

Elements	Performance Criteria
1. Identify and describe the principles and practices of relaxation Swedish massage treatment	<p>1.1 History, philosophy and systems of the relaxation Swedish massage treatment are identified and explained</p> <p>1.2 Principles and techniques of relaxation Swedish massage treatment are identified and described</p> <p>1.3 Major methods of treatment used in relaxation Swedish massage treatment are identified and described according to clinic guidelines and work ethics</p> <p>1.4 Relaxation Swedish massage assessment techniques are identified and described according to clinic guidelines and work ethics</p> <p>1.5 Information on other complementary therapies is provided</p> <p>1.6 The relationship between therapies is identified</p>
2. Discuss and manage treatment program with the client	<p>2.1 Factors which may interfere with the effectiveness of the treatment are clearly explained to client</p> <p>2.2 Relaxation strategy and management based on needs are explained to the patient /care taker</p> <p>2.3 How treatment is delivered and managed is explained to the patient</p> <p>2.4 Patient is requested to monitor reactions and contact practitioner as required and respond promptly if necessary</p> <p>2.5 Time, location and content of future sessions is clearly explain to the patient</p> <p>2.6 Recognize reactions to treatment are recognized and promptly responded to as required</p> <p>2.7 Recommendations and other information related to patient treatment are documented fully</p>

<p>3. Apply relaxation techniques and Work within relaxation Swedish massage and hot stone massage treatment</p>	<p>3.1 Legal and regulatory guidelines are accessed and followed</p> <p>3.2 Relevant documentation is undertaken in appropriate form</p> <p>3.3 Treatment sequence, location and selection of methods are determined by <i>assessment indications</i></p> <p>3.4 Relaxation treatment <i>techniques</i> are applied as per organization policy and patient condition</p> <p>3.5 An introduction to relaxation Swedish massage treatment basic feature is performed accurately</p> <p>3.6 Relaxing and calming Swedish massage treatment are performed according to the given manual accurately</p> <p>3.7 All the necessary techniques of physical activities are applied together with the physiotherapeutic intervention</p> <p>3.8 Patient -focused attention is maintained throughout the treatment session</p> <p>3.9 Special physical education is provided for people with disability according their need.</p>
<p>4. Advise and resource the patient</p>	<p>4.1 Patient is educated/ coached in relevant and <i>practical techniques</i> for alleviation of symptoms and promotion and maintenance of optimum health</p> <p>4.2 patient queries are answered with clarity, using the appropriate language</p> <p>4.3 Honesty and integrity is applied when explaining treatment plans and recommendations to the client</p> <p>4.4 Appropriate interpersonal skills applied when explaining treatment plans and recommendations to the patient</p> <p>4.5 Patient independence and responsibility is encouraged in treatment wherever possible</p>
<p>5. Review treatment</p>	<p>5.1 Relaxation Swedish massage treatment progress, need for ongoing and/or additional treatment is evaluated with the patient</p> <p>5.2 Effects of previous relaxation treatment is identified and recorded according to workplace procedures</p> <p>5.3 Previous relaxation Swedish massage treatment plan is reviewed based on treatment results</p> <p>5.4 Changes to the treatment plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
Occupational Health and Safety (OH&S)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • Towel and cleaning cloth • Over head Projector(OHP),Black Board, White Board, Flip Chart • Illustrations, Pictures, Models, Computer, Photo copier machine Filing cabinet, Gowns /overcoat
Types and Sources of Information	<ul style="list-style-type: none"> • Prepared manual, reference book ,magazine, video, brushers, Massage therapy handbook • Infection protection and control guideline • Occupational health and safety guideline
Enquiries may require explanation of:	<ul style="list-style-type: none"> • Duration of treatment • Limitations of expected treatment outcomes • Possible approaches to treatment • Estimated cost of treatment • Work cover eligibility • Limitations of professional status of practitioner • After hours service • Provision for hospital visits.
Appropriate information may include:	<ul style="list-style-type: none"> • Confirmation of appointment date and time • rehabilitation center location and directions • Cost of initial consultation • Payment options
rehabilitation center's guidelines may include	<ul style="list-style-type: none"> • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice • Level of competency and degree of supervision • Partnership/group decisions, agreed practice • Handling client complaints
Legal and regulatory guidelines may include:	<ul style="list-style-type: none"> • OHS guidelines • Anti-discrimination legislation • Privacy Act • Infection control
Relevant documentation may include:	<ul style="list-style-type: none"> • Nature of enquiry • Client contact details • Recording of incidents • Appointment details
Factors which interfere may include:	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client's physical and psychological readiness and/or wellness

with the effectiveness of treatment	<ul style="list-style-type: none"> • Contra-indications to treatment • Post treatment activity • Overeating • Intoxication / sanitation
Mode of administration may include:	<ul style="list-style-type: none"> • Requirement for feedback and interaction • Variations in application intensity
Reactions may include	<ul style="list-style-type: none"> • Pain and/or discomfort • Feedback – verbal, tactile, visual • Muscular spasms • Temperature discomfort
Responses to reactions may include	<ul style="list-style-type: none"> • Adjusting treatment accordingly • Seeking appropriate expertise • Discussing reaction with the client • Adhering to clinic guidelines for response to accidents and emergencies • Using First Aid procedures according to Ethiopian red cross • Accessing local emergency services • Effective response to client feedback and/or complaints
Advise and resource the client refers to:	<ul style="list-style-type: none"> • Providing relevant literature or information materials • Referring client to other information sources • Providing advise regarding self-care • Stress management resources • Environmental modifications • Counseling within the parameters of training • Advising client of suggested resources • Providing of details which help to fully inform client of relevant information • Providing referrals to other health professionals • Availability of products required or suggested for treatment
Practical techniques that promote and maintain optimal health may include:	<ul style="list-style-type: none"> • Postural improvement strategies • Corrective postures, stretches, movements • Relaxation, meditation and stress management techniques • Discussion of causes of condition and suggestion of prevention strategies • Simple follow-up activities and/or strategies to work on between sessions • Activities and/or tasks to avoid • Dietary suggestions • Environmental or lifestyle modifications • Stress management strategies

Evidence Guide			
Critical Aspects Of Competence	<ul style="list-style-type: none"> • Gathered and interpreted information through the tactile senses • Identified and described the principles and practices of relaxation Swedish massage treatment • Communicated effectively treatment program with the client • Explained principles and practices, philosophy and systems, and tools of relaxation Swedish massage treatment • Described history and development of relaxation Swedish massage treatment • Described fundamental structure and function of anatomical systems • Identified and described a range of alternative and complementary therapies • Described relaxation Swedish massage treatment regulation guidelines • Gathering information through the tactile senses • Applied OHS requirements in the workplace 		
Required Knowledge and Attitudes	<ul style="list-style-type: none"> • Principles and practices of relaxation Swedish massage treatment • Philosophy and systems of the relaxation Swedish massage treatment • Tools of relaxation Swedish massage treatment • History and development of relaxation Swedish massage treatment • Relaxation Swedish massage treatment framework • Understanding of human physiology and anatomy • Fundamental structure and function of anatomical systems • A range of alternative and complementary therapies • Management of treatment program • Relaxation Swedish massage treatment regulation guidelines • Advising patient • Reviewing treatment • Gathering information through the tactile senses • Communication effectively treatment program with the client • OHS requirements in the workplace • Interpret letters and other documentation from other health professionals • Technical and practical knowledge of relaxation Swedish massage treatment 		
Required Skills	Ability and practical skills to: <ul style="list-style-type: none"> • identify and describe the principles and practices of 		
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	<p>relaxation Swedish massage treatment</p> <ul style="list-style-type: none"> • discuss and manage treatment program with the client • apply relaxation techniques • work within relaxation Swedish massage treatment regulation guidelines • Review treatment • manage time throughout consultation and treatment • gather and interpret information through the tactile senses • communicate effectively treatment program with the client • advise and resource the patient
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts and manuals • Demonstration model/client
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Practical <ul style="list-style-type: none"> ○ Oral questioning and discussion ○ Simulation/Role-plays ○ Observation in the work place ○ Explanations of technique/ Practical demonstration ○ Role play simulation • Exams and Tests <ul style="list-style-type: none"> ○ Written assignments/projects ○ Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which underwriting operations are carried out. • Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting and is to be conducted during workplace application under direct supervision • This unit should be assessed in conjunction with "Communicate effectively with clients, Comply with infection control policies and procedures in health work, and Communicate and work effectively in health" Units of competence

Occupational Standard: Massage Therapy Level II	
Unit Title	Comply With Basic Health Control Policies and Procedures
Unit Code	HLT MST2 04 0611
Unit Description	This unit describes the skills and knowledge required of workers to understand and comply with infection control guidelines. Policies and procedures may be organizational, industry based and/or legislated. The unit applies to a wide range of workers in health industry settings reflecting the importance of controlling infection risks and self-protection.

Elements	Performance Criteria
1. Collect and handle clinical and other waste	<p>1.1 Appropriate personal protective equipment is worn and/or used, according to safety guidelines and procedures when handling waste</p> <p>1.2 Waste is segregated, contained, stored and transported according to organizational policy and procedures</p> <p>1.3 Waste is disposed of safely according to established organizational and legislative requirements</p>
2. Clean and disinfect equipment and surfaces	<p>2.1 Appropriate cleaning products, disinfectants and equipment are selected, prepared and used to clean and disinfect equipment and surfaces in accordance with infection control guidelines and scheduled cleaning routines</p> <p>2.2 Standard precautions are practiced, including the use of personal protective clothing and equipment</p> <p>2.3 Organizational infection control policy and procedures are followed</p> <p>2.4 Equipment is correctly stored in accordance with organizational procedures</p>
3. Maintain hygiene	<p>3.1 Standard and additional infection control procedures are used when required</p> <p>3.2 Cleanliness of work clothes is maintained</p> <p>3.3 Personal hygiene is maintained</p> <p>3.4 Open-skin areas on self are covered with an occlusive dressing</p> <p>3.5 Hand washing procedures are correctly followed according to the organization's infection control policy and procedures</p> <p>3.6 Appropriate protective clothing is checked prior to use, and worn correctly according to the organization's infection</p>

	<p>control policy and procedures</p> <p>3.7 Where appropriate one way work flows from clean to dirty zones is adhered to</p> <p>3.8 Immunization is undertaken in accordance with organizational policy</p>
4. Identify and responds to infection risks	<p>4.1 Awareness of common infection risks in own workplace is maintained</p> <p>4.2 Infection risks are identified and appropriate response implemented within own role and responsibility to maintain a clean environment</p> <p>4.3 Situations that pose an infection risk are responded to appropriately in accordance with organizational policy and procedures</p> <p>4.4 Appropriate signs are placed as and where appropriate</p> <p>4.5 Personal protective clothing is used in accordance with standard precautions</p> <p>4.6 Risk control and risk containment procedures are followed for specific risks when required</p> <p>4.7 Spillages are removed in accordance with organizational policy and Procedure</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • towel and cleaning cloth
Wastes may include	<ul style="list-style-type: none"> • clinical and related wastes • cytotoxic waste • sharps • radioactive waste • general waste • food wastes • human or animal tissue • hazardous substances
Disposal requirements may be	<ul style="list-style-type: none"> • determined by government, including local government requirements • determined by organizational policy • landfill • flushing into sewerage system

	<ul style="list-style-type: none"> • incineration • licensed microwave disinfection
Waste may be transported or contained In:	<ul style="list-style-type: none"> • lockable bins • special containers • trolley • bags • suitable vehicle
Cleaning equipment may include	<ul style="list-style-type: none"> • buckets • mops and brushes • mechanical cleaning equipment
Protective clothing may include	<ul style="list-style-type: none"> • eye and face protection • gloves • impermeable gowns • masks • hair protection or covering • overshoes or safety footwear • aprons
Infection risks may include	<ul style="list-style-type: none"> • sharps • waste • human waste and human tissue • body fluids • personal contact with infectious patients • stagnant water • stock including food which has passed 'used-by' dates • animals, insects and vermin • incorrect concentration of disinfectants and chemicals
Responses to infection risks may include	<ul style="list-style-type: none"> • incident reporting • cleaning • removal of waste or spillage • following standard and additional precautions • containment or elimination of the risk • using personal protective clothing and/or equipment • following specified organizational procedures • seeking advice from or reporting to an appropriate person
Infection control policy and practice resources may include	<ul style="list-style-type: none"> • organization's infection control policy and procedure manual • standard and additional precautions • codes of practice • relevant Australian standards • national health and medical research council guidelines • local government ordinances • material safety data sheets for chemical use • food safety plan
The sport and recreation industry	<ul style="list-style-type: none"> • covers industry sectors of community recreation, fitness, outdoor recreation and sport • significant roles played by activity organizations, industry peak bodies, professional organizations

	<ul style="list-style-type: none"> • large volunteer base • high turnover of volunteers • high levels of part time and casual employment • irregular working hours • relatively few professional positions • workforce employed mostly in operational positions • mainly small business or self-employed personnel • slow to take up technology • over 2/3 of the sport and recreation industry have no formal/recognized qualifications • significant reliance upon industry credentials and involvement in the activity itself
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Evidence Guide	
Critical Aspects of Competence	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> • Comply with organization’s infection control policy as it relates to specific work roles • Demonstrate safe waste handling and management procedures • Demonstrate the application of personal hygiene and environmental practices • Demonstrate knowledge of organization’s infection control policy as it relates to specific work role • Demonstrate knowledge of how infection is spread
Underpinning Knowledge And Attitudes	<ul style="list-style-type: none"> • Application of knowledge of organization’s infection control policy as it relates to specific work role • Application of knowledge of how infection is spread • Understanding infection risks in a health environment, and specifically in own workplace • Organization’s waste management policy and procedures • Understanding applicable Occupational Health and Safety policy and practice in relation to infection risks, hygiene, waste management and cleaning • Awareness of relevant material safety data sheets
Underpinning Skills	<ul style="list-style-type: none"> • Collecting, analyzing and organizing information • Communicating ideas and information • Planning and organizing activities • Working with teams and others • Applying standard and additional precautions • Using technology to work safely and competently • Following correct hygiene procedures • Selecting and using equipment and disinfectants effectively • Following correct hand washing techniques • Correctly using personal protective clothing and equipment • Following procedures appropriate to the cleaning area and purpose

	<ul style="list-style-type: none"> • Minimizing disruption to the work environment • Minimizing infection risks and hazards for self and others • Communicating constructively to achieve planned outcomes in relation to infection risks, waste management and hygiene issues • Using appropriate chemicals for cleaning and disinfection
Resources Implications	<p>Physical resources - assessment of this competency requires access to:</p> <ul style="list-style-type: none"> • relevant policies and procedures manuals, and infection control policy and practice resource documents • waste management policies incident reporting procedures • information on the common infection risks in the workplace and procedures for responding and controlling such infection risks • instructions for the use of personal and protective clothing and equipment • specific instructions for staff concerning hygiene practices • relevant procedures for use of cleaning chemicals and cleaning equipment • food safety plan
Methods of Assessment	<p>Assessment may include a combination of:</p> <p>Practical</p> <ul style="list-style-type: none"> • observation of work performance • observed completion of an appropriate workshop, orientation course or similar learning program • case studies and scenarios as a basis for discussion of issues and strategies to achieve required infection control outcomes in specific work environments and communities <p>Knowledge Tests</p> <ul style="list-style-type: none"> • interview and questioning • authenticated portfolio/Curriculum Vitae • supporting statement of supervisor(s) • authenticated evidence of relevant work experience and/or formal/informal learning
Context of assessment	<p>This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions.</p> <ul style="list-style-type: none"> • Assessment may be conducted on more than one occasion to cover a variety of circumstances • This unit of competency should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes • Competence in this unit must be assessed over a period of time in order to ensure consistency of performance

Occupational Standard: Massage Therapy Level II	
Unit Title	Perform Basic First Aid and Accident Prevention
Unit Code	HLT MST2 05 0611
Unit Descriptor	This unit of competency describes the skills and knowledge required to recognize, provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical and/ or provision of support to other providers other assistance, and addresses the establishment and maintenance of facilities to enable or facilitate the provision of appropriate first aid in the workplace

Elements	Performance Criteria
1. Establish a workplace first aid facility	<p>1.1 A first aid facility in the workplace is planned and implemented to address workplace and legislative requirements</p> <p>1.2 Potential workplace hazards are identified and <i>associated risks</i> are assessed as a basis for determining first aid resource requirements</p> <p>1.3 First aid equipment and resources required to address identified workplace requirements are identified and organized</p> <p>1.4 Personnel requirements are identified and arranged in line with legislative and workplace requirements</p> <p>1.5 links with relevant first aid bodies and professional organizations are established and kept update to maintain currency in the field and for referral purposes</p> <p>1.6 Information in the workplace is accessed and provided to encourage risk minimization and facilitate access to first aid facilities as appropriate</p> <p>1.7 Facilitate possibility of ambulance presence</p>
2. Manage a workplace first aid facility	<p>2.1 Availability of adequate resources is monitored and maintained to support workplace first aid response</p> <p>2.2 Regular inspections of stock and equipment is conducted to ensure currency and operational readiness in line with workplace requirements</p> <p>2.3 Equipment is recovered and reprocessed and that waste is disposed of safely according to legislative and workplace procedures</p> <p>2.4 Equipment and resources are stored and maintained in line with relevant legislation and manufacturer's/supplier's instructions</p>

	<p>2.5 Contribution is made to the review of risks in the workplace and validation of organization policies and procedures relating to the provision of first aid</p> <p>2.6 Contribute to planning for response to major workplace incidents</p> <p>2.7 Deploy appropriate equipment, resources and personnel to ensure timely and effective first aid response in line with workplace requirements</p>		
<p>3. Assess the situation</p>	<p>3.1 Hazards that may pose a risk of injury or illness to self and others are identified, assessed and minimized</p> <p>3.2 Immediate risk to self and casualty's health and safety is minimized by controlling any hazard in accordance with occupational health and safety requirements</p> <p>3.3 Casualty is assessed and injuries, illnesses and conditions are identified accordingly</p> <p>3.4 Risks to first aider and others are assessed and appropriate response is determined to ensure prompt control of situation</p> <p>3.5 Need(s) for emergency services/medical assistance identified and prioritized and undertake triage where required</p> <p>3.6 Resources deployed to appropriate locations as required in line with workplace procedures</p>		
<p>4. Apply identified first aid procedures</p>	<p>4.1 Casualty in a caring is reassured in calm manner and made comfortable using available resources</p> <p>4.2 Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness</p> <p>4.3 Available resources and equipment are used to make the casualty as comfortable as possible</p> <p>4.4 The nature of <i>casualty's injury/condition</i> is determined and relevant first aid procedures are explained to provide comfort</p> <p>4.5 Consent is sought from casualty or significant other prior to applying first aid management</p> <p>4.6 The casualty is responded to in a culturally aware, sensitive and respectful manner</p> <p>4.7 Identified first aid procedures are used as required in accordance with established first aid principles, policies and procedures, and/or legislation and policies and industry requirements</p> <p>4.8 First aid management is provided in accordance with</p>		
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	<p>established first aid principles and legislation and policies and industry requirements</p> <p>4.9 First aid assistance is requested from others in a timely manner and as appropriate</p> <p>4.10 Basic life support first aid <i>equipment</i> is correctly operated as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures</p> <p>4.11 Safe manual handling techniques are used according to legislative and workplace procedures</p> <p>4.12 Casualty's condition is monitored and responded to in accordance with effective first aid principles and procedures</p> <p>4.13 Casualty management is finalized/completed according to casualty's needs and first aid principles</p>
<p>5. Manage the casualty(s)</p>	<p>5.1 Consent is requested for <i>management</i> of the casualty's injury/illness from person(s) where relevant</p> <p>5.2 Welfare procedure is determined and implemented according to casualty(s) needs</p> <p>5.3 Effects of injury is controlled and determined and appropriate <i>first aid management is</i> applied to meet the needs of the casualty and situation</p> <p>5.4 <i>Self-medication</i> is applied in accordance with regulations, legislation and policies and manufacturer's/supplier's instructions and subject to casualty's regime</p> <p>5.5 <i>Casualty's condition is monitored</i> and respond in a timely manner in accordance with effective first aid principles where appropriate according to relevant legislation and manufacturer's/supplier's instructions</p> <p>5.6 Safety procedures is applied for operation of pressurized gases</p>
<p>6. Coordinate first aid activities until arrival of medical assistance</p>	<p>6.1 Available <i>resources</i> required for the task are identified and establish communication links with appropriate personnel, emergency management services and medical assistance as appropriate</p> <p>6.2 Correct amount of <i>resources</i> are assigned to appropriate locations in an effective manner to ensure timely arrival of required resources</p> <p>6.3 The provision of resources is documented and modifications are recommended as required</p> <p>6.4 The condition of casualties is monitored in accordance with first aid principles and workplace procedures</p>

	<p>6.5 Evacuation of casualties is coordinated according to relevant evacuation procedures</p> <p>6.6 Support services for personnel involved in the incident are arranged in accordance with relevant principles and procedures</p>		
<p>7. Manage and Communicate essential incident details (workplace first aid records)</p>	<p>7.1 Documentation is ensured that it is completed as required according to legislation and workplace procedures</p> <p>7.2 First aid records are maintained in line with legislative requirements and workplace security practices</p> <p>7.3 Communication with relevant personnel is maintained using appropriate media and equipment</p> <p>7.4 First aid information is communicated with other providers/care r as appropriate to meet their needs and in accordance with workplace procedures</p> <p>7.5 Relevant documents are sent to appropriate bodies in line with workplace and legislative requirements</p> <p>7.6 Ambulance support and/or appropriate medical assistance is requested according to relevant circumstances using relevant <i>communication media and equipment</i></p> <p>7.7 Assessment of casualty’s condition and management activities are accurately conveyed to ambulance services /other emergency services/relieving personnel</p> <p>7.8 Details of casualty’s physical condition, changes in conditions, management and response are accurately recorded and reported to management in line with established procedures</p> <p>7.9 Confidentiality of records and information is maintained in line with privacy principles and organization policies future response and address individual needs</p> <p>7.10 Information is calmly provided to reassure casualty, adopting a communication style to match the casualty’s level of consciousness</p> <p>7.11 An incident report is prepared and provided, where applicable, in a timely manner, presenting all relevant facts according to established procedures</p>		
<p>8. Evaluate the provision of first aid in the workplace</p>	<p>8.1 Management of workplace incidents is evaluated and an action plan is developed where required in consultation with relevant parties to improve first aid response in the workplace if required</p> <p>8.2 Participation is demonstrated in debriefing/evaluation in order to improve future operations and address individual needs</p>		
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	<p>8.3 First aid response is ensured that it is provided in a culturally aware, sensitive and respectful manner</p> <p>8.4 workplace management procedures are implemented and evaluated in accordance with risk assessment</p> <p>8.5 Contingency planning is formulated and reviewed to identify and select alternative management principles and procedures as required</p> <p>8.6 Feedback is requested from <i>appropriate clinical expert</i> and evaluation findings are recorded and documented</p>
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Variables	Range
Occupational Health and Safety	<ul style="list-style-type: none"> • Apply infection principles • Using protective cloths and gloves
Tools and Equipment may include but not limited to:	<ul style="list-style-type: none"> • First aid kit • Spacer device • Thermometers • Stretchers • Soft bag resuscitator • Cervical collars • Other specified as resource and equipment
Contextualization to address specific requirements may include	<ul style="list-style-type: none"> • Focus on first aid management of specific types of injury • First aid provision under specific constraints or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)
Established first aid principles include:	<ul style="list-style-type: none"> • Preserve life • Prevent illness, injury and condition(s) becoming worse • Promote recovery • Protect the unconscious casualty • Checking the site for danger to self, the casualty and others and minimizing the danger • Checking and maintaining the casualty's airway, breathing and circulation
Vital signs include:	<ul style="list-style-type: none"> • Consciousness • Breathing • Circulation • Disability
A hazard	<ul style="list-style-type: none"> • A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
Hazards may include:	<ul style="list-style-type: none"> • Physical hazards • Biological hazards • Chemical hazards • Hazards associated with manual handling
Risks may	<ul style="list-style-type: none"> • Risks from equipment, machinery and substances

include:	<ul style="list-style-type: none"> • Risks from first aid equipment • Environmental risks • Exposure to blood and other body substances • Risk of further injury to the casualty • Risks associated with the proximity of other workers and bystanders • Risks from vehicles
Casualty's condition is managed for:	<ul style="list-style-type: none"> • Abdominal injuries • Airway obstruction • Allergic reactions • Altered and loss of consciousness • Bleeding • Burns – thermal, chemical, friction, electrical • Chest pain/cardiac arrest • Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations • Near drowning • Environmental – snake, spider, insect and marine bites • Environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke • Fractures • Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions • No signs of life • Poisoning and toxic substances (including chemical contamination) • Respiratory distress/arrest • Seizures • Shock • Stroke • Substance misuse—common drugs and alcohol, including illicit drugs.
First aid management must take into account applicable aspects of the setting in which first aid is provided, including:	<ul style="list-style-type: none"> • Workplace policies and procedures • Industry/site specific regulations, codes etc. • OHS requirements • State and territory workplace health and safety legislative requirements • Location and nature of the incident • Situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents • Location of emergency services personnel. • The use and availability of first aid equipment and resources • Infection control • Legal and social responsibilities of first aider • Location and nature of the workplace

	<ul style="list-style-type: none"> • Environmental conditions eg electricity (high or low voltage), biological risks, weather, motor vehicle accidents • Location of emergency services personnel • Number of casualties and potential casualties • Use and availability of first aid equipment, resources and pharmaceuticals • Types of dangers/risks to the casualty and any others in the vicinity of the situation • Confined spaces, subject to industry need • Government workplace health and safety legislative requirements 		
Communication media and equipment: may include but are not limited to	<ul style="list-style-type: none"> • Telephones, including landline, mobile and satellite phones • HF/VHF radio • Flags • Flares • Two way radio • Email • Electronic equipment • Hand signals 		
Appropriate clinical may include:	<ul style="list-style-type: none"> • Supervisor/manager • Ambulance officer/paramedic • Other medical/health worker 		
Medications may include in accordance with ARC Guidelines,	<ul style="list-style-type: none"> • Oxygen • Analgesics • Bronchodilators • Casualty's own medications • Auto-injectors 		
Resources and equipment used appropriate to the risk to be met and may include:	<ul style="list-style-type: none"> • AED • First aid kit • Puffer/inhaler • Resuscitation mask or barrier • Spacer device • Oxygen resuscitation/ cylinders • Thermometers • Auto-injectors • Back boards • Stretchers • Soft bag resuscitator • casualty's medication • Analgesic inhalers • Analgesic gas equipment • Cervical collars 		
Workplace first aid facility may involve:	<ul style="list-style-type: none"> • First aid room/clinic • First aid kits suited to specific workplace needs • First aid equipment and resources • Availability of personnel trained to provide first aid 		
Workplace and	<ul style="list-style-type: none"> • Government regulations, legislation and policies 		
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<p>legislative requirements for a first aid facility include:</p>	<ul style="list-style-type: none"> • Specific industry requirements, regulations and/or OHS issues • Specific hazards present in the workplace • Number of employees in the workplace • Number of different workplace sites/locations • Proximity to local services, including doctors, hospital, ambulance and other emergency services
<p>First aid resources may include but are not limited to:</p>	<p>Non-consumables:</p> <ul style="list-style-type: none"> • Equipment, such as: • oxygen resuscitation/cylinders • AED • thermometers • auto-injectors • back boards • stretchers • soft bag resuscitator • first aid kit • casualty's medication • analgesic inhalers • analgesic gas equipment • resuscitation mask or barrier • spacer device • cervical collars • Personal Protective Equipment • Relevant texts and documentation, such as: <p>first aid principles, policies and procedures reference materials including MSDSs, relevant OHS Act and Regulations</p> <ul style="list-style-type: none"> • first aid code of practice/compliance codes • workplace records and blanks • Communication systems and equipment <p>Consumables:</p> <ul style="list-style-type: none"> • First aid kits, including bandages, tape, scissors, splinter removers, antiseptic, eye management, disinfectants, resuscitation masks, emergency numbers and contacts, etc • Dressings, Ointments • Cold packs • Analgesics • Splints • Sharps disposal • Bio-hazardous waste bags/bins • Medical grade oxygen • Bandages • Medication • Personal protective equipment • Eye wash • Disinfectants

	<ul style="list-style-type: none"> • Bronchodilators
Workplace hazards and risks may include:	<ul style="list-style-type: none"> • Hazards associated with workplace equipment, machinery, substances and processes • Environmental risks • Risks associated with first aid response involving: <ul style="list-style-type: none"> • first aid equipment (oxygen cylinders, AED) • exposure to blood and other body substances • risk of further injury to the casualty • risks associated with the proximity of other workers and bystanders
First aid bodies and professional organizations may include:	<ul style="list-style-type: none"> • Support Groups • Registered Providers/Authorities • Emergency services
First aid management skills must include:	<ul style="list-style-type: none"> • Administration of analgesic gases in accordance with ARC Guidelines, government regulations, legislation and policies and industry requirements • CPR • Infection control • AED (where available)
Documentation may include:	<ul style="list-style-type: none"> • Incident/injury reports • Casualty history forms • Disease notification • Work cover forms • Medication registers • Workers' compensation • Day book • Pre-participation records (sport) • Medical histories • Management records • Stock records • Infection control records and First aid risk assessment • Training records • Workplace documents as per organization requirement • Time and Location • First aid management • Fluid intake/output, including fluid loss via: <ul style="list-style-type: none"> ○ blood ○ vomit ○ feces ○ urine • Administration of medication including: <ul style="list-style-type: none"> • Time, date, person administering, dose • Vital signs

Evidence Guide

Critical Aspects of Competence

- Conducted an initial casualty assessment and prioritization
- Conducted/reviewed first aid risk assessment
- Planned an appropriate first aid response in line with established first aid principles, regulations, legislation
- Applied first aid principles
- Followed and Implemented OHS guidelines
- Managed a first aid response in an identified workplace context
- Assessed workplace first aid requirements
- Maintained first aid equipment and resources in operational condition
- Demonstrated:
 - safe manual handling
 - consideration of the welfare of the casualty
 - site management to prevent further injury
 - adequate infection control procedures – use of standard precautions
 - consideration of the welfare of casualties and first aiders
 - incident management skills
 - safe storage and handling procedures for pressurized gases
 - safe storage and handling of medication in the workplace
- Provided assistance with self-medication
- Administered medication in line with regulations, legislation and policies
- Prepared a written incident report or provide information to enable preparation of an incident report
- Communicated effectively and assertively in an incident
- Made prompt and appropriate decisions relating to managing an incident in the workplace
- Evaluated own response and identified appropriate improvements where required
- Interpret, use and maintain records of the range of documentation required by the workplace and regulatory authorities

Underpinning Knowledge and Attitudes

- Working knowledge of:
- Basic knowledge of common injuries/ poisons / infections / etc... encountered in work places ,
 - Basic principles and concepts underlying the practice of first aid
 - Procedures for dealing with major and minor injury and illness/ accidents in the workplace
 - Priorities of management in first aid when dealing with life threatening conditions
 - Basic occupational health and safety requirements in the provision of first aid
 - First aid risk assessment practices and procedures

	<ul style="list-style-type: none"> • Infection control principles and procedures, including use of standard precautions • Basic anatomy (skeleton, muscles, joints, bones), physiology and toxicology • How to gain access to and interpret material safety data sheets • Company/organization standard operating procedures (sops) • Capabilities of emergency management services • First aiders' skills and limitations in relation to first aid response in the workplace • Safety procedures for the operation, storage and handling of pressurized gases • Safe storage and handling of medication in the workplace • First aid equipment and resources to manage injuries and illnesses • Chain of survival • custody
Underpinning Skills	<ul style="list-style-type: none"> • Apply basic principles and concepts underlying the practice of first aid • Apply procedures for dealing with major and minor injury and illness/ accidents in the workplace • Determine priorities of management in first aid when dealing with life threatening conditions • Apply basic occupational health and safety requirements in the provision of first aid • Perform first aid risk assessment practices and procedures • Apply infection control principles and procedures, including use of standard precautions • Apply stress management techniques and available support • Implement incident management procedures
Resources Implication	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Appropriate assessment environment • Measuring tape, measuring blocks and scales • Basic physical examination equipment • Infection control equipment
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Interview/ Questioning/ Written assignments/projects • Simulation/Role-plays • Observation in the work place • Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which massage operations are carried out. • Consistency of performance should be demonstrated over the required range of situations relevant to the workplace

Occupational Standard: Massage Therapy Level II	
Unit Title	Demonstrate Professional Ethics and Responsibilities
Unit Code	<u>HLT MST2 06 0611</u>
Unit Descriptor	This unit covers the skills required for a health worker to maintain personal and professional health in order to effectively treat clients and to maintain professional integrity; and to work effectively in a health setting with clients, staff, visitors, suppliers and others to meet established work requirements

Elements	Performance Criteria
1. Work ethically	<p>1.1 Ethical guidelines are followed in decision-making in all work undertaken the health setting with awareness of potential ethical complexity in own work role</p> <p>1.2 Understanding and compliance with the principles of duty of care and legal responsibilities are reflected in all work undertaken</p> <p>1.3 Any violation or non adherence to standard procedures or adverse event are referred to appropriate personnel</p> <p>1.4 Confidentiality of any client matter is maintained inline with organization policy and procedure</p> <p>1.5 Respect for rights and responsibilities of employees and workers from different sectors and levels of the industry is demonstrated through considered application of work practices</p> <p>1.6 Current working knowledge and understanding of employee and employer rights and responsibilities are demonstrated in all work undertaken</p> <p>1.7 Any conflict recognized, avoided and/or addressed inline with organization policy and procedure</p>
2. Maintain professional work standards	<p>2.1 Relevant organization policies and procedures relating to awards, standards and legislative requirements of own work role are identified and any uncertainties are made clear with appropriate personnel</p> <p>2.2 The health work roles and abilities are recognized, understood and applied in accordance with accepted standards</p> <p>2.3 The practice setting is ensured that it is appropriate to the standards and requirements of the client, the profession and the public</p> <p>2.4 Confidence, recognition of self-limits and a capacity to establish and maintain a professional approach are demonstrated wherever required</p>

	<p>2.5 Understanding and focus on achieving organization goals and objectives are reflected in all work undertake</p> <p>2.6 Changes to improve work practices and procedures are responded in accordance with organization requirements</p> <p>2.7 Issues requiring mandatory notification are identified and reported to supervisor and/or inappropriate authority</p> <p>2.8 An understanding and respect of influences on human behavior and health is revealed/reflected in interaction with others</p> <p>2.9 Cultural, gender and other differences are acknowledged and respected.</p> <p>2.10 Work is done with awareness of the roles of various organizations in the health care system</p> <p>2.11 Awareness of current issues influencing health care is developed and maintained,</p>		
<p>3. Demonstrate high standards of personal hygiene</p>	<p>3.1 Personal health and awareness is developed according to values consistent with health discipline philosophy and practice</p> <p>3.2 A model for personal and community health is provided by demonstrating and maintaining self discipline, personal values and professional identity</p> <p>3.3 Punctuality, mental and physical stamina, focused attention, genuine interaction and consistency with own advice is demonstrated</p> <p>3.4 Personal hygiene is maintained with an understanding of risks associated it contamination and infection in a health setting</p> <p>3.5 Personal protective equipment is worn correctly according to organization requirements</p> <p>3.6 Infectious and/or hazardous waste material is disposed safely according to waste management policy and procedures</p> <p>3.7 Action within own area of responsibility is reported or initiated to redress any potential workplace hazards</p>		
<p>4. Interact with the health care profession</p>	<p>4.1 Communication with other members of the health sector, other health care professionals and the general public is developed as required to identify, develop and maintain professional standards</p> <p>4.2 Information critical to responsible client management is received or dispatched to other professionals or services</p> <p>4.3 External case management or intervention selected by the client is respected and acknowledged</p>		
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<p>5. Communicate effectively in a health setting</p>	<p>5.1 Personal skills in communication is developed, reviewed and revised as an ongoing priority to address organization standards</p> <p>5.2 Caution in communicating personal information is exercised by oral and written means to ensure confidentiality of client and staff matters</p> <p>5.3 Workplace protocols and procedures are applied routinely in all workplace communication to support accuracy and understanding of information provided and received</p> <p>5.4 Individual and cultural differences are recognized and any adjustments needed is made to facilitate the achievement of identified outcomes</p> <p>5.5 Interpersonal communication with clients and colleagues is conducted in a manner that enhances a client centered approach to health care consistent within organization standards</p> <p>5.6 Appropriate measures are taken to resolve conflict and interpersonal differences in the workplace</p>
<p>6. Promote a positive approach to health in shared decision-making</p>	<p>6.1 Components of own role that contribute to maintaining an effective and client-centre approach to health are clarified</p> <p>6.2 An approach in which clients are included in shared decision-making is promoted as partners in healthcare where appropriate</p> <p>6.3 Contribution is made to a workplace culture of promoting good health by sharing health information in line with organization policy</p> <p>6.4 Emphasis is given on preventing ill health and minimizing risk</p>

Variables	Range
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> • Apply infection control procedures • Use appropriate protective and clothing for the work • Follow occupational health and safety procedures and rules • Confidential for client's case and problems
Tools and Equipment	<ul style="list-style-type: none"> • Telephone, notice board (poster) • First Aid Kit • Bathing facility • towel and cleaning cloth
Self-limits refers to	<ul style="list-style-type: none"> • Individual level of competency • Scope of experience • Physical endurance • Availability and commitment to clients • Awareness of bias and inappropriate responses

Requirements of own work role may include:	<ul style="list-style-type: none"> • Level of responsibility • Organization guidelines • Individual awards and benchmarks • Legislation relevant to work area • Accreditation standards • Storage of records • Destruction of records • Access to records • Release of information • Verbal and written
Organization procedures policies, awards, standards and legislation may include	<ul style="list-style-type: none"> • Federal guidelines for infection control in healthcare settings and Quality management policy and practice • Aged care accreditation standards • Accreditation and service provision standards of other relevant industry organizations • Relevant health regulations and guidelines, policies and procedures, including child protection
A client-centered approach to health	<ul style="list-style-type: none"> • Putting clients and careers at the centre of service delivery • When the client is a child or young person, service delivery strategies may need to be modified to ensure child safety and provide a child friendly, supportive environment • Including clients in decision-making relating to their health care • Involving clients in discussions about service delivery options and issues • Obtaining client consent to examine, treat or work with them • Effective customer service • Listening to and addressing client complaints within scope of own work role
Employee rights and responsibilities may relate to:	<ul style="list-style-type: none"> • Duty of care responsibilities • Leave entitlements • Attendance requirements • Obeying lawful orders • Confidentiality and privacy of organization, client and colleague information • Adherence to OHS • Protection from discrimination and sexual harassment in the workplace • The right to union representation
Personal hygiene may include:	<ul style="list-style-type: none"> • Washing hands according to specified standards • Maintaining personal cleanliness in the workplace • Refraining from eating, smoking and other designated activities in specific work areas • Taking standard and additional precautions against risk of infection and contamination • Wearing clean clothes and uniforms where specified
Employer rights and	<ul style="list-style-type: none"> • Legislative requirements for employee dismissal i.e. Workplace Relations Act

responsibilities may relate to:	<ul style="list-style-type: none"> • Legislative requirements to provide a safe work environment free from discrimination and sexual harassment • Enterprise workplace agreements • Relevant employment legislation. wage rates, employment conditions 		
Personal protective equipment(PPE) may include:	<ul style="list-style-type: none"> • Gowns • Sterile and non sterile gloves including heavy duty • Eyewear • Plastic aprons • Overalls • Enclosed footwear • Masks 		
Development of personal health and awareness may include	<ul style="list-style-type: none"> • Undertaking chosen health maintenance practices and accepting the observations or other health professionals • Meditation or other introspective practices • Professional counseling • Peer support networks • Regular physical activity 		
Self discipline, personal values and professional identity may be demonstrated through	<ul style="list-style-type: none"> • Attitudes, composure and dialogue which occurs within the practice setting • Condition and maintenance of work premises • Behaviors and activities within the public domain • Promotional and information literature made available by the health worker to clients and the public 		
Behavior and presentation of the health worker encompasses	<ul style="list-style-type: none"> • Work environment • Personal appearance • Technical performance of health work role • Demonstrable attitudes and values • Working within physical and emotional limitations • A personal sense of wellbeing 		
Influences on human behavior and health include	<ul style="list-style-type: none"> • Age • Ethnic • Cultural origins • Gender 		
Interaction with others refers to	<ul style="list-style-type: none"> • Physical • Verbal • Non-verbal • Work-based and public interaction • Effective handling of client feedback and complaints 		
Communication may be by	<ul style="list-style-type: none"> • Journals and other publications • Association or other meetings • Peer support networks and groups • Continuing education workshops and seminars • Other verbal or written communication between individuals 		
Standards include	<ul style="list-style-type: none"> • Competency-based standards • Accepted business practice standards • Personal and professional conduct consistent with accepted 		
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	<p>codes of ethics and conduct</p> <ul style="list-style-type: none"> • Membership of relevant professional associations
Modes of communication may include, but are not limited to	<ul style="list-style-type: none"> • Oral and written communication • Use of interpreters • Sign language • Use of personnel with special communication skills • Avoid unnecessary jargon • Conform with organization policy and procedures • Focus on the receiver's needs • Keep stakeholders informed
Oral communication may include, but is not limited to:	<ul style="list-style-type: none"> • Answering requests and enquiries • Questioning, clarifying and confirming information • Conveying instructions, descriptions and explanations • Consulting and advising
written communication may include, but is not limited to	<ul style="list-style-type: none"> • Reports • Client care documentation • Correspondence
Communication equipment may include, but is not limited to	<ul style="list-style-type: none"> • Radio • Telephone • Computer • Fax • Pager • Mobile data terminal
Barriers to effective Communication may include, but are not limited to	<ul style="list-style-type: none"> • Language difficulties • Differing terminology/jargon • Hearing difficulties • Speech impediments • Religious, social or cultural factors • Emotional state
Complex information may include, but is not limited to	<ul style="list-style-type: none"> • Client condition and implications • Specific health care requirements • Specific health care equipment • Incident history • Emergency procedures
Complex or difficult situations may include:	<p>Human resources requirements</p> <p>Situations involving people under stress, such as:</p> <ul style="list-style-type: none"> • post suicide clients • drug and alcohol affected people • disabled people • hearing impaired • personal threat • aggression • anger • grief and loss • Emergency and crisis situations involving: • trauma

	<ul style="list-style-type: none"> • death • potential danger for those involved
Issues requiring mandatory notification	<p>may include</p> <p>Protection of children and others identified to be at risk</p> <p>Issues defined by jurisdictional legislation and/or regulatory requirements</p> <p>Issues specifically identified by under organization policies</p>
Identifying and implementing improved work practices	<p>may include</p> <ul style="list-style-type: none"> • Reporting and implementing suggested improvements • Seeking and addressing customer feedback • Monitoring tasks • Responding to surveys and questionnaires • Assessing/observing/measuring environmental factors • Checking equipment • Developing and implementing child safe, child friendly resources, environment and work tools to support staff and volunteers working with people under 18 years of age

Evidence Guide	
Critical Aspects of Competence	<ul style="list-style-type: none"> • identified relevant organization policies and procedures , awards, standards and legislative requirements of own work role are and • recognized, understood and applied health work roles and abilities • identified and reported Issues requiring mandatory notification • applied Personal protective equipment • disposed safely Infectious and/or hazardous waste material • Demonstrated Personal skills in communication • applied Workplace protocols and procedures • Demonstrated problem solving skills including: <ul style="list-style-type: none"> • using available resources • analyzing information • making decisions to effectively manage personal stress within the working environment • Used oral communication skills required to fulfill job roles as specified by the organization, including: <ul style="list-style-type: none"> • using interviewing techniques • asking questions • active listening • acknowledging and responding to a range of views • Applied interpersonal skills, including: <ul style="list-style-type: none"> • working with others • showing empathy with colleagues • relating to persons from differing cultural, social and religious backgrounds
Underpinning Knowledge and	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Factors and circumstances likely to cause personal stress in

Attitudes	<p>the work environment</p> <ul style="list-style-type: none"> • Methods of controlling stress • Service support programs and other available resources • Meaning of Duty of Care, • confidentiality of information and ethical decision-making in relation to specific work role duties and responsibilities; • what constitutes a breach of these and potential ramifications of such a breach • Broad understanding of relevant organization procedures, policies, awards, standards and legislation and how to access them • Basic knowledge of employment • communication skills as required by specific work role, including interpreting and following verbal and/or written instructions, seeking clarification of tasks, providing information, reporting incidents in line with organization requirements and conditions in the workplace • decision-making and problem solving skills as required to constructively achieve identified outcomes in line with work role • initiative in responding to challenging situations and individuals
Underpinning Skills	<ul style="list-style-type: none"> • Work ethically • Maintain professional work standards • Demonstrate high standards of personal hygiene • Interact with the health care profession • Communicate effectively in a health setting • Promote a positive approach to health in shared decision-making
Resources Implication	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment where assessment can take place • Materials relevant to the proposed activity or task
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview/ Questioning/ Written assignments/projects • Simulation/Role-plays • Observation in the work place • Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
Context of Assessment	<ul style="list-style-type: none"> • Assessment evidence may be collected from a real workplace, or Simulated real workplace in which massage operations are carried out. • Consistency of performance should be demonstrated over the required range of situations relevant to the workplace

Occupational Standard: Massage Therapy Level II	
Unit Title	Participate in Workplace Communication
Unit Code	HLT MST2 07 0611
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

Elements	Performance Criteria
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established protocols 2.4 Workplace interactions are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon

	3.5 Reporting requirements to supervisor are completed according to organizational guidelines
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Variable	Range
Appropriate sources	<ul style="list-style-type: none"> • Team members • Suppliers • Trade personnel • Local government • Industry bodies
Medium	<ul style="list-style-type: none"> • Memorandum • Circular • Notice • Information discussion • Follow-up or verbal instructions • Face to face communication
Storage	<ul style="list-style-type: none"> • Manual filing system • Computer-based filing system
Forms	<ul style="list-style-type: none"> • Personnel forms, telephone message forms, safety reports
Workplace interactions	<ul style="list-style-type: none"> • Face to face • Telephone • Electronic and two way radio • Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
Protocols	<ul style="list-style-type: none"> • Observing meeting • Compliance with meeting decisions • Obeying meeting instructions

Evidence Guide	
Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Prepared written communication following standard format of the organization • Accessed information using communication equipment • Made use of relevant terms as an aid to transfer information effectively • Conveyed information effectively adopting the formal or informal communication
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities
Underpinning Skills	<ul style="list-style-type: none"> • Follow simple spoken language • Perform routine workplace duties following simple written

	<p>notices</p> <ul style="list-style-type: none"> • Participate in workplace meetings and discussions • Complete work related documents • Estimate, calculate and record routine workplace measures • Basic mathematical processes of addition, subtraction, division and multiplication • Ability to relate to people of social range in the workplace • Gather and provide information in response to workplace Requirements
Resource Implications	<ul style="list-style-type: none"> • Fax machine • Telephone • Writing materials • Internet
Methods of Assessment	<ul style="list-style-type: none"> • Direct Observation • Oral interview and written test
Context of Assessment	Competency may be assessed individually in the actual workplace or through accredited institution

Occupational Standard: Massage Therapy Level II	
Unit Title	Apply Quality Standards
Unit Code	HLT MST2 08 0611
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality standards.

Elements	Performance Criteria
1. Assess own work	<p>1.1 Completed work is checked against salon standards relevant to the hairdressing activity being undertaken.</p> <p>1.2 An understanding is demonstrated on how the work activities and completed work relate to the next process and to the final appearance of the service.</p> <p>1.3 Faulty service is identified and isolated in accordance with work place policies and procedures</p> <p>1.4 Faults and any identified causes are recorded and reported in accordance with work procedures</p>
2. Assess quality of service rendered	<p>2.2 Services rendered are checked against work standards and specifications</p> <p>2.3 Service rendered are evaluated using the appropriate evaluation parameters and in accordance with work standards</p> <p>2.4 Causes of any identified faults are identified and corrective actions are taken in accordance with policies and procedures</p>
3. Record information	<p>3.1 Basic information on the quality performance is recorded in accordance with work procedures</p> <p>3.2 Records of work quality are maintained according to the requirements of the work</p>
4. Study causes of quality deviations	<p>4.1 Causes of deviations from final outputs or services are investigated and reported in accordance with work procedures</p> <p>4.2 Suitable preventive action is recommended based on work quality standards and identified causes of deviation from specified quality standards of final service or output</p>
5. Complete documentation	<p>5.1 Information on quality and other indicators of service performance is recorded.</p> <p>5.2 All service processes and outcomes are recorded.</p>

Variable	Range
Quality check	<ul style="list-style-type: none"> • Visual inspection • Service satisfaction • Check against specifications/preferences
Quality standards	<ul style="list-style-type: none"> • materials • service • output • processes
Quality parameters	<ul style="list-style-type: none"> • service variations • procedures • damage and imperfections

Evidence Guide	
Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Checked completed work continuously against work standard • Identified and isolated faulty service • Checked service rendered against work standards • Identified and applied corrective actions on the causes of identified faults • Recorded basic information regarding quality performance • Investigated causes of deviations of services against standard • Recommended suitable preventive actions
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Relevant evaluation techniques and quality checking procedures • Workplace procedures • Reporting procedures
Underpinning Skills	<ul style="list-style-type: none"> • Interpret work instructions, specifications and standards appropriate to the required work or service • Carry out relevant performance evaluation • Maintain accurate work records • Meet work specifications • Communicate effectively within defined workplace procedures
Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment where assessment can take place • Materials relevant to the proposed activity or task
Methods of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Interview • Observation/demonstration
Context for assessment	<p>Competency may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level II	
Unit Title	Work In Team Environment
Unit Code	HLT MST2 09 0611
Unit Descriptor	This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

Elements	Performance Criteria
1. Describe team role and scope	<p>1.1 The role and objective of the team is identified from available sources of information</p> <p>1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources</p>
2. Identify own role and responsibility within team	<p>2.1 Individual role and responsibilities within the team environment are identified</p> <p>2.2 Roles and responsibility of other team members are identified and recognized</p> <p>2.3 Reporting relationships within team and external to team are identified</p>
3. Work as a team member	<p>3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives</p> <p>3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context</p> <p>3.3 Observed protocols in reporting using standard operating procedures</p> <p>3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.</p>

Variable	Range
Role and objective of team	<ul style="list-style-type: none"> • Work activities in a team environment with enterprise or specific sector • Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
Sources of information	<ul style="list-style-type: none"> • Standard operating and/or other workplace procedures • Job procedures • Machine/equipment manufacturer's specifications and instructions • Organizational or external personnel • Client/supplier instructions

	<ul style="list-style-type: none"> • Quality standards • OHS and environmental standards
Workplace context	<ul style="list-style-type: none"> • Work procedures and practices • Conditions of work environments • Legislation and industrial agreements • Standard work practice including the storage, safe handling and disposal of chemicals • Safety, environmental, housekeeping and quality guidelines

Evidence Guide	
Critical aspects of competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Operated in a team to complete workplace activity • Worked effectively with others • Conveyed information in written or oral form • Selected and used appropriate workplace language • Followed designated work plan for the job • Reported outcomes
Underpinning Knowledge and Attitude	<ul style="list-style-type: none"> • Communication process • Team structure • Team roles • Group planning and decision making
Underpinning Skills	<ul style="list-style-type: none"> • Communicate appropriately, consistent with the culture of the workplace
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment where assessment can take place • Materials relevant to the proposed activity or tasks
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> • Observation of the individual member in relation to the work activities of the group • Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal • Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
Context for Assessment	<ul style="list-style-type: none"> • Competence may be assessed in workplace or in a simulated workplace setting • Assessment shall be observed while task are being undertaken whether individually or in group

Occupational Standard: Massage therapy	
Unit Title	Demonstrate Work Values
Unit Code	HLT MST2 10 0611
Unit Descriptor	This unit covers the knowledge, skills, and attitude in demonstrating proper work values.

Elements	Performance Criteria
1. Define the purpose of work	<p>1.1 One's unique sense of purpose for working and the 'whys' of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.</p> <p>1.2 Personal mission is in harmony with company's values</p>
2. Apply work values/ethics	<p>2.1 Work values/ethics/concepts are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.</p> <p>2.2 Work practices are undertaken in compliance with industry work ethical standards, organizational policy and guidelines</p> <p>2.3 Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.</p> <p>2.4 Company resources are used in accordance with transparent company ethical standard, policies and guidelines.</p>
3. Deal with ethical problems	<p>3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines.</p> <p>3.2 Work incidents/situations are reported and/or resolved in accordance with company protocol/guidelines.</p> <p>3.3 Resolution and/or referral of ethical problems identified are used as learning opportunities.</p>
4. Maintain integrity of conduct in the workplace	<p>4.1 Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values.</p> <p>4.2 Instructions to co-workers are provided based on ethical, lawful and reasonable directives.</p> <p>4.3 Company values/practices are shared with co-workers using appropriate behavior and language.</p>

Variable	Range
Work values/ethics/ concepts	<ul style="list-style-type: none"> • May include but are not limited to: • Commitment/ Dedication • Sense of urgency • Sense of purpose • Love for work • High motivation • Orderliness • Reliability and Dependability • Competence • Goal-oriented • Sense of responsibility • Being knowledgeable • Loyalty to work/company • Sensitivity to others • Compassion/Caring attitude • Balancing between family and work • Sense of nationalism
Work practices	<ul style="list-style-type: none"> • Quality of work • Punctuality • Efficiency • Effectiveness • Productivity • Resourcefulness • Innovativeness/Creativity • Cost consciousness • 5S • Attention to details
Incidents/situations	<ul style="list-style-type: none"> • Violent/intense dispute or argument • Gambling • Use of prohibited substances • Pilferages • Damage to person or property • Vandalism • Falsification • Bribery • Sexual Harassment • Blackmail
Company resources	<ul style="list-style-type: none"> • Consumable materials • Equipment/Machineries • Human • Time • Financial resources
Instructions	<ul style="list-style-type: none"> • Verbal • Written

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Defined one's unique sense of purpose for working • Clarified and affirmed work values/ethics/concepts consistently in the workplace • Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines • Demonstrated personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines • Used company resources in accordance with company ethical standard, policies and guidelines. • Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior
Underpinning Knowledge	<ul style="list-style-type: none"> • Occupational health and safety • Work values and ethics • Company performance and ethical standards • Company policies and guidelines • Fundamental rights at work including gender sensitivity • Work responsibilities/job functions • Corporate social responsibilities • Company code of conduct/values • Balancing work and family responsibilities
Underpinning Skills	<ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Self awareness, understanding and acceptance • Application of good manners and right conduct
Resource Implications	<p>The following resources must be provided:</p> <p>Workplace or assessment location</p> <p>Case studies/Scenarios</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Oral questioning • Demonstration / roleplay
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Massage Therapy Level II	
Unit Title	Apply Continuous Improvement Processes (Kaizen)
Unit Code	HLT MST2 11 1012
Unit Descriptor	This unit of competence covers the exercise of good workplace practice and effective participation in quality improvement teams. Personnel are required to ensure the quality and integrity of their own work, detect non-conformances and work with others to suggest improvements in productivity and quality.

Elements	Performance Criteria
1. Satisfy quality system requirements in daily work	1.1 Access information on quality system requirements for own job function 1.2 Record and report quality control data in accordance with quality system 1.3 Follow quality control procedures to ensure products, or data, are of a defined quality as an aid to acceptance or rejection 1.4 Recognize and report non-conformances or problems 1.5 Conduct work in accordance with sustainable energy work practices 1.6 Promote sustainable energy principles and work practices to other workers
2. Analyze opportunities for corrective and/or optimization action	2.1 Compare current work practices, procedures and process or equipment performance with requirements and/or historical data or records 2.2 Recognize variances that indicate abnormal or sub-optimal performance 2.3 Collect and/or evaluate batch and/or historical records to determine possible causes for sub-optimal performance 2.4 Use appropriate quality improvement techniques to rank the probabilities of possible causes
3. Recommend corrective and/or optimization actions	3.1 Analyze causes to predict likely impacts of changes and decide on the appropriate actions 3.2 Identify required changes to standards and procedures and training 3.3 Report recommendations to designated personnel

4. Participate in the implementation of recommended actions	<p>4.1 Implement approved actions and monitor performance following changes to evaluate results</p> <p>4.2 Implement changes to systems and procedures to eliminate possible causes</p> <p>4.3 Document outcomes of actions and communicate them to relevant personnel</p>
5. Participate in the development of continuous improvement strategies	<p>5.1 Review all relevant features of work practice to identify possible contributing factors leading to sub-optimal performance</p> <p>5.2 Identify options for removing or controlling the risk of sub-optimal performance</p> <p>5.3 Assess the adequacy of current controls, quality methods and systems</p> <p>5.4 Identify opportunities to continuously improve performance</p> <p>5.5 Develop recommendations for continual improvements of work practices, methods, procedures and equipment effectiveness</p> <p>5.6 Consult with appropriate personnel to refine recommendations before implementation of approved improvement strategies</p> <p>5.7 Document outcomes of strategies and communicate them to relevant personnel</p>

Variable	Range
Quality control procedures	<p>Quality control procedures may include:</p> <ul style="list-style-type: none"> • standards imposed by regulatory and licensing bodies • enterprise quality procedures • working to a customer brief or batch card and associated quality procedures • checklists to monitor job progress against agreed time, costs and quality standards • preparation of sampling plans • the use of hold points to evaluate conformance • the use of inspection and test plans to check compliance
Methods for statistical analysis	<p>Methods for statistical analysis may include:</p> <ul style="list-style-type: none"> • means • median • mode • ranges • standard deviations • statistical sampling procedures

Problem solving techniques	<p>Problem solving techniques may include:</p> <ul style="list-style-type: none"> • identifying inputs and outputs • sequencing a process • identifying and rectifying a problem step • root cause analysis • implementing preventative strategies
Quality improvement tools and techniques	<p>Quality improvement tools and techniques may include:</p> <ul style="list-style-type: none"> • run charts, control charts, histograms and scattergrams to present routine quality control data • plan, do, check, act (PDCA) • Ishikawa fishbone diagrams and cause and effect diagrams • logic tree • similarity/difference analysis • Pareto charts and analysis • force field/strength weakness opportunities threats (SWOT) analysis
Sustainable energy principles and work practices	<p>Sustainable energy principles and work practices may include:</p> <ul style="list-style-type: none"> • examining work practices that use excessive electricity • switching off equipment when not in use • regularly cleaning filters • insulating rooms and buildings to reduce energy use • recycling and reusing materials wherever practicable • minimizing process waste
Relevant personnel	<p>Communication to relevant personnel may involve:</p> <ul style="list-style-type: none"> • supervisors, managers and quality managers • administrative, laboratory and production personnel • internal/external contractors, customers and suppliers
Reporting	<p>Reporting may include:</p> <ul style="list-style-type: none"> • verbal responses • data entry into laboratory or enterprise database • brief written reports using enterprise proformas
Quality improvement opportunities	<p>Quality improvement opportunities could include improved:</p> <ul style="list-style-type: none"> • production processes • hygiene and sanitation procedures • reductions in waste and re-work • laboratory layout and work flow • safety procedures • communication with customers • methods for sampling, testing and recording data
Occupational health and safety (OHS) and environmental management requirements	<p>OHS and environmental management requirements:</p> <ul style="list-style-type: none"> • all operations must comply with enterprise OHS and environmental management requirements, which may be imposed through regional or federal legislation - these requirements must not be compromised at any time • all operations assume the potentially hazardous nature of samples and require standard precautions to be applied

	<ul style="list-style-type: none"> • where relevant, users should access and apply current industry understanding of infection control issued by the Ministry of Health
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Evidence Guide	
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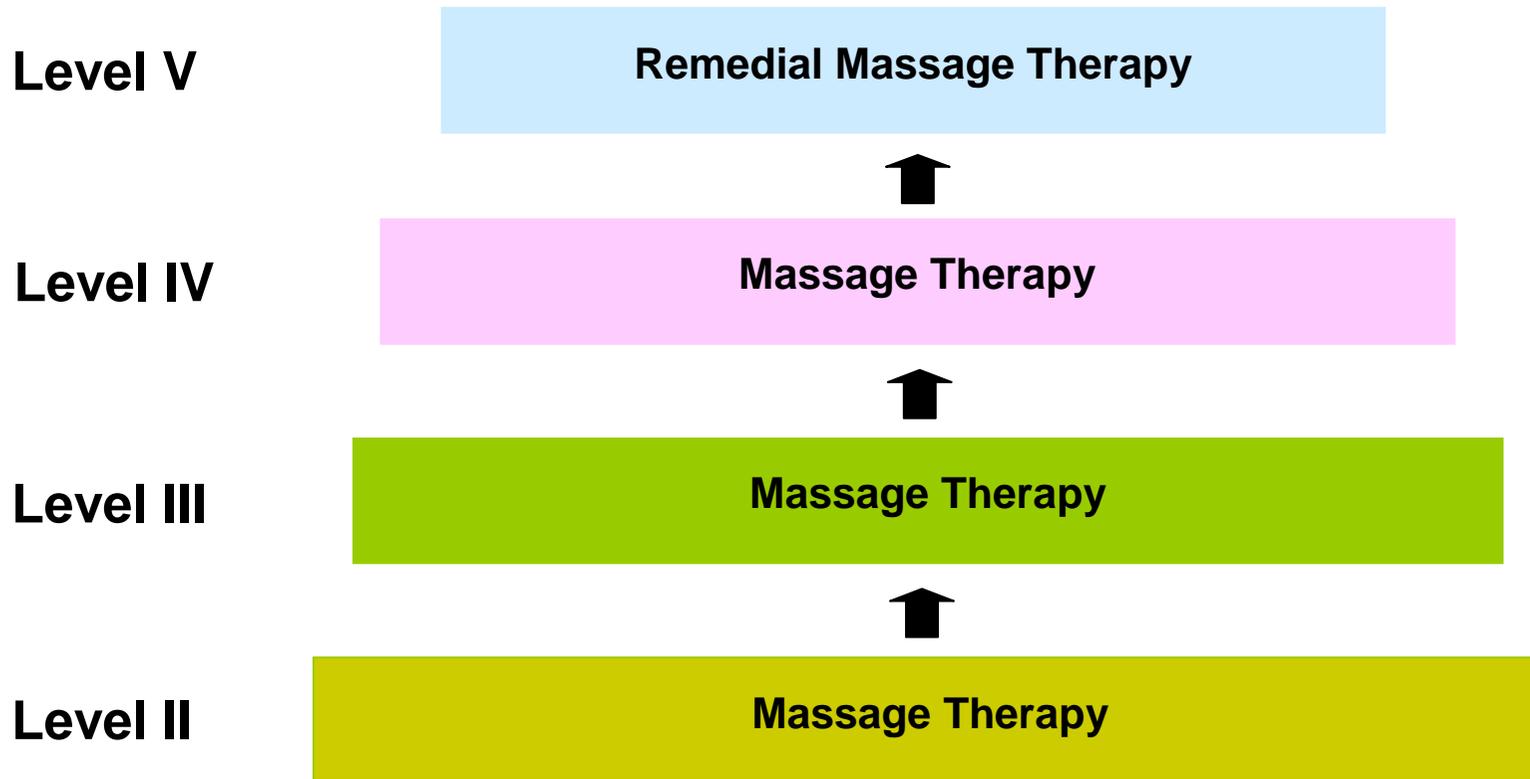
Critical Aspects of Competence	<p>Assessors should ensure that candidates can:</p> <ul style="list-style-type: none"> • use the enterprise's quality systems and business goals as a basis for decision making and action • apply all relevant procedures and regulatory requirements to ensure the quality and integrity of the products/services or data provided • apply and promote sustainable energy principles and work practices • detect non-conforming products or services in the work area • follow enterprise procedures for documenting and reporting information about quality • contribute effectively within a team to recognize and recommend improvements in productivity and quality • apply effective problem solving strategies • implement and monitor improved practices and procedures
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • specifications for laboratory products and services in the candidate's work area • quality requirements associated with the individual's job function and/or work area • scientific and technical knowledge underpinning the processes, procedures, equipment and instrumentation associated with the candidate's work tasks and duties • workplace procedures associated with the candidate's regular technical duties • sustainable energy principles • relevant health, safety and environment requirements • layout of the enterprise, divisions and laboratory • organizational structure of the enterprise • lines of communication • role of laboratory services to the enterprise and customers • methods of making/recommending improvements • Standards, procedures and/or enterprise requirements
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Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • applying problem solving techniques and strategies • applying statistical analysis and statistical sampling procedures • detecting non-conforming products or services in the work area
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	<ul style="list-style-type: none"> • documenting and reporting information about quality • contributing effectively within a team to recognize and recommend improvements in productivity and quality • implementing and monitoring improved practices and procedures • organizing, prioritizing activities and items • reading and interpreting documents describing procedures • recording activities and results against templates and other prescribed formats • working with others
Resources Implication	<p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the candidate • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies • enterprise quality manual and procedures • quality control data/records • customer complaints and rectifications
Methods of Assessment	<p>Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • verified reports of improvements suggested and implemented by the candidate individually <p>Those aspects of competence dealing with improvement processes could be assessed by the use of suitable simulations and/or a pilot plant and/or a range of case studies and scenarios.</p> <p>In all cases, practical assessment should be supported by questions to assess essential knowledge and those aspects of competence which are difficult to assess directly.</p>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated workplace setting / environment.</p>

Sector: Health
Sub-Sector: Massage Therapy



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This occupational standard was developed on June 2011 at Adama, Ethiopia.

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