

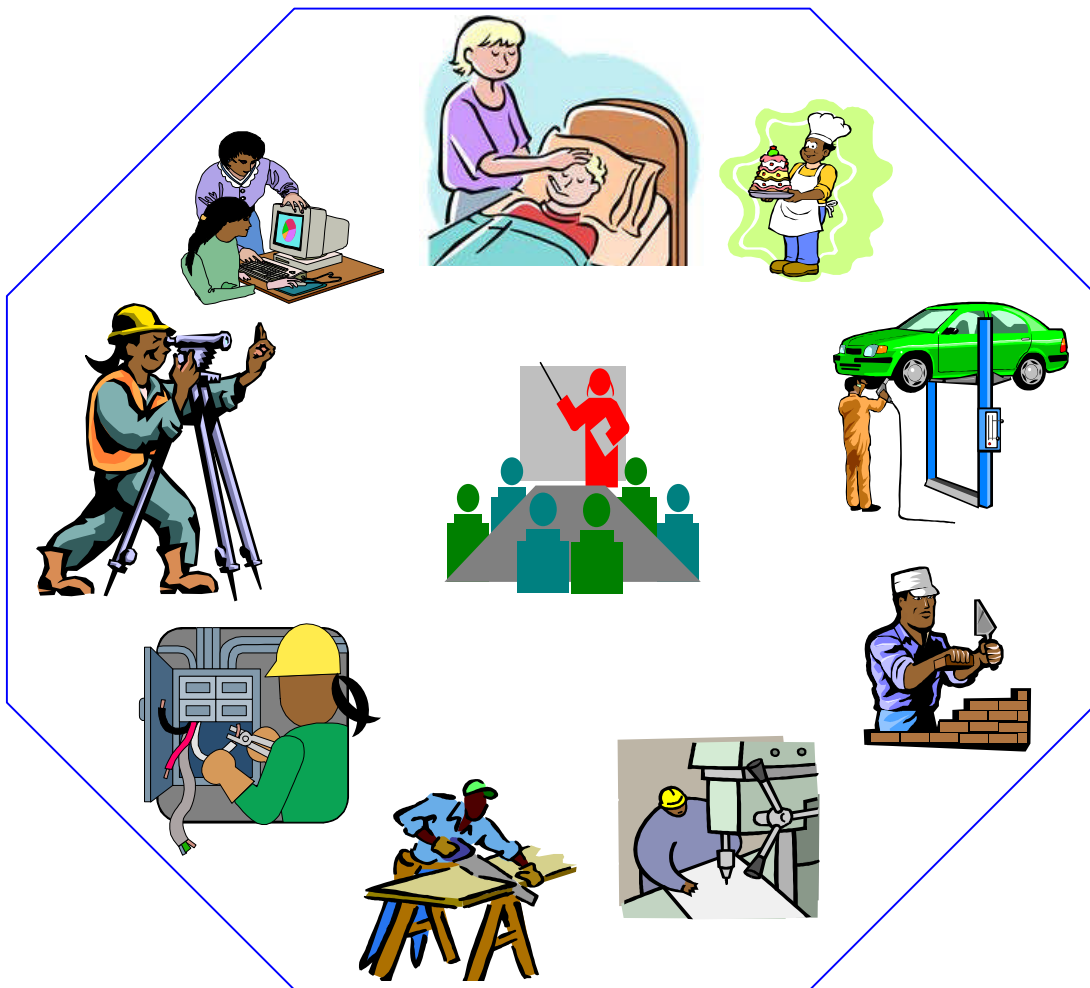
Federal Democratic Republic of Ethiopia
OCCUPATIONAL STANDARD



REMEDIAL MASSAGE THERAPY



NTQF Level V



*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 and NTQF level
- Unit title
- Unit code
- 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

UNIT OF COMPETENCE CHART

Occupational Standard: Remedial Massage Therapy		
Occupational Code: HTH RMT		
NTQF Level V		
HTH RMT5 01 0611 Provide Remedial Massage Treatment Within a Corporate Setting	HTH RMT5 02 0611 Remedial Massage Treatment Strategy	HTH RMT5 03 0611 Provide Specific Massage Therapies Treatments, Health Assessment and Care
HTH RMT5 04 0611 Remedial Massage Assessment Framework	HTH RMT5 05 0611 Provide TCM Remedial Massage (An Mo Tui Na) Treatment for Women and Children	HTH RMT5 06 0611 Perform Remedial Massage Health Assessment
HTH RMT5 07 0611 Organize and Provide Acupressure Self Treatment Training	HTH RMT5 08 0611 Perform Shieatsu Massage	HTH RMT5 09 0611 Manage Health Care Business Supervise in Health Setting
HTH RMT5 10 0611 Monitor and Evaluate Massage Therapy Treatment	HTH RMT5 11 0611 Manage Health Care Setting	HTH RMT5 12 0611 Apply Acupuncture and Moxibustion Treatments
HTH RMT5 13 0611 Practice Career Professionalism	HTH RMT5 14 0611 Facilitate and Capitalize on Change and Innovation	HTH RMT5 15 0611 Manage Project Quality
HTH RMT5 16 0611 Establish and Conduct Business Relationship	HTH RMT5 17 1012 Develop and Refine Systems for Continuous Improvement in Operations	

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Provide Remedial Massage Treatment within a Corporate Setting
Unit Code	HTH RMT5 01 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to administer remedial massage treatments within a corporate environment.

Elements	Performance Criteria
1. Identify common Musculoskeletal injuries and associated treatment procedures	<p>1.1 Common work related musculoskeletal injuries and their causes are identified and described according to clinic guidelines</p> <p>1.2 Industry standard massage therapy principles regarding procedures and/or approaches for treating common musculoskeletal injuries in the workplace are explained and described</p> <p>1.3 Massage therapy procedures useful and/or appropriate for application in the workplace are identified according to clinic guidelines</p>
2. Provide massage programs within a corporate environment	<p>2.1 A relationship of trust is built and maintained with the corporate client, with active promotion of and strict adherence to confidentiality.</p> <p>2.2 A program that suits to corporate client is developed</p> <p>2.3 Client consent for treatment is ensured from individual clients according to clinic guidelines</p> <p>2.4 Monitoring of individual client health is undertaken in line with agreement with corporate client</p>
3. Treat common musculoskeletal injuries in work place	<p>3.1 A treatment package is developed incorporating massage techniques and/or massage therapy techniques to treat common musculoskeletal injuries in the workplace</p> <p>3.2 A treatment package is implemented through the integration of various techniques according to clinic guidelines</p> <p>3.3 Changes to the workplace and work practices which cause musculoskeletal stress is recommended</p> <p>3.4 Self management programs practices are established, explained, clarified and instigated according to job requirement</p>

	<p>3.5 Rehabilitation programs are established, explained, clarified and instigated with the client according to workplace ethics and clinic guidelines</p> <p>3.6 Client is referred to other health professionals in relation to areas/aspects in which the therapist is not currently competent on rehabilitation programs.</p>
4. Provide support packages for individual clients	<p>4.1 Self management programs are established, explained, clarified and instigated according to job requirement</p> <p>4.2 Client is advised and taught relevant self massage techniques to assist in self management programs</p> <p>4.3 Contraindications for massage is explained and discussed with client</p> <p>4.4 Client is advised as per the requirement considering age and cultural conditions</p>
5. Market/promote corporate massage	<p>5.1 Potential appropriate promotional activities are identified according to workplace requirement.</p> <p>5.2 Promotional activities are planned to the needs of the organization</p> <p>5.3 Timelines and costs for promotion of activities are ensured that they are realistic and consistent with budget resources</p> <p>5.4 Relationships are established with targeted groups in a manner which enhances the positive image of the service</p> <p>5.5 Networks and other communication means are used to assist in the promotion of service</p>
6. Evaluate services/treatment	<p>6.1 Individual clients are asked to ascertain their level of comfort and compliance with the treatment</p> <p>6.2 Degree of improvement or changes in condition of clients is ascertained and compared with expectations of the corporate client</p> <p>6.3 Clients are provided with clear information about their level of improvement</p> <p>6.4 Treatment is assessed and reviewed as required following clinic guidelines</p> <p>6.5 Treatment progress is documented in appropriate format according to clinical requirements</p> <p>6.6 Impact of ongoing treatment in relation to the physical, mental and emotional condition and behaviour in the workplace is evaluated in conjunction with corporate client</p> <p>6.7 Individual clients are encouraged to maintain their health</p>

	<p>by active involvement in their treatment and ongoing health care</p> <p>6.8 Other treatment practitioners are consulted as necessary and appropriate</p> <p>6.9 Client is referred to other health professionals if condition deteriorates</p>
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Variables	Range
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
Clients	<p>May include</p> <ul style="list-style-type: none"> • Corporate organizations and companies • Individual clients who may be: <ul style="list-style-type: none"> • are usually committed and self-motivated to return • female or male • with or without a disability or special needs • with or without social disadvantage • and/or from minority ethnic and cultural groups
Common musculoskeletal injuries may include but are not limited to:	<ul style="list-style-type: none"> • local pain, sharp, dull, achy, deep, surface • fatigue • inflammation • lumps and tissue changes • rashes and changes in the skin • edema • mood alterations, eg, depression, anxiety • infection • changes in habits such as appetite elimination or sleep • bleeding and bruising • nausea, vomiting or diarrhoea • temperature, hot or cold ○ Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected <ul style="list-style-type: none"> • anterior triangle of the neck • posterior triangle of the neck • axillary area • area of the sternal notch and anterior throat • twelfth rib dorsal body • sciatic notch

	<ul style="list-style-type: none"> • inguinal triangle • popliteal fossa 		
<p>Contraindications for massage may include:</p>	<ul style="list-style-type: none"> • To be 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. • These include but are not limited to: • Passive joint movement techniques • Joints are moved through their range of movement, i.e. to the point of mild tissue resistance. Passive soft tissue movement involves: <ul style="list-style-type: none"> • Technique is applied with palmar surfaces of the hand, heel of hand and/or fingers • Jostling: • 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 fibres through focal pressure using any of the following; fingers, palm, heel of hands, forearm and/or knuckles • Transverse gliding • Cross over stroke: • Pulling and pushing of the tissue using the hands in a criss-cross manner • Kneading/petrissage <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 • Digital pressure • Compression: successive and rapid pressure, i.e. 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 • Temperature therapy <ul style="list-style-type: none"> • Conduction, eg heat packs and immersion baths 		
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	<ul style="list-style-type: none"> • 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 • Stretching • Stretching techniques: <ul style="list-style-type: none"> • Static stretching • Dynamic stretching - Proprioceptive Neuromuscular Facilitation stretching: contract-relax and hold-relax
Programs may include the following	<ul style="list-style-type: none"> • Aim/purpose/outcomes of program • Frequency of visits • Number of individual clients • Time allocated to individual clients • Cost and payment • Referral mechanisms • Confidentiality processes • Promotion to individual clients • Reporting and evaluation mechanisms
Industry standard massage therapy principles may include:	<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
Other health professionals may include	Practitioners who can competently make assessments regarding conditions that may potentially be complicated by the application of massage techniques <ul style="list-style-type: none"> • Medical practitioners • Physiotherapists • Chiropractors

	<ul style="list-style-type: none"> • Osteopaths • Other massage therapists with current competencies in modalities outside the scope of the practitioner, eg, specializing in oriental modalities • Naturopaths/homeopath therapists • Podiatrists • Yoga/relaxation/tai chi instructors • Dentists • Exercise therapists • Acupuncturists
Self-management program may include	<p>Assisting the client in areas such as:</p> <ul style="list-style-type: none"> • activities or tasks to avoid • self stretches or simple exercises • simple temperature therapy techniques • self-massage techniques • workplace activities
Promotional activities may include	<ul style="list-style-type: none"> • Media announcements • Employee functions • Client functions • Product launches • Advertisements • Web pages

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"> • Developed and implemented treatment plans to achieve optimal health, rehabilitation, or to improve quality of life which involve: • treated a range of conditions/disease states • demonstrated the application of all of the techniques listed under the range of variables: <ul style="list-style-type: none"> • petrissage/kneading • effleurage including cross over stroke, longitudinal stroking, gliding techniques • passive joint movement techniques • passive soft tissue movement • friction techniques • vibration • compressive techniques including digital ischemic pressure • percussion techniques • temperature therapy • deep tissue massage techniques • myofascial release

	<ul style="list-style-type: none"> • manual lymphatic drainage • proprioceptive neuromuscular facilitation <ul style="list-style-type: none"> • trigger point release techniques • stretching techniques • mobilizing techniques • identified common workplace practices that impact on the musculoskeletal system • assessed injuries and developed a treatment package incorporating packaging of advanced massage • applied techniques and/or massage therapy techniques to treat common injuries • implemented a treatment package through the integration of various techniques and modalities • established, explained, clarified and instigated self-management programs • Designed an advanced treatment plan and described it's progressions • Palpated and identified all bones/structures and muscle groups available to palpation • Gathered, interpreted and conveyed information through the tactile senses • Demonstrated communicate skills and Communicated with a range of individual clients • Communicate effectively to gain required information • Recorded information accurately
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Knowledge of massage therapy techniques and modalities to provide a comprehensive massage treatment package for corporate clients • Relevant human anatomy and physiology • Relevant pathology/symptomology • Relevant nutrition for the general well-being of clients • Impact of workplace practices on the musculoskeletal system • Common workplace musculoskeletal injuries • OH&S as it relates to a range of workplaces • Understanding of the corporate environment and where massage programs may fit into this environment • Knowledge of risks associated with the provision of massage services in a corporate environment • Health care regarding transport of portable tables, seated chairs etc
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Identifying common musculoskeletal injuries and associated • treatment procedures • Providing massage programs within a corporate

	<p>environment</p> <ul style="list-style-type: none"> • Treating common musculoskeletal injuries • Providing support packages for individual clients • Evaluating services/treatment • Gathering, interpreting and conveying information through the tactile senses • Demonstrating communicate skills and Communicated with a range of individual clients • Communicating effectively to gain required information • Recording information accurately
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Massage therapy facilities • Massage therapy equipment • 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Remedial Massage Treatment Strategy
Unit Code	HTH RMT5 02 0611
Unit Descriptor	This unit describes the skills required to prepare for remedial massage treatment of a clients/patients and negotiate a treatment management plan with them.

Elements	Performance Criteria
1. Select the remedial massage principles to determine treatment strategy	<p>1.1 Appropriate remedial massage principles of treatment are determined according to assessment of client/patient and within the skills of competence of the practitioner</p> <p>1.2 Contra-indications to treatment and possible complicating factors are ascertained and treatment strategy used is modified according to massage principles</p> <p>1.3 Treatment, information and advice provided by other health care professionals is taken into consideration in determining the strategy to be used in treatment</p> <p>1.4 Treatment strategy appropriate to the client/patient's condition is selected and supported on the basis of established massage practice</p> <p>1.5 Specific treatment options take into consideration possible client/patient compliance issues</p> <p>1.6 An appropriate package of massage techniques is selected</p> <p>1.7 Client/patient constitution is considered in selecting treatment</p>
2. Discuss the treatment strategy with the client/patient	<p>2.1 Sufficient time is allocated to conclude sessions at a pace appropriate to the client/patient</p> <p>2.2 Treatment strategy is <i>discussed</i> according to the client/patient's needs</p> <p>2.3 Client/patient compliance is negotiated</p> <p>2.4 Discrepancies between the practitioner's and the client/patient's perception of the condition are clarified</p> <p>2.5 Any perceived risks of the client/patient's condition and treatment are explained</p> <p>2.6 Responsibilities of practitioner and client/patient within the treatment plan are discussed</p> <p>2.7 Management of selected treatment in relation to any</p>

	<p>other current therapies is negotiated</p> <p>2.8 <i>Treatment evaluation strategies</i> are discussed</p>
Variables	Range
Remedial massage principles refers to:	<ul style="list-style-type: none"> Principles and practices of the remedial massage therapy framework Relevant code of ethics or code of conduct documents/policies, regulations and guidelines state/territory or local 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 Contraindications to treatment and possible complicating factors 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 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 Bleeding and bruising Nausea, vomiting or diarrhoea Temperature-hot or cold Endangerment sites are areas where nerves and blood vessels lie close to the skin and are not well protected Anterior triangle of the neck Posterior triangle of the neck Axillary area Medial epicondyle Lateral epicondyle Area of the sternal notch and anterior throat Umbilicus area

	<ul style="list-style-type: none"> • Twelfth rib dorsal body • Sciatic notch • Inguinal triangle • Popliteal fossa 		
Massage techniques:	<ul style="list-style-type: none"> • To be performed in a variety of positions, ie standing, seated, prone, supine and side recumbent lying, and through clothing as well as conventional table massage. This may include: <ul style="list-style-type: none"> • 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 fibres 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	<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 - a series of short duration compressions, is applied to soft tissue between two structures, ie underlying bone structures and therapist's hand, or hand to hand • Percussion: cupping, tapping, hacking, pummelling and flicking are applied rhythmically using the hands • Petrissage • Temperature therapy • Conduction, eg heat packs and immersion baths • Radiation, eg ray lamps 		
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	<ul style="list-style-type: none"> • 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
Client/patient constitution refers to:	<ul style="list-style-type: none"> • Tolerance of pain • Muscle tone • Fitness • Mental attitude • Age, fragility
Client/patient compliance refers to:	<ul style="list-style-type: none"> • Ability to follow instructions or suggestions • Willingness/motivation to follow instructions or suggestions
Discrepancies may include:	<ul style="list-style-type: none"> • Client/patient is unaware of the immediate danger of their condition • Client/patient is over anxious about their condition • Client/patient is unaware of maintaining causes acting on their condition • Practitioner is unaware of some implications of the client/patient 's condition • Practitioner and client/patient have different views 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 • Provide advice on public health matters • Commitment to the treatment plan • Discussing relevant contra-indications or potential complications to treatment

	<ul style="list-style-type: none"> • Review of treatment plan
Client/patient 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
Treatment evaluation strategies may include:	<ul style="list-style-type: none"> • Discussion and review of response to treatment • Reviewing achievement of treatment goals • Monitoring time frame for achieving treatment goals

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills includes the ability to:</p> <ul style="list-style-type: none"> • Demonstrated ability to identify treatment options and establish treatment regimes • Demonstrated ability to prepare treatment plans • Identified bone landmarks, structures and individual muscles through palpation. • Transcribed assessment findings and treatment in a patient history using accepted medical terminology • Demonstrated communication and negotiation skills • Communicate effectively with clients • Apply assessment framework • Demonstrated communication skills to gain and convey required information • Demonstrated ability to read medical reports • Demonstrated ability to comprehend common medical terminology
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Awareness of critical information required for diagnosis and treatment according to massage therapy framework • the organization of the body • the systems and regions of the body • the structure and function of the particular 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

	<ul style="list-style-type: none"> • pathology and symptomology • structure and function of anatomical systems • the principles of human movement and biomechanics • Technical and practical knowledge of treatment • indications for massage • possible reactions and contraindications for massage • 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 • 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 • possible obstacles to treatment • community resources and support services • ethical and legal implications of enquiry and treatment
Underpinning Skills	<p>Skills include ability to:</p> <ul style="list-style-type: none"> • manage time throughout consultation and treatment • transcribe assessment findings and treatment in a patient history using accepted medical terminology • identify and describe a treatment outcome using accepted medical terminology • use equipment and technology effectively and safely • identify prominent bones/structures and major muscle groups through palpation
Resource Implications	<p>Resource requirements may include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant texts or medical manuals • Anatomical models • Relevant paper-based/video/electronic 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: Remedial Massage Therapy Level V	
Unit Title	Provide Specific Massage Therapies Treatments, Health Assessment and Care
Unit Code	HTH RMT5 03 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to provide specialized remedial massage, treatment for specific client groups and common conditions/disease states in accordance with the age, gender and mental health needs of the client. This unit requires a high level knowledge of remedial, Thai aromatherapy massage treatments.

Elements	Performance Criteria
1. Provide specific care for children and adolescents	<p>1.1 <i>The case</i> with specific reference to the age, gender and/or particular state of the client is taken into consideration</p> <p>1.2 Consent is obtained from a parent/guardian/care giver prior to commencing assessment according to standard guidelines relating to age</p> <p>1.3 An assessment relevant to the presenting symptoms and the age, gender and/or particular state of the client is conducted</p> <p>1.4 The health of the client is assessed according to standard guidelines relating to age, and with regard to conditions common to their age, gender and/or particular state</p> <p>1.5 Specific consideration is given to any deviations from the normal percentiles or developmental norms for the age group according standards of operation</p> <p>1.6 Any deviations from the normal percentiles, mental and emotional development norms and physiological features for the age group are recorded</p> <p>1.7 A Treatment plan is developed and implemented according to findings and potential sensitivities</p> <p>1.8 Findings, treatment plan and therapeutic expectations are documented according to clinic guidelines</p> <p>1.9 Necessary steps are taken to ensure the client's dignity is maintained at all times</p> <p>1.10 Factors those likely to have a negative impact on assessment are identified in consultation with the client and strategies are implemented to minimize the effects of these factors wherever possible</p>

	<p>1.11 Treatment plan is implemented the according to standard guidelines relating to age, and with regard to conditions common to their age, gender and/or <i>particular state</i></p> <p>1.12 Follow up visit/s is/are organized and documented according to clinic guidelines</p> <p>1.13 Responses are documented according to clinic guidelines and treatment is adjusted accordingly</p>		
<p>2. Provide specific assessment and care for adult females/males</p>	<p>2.1 The case with specific reference to the age, gender and/or particular state of the client is taken into consideration</p> <p>2.2 Consent is obtained from a parent/guardian/care giver prior to commencing assessment according to workplace guideline</p> <p>2.3 An assessment relevant to the presenting symptoms and the age, gender and/or particular state of the client is conducted</p> <p>2.4 The health of the client is assessed according to standard guidelines relating to age, and with regard to conditions common to their age, gender and/or particular state</p> <p>2.5 Specific consideration is given to the reproductive system and function</p> <p>2.6 Physical examination is conducted with special regard to common conditions of the female/male and findings documented according to clinic guidelines</p> <p>2.7 Physical examination is conducted with special regard to common conditions of women in various life stages and according to local and national regulations</p> <p>2.8 Potential sensitivities of the client is anticipated, and relevant approach is adapted accordingly and steps are taken to ensure the client's dignity is maintained at all times</p> <p>2.9 Factors those likely to have a negative impact on assessment are identified in consultation with the client and strategies are implemented to minimize the effects of these factors wherever possible</p> <p>2.10 A treatment plan is developed and implemented according to findings</p> <p>2.11 Findings of the treatment plan and therapeutic expectations are documented according to clinic guidelines</p> <p>2.12 Follow up visit/s is/are organized and documented</p>		
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	<p>according to clinic guidelines</p> <p>2.13 Responses are documented according to clinic guidelines and treatment is adjusted accordingly</p>
3. Provide geriatric care	<p>3.1 The case with special reference to the age of the individual and with special consideration to the client's health, memory, cognitive ability and care requirements is taken into consideration according to clinic guidelines</p> <p>3.2 The health of the client is assessed with special consideration to conditions relating to aging</p> <p>3.3 Physical examination is conducted with special regard to common conditions of aging and document findings according to clinic guidelines</p> <p>3.4 Potential sensitivities of the client is anticipated, and relevant approach is adapted accordingly and steps are taken to ensure the client's dignity is maintained at all times</p> <p>3.5 Factors those likely to have a negative impact on assessment are identified in consultation with the client and strategies are implemented to minimize the effects of these factors wherever possible</p> <p>3.6 A treatment plan is developed and implemented according to findings</p> <p>3.7 Findings, treatment plan and therapeutic expectations are documented according to clinic guidelines</p> <p>3.8 Follow up visit/s is organized and documented according to clinic guidelines</p> <p>3.9 Responses are documented according to clinic guidelines and treatment is adjusted accordingly</p>
4. Manage the specialized remedial massage treatment	<p>4.1 Knowledge of remedial massage is used to select the most appropriate treatment strategy</p> <p>4.2 Factors which may interfere with the effectiveness of the treatment are taken into account</p> <p>4.3 Possible treatment reactions are taken into account according to clinic guidelines</p> <p>4.4 Contra-indications are taken into account and necessary measures are taken according to clinic guidelines and treatment plan</p> <p>4.5 Consent for treatment is ensured prior to treatment according to clinic guidelines</p> <p>4.6 Reactions to treatment (adverse or otherwise) are recognized and responded to promptly if necessary</p> <p>4.7 Assessments results and recommendations are recorded</p>

	<p>and handled in appropriate form according to clinic/workplace guidelines</p> <p>4.8 Treatment plan is explained to the client and client's enquiries are responded to and appropriate counseling skills are used</p> <p>4.9 Treatment is provide according to treatment plan following professional ethics</p> <p>4.10 Treatment plan is reviewed and continuing care is negotiated with the client</p>		
<p>5. Provide specific assessment and palliative care</p>	<p>5.1 The case with specific reference to the age of the individual with special consideration to fears, needs, expectations and care requirements are taken into consideration</p> <p>5.2 Obtain information on the disease, prognosis, potential risks and relevant tests</p> <p>5.3 Consent is obtained from the client or guardian/care giver prior to commencing assessment according to clinic guidelines</p> <p>5.4 The vitality of the client is assessed with special consideration to current needs and any distressing or painful symptoms according to standard guidelines relating age and gender</p> <p>5.5 An assessment relevant to the presenting symptoms and the age, gender and/or particular state of the client is conducted</p> <p>5.6 Specific consideration is given to the client's fears, expectations, any distressing or painful symptoms, immediate and future care requirements</p> <p>5.7 Information on the medical diagnosis, prognosis, potential risks and relevant tests is obtained.</p> <p>5.8 Potential sensitivities of the client is anticipated, and relevant approach is adapted accordingly and steps are taken to ensure the client's dignity is maintained at all times</p> <p>5.9 Factors those likely to have a negative impact on assessment are identified in consultation with the client and strategies are implemented to minimize the effects of these factors wherever possible</p> <p>5.10 A treatment plan is developed and implemented according to findings</p> <p>5.11 Findings, treatment plan and therapeutic expectations are documented according to clinic guidelines</p> <p>5.12 Follow up visit/s is organized and documented</p>		
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	<p>according to clinic guidelines</p> <p>5.13 Responses are documented according to clinic guidelines and treatment is adjusted accordingly</p> <p>5.14 Strategies for continued support and communication is negotiated with the client and careers through the dying process</p> <p>5.15 Other supportive treatments or services are referred to if appropriate</p>
6. Provide specialized remedial massage mental health care	<p>6.1 Client history is taken with special consideration to client mental health and care requirements</p> <p>6.2 Specialized remedial massage treatment plan is developed according to findings</p> <p>6.3 The treatment plan is implemented as appropriate/ accordingly</p>

Variables	Range		
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 • towel and cleaning cloth 		
Common conditions May include:	<ul style="list-style-type: none"> • Injuries • Over exertion • Over- or improper consumption of foods or fluids • Pain - local sharp, dull, achy, deep, surface • Migraines, headaches • Rashes • Oedema • Urinary and defecation disorders • Sleep • Bleeding and bruising • Nausea, vomiting or diarrhoea • Temperature – hot/cold • Varicose veins • Sprains, bruises or whiplash injuries • Influence of prescribed/non prescribed drugs 		
A treatment plan may include :	<ul style="list-style-type: none"> • a. Thai massage • Providing guidance on breast and/or alternative feeding methods and the weaning of children • Describing the importance of breast feeding and the 		
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	<p>suitability of alternative commonly available feeding formula/s and the weaning process</p> <ul style="list-style-type: none"> • Toilet training, bladder reprogramming exercises in the postpartum period and in older aged client • Using therapeutic interview • Removing or alleviating of environmental factors likely to impede progress • Researching of allopathic medication for iatrogenic influences • b. Aromatherapy • treatment according to the phase/stage of disease and presenting complaint • Counseling • Information on breastfeeding and/or alternative feeding methods and weaning • Information on toilet training or bladder reprogramming exercises • Information on methods of contraception and safe sex practices • Advice on personal hygiene, infection control and nutrition and/or dietary supplements • Advice on removing obstacles to cure • Referral to other health care professional/support services
Particular state may include:	<ul style="list-style-type: none"> • Pre pubescent female • Non pregnant female • Pregnant female • Climactic female • Peri menopausal female • Post menopausal female • Neonate (birth to 28 days) or infancy • Pubescent • Post-pubescent • Lactating female • Senescence
Follow up visit may include:	<ul style="list-style-type: none"> • Regular phone or face to face contact/consultations eg hourly, daily or weekly depending on client's condition • Monthly phone/long distance or face to face consultations SOS, face to face or phone/long distance consultations • Effective response to client feedback and/or complaints • Clinic consultations • Telephone or email communications • Home visits • Hospice/hospital visits
Actual responses may include:	<ul style="list-style-type: none"> • amelioration sustained • amelioration short lived • mild aggravation

	<ul style="list-style-type: none"> • prolonged aggravation • no response 		
Other supportive treatment or services may include:	<ul style="list-style-type: none"> • TCM - herbs, acupuncture etc • Body work – massage, reiki, kinesiology etc • Remedial therapy • Aromatherapy • Acupuncture • Cancer or AIDS support foundations • Local palliative care associations • Counsellors • Nursing community care services 		
Case taking may include specific reference to:	<ul style="list-style-type: none"> • physical and/or developmental issues specific to age group, gender, and/or particular state • mental and/or emotional issues specific to age group, gender, and/or particular state • social issues specific to age group, gender, and/or particular state • family and personal medical history • level of dependence and requirements for care • level of understanding of relevant issues and options • access to care and/or support services • known pathology and associated medical treatments and tests 		
Consent	<ul style="list-style-type: none"> • means • Informed consent according to 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 		
Normal percentiles or developmental norms may refer to:	<ul style="list-style-type: none"> • apgar score, birth weight • growth patterns and changes in the pattern of growth over a series of measurements • height, weight and head circumference measurements • major milestones in development • personal and social skills, fine motor skills, general motor skills and language development • standard milestone chart 		
Therapeutic expectations may include:	<ul style="list-style-type: none"> • Amelioration • Aggravation • Palliation of incurable condition • Progression of disease • No response • Protection from contacted disease 		
Clinic guidelines may include:	<ul style="list-style-type: none"> • Procedures and guidelines • Purpose or mission statement • Code of ethics or practice 		
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	<ul style="list-style-type: none"> • Agreed practice
Assessment of client vitality may include	<ul style="list-style-type: none"> • Vital signs • Physical reflexes • Energy levels • Sleep pattern • Sensitivity to drugs and/or aromatherapy oils
Other supportive treatment or services may include	<ul style="list-style-type: none"> • Body work –massage, Reiki, kinesiology, etc • Remedial therapy • Aromatherapy • Acupuncture • Cancer or AIDS support foundations • Local palliative care associations • Counselors • Nursing community care services • Lactation consultants
Specific situation may include:	<ul style="list-style-type: none"> • Travel plans • Remote location • Desire/need for alternative to routine immunization • Desire/need for acute self-care
Specialized remedial massage treatment Includes:	<ul style="list-style-type: none"> • using a high level of remedial massage knowledge to enable extrapolation of case study information to new cases • using research including literature reviews and critical assessment of research, as a tool in providing treatment • knowledge and understanding of the remedial massage treatment of conditions/disease states of particular groups in society with specific needs • ensuring all treatment or care delivered meets the requirements of relevant legislation and regulations • collaborating with or referring to other health care professionals as required
Factors which interfere with the effectiveness of treatment may include:	<ul style="list-style-type: none"> • Other medical treatment being undertaken • Client physical and psychological readiness and/or wellness • Cultural factors • Contra-indications to treatment • Post treatment activity
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 • use of first aid procedures according to appropriate first aid training • accessing local emergency services
Response to enquiries may include:	<ul style="list-style-type: none"> • providing (or directing to) information material • answering questions • following up with further information

	<ul style="list-style-type: none"> • providing of referrals
Assessment of the case may include:	<ul style="list-style-type: none"> • antenatal, birth and post natal period information, apgar score, birth weight and feeding method and frequency • family history, maternal and paternal Growth and growth patterns • height, weight and head circumference measurements • changes in the pattern of growth over a series of measurements • recognize major milestones in development • relate the major milestones in personal and social skills fine motor skills, general motor skills and language development to a simplified standard milestone chart
Life stages refers to:	<ul style="list-style-type: none"> • Children, Adolescence (puberty to adulthood), Adulthood, Old Age • Pregnancy and post natal period for women • Pre-menopausal and post menopausal state for women

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 an understanding of underpinning values and philosophies in the massage framework • Demonstrated interpersonal and questioning skills <ul style="list-style-type: none"> • age - appropriate communication skills in a one-to-one and group setting • explained relevant services and case management program • Provided client with required information • identified correctly client information needs • Communicate information through written or verbal media • Explained treatment plan and responded to client's enquiries • ensured consent for treatment prior to treatment • Conducted an age specific external physical examination with minimal internal examination: eyes, ears, mouth and throat • Selected the most appropriate treatment strategy and provided the treatment in an age specific manner • recorded details of client treatment according to clinic guidelines • provided specific care according to the age and gender and specific care needs of the client • Provided palliative treatment honestly and with compassion and respect for the individual and careers • Conducted basic external physical examination and internal

	<p>inspection of ears, eyes and throat</p> <ul style="list-style-type: none"> • Conducted assessment relevant to the presenting symptoms and the age, gender and/or particular state of the client • Conducted an age/gender specific assessment <ul style="list-style-type: none"> • any deviations from the normal percentiles or developmental norms for the age group , • the reproductive system and function, • the client’s memory, cognitive ability and care requirements, and • the client’s fears, expectations, any distressing or painful symptoms, immediate and future care requirements • developed and implemented treatment plan according to findings • documented findings, treatment plan and therapeutic expectations organized and documented follow up visit/s • documented responses and adjusted treatment accordingly • negotiated strategies for continued support and communication with the client and careers through the dying process • Identified factors which may interfere with the effectiveness of the treatment • Identified contra-indications and measures to be taken • Reviewed treatment plan, provided treatment and negotiated continuing care with the client • Conducted physical examination is with special regard to common conditions of life stages • Recorded and handled assessments results and recommendations in appropriate form • Written referrals and other documentation
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrate skill of:</p> <ul style="list-style-type: none"> • central philosophies, principles and practice of aromatherapy, Thai massage, Remedial massage, Swedish massage, shiatsu and reflexology • OHS requirements in the workplace • a range of alternative and complementary therapies • ethical issues in natural medicine • infection control procedures <p>Thai massage</p> <ul style="list-style-type: none"> • the principles and tools of shiatsu practice • the health issues commonly affecting males and females in various epochs • anatomy and physiology relating to normal neonatal development, childhood and the changes relating to puberty and adolescence, pregnancy and aging • clinical anatomy and physiology related to the disease process and treatments of the terminally ill

	<p>Aromatherapy</p> <ul style="list-style-type: none"> • common conditions affecting children, males, non-pregnant and pregnant females, and the aged • common infectious and recognizable diseases • common physical manifestations of terminal diseases • allopathic treatments for a range of common conditions • allopathic management strategies for terminal conditions • legislative requirements pertaining to the treatment of minors • legislative requirements pertaining to recognizable diseases • legislative requirements pertaining to palliative care • basic counselling and grief counselling with special reference to death and dying <p>Remedial massage</p> <ul style="list-style-type: none"> • how to select best treatment within best current practice • and understanding of methods of managing and preparing for treatment • supplementary measures in the management of the conditions e.g. dietary considerations and exercise • the possible responses to treatments • contra-indications of treatment • a range of alternative and complementary therapies • medical reports and diagnostic procedure • research priorities • research issues and their uses • relevant reference works and information sources • statistical analysis
<p>Underpinning Skills</p>	<p>Ability and practical skills to:</p> <ul style="list-style-type: none"> • Provide specific care for children and adolescents • Provide specific assessment and care for adult females/males Provide geriatric care • Manage the specialized remedial massage treatment • Provide specific assessment and palliative care • Provide specialized remedial massage mental health care • Apply OHS requirements in the workplace • Describe and use a range of alternative and complementary therapies • Apply infection control procedures • Select the most appropriate treatment strategy and provided the treatment in an age specific manner • Record details of client treatment • Provide specific care according to the age and gender and specific care needs of the client • Provide palliative treatment • Conduct basic external physical examination and internal inspection of ears, eyes and throat

Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Relevant texts or medical manuals • Appropriate assessment environment • Skilled assessors • 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 work place setting</p>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Remedial Massage Assessment Framework
Unit Code	HTH RMT5 04 0611
Unit Descriptor	This unit covers the skills required to interpret information gathered in the health assessment and make and review an accurate assessment over the course of remedial massage treatment.

Elements	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/patient are recognized and identified as prerequisites or contra-indication for treatment/care</p> <p>1.3 Information gathered is assessed and assigned priorities in consultation with the client/patient 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</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 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>1.8 All assessment signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>1.9 The client/patient's progress is systematically monitored in order to confirm the clinical impression</p> <p>1.10 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan</p>
2. Inform the client/patient	<p>2.1 Discuss rationale of the treatment assessment plan/prognosis is discussed with the client/patient</p> <p>2.2 Respond to client/patient enquiries using language the client/patient understands</p> <p>2.3 Discuss referral and collaborative options with the</p>

client/patient if necessary	
Variables	Range
Signs and symptoms of condition may include:	<ul style="list-style-type: none"> • Physical evidence • Behavioural 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 and pathological 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"> • Demonstrated consideration of the impact of client/patient vitality on selected treatment • Demonstrated communication and negotiation skills • Demonstrated ability to provide advice • Perform health assessment • Communicate effectively with clients • Demonstrated ability to identify treatment options and establish treatment regimes • Demonstrated ability to prepare treatment plans • Demonstrated ability to understand and discuss medical reports and other data relevant to the case • Demonstrated ability to prescribe treatment according to the time-frame appropriate to the client/patient condition and the treatment selected
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of :</p> <ul style="list-style-type: none"> • data analysis techniques • referral process • Establishment of urgency for treatment required • legal and ethical considerations in treating clients/patients with massage • lifestyle factors relevant to treatment of specific conditions and diseases

	<ul style="list-style-type: none"> • possible obstacles and contraindications to treatment • community resources and support services • the situation and referral patterns of trigger points • signs and symptoms of common musculoskeletal disorders • Comprehensive knowledge of anatomy and physiology • the role of massage in enhancing growth • pain and chronic pain syndromes • the processes of aging • 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 • supplementary measures in the management of the condition/ system (dietary considerations, exercise) • child growth and development • medical reports and diagnostic procedures • methods of preparing treatment and management plans • the correct preparations required for specific treatment • disease process • the contribution of the different schools of thought and historical theories of clinical practice • the ethical and legal implications of the practice of massage
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • identify bone landmarks, structures and individual muscles through palpation. • prioritize presenting conditions • Interpersonal and questioning skills • transcribe assessment findings and treatment in a patient history using accepted medical terminology • identify and describe a treatment outcome using accepted medical terminology • access and interpret up-to-date information
Resource Implications	<p>Resource requirements may 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 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: Remedial Massage Therapy Level V	
Unit Title	Provide TCM Remedial Massage (An Mo Tui Na) Treatment for Women and Children
Unit Code	HTH RMT5 05 0611
Unit Descriptor	This unit describes the skills required to administer TCM Remedial Massage treatment specific to the needs of women and children in accordance with the philosophy and practices of a TCM Remedial Massage therapeutic framework.

Elements	Performance Criteria
1. Assess females according to a TCM Remedial Massage framework	1.1 Client/patient's condition is discussed and relevant documentation is referred to appropriate personnel 1.2 Client/patient is assessed 1.3 Client/patient comfort and privacy is ensured at all times 1.4 Presenting signs and symptoms are assessed according to TCM framework 1.5 Assessment is discussed with the client/patient
2. Assess children according to a TCM Remedial Massage framework	2.1 Client/patient's condition is discussed and relevant documentation is referred to appropriate personnel 2.2 Client/patient is assessed 2.3 Client/patient comfort and privacy is ensured at all times 2.4 Presenting signs and symptoms are assessed according to TCM Remedial Massage framework 2.5 Assessment is discussed with the client/patient and/or significant others
3. Provide support for women's health	3.1 TCM Remedial Massage women's health treatment is provided 3.2 Client/patient is positioned correctly to optimize their comfort and support while allowing optimum application of techniques 3.3 Therapist maintains appropriate postures to ensure a controlled distribution of body weight throughout the treatment 3.4 Therapist maintains client-focused attention throughout the treatment session 3.5 Treatment sequence, location and degree of pressure applied is determined by assessment indications
4. Provide care for children	4.1 TCM Remedial Massage children's health treatment is provided

	<p>4.2 Client/patient is positioned correctly to optimize their comfort and support while allowing optimum application of techniques</p> <p>4.3 Therapist maintains appropriate postures to ensure a controlled distribution of body weight throughout the treatment</p> <p>4.4 Therapist maintains client-focused attention throughout the treatment session</p> <p>4.5 Treatment sequence, location and degree of pressure applied is determined by assessment indications</p>
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Variables	Range
Assessment may include:	<p>Assessment of physical features on:</p> <ul style="list-style-type: none"> • Palpation • Observation • Listening and smelling • Taking of blood pressure, temperature, radial pulse rate and quality • Percussion • Listening to heart and chest sounds using a stethoscope • TCM pattern differentiation • 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
TCM Remedial Massage women and children's health treatment may include the following methods:	<ul style="list-style-type: none"> • Acupressure • An mo • Tui na • Gua sha • Moxibustion • Cupping • A range of TCM Remedial Massage sequences and techniques

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability o:</p> <ul style="list-style-type: none"> • Ability to work or model work which demonstrates an understanding of underpinning values and philosophies in the TCM Remedial Massage framework • Knowledge of the philosophies, principles and tools of TCM Remedial Massage practice • Demonstrated ability to correctly identify client/patient information needs • Demonstrated ability to provide client/patient with required information about their condition • Demonstrated ability to appropriately record details of client/patient enquiries according to clinic guidelines • Demonstrated ability to provide treatment appropriately to the needs of the client/patient
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Knowledge of the theory of (introduction to) gynecology and obstetrics according to TCM Topics would include: • The development of TCM gynecology and obstetrics • Gynecological and obstetric TCM physiology, pathology, etiology, differentiation of gynecological conditions • Contraindications and precautions • Therapeutic principles and methods • Pre and post-partum disorders • Gestational disorders • The treatment of pain, anxiety and other conditions during labour; • The TCM Remedial Massage therapist as part of the neonatal health practitioner team • Birth options and settings • Gestational disorders • Cultural perspectives on birth and birthing • Knowledge of the theory of pediatric development according to TCM • Knowledge of the theory of pediatric massage according to TCM • Topics would include: <ul style="list-style-type: none"> • The development of TCM pediatrics • Pediatric TCM physiology, pathology, etiology, diagnosis, differentiation of pediatric conditions; • Contraindications and precautions • Therapeutic principles and methods according to TCM
Underpinning Skills	<p>Resource requirements may 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

	<ul style="list-style-type: none"> • Appropriate assessment environment • Skilled assessors
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 • Relevant paper-based 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: Remedial Massage Therapy Level V	
Unit Title	Perform Remedial Massage Health Assessment
Unit Code	HTH RMT5 06 0611
Unit Descriptor	This unit covers the skills required to observe the condition of the client/patient and gather information relevant to the case to enable correct assessment, planning and provision of a remedial massage.

Elements	Performance Criteria
1. Determine the scope of the assessment and the client/patient's needs	<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/patient are recognized and identified as prerequisites or contra-indication for treatment/care</p> <p>1.3 Information gathered is assessed and assigned priorities in consultation with the client/patient 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</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 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>1.8 All assessment signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>1.9 The client/patient's progress is systematically monitored in order to confirm the clinical impression</p> <p>1.10 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan</p>
2. Obtain and record an accurate history of the client/patient	<p>2.1 Discuss rationale of the treatment assessment plan/prognosis is discussed with the client/patient</p> <p>2.2 Respond to client/patient enquiries using language the client/patient understands</p> <p>2.3 Discuss referral and collaborative options with the client/patient if necessary</p>

<p>3. Manage the health assessment</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/patient are recognized and identified as prerequisites or contra-indication for treatment/care</p> <p>3.3 Information gathered is assessed and assigned priorities in consultation with the client/patient 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 Body patterns are analyzed and differentiated by assessing signs and symptoms</p> <p>3.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying principles of assessment</p> <p>3.7 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>3.8 All assessment signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>3.9 The client/patient's progress is systematically monitored in order to confirm the clinical impression</p> <p>3.10 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan</p>
<p>4. Prepare the client for assessment</p>	<p>4.1 Discuss rationale of the treatment assessment plan/prognosis is discussed with the client/patient</p> <p>4.2 Respond to client/patient enquiries using language the client/patient understands</p> <p>4.3 Discuss referral and collaborative options with the client/patient if necessary</p>
<p>5. Make a comprehensive assessment of the client/patient</p>	<p>5.1 Results of the health assessment are correlated with case history</p> <p>5.2 Signs and symptoms of condition in the client/patient are recognized and identified as prerequisites or contra-indication for treatment/care</p> <p>5.3 Information gathered is assessed and assigned priorities in consultation with the client/patient using the knowledge and experience and theoretical principles applied by the practitioner</p> <p>5.4 Information is gathered, recorded and organized in a way which can be interpreted readily by other professionals</p>

	<p>5.5 Body patterns are analyzed and differentiated by assessing signs and symptoms</p> <p>5.6 Condition is identified according to stage and related implications (eg acute/chronic) by applying principles of assessment</p> <p>5.7 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>5.8 All assessment signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>5.9 The client/patient's progress is systematically monitored in order to confirm the clinical impression</p> <p>5.10 History and clinical data is effectively combined to obtain a differential assessment, prognosis and treatment plan</p>
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Variables	Range
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 • Counselors
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

	<ul style="list-style-type: none"> • Exercise • Leisure activities • Childhood and adult illness • Accidents, injuries, operations • Hospitalizations • Occupational history and environment • Other current medical/alternative health care treatment • Medication, supplements and natural prescriptions <ul style="list-style-type: none"> • 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 		
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 		
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	<p>suggested by fever, nausea and lethargy until a diagnosis is received and recommended by a medical practitioner</p> <ul style="list-style-type: none"> • 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 • 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 diarrhoea • 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 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

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 observation skills • Ability to observe and identify variations of posture • Demonstrated record keeping skills • Demonstrated communication skills
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • physical signs and symptoms of disease • and ability to use terminology correct to epidemiology and massage practice • advanced assessment procedures and options • Awareness of critical information required for diagnosis and treatment according to massage therapy framework

	<ul style="list-style-type: none"> • history, philosophy and beliefs of massage therapy within a health framework • best practice massage therapy principles • Understanding of physiology and anatomy according to massage therapy • Knowledge of structure and function of • anatomical systems appropriate to massage therapy and the scope of practice • Understanding of the fundamental principles of biomechanics and functional anatomy • the situation and referral patterns of trigger points • child growth and development • pain and chronic pain syndromes • the processes of aging • symptomatology and pathology according to remedial massage therapy • bioenergetics 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 in relation to remedial therapy • ethical and legal implications of enquiry
Underpinning Skills	<p>Skills include the ability to :</p> <ul style="list-style-type: none"> • perform testing and assessment procedures • gather and interpret information through the tactile senses • recognize and adjust to contraindications for treatment • identify prominent bones/structure and phasic and postural muscles • palpate prominent bones/structure and phasic and postural muscles • read medical test results or documents • discuss and observe treatment protocols • manage time throughout consultation and treatment • use equipment and resources competently and safely • communicate effectively with client/patient/ other health practitioners • transcribe assessment findings and treatment in a patient history using accepted medical terminology • Skills in applying advanced assessment techniques • read medical reports • comprehend common medical terminology

Resource Implications	<p>Resource requirements may include:</p> <ul style="list-style-type: none"> • An appropriately stocked and equipped clinic or simulated clinic environment • Relevant 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Organize and Provide Acupressure Self Treatment Training
Unit Code	HTH RMT5 07 0611
Unit Descriptor	This unit covers required skills, knowledge and attitudes to perform Acupressure massage therapy to the needs of individual clients and communities. The unit includes techniques of Acupressure self treatment training to treat human body abnormalities for needy people depending to age and sex group.

Elements	Performance Criteria		
1. Describe the general concepts of acupressure massage therapy.	<p>1.1 Definitions of Acupressure massage therapy treatments are provided</p> <p>1.2 An overview of the historical development of acupressure massage therapy is provided</p> <p>1.3 The central philosophies of acupressure massage therapy treatments are Identified and explained</p> <p>1.4 The meridian theory basis of acupressure massage therapy treatments is explained</p> <p>1.5 Other philosophies relating to acupressure massage therapy techniques are identified and explained</p>		
2. Obtain, record and analyze an accurate history of the client	<p>2.1 Required information is gathered from the client for the client's history in a respectful way in a purposeful, systematic and diplomatic manner</p> <p>2.2 Patient is requested to submit previous medical records or process medical checkup prior to commencement and before completion of treatment</p> <p>2.3 Information is gathered, recorded and organized in standard format in a way which can be interpreted readily by other professionals</p> <p>2.4 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>2.5 Information gathered is assessed and assigned priority in consultation with the client using knowledge, experience and theoretical principles</p>		
3. Perform treatment to common ailments	<p>3.1 Factors which may interfere with the effectiveness of the treatment are explained to the client</p> <p>3.2 Factors likely to have an influence on the treatments are identified during the consultation process</p>		
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	<p>3.3 Strategies are implemented to minimize the effect of actors which may interfere with the effectiveness of the treatment</p> <p>3.4 The procedures on how <i>treatment is delivered</i> and managed are explained to the client</p> <p>3.5 The patient is requested to monitor reactions and contact practitioner as required</p> <p>3.6 Patient consent for treatment is ensured before the treatment</p> <p>3.7 Reactions to treatment are recognized and <i>respond to</i> promptly if necessary</p> <p>3.8 Time, location and content of future sessions are explained clearly to the client according to work place procedure</p> <p>3.9 Treatment progress and recommendations are fully documented according to clinic requirements</p>
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Variables	Range
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"> • Massage table, • Picture, • Pillow, • cushion, • Mattress, • Sheets, • Computers, • Projector , • weighing scale, • BP apparatus • Stethoscope, • Thermometer, • OHS equipment and personal protective devices, • Overcoat, • uniforms

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Described development and background of acupuncture • Definition and terminology of acupressure • of acupressure • Applied techniques of acupressure • Applied infection control procedures • Applied occupational health and safety procedures and rules • Described the general concepts of acupressure massage therapy. • Gathered, recorded and analyzed history of the client • Conducted treatment to common ailments
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Historical background of acupuncture • Definition and terminology of acupressure • Development of acupressure • Techniques of acupressure-kneading, stroking, pinching, rubbing, point –pressing, patting • Infection control procedures • Occupational health and safety procedures and rules • The general concepts of acupressure massage therapy. • Gathering, recording and analyzing history of the client • Treatment to common ailments
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Describe the general concepts of acupressure massage therapy. • Gather, record and analyze an accurate history of the client • Conduct treatment to common ailments • Apply infection control procedures and OH &S requirements
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately • Simulated environment where assessment can take place • 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Perform Shiatsu Massage
Unit Code	HTH RMT5 08 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to prepare a client for treatment and negotiate a treatment management plan with them over the course of treatment required, and administer client shiatsu treatment according to the philosophy and practices of a shiatsu therapeutic 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 shiatsu 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 shiatsu techniques are selected according to organization procedure</p> <p>1.7 Client constitution in selecting shiatsu 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 The mode of administration and management of the treatment are explained to the client</p> <p>2.2 Treatment strategy is discussed and client's compliance with treatment strategy is negotiated according to the client's needs and organization procedure</p> <p>2.3 Sufficient time is allocated to conclude sessions at a pace appropriate to the client</p> <p>2.4 Discrepancies between the practitioner's and the client's perception of the condition are clarified according to workplace organization procedures</p>

	<p>2.5 Any perceived risks of the client's condition and treatment are explained according to workplace ethics</p> <p>2.6 Responsibilities of practitioner and client are discussed according to workplace guidelines within the treatment plan</p> <p>2.7 Management of selected treatment is negotiated in relation to any other current therapies according to company policy</p> <p>2.8 Treatment evaluation strategies are discussed and consent for treatment is obtained according to workplace guidelines/</p> <p>2.9 Client is referred to other health professional if appropriate according to workplace procedures</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 contraindication for treatment/care</p> <p>3.3 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>3.4 Information is gathered, recorded and organized in a way which can be interpreted readily by other professionals</p> <p>3.5 Body patterns are analyzed and differentiated by assessing signs and symptoms and given priority for treatment</p> <p>3.6 Condition is identified according to stage and related implications (eg acute/ chronic) by applying principles of assessment</p> <p>3.7 Condition is identified according to stage and related implications (eg empty/ full) by applying the eight principles of diagnosis</p> <p>3.8 Professional judgment is used to draw sound conclusions and prognosis from the data collected</p> <p>3.9 All assessment signs and symptoms are extracted in a thorough and objective manner to avoid premature conclusions on the treatment plan</p> <p>3.10 Client's progress is systematically monitored in order to confirm the clinical impression</p> <p>3.11 History and clinical data are combined effectively to obtain a differential assessment, prognosis and treatment plan</p>

<p>4. Manage shiatsu treatment</p>	<p>4.1 Factors which may interfere with the effectiveness of the treatment are explained to the client</p> <p>4.2 The procedures on how <i>treatment is delivered</i> and managed are explained to the client</p> <p>4.3 The client is requested to monitor reactions and contact practitioner as required</p> <p>4.4 Client consent is ensured for treatment before the treatment</p> <p>4.5 Shiatsu is provided according to the treatment plan</p> <p>4.6 Reactions to treatment are recognized and <i>responded to</i> promptly if necessary</p> <p>4.7 Time, location and content of future sessions are explained clearly to the client according to work place procedure</p> <p>4.8 Treatment progress and recommendations are fully documented according to clinic requirements Fully document recommendations</p>
<p>5. Apply therapeutic techniques</p>	<p>5.1 Rationale of the treatment assessment plan/prognosis is discussed with the client</p> <p>5.2 Client 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 Manual perpendicular pressure directed from the hara is applied to the body</p> <p>5.5 The condition and response of the client are used as a continual feedback to the initial assessment</p> <p>5.6 The shiatsu treatment is ensured that it incorporates contact with all major body regions within a reasonable time frame</p> <p>5.7 Clients is positioned correctly to optimize their comfort and support while allowing optimum shiatsu application of techniques</p> <p>5.8 Appropriate postures are maintained to ensure a controlled distribution of body weight throughout the treatment according to work requirement</p> <p>5.9 Focused attention is maintained throughout the treatment session according to professional requirement</p> <p>5.10 Treatment sequence, location and degree of pressure applied are determined by assessment indications</p> <p>5.11 Cclients reactions are observed and respond to and</p>

	<p>mode of administration of the treatment is varied appropriately</p> <p>5.12 Shiatsu treatment is adjusted according to individual client needs and reactions and the presence of complicating factors</p>
6. Advise and resource the client	<p>6.1 Client is educated in relevant and practical techniques for promotion and maintenance of optimum health</p> <p>6.2 Client queries are answered with clarity using appropriate language</p> <p>6.3 Honesty and integrity is maintained when explaining treatment plans and recommendations to the client according to workplace and organization requirement</p> <p>6.4 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client.</p> <p>6.5 Client independence and responsibility in treatment are promoted wherever possible</p> <p>6.6 Monitoring of client health is undertaken in line with treatment plan</p> <p>6.7 Treatment progress is documented according to clinic requirements</p>
7. Review treatment	<p>7.1 Treatment progress is evaluated with the client according to workplace procedure</p> <p>7.2 Effects of previous treatment are identified and recorded according to workplace procedure and treatment plan</p> <p>7.3 Client progress after each session is assessed and previous treatment plan is review based on treatment result</p> <p>7.4 The need for ongoing and/or additional treatment is evaluated with the client</p> <p>7.5 Changes to the plan is negotiated with the client to ensure optimal outcomes</p>

Variables	Range
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 • towel and cleaning cloth

<p>Contra-indications to treatment and possible complicating factors may include:</p>	<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 • Oedema • Mood alterations, e.g., depression, anxiety • Changes in habits such as appetite elimination or sleep • Bleeding and bruising • Nausea, vomiting or diarrhoea • Temperature – hot/cold
<p>Shiatsu techniques may include:</p>	<ul style="list-style-type: none"> • a range of shiatsu sequences and techniques: • 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 • Advice on medicinal drinks, poultices and meals • Spiritual and emotional counselling • Relaxation techniques • Meditation • Tai qi • Qi gong/yoga
<p>Client constitution</p>	<ul style="list-style-type: none"> • refers to: • Genetic foundation • Body type • Fitness • Mental attitude
<p>Client compliance refers to</p>	<ul style="list-style-type: none"> • Ability to follow instructions or suggestions • Willingness to follow instructions or suggestions
<p>Discrepancies may include</p>	<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

	<ul style="list-style-type: none"> Practitioner and client each have a different view of what the main problem is
Practitioner responsibilities may include:	<ul style="list-style-type: none"> Isolating the sick person Providing advice on public health matters Appropriate hygienic or sexual behavior Referring modifiable/communicable disease to a registered doctor Commitment 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
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
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 Contra-indications to treatment Post treatment activity Overeating Intoxication
The way treatment is delivered may include:	<ul style="list-style-type: none"> Requirement for feedback and interaction Various shiatsu 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 Emotional Muscular spasms Temperature discomfort
Consent for treatment refers to:	<ul style="list-style-type: none"> Informed consent according to the local and national regulations and legal guidelines
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 Maintaining a senior First Aid certificate

	<ul style="list-style-type: none"> • Accessing local emergency services • Effective response to client feedback and/or complaints
Shiatsu treatments may include:	<ul style="list-style-type: none"> • a range of shiatsu sequences and techniques • 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 • Relaxation techniques • Meditation
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
Assessment indications include:	<ul style="list-style-type: none"> • Meridian and point locations and indications • Namikoshi, empirical or experimental point locations and indications • Palpatory evidence or feedback responses • Masunaga meridian system and indications • Hara (abdominal) palpation diagnosis systems 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 advice regarding self-care • Stress management resources • Environmental modifications • 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 • 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 • Self-shiatsu techniques • Environmental or lifestyle modifications • Stress management strategies
Signs and symptoms of condition may include:	<ul style="list-style-type: none"> • Biological phenomena • Emotional phenomena • Psychological phenomena • Social phenomena • Spiritual phenomena • 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
Patterns may refer to:	<ul style="list-style-type: none"> • energetic patterns

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 • Prepared and implement treatment plans • Identified prominent bones/structures and major muscle groups through palpation • Gathered and interpreted information through the tactile senses • Prepared the client for treatment according to shiatsu principles • Treated individual according to the condition and the presence of complicating factors. • Incorporated philosophies and beliefs of a shiatsu framework • Demonstrated of the application of commonly used treatment techniques listed under the range of variables • Used the safest, most efficacious method that is also cost effective to the client • A case requiring referral to another health care professional • Provision of treatment 		
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	<ul style="list-style-type: none"> • Completed documentation of all recommendations and client responses • Reviewed of treatment plan • delivered All treatment or care consistent with legislative and regulatory requirements • Manage time throughout consultation and treatment • Demonstrated communication and negotiation skills • Written referrals, appraisal letters for insurance companies and other documentation • Used equipment and resources competently and safely
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • symptomology • 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 shiatsu therapy framework • Knowledge of history, philosophy and beliefs of the shiatsu therapy framework • 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 • data analysis techniques • referral process • the four methods of diagnosis (si zhen) • anatomy and physiology of the body systems • the eight principles of differentiation (ba gang bian zheng) • the methods of differentiation which further refine aetiology and pathology of disease • the pattern differentiation in the formulation of treatment principles

	<ul style="list-style-type: none"> • relevant testing and assessment options and procedures • signs and symptoms of condition disease process • 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
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Identify signs and symptoms of condition disease process • Apply the four methods of diagnosis (si zhen) • select the therapeutic techniques to determine treatment • analyze and interpret information received • manage shiatsu treatment • apply therapeutic techniques • Undertake relevant testing and assessment options and procedures • communicate effectively with clients • advise and resource the client • discuss the treatment with the client within the treatment plan • 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 and manuals • - 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Manage Health Care Business Supervise in Health Setting
Unit Code	HTH RMT5 09 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to supervise workers in a health setting It involves working with a work group to optimize client safety and comfort whilst completing job expectations and outputs; and to manage a business requirements of a practice within the health care environment.

Elements	Performance Criteria
1. Facilitate understanding of the work group's purpose / information needs	<p>1.1 Organization's mission and goals, legislative and regulatory requirements are communicated to the work group</p> <p>1.2 Sources of information and resources that may contribute to work group/practitioner performance are identified</p> <p>1.3 Information needs of the work group/practitioner is respond to according to organization policy</p> <p>1.4 Relevant information and/or resources are secured and distributed</p> <p>1.5 Work group/practitioner is assisted to understand the importance of client safety and comfort to the overall goals of the organization</p> <p>1.6 Work group/practitioner is assisted to understand its contribution to the organization's goals, including client safety and comfort</p> <p>1.7 Work group/practitioner is assisted to identify possible risks to client safety and comfort and develop a risk management plan</p> <p>1.8 Work group/practitioner is s to supported to develop an operational plan to meet expected outputs, in a context of optimal client safety and comfort</p> <p>1.9 Discussion is conducted with work group/practitioner about equipment and consumable quality and currency requirements, both current and anticipated</p> <p>1.10 Information on options for equipment is researched and secured to meet practice requirements</p> <p>1.11 Information about qualities of practice consumables is gathered as per organizational guidelines</p> <p>1.12 Cost benefit analysis of equipment and material quality and currency requirements and options are analyzed</p>

	and completed with reference to budgetary and planning constraints
2. Develop and implement operational plan	<p>2.1 Discussion is conducted with work group/practitioner to determine the current and future needs of the practice</p> <p>2.2 Work group/practitioner is consulted on manufacturer guidelines and maintenance records to determine a replacement protocol for equipment</p> <p>2.3 An equipment maintenance and renewal plan and costing are prepared based on current and anticipated information</p> <p>2.4 Equipment maintenance and renewal requirements are included in budget development and monitoring</p> <p>2.5 Individuals understanding on their roles, responsibilities and contribution to client safety and comfort are ensured for effectiveness</p> <p>2.6 Work group/practitioner is supported to complete job functions in a manner consistent with goals and client safety and comfort</p> <p>2.7 Required resources are secured to meet work group goals in a context of client safety and comfort</p>
3. Manage performance deviations.	<p>3.1 Work group/practitioner is supported to develop strategies to monitor performance</p> <p>3.2 Work group/practitioner is supported to identify indicators of possible deviations from work group goals and client safety and comfort</p> <p>3.3 Work group/practitioner is assisted to establish strategies to monitor work performance in a context of client safety and comfort</p> <p>3.4 Reporting processes are established for work group performance</p> <p>3.5 Work group problem solving access is facilitated to deal with all performance deviations and threats to client safety and comfort</p> <p>3.6 Work group and/or individual are/is empowered to address performance deviations</p> <p>3.7 Deviations to performance and threats to client safety and comfort and solutions are documented and reported to an appropriate person</p>
4. Manage the client related requirements of a practice	<p>4.1 Practice requirements are identified to address the safety and comfort needs of specific client groups</p> <p>4.2 Practice requirements are identified and implemented to meet location and regional needs</p>

	<p>4.3 Communication requirements are develop and implemented to meet client needs</p> <p>4.4 Information suitable to client language and comprehension needs is identified and secured</p> <p>4.5 Systems are developed and implemented to ensure that other client support needs are met, where required</p> <p>4.6 Relevance and currency of client related requirements of a practice are monitored</p>
5. Manage appointment scheduling requirements	<p>5.1 Appointment scheduling requirements are analyzed to best balance client appointment needs with practitioner time and needs</p> <p>5.2 Client scheduling practices that best balance client needs and practitioner needs are implemented and monitored</p>
6. Monitor duty of care practice requirements (excluding practitioner specific requirements)	<p>6.1 Risk of harm or injury to clients, staff, contractors and suppliers are identified</p> <p>6.2 Practitioners are consulted about reasonable and appropriate action to mitigate the likelihood of harm and injury</p> <p>6.3 Risk mitigation strategies are implemented accordingly</p> <p>6.4 Records of all actions that support attention to duty of care are maintained in standard format</p>

Variables	Range
Tools and Equipment	<ul style="list-style-type: none"> Computers, communication facilities
Actions to support client safety and comfort may include:	<ul style="list-style-type: none"> Communicating effectively, including communicating risk, obtaining consent, involving the client as a partner in health care and being culturally respectful Identifying, preventing and managing adverse events and near misses Use of evidence and information to promote best practice and enhance client safety Working safely Being ethical Continuing learning Addressing issues specific to the client and/or client group
A risk management plan may include but is not limited to:	<ul style="list-style-type: none"> Identification of possible threats to client safety and comfort Strategies to mitigate risk Response plan for breaches of client safety and comfort

Supporting work group to complete job functions may include:	<ul style="list-style-type: none"> • Clear communication of expectations • Modelling • Mentoring • Training • Responding appropriately and in a timely fashion to deviations to performance and threats to client safety and comfort • Facilitate problem solving on an individual and work group level
Resources may include:	<ul style="list-style-type: none"> • Information, • Equipment, • Materials
Strategies for monitoring performance may include:	<ul style="list-style-type: none"> • Self monitoring • Measurement against defined job functions • Client satisfaction • Peer monitoring
Specific client group needs may include	<ul style="list-style-type: none"> • Child friendly environment • Access and comfort for aged clients • Access and comfort for clients with a disability • Indigenous Australian appropriate environment • Access and comfort for specific conditions
Regional requirements may include	<ul style="list-style-type: none"> • Comfort requirements for clients travelling long distances • Warmth • Coolness • Flexible appointment requirements • Hours of operation
Communication requirements may occur in:	<ul style="list-style-type: none"> • Appointment reminders • Review times for chronic conditions • Systems to ensure clients are aware of special requirements eg fasting, supply of specimens
Information May include:	<ul style="list-style-type: none"> • Condition specific information • General well being information • Language relevant information • Age appropriate information • Comprehension level appropriate information
Client appointment needs include:	<ul style="list-style-type: none"> • Adequate contact with the practitioner • Appointment times that address client comfort needs e.g., due to fasting' fluid intake etc • Minimal waiting time
Additional support needs may include	<ul style="list-style-type: none"> • Assistance organizing referrals, where necessary • Assistance organizing other supports, eg home care • Information about the cost and availability of equipment and aids

Evidence Guide			
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Communicated with and facilitated work group to: <ul style="list-style-type: none"> • establish operational goals, in a context of client safety and comfort • establish performance monitoring strategies • participate in problem solving of deviations to performance and threats to client safety and comfort • Monitored and reported team performance • Collated information about qualities of practice consumables • Undertook a cost benefit analysis relating to quality and currency requirements of equipment and materials • Identified viable options for the practice in relation to equipment and materials in line with budgetary and planning constraints • Implemented risk mitigation strategies to address identified risks for practice • Monitored and recorded actions that support attention to duty of care • Developed and managed practice budgets relating to equipment, information and consumable currency requirements • Prepared an equipment maintenance and renewal plan and costing • Managed appointment scheduling to address client and practitioner needs 		
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Organization’s mission and goals • Legislative and regulatory requirements of the work group’s functions • Requirements for client safety and comfort • Principles and processes for goal setting and monitoring • Principles and processes of risk management • Organization’s performance monitoring policies and procedures • Principles and processes of performance management • Sources of information and/or resources relevant to the work groups performance and client safety and comfort • Practice policies, procedures and systems relevant to delivery of client services • Practice security procedures and systems • Practitioner requirements -information, equipment and other resources • Client requirements- in relation to information, appointment scheduling, available support services and specific service delivery issues 		
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	<ul style="list-style-type: none"> • Quality, cost and associated requirements relating to equipment and consumable resources relevant to the practice • Requirements relating to storage, handling, maintenance and currency of equipment and consumable resources • Practice appointment scheduling and client follow up systems and procedures • Potential risks relevant to the practice and associated risk mitigation strategies • Practice policies and procedures in relation to addressed duty of care and service delivery requirements
Underpinning Skills	<p>Ability and practical skills to:</p> <ul style="list-style-type: none"> • facilitate understanding of the work group's purpose / information needs • develop and implement operational plan • manage performance deviations. • manage the client related requirements of a practice • manage appointment scheduling requirements • monitor duty of care practice requirements • apply problem solving skills
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately • Simulated environment where assessment can take place • Relevant legislation, regulations and guidelines mission statement and goals • Client safety and comfort requirements for a range of work contexts • 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Monitor and Evaluate Massage Therapy Treatment
Unit Code	HTH RMT5 10 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>5.1 Changes in client treatment /condition are communicated to client, implemented and documented in standard format as per clinic guideline</p> <p>5.2 Revision of treatments is communicated to other team members if applicable as per clinic guideline</p>

Variables	Range
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 • Towel and pillow • Cleaning cloths
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
As appropriate mean may include:	<ul style="list-style-type: none"> • Where the client has provided written permission
Treatment plan may include:	<ul style="list-style-type: none"> • Reflexology treatments • Shahitsu treatments • Swedish massage treatments • Remedial treatments • Aromatherapy treatments • Thai massaage treatments • Other complementary health treatments • Other mainstream health treatments • Referrals to other health professionals

	<ul style="list-style-type: none"> • Monitoring regime • Evaluation of care
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
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	
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
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

	<ul style="list-style-type: none"> • 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 • 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>Ability and practical 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Manage Health Care Setting
Unit Code	HTH RMT5 11 0611
Unit Descriptor	This unit of competence describes the skills and knowledge required to supervise workers in a health setting It involves working with a work group to optimize client safety and comfort whilst completing job expectations and outputs; and to manage a business requirements of a practice within the health care environment.

Elements	Performance Criteria
1. Facilitate understanding of the work group's purpose / information needs	<p>1.1 Organization's mission and goals, legislative and regulatory requirements are communicated to the work group</p> <p>1.2 Sources of information and resources that may contribute to work group/practitioner performance are identified</p> <p>1.3 Information needs of the work group/practitioner is respond to according to organization policy</p> <p>1.4 Relevant information and/or resources are secured and distributed</p> <p>1.5 Work group/practitioner is assisted to understand the importance of client safety and comfort to the overall goals of the organization</p> <p>1.6 Work group/practitioner is assisted to understand its contribution to the organization's goals, including client safety and comfort</p> <p>1.7 Work group/practitioner is assisted to identify possible risks to client safety and comfort and develop a risk management plan</p> <p>1.8 Work group/practitioner is s to supported to develop an operational plan to meet expected outputs, in a context of optimal client safety and comfort</p> <p>1.9 Discussion is conducted with work group/practitioner about equipment and consumable quality and currency requirements, both current and anticipated</p> <p>1.10 Information on options for equipment is researched and secured to meet practice requirements</p> <p>1.11 Information about qualities of practice consumables is gathered as per organizational guidelines</p> <p>1.12 Cost benefit analysis of equipment and material quality and currency requirements and options are analyzed</p>

	and completed with reference to budgetary and planning constraints
2. Develop and implement operational plan	<p>2.1 Discussion is conducted with work group/practitioner to determine the current and future needs of the practice</p> <p>2.2 Work group/practitioner is consulted on manufacturer guidelines and maintenance records to determine a replacement protocol for equipment</p> <p>2.3 An equipment maintenance and renewal plan and costing are prepared based on current and anticipated information</p> <p>2.4 Equipment maintenance and renewal requirements are included in budget development and monitoring</p> <p>2.5 Individuals understanding on their roles, responsibilities and contribution to client safety and comfort are ensured for effectiveness</p> <p>2.6 Work group/practitioner is supported to complete job functions in a manner consistent with goals and client safety and comfort</p> <p>2.7 Required resources are secured to meet work group goals in a context of client safety and comfort</p>
3. Manage performance deviations.	<p>3.1 Work group/practitioner is supported to develop strategies to monitor performance</p> <p>3.2 Work group/practitioner is supported to identify indicators of possible deviations from work group goals and client safety and comfort</p> <p>3.3 Work group/practitioner is assisted to establish strategies to monitor work performance in a context of client safety and comfort</p> <p>3.4 Reporting processes are established for work group performance</p> <p>3.5 Work group problem solving access is facilitated to deal with all performance deviations and threats to client safety and comfort</p> <p>3.6 Work group and/or individual are/is empowered to address performance deviations</p> <p>3.7 Deviations to performance and threats to client safety and comfort and solutions are documented and reported to an appropriate person</p>
4. Manage the client related requirements of a practice	<p>4.1 Practice requirements are identified to address the safety and comfort needs of specific client groups</p> <p>4.2 Practice requirements are identified and implemented to meet location and regional needs</p>

	<p>4.3 Communication requirements are develop and implemented to meet client needs</p> <p>4.4 Information suitable to client language and comprehension needs is identified and secured</p> <p>4.5 Systems are developed and implemented to ensure that other client support needs are met, where required</p> <p>4.6 Relevance and currency of client related requirements of a practice are monitored</p>
5. Manage appointment scheduling requirements	<p>5.1 Appointment scheduling requirements are analyzed to best balance client appointment needs with practitioner time and needs</p> <p>5.2 Client scheduling practices that best balance client needs and practitioner needs are implemented and monitored</p>
6. Monitor duty of care practice requirements (excluding practitioner specific requirements)	<p>6.1 Risk of harm or injury to clients, staff, contractors and suppliers are identified</p> <p>6.2 Practitioners are consulted about reasonable and appropriate action to mitigate the likelihood of harm and injury</p> <p>6.3 Risk mitigation strategies are implemented accordingly</p> <p>6.4 Records of all actions that support attention to duty of care are maintained in standard format</p>

Variables	Range
Tools and Equipment	<ul style="list-style-type: none"> Computers, communication facilities
Actions to support client safety and comfort may include:	<ul style="list-style-type: none"> Communicating effectively, including communicating risk, obtaining consent, involving the client as a partner in health care and being culturally respectful Identifying, preventing and managing adverse events and near misses Use of evidence and information to promote best practice and enhance client safety Working safely Being ethical Continuing learning Addressing issues specific to the client and/or client group
A risk management plan may include but is not limited to:	<ul style="list-style-type: none"> Identification of possible threats to client safety and comfort Strategies to mitigate risk Response plan for breaches of client safety and comfort
Supporting work group to	<ul style="list-style-type: none"> Clear communication of expectations Modelling

complete job functions may include:	<ul style="list-style-type: none"> • Mentoring • Training • Responding appropriately and in a timely fashion to deviations to performance and threats to client safety and comfort • Facilitate problem solving on an individual and work group level
Resources may include:	<ul style="list-style-type: none"> • -Information, -Equipment, -Materials
Strategies for monitoring performance may include:	<ul style="list-style-type: none"> • Self monitoring • Measurement against defined job functions • Client satisfaction • Peer monitoring
Specific client group needs may include	<ul style="list-style-type: none"> • Child friendly environment • Access and comfort for aged clients • Access and comfort for clients with a disability • Indigenous Australian appropriate environment • Access and comfort for specific conditions
Regional requirements may include	<ul style="list-style-type: none"> • Comfort requirements for clients travelling long distances • Warmth • Coolness • Flexible appointment requirements • Hours of operation
Communication requirements may occur in:	<ul style="list-style-type: none"> • Appointment reminders • Review times for chronic conditions • Systems to ensure clients are aware of special requirements eg fasting, supply of specimens
Information May include	<ul style="list-style-type: none"> • Condition specific information • General well being information • Language relevant information • Age appropriate information • Comprehension level appropriate information
Client appointment needs include:	<ul style="list-style-type: none"> • Adequate contact with the practitioner • Appointment times that address client comfort needs e.g., due to fasting' fluid intake etc • Minimal waiting time
Additional support needs may include	<ul style="list-style-type: none"> • Assistance organizing referrals, where necessary • Assistance organizing other supports, eg home care • Information about the cost and availability of equipment and aids

Evidence Guide			
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Communicated with and facilitated work group to: <ul style="list-style-type: none"> • establish operational goals, in a context of client safety and comfort • establish performance monitoring strategies • participate in problem solving of deviations to performance and threats to client safety and comfort • Monitored and reported team performance • Collated information about qualities of practice consumables • Undertook a cost benefit analysis relating to quality and currency requirements of equipment and materials • Identified viable options for the practice in relation to equipment and materials in line with budgetary and planning constraints • Implemented risk mitigation strategies to address identified risks for practice • Monitored and recorded actions that support attention to duty of care • Developed and managed practice budgets relating to equipment, information and consumable currency requirements • Prepared an equipment maintenance and renewal plan and costing • Managed appointment scheduling to address client and practitioner needs 		
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Organization’s mission and goals • Legislative and regulatory requirements of the work group’s functions • Requirements for client safety and comfort • Principles and processes for goal setting and monitoring • Principles and processes of risk management • Organization’s performance monitoring policies and procedures • Principles and processes of performance management • Sources of information and/or resources relevant to the work groups performance and client safety and comfort • Practice policies, procedures and systems relevant to delivery of client services • Practice security procedures and systems • Practitioner requirements -information, equipment and other resources • Client requirements- in relation to information, appointment scheduling, available support services and specific service delivery issues 		
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	<ul style="list-style-type: none"> • Quality, cost and associated requirements relating to equipment and consumable resources relevant to the practice • Requirements relating to storage, handling, maintenance and currency of equipment and consumable resources • Practice appointment scheduling and client follow up systems and procedures • Potential risks relevant to the practice and associated risk mitigation strategies • Practice policies and procedures in relation to addressed duty of care and service delivery requirements
Underpinning Skills	<p>Ability and practical skills to:</p> <ul style="list-style-type: none"> • facilitate understanding of the work group's purpose / information needs • develop and implement operational plan • manage performance deviations. • manage the client related requirements of a practice • manage appointment scheduling requirements • monitor duty of care practice requirements • apply problem solving skills
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately • Simulated environment where assessment can take place • Relevant legislation, regulations and guidelines mission statement and goals • Client safety and comfort requirements for a range of work contexts • 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Apply Acupuncture and Moxibustion Treatments
Unit Code	HTH RMT5 12 0611
Unit Descriptor	This unit of competence deals with knowledge, skills and attitudes necessary to perform Acupuncture and Moxibustion to the needs of individual clients and communities. The unit involves identification and application of the theory and principles of acupuncture and moxibustion, the mechanism treatment of human body abnormalities for needy people depending to age and sex group.

Elements	Performance Criteria
1. Describe the general concepts of acupuncture and moxibustion	<p>1.1 Definitions of acupuncture and moxibustion treatments are provided</p> <p>1.2 An overview of the historical development of acupuncture and moxibustion treatments is provided</p> <p>1.3 The central philosophies of treatments techniques are Identified and explained</p> <p>1.4 The meridian theory basis of acupuncture and moxibustion treatments is explained</p> <p>1.5 Other philosophies relating to massage therapy techniques are identified and explained in accordance with professional ethics and workplace guideline</p>
2. Obtain, record and analyze an accurate history of the client	<p>2.1 Required information is gathered from the client for the client's history 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 treatments 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 Patient is requested to submit previous medical records or process medical check up prior to commencement and before completion of treatment</p> <p>2.4 Information is gathered, recorded and organized in standard format in a way which can be interpreted readily by other professionals</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>

	2.6 Information gathered is assessed and assigned priority in consultation with the client using knowledge, experience and theoretical principles
3. Determine precautions and contra-indications	<p>3.1 Signs and symptoms of conditions are recognized and identified as a pre-requisite for treatment/care</p> <p>3.2 Precautions/contra-indications to acupuncture and moxibustion treatments 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 patient	<p>4.1 Patient is addressed appropriately in accordance with to professional ethics and workplace procedures</p> <p>4.2 The services able to be provided and the limits of available services are explained clearly to the patient in accordance with workplace procedures</p> <p>4.3 Patient's expectations of services are explored and clarified ethically</p> <p>4.4 Personal abilities, level of professional competence and parameters of role are explained to the client</p> <p>4.5 The rationale of the treatment plan is discussed with the patient in accordance workplace rules</p>
5. Determine the direction and depth of the needle insertion	<p>5.1 Patient is informed about methods and techniques applied in fixing and inserting needles</p> <p>5.2 Patient's doubts are made clear before commencement of the treatments</p> <p>5.3 Patient is explained about treatment procedures and signs of discomfort during treatments</p>
6. Apply needling using the correct steps	<p>6.1 Appropriate needle size is selected and applied as per job instruction and professional ethics</p> <p>6.2 Appropriate depth of needles is maintained during fixing and checked throughout treatments</p> <p>6.3 Patient is informed about duration taken for treatment</p> <p>6.4 Patient is asked to ascertain his/her level of comfort and compliance with the treatment</p> <p>6.5 Manipulation methods of reinforcing and reducing are applied throughout the treatment as required</p> <p>6.6 Needles are removed from the body of patient at adjusted clock</p> <p>6.7 Treatment areas are cleaned with ball of cotton applying OH&S requirements</p>

	<p>6.8 Effects of previous treatment are identified and recorded according to workplace procedure and treatment plan</p> <p>6.9 Patient is provided with clear information about their level of improvement in relation to their treatment plan</p> <p>6.10 Impact of ongoing treatments is evaluated in relation to patient's physical, mental and emotional condition and behavior</p> <p>6.11 Used needles are disposed after treatment of the patient is completed</p>
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Variables	Range
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"> • Massage table, Picture, Pillow, cushion, Mattress, Sheets, Computers, Projector ,weighing scale, BP apparatus and, Stethoscope, Thermometer, OHS equipment and personal protective devices, Overcoat, uniforms, needles acupuncture, forceps, electrical acupuncture apparatus, moxa-stick
Materials	<ul style="list-style-type: none"> • cotton balls, Alcohol, small trays,

Evidence Guide	
Critical Aspects of Competence	<p>Critical evidence of knowledge and skills include the ability to:</p> <ul style="list-style-type: none"> • Described the general concepts and historical background of acupuncture and moxibustion • Demonstrated client's safety in inserting and manipulation the needle • Demonstrated the correct direction and depth of the needle insertion • Applied correct method of inserting and manipulating needle after insertion
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Historical background of acupuncture • General terminology in acupuncture • client safety • practice needling • Inserting and manipulation the needle • Method of inserting needle • Manipulation after insertion • The manipulation methods reinforcing and reducing

	<ul style="list-style-type: none"> • Acupuncture sensation and therapeutic effects • The direction and depth of the needle insertion
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • analyze an accurate history of the client • identify precautions and contra-indications • communicate effectively with patient • determine the direction and depth of the needle insertion • apply needling using the correct steps • apply infection control procedures and OH &S requirements
Resource Implications	<p>Resources essential for assessment include:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately • Simulated environment where assessment can take place • 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>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Practice Career Professionalism
Unit Code	HTH RMT5 13 0611
Unit Descriptor	This unit covers the knowledge, attitudes and skills in promoting career growth and advancement.

Elements	Performance Criteria
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships is are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 Trainings and career opportunities are identified and availed of based on job requirements 3.2 Recognitions are -sought/received and demonstrated as proof of career advancement 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed

Variable	Range
Evaluation	<ul style="list-style-type: none"> • performance appraisal • psychological profile • aptitude tests
Resources	<ul style="list-style-type: none"> • human • financial • technology, hardware and software
Training and career opportunities	<ul style="list-style-type: none"> • participation in training program • serving as resource persons in conference/workshops • continuing education
Recognition	<ul style="list-style-type: none"> • recommendations • citations

	<ul style="list-style-type: none"> • certificate of appreciation • commendations / awards • tangible and intangible rewards
Licenses and/or certificates	<ul style="list-style-type: none"> • professional licenses • support level licenses

Evidence Guide	
Critical Aspects of Assessment	<p>Assessment must show evidence that the candidate:</p> <ul style="list-style-type: none"> • attained job targets within key result areas (KRAs) • maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation • completed trainings and career opportunities which are based on the requirements of the industries • acquired and maintained licenses and/or certifications according to the requirement of the qualification
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • work values and ethics (Code of Conduct, Code of Ethics, etc.) • company policies • company operations, procedures and standards • fundamental rights at work including gender sensitivity • personal hygiene practices
Underpinning Skills	<p>Demonstrates skills on:</p> <ul style="list-style-type: none"> • appropriate practice of personal hygiene • intra and Interpersonal skills • communication skills
Resource Implications	The following resources must be provided: variety of information, communication tools, simulated workplace
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Oral Questioning • 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: Remedial Massage Therapy Level V	
Unit Title	Facilitate and Capitalize on Change and Innovation
Unit Code	HTH RMT5 14 0611
Unit Descriptor	This unit specifies the outcomes required to plan and manage the introduction and facilitation of change; particular emphasis is on the development of creative and flexible approaches, and on managing emerging opportunities and challenges.

Elements	Performance Criteria
1. Participate in planning ,introducing and facilitating change	<p>1.1 Manager contributes effectively to the organization's planning processes to introduce and facilitate change</p> <p>1.2 Plans to introduce change are made in consultation with appropriate stakeholders</p> <p>1.3 Organization's objectives and plans introduced to change are communicated effectively to individuals and teams</p>
2. Develop creative and flexible approaches and solutions	<p>2.1 Variety of approaches to managing workplace issues and problems are identified and analyzed</p> <p>2.2 Variety of approaches identified and to analyze work place issues</p> <p>2.3 Risk factors identified and action initiated to manage risks to achieve organizational benefit</p> <p>2.4 Risks are identified and assessed, and action initiated to manage these to achieve a recognized benefit or advantage to the organization</p> <p>2.5 Workplace is managed in a way which promotes the development of innovative approaches and outcomes</p> <p>2.6 Resource managed effectively to improve productivity and services</p> <p>2.7 Creative and responsive approaches to resource management improve productivity and services, and/or reduce costs</p>
3. Manage emerging challenges and opportunities	<p>3.1 Individuals and teams are supported to respond effectively and efficiently to changes in the organization's goals, plans and priorities</p> <p>3.2 Coaching and mentoring assist individuals and teams to develop competencies to handle change efficiently and effectively</p> <p>3.3 Opportunities are identified and taken as appropriate, to make adjustments and to respond to the changing needs of customers and the organization</p>

	<p>3.4 Information needs of individuals and teams are anticipated and facilitated as part of change implementation and management</p> <p>3.5 Recommendations for improving the methods and techniques to manage change are identified, evaluated and negotiated with appropriate individuals and groups</p>
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Variables	Range
Manager	A person with frontline management roles and responsibilities, regardless of the title of their position
Appropriate stakeholders may refer to:	<p>Those individuals and organizations who have a stake in the change and innovation being planned, including:</p> <ul style="list-style-type: none"> • organization directors and other relevant managers • teams and individual employees who are both directly and indirectly involved in the proposed change • union/employee representatives or groups • OHS committees • other people with specialist responsibilities • external stakeholders where appropriate – such as clients, suppliers, industry associations, regulatory and licensing agencies
Risks may refer to:	<ul style="list-style-type: none"> • any event, process or action that may result in goals and objectives of the organization not being met • any adverse impact on individuals or the organization • various risks identified in a risk management process
Information needs may include:	<ul style="list-style-type: none"> • new and emerging workplace issues • implications for current work roles and practices including training and development • changes relative to workplace legislation, such as OHS, workplace data such as productivity, inputs/outputs and future projections • planning documents • reports • market trend data • scenario plans • customer/competitor data

Evidence Guide	
Critical Aspects of Competence	<p>Assessment must show evidence that the candidate:</p> <ul style="list-style-type: none"> • Planning the introduction and facilitation of change • Developing creative and flexible approaches and solutions • Managing emerging challenges and opportunities

Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination • the principles and techniques involved in: <ul style="list-style-type: none"> • change and innovation management • development of strategies and procedures to implement and facilitate change and innovation • use of risk management strategies: identifying hazards, • assessing risks and implementing risk control measures <ul style="list-style-type: none"> • problem identification and resolution • leadership and mentoring techniques • management of quality customer service delivery • consultation and communication techniques • record keeping and management methods • the sources of change and how they impact • factors which lead/cause resistance to change • approaches to managing workplace issues
Underpinning Skills	<p>Demonstrate skills on:</p> <ul style="list-style-type: none"> • Communication skills • Planning work • Managing risk
Resources Implication	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Workplace or fully equipped assessment location with necessary tools, equipment and 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 • Capability to develop project assessed
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Manage Project Quality
Unit Code	<u>HTH RMT5 15 0611</u>
Unit Descriptor	This unit specifies the outcomes required to manage quality within projects. It covers determining quality requirements, implementing quality assurance processes, and using review and evaluation to make quality improvements in current and future projects.

Elements	Performance Criteria
1. Determine quality requirements	<p>1.1 Quality objectives, standards and levels are determined, with input from stakeholders and guidance of a higher project authority, to establish the basis for quality outcomes and a quality management plan</p> <p>1.2 Established quality management methods, techniques and tools are selected and used to determine preferred mix of quality, capability, cost and time</p> <p>1.3 Quality criteria are identified, agreed with a higher project authority and communicated to stakeholders to ensure clarity of understanding and achievement of quality and overall project objectives</p> <p>1.4 Agreed quality requirements are included in the project plan and implemented as basis for performance measurement</p>
2. Implement quality assurance	<p>2.1 Results of project activities and product performance are measured and documented throughout the project life cycle to determine compliance with agreed quality standards</p> <p>2.2 Causes of unsatisfactory results are identified, in consultation with the client, and appropriate actions are recommended to a higher project authority to enable continuous improvement in quality outcomes</p> <p>2.3 Inspections of quality processes and quality control results are conducted to determine compliance of quality standards to overall quality objectives</p> <p>2.4 A quality management system is maintained to enable effective recording and communication of quality issues and outcomes to a higher project authority and stakeholders</p>

3. Implement project quality improvements	<p>3.1 Processes are reviewed and agreed changes implemented continually throughout the project life cycle to ensure continuous improvement to quality</p> <p>3.2 Project outcomes are reviewed against performance criteria to determine the effectiveness of quality management processes and procedures</p> <p>3.3 Lessons learned and recommended improvements are identified, documented and passed on to a higher project authority for application in future projects</p>
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Variable	Range		
Quality objectives may include:	<ul style="list-style-type: none"> • requirements from the client and other stakeholders • requirements from a higher project authority • negotiated trade-offs between cost, schedule and performance • those quality aspects which may impact on customer satisfaction 		
quality management plan may include:	<ul style="list-style-type: none"> • established processes • authorizations and responsibilities for quality control • quality assurance • continuous improvement 		
Quality management methods, techniques and tools may include	<ul style="list-style-type: none"> • brainstorming • benchmarking • charting processes • ranking candidates • defining control • undertaking benefit/cost analysis • processes that limit and/or indicate variation • control charts • flowcharts • histograms • pareto charts • scattergram • run charts 		
Quality control may include:	<ul style="list-style-type: none"> • monitoring conformance with specifications • recommending ways to eliminate causes of unsatisfactory • performance of products or processes • monitoring of regular inspections by internal or external agents 		
Improvements may include:	<ul style="list-style-type: none"> • formal practices, such as total quality management or continuous improvement • improvement by less formal processes which enhance both the product quality and processes of the project, for example client surveys to determine client satisfaction with project team performance 		
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Evidence Guide	
Critical Aspects of Competence	<p>A person who demonstrates competence in this unit must be able to provide evidence that they have taken responsibility for quality management of projects. This will include evidence of managing the work of others within the project team with respect to quality.</p> <p>Products that could be used as evidence include: documentation produced in managing projects such as:</p> <ul style="list-style-type: none"> • lists of quality objectives, standards, levels and measurement criteria • records of inspections, recommended rectification actions and quality outcomes • management of quality management system and quality management plans • application of quality control, quality assurance and continuous improvement processes • records of quality reviews • lists of lessons learned and recommended improvements <p>Processes that could be used as evidence include:</p> <ul style="list-style-type: none"> • how quality requirements and outcomes were determined for projects • how quality tools were selected for use in projects • how team members were managed throughout projects with respect to quality within the project • how quality was managed throughout projects • how problems and issues with respect to quality and arising during projects were identified and addressed • how projects were reviewed with respect to quality management • how improvements to quality management of projects have been acted upon
Underpinning Knowledge and Attitudes	<p>Broad knowledge and understanding of:</p> <ul style="list-style-type: none"> • the principles of project quality management and their application • acceptance of responsibilities for project quality management • use of quality management systems and standards • the place of quality management in the context of the project life cycle • appropriate project quality management methodologies; and their capabilities, limitations, applicability and contribution to project outcomes • attributes: <ul style="list-style-type: none"> • analytical • attention to detail • able to maintain an overview • communicative

	<ul style="list-style-type: none"> • positive leadership
Underpinning Skills	<p>Demonstrate skills required includes the:</p> <ul style="list-style-type: none"> • ability to relate to people from a range of social, cultural and ethnic backgrounds, and physical and mental abilities • project management • quality management • planning and organizing • communication and negotiation • problem-solving • leadership and personnel management • monitoring and review skills
Resources Implication	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • access to workplace documentation • real or simulated workplace
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 real workplace or in a simulated workplace setting</p>

Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Establish and Conduct Business Relationships
Unit Code	HTH RMT5 16 0611
Unit Descriptor	This unit covers the skills, attitudes and knowledge required to manage business relationship with customers within the constructions industry context.

Elements	Performance Criteria
1. Establish contact with customer	1.1 Welcoming customer environment is maintained 1.2 Customer is greeted warmly according to enterprise policies and procedures 1.3 Effective service environment is created through verbal and non-verbal presentation according to enterprise policies and procedures 1.4 Customer data is maintained to ensure database relevance and currency 1.5 Information on customers and service history is gathered for analysis 1.6 Opportunities to maintain regular contact with customers are identified and taken up
2. Clarify needs of customer	2.1 Customer needs are determined through questioning and active listening 2.2 Customer needs are accurately assessed against the products/services of the enterprise 2.3 Customer details are documented clearly and accurately in required format 2.4 Conduct negotiations in a business-like and professional manner 2.5 Maximize benefits for all parties in the negotiation through use of established techniques and in the context of establishing long term relationships 2.6 Communicate the results of negotiations to appropriate colleagues and stakeholders within appropriate timeframes
3. Provide information and advice	3.1 Features and benefits of products/services provided by the enterprise are described/recommended to meet customer needs

	<p>3.2 Information to satisfy customer needs is provided</p> <p>3.3 Alternative sources of information/advice are discussed with the customer</p>
4. Foster and maintain business relationships	<p>4.1 Pro-actively seek, review and act upon information needed to maintain sound business relationships.</p> <p>4.2 Honor agreements within the scope of individual responsibility.</p> <p>4.3 Make adjustments to agreements in consultation with the customer and share information with appropriate colleagues.</p> <p>4.4 Nurture relationships through regular contact and use of effective interpersonal and communication styles.</p>

Variables	Range
Opportunities to maintain regular contact with customers may include:	<ul style="list-style-type: none"> • informal social occasions • industry functions • association membership • co-operative promotions • program of regular telephone contact
Negotiation techniques	<ul style="list-style-type: none"> • identification of goals, limits • clarification of needs of all parties • identifying points of agreement and points of difference • preparatory research of facts • active listening and questioning • non-verbal communication techniques • appropriate language • bargaining • developing options • confirming agreements • appropriate cultural behavior

Evidence Guide	
Critical Aspects of Competence	<p>It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> • consistently applying enterprise policies and procedures and industry codes of practice in regard to customer service • providing a quality service environment by treating customers in a courteous and professional manner through all stages of the procedure • using effective questioning/active listening and observation

	<p>skills to identify customer needs</p> <ul style="list-style-type: none"> • communicating effectively with others involved in or affected by the work • maintaining relevant and current customer databases in accordance with enterprise policies and procedures • ability to build and maintain relationships to achieve successful business outcomes
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge and attitudes on:</p> <ul style="list-style-type: none"> • Operational knowledge of enterprise policies and procedures in regard to: <ul style="list-style-type: none"> • customer service • dealing with difficult customers • maintenance of customer databases • allocated duties/responsibilities • General knowledge of the range of enterprise merchandise and services, location of telephone extensions and departments/sections • Basic operational knowledge of legislation and statutory requirements, including consumer law, trade practices and fair trading legislation • Basic operational knowledge of industry/workplace codes of practice in relation to customer service • Negotiation and communication techniques appropriate to negotiations that may be of significant commercial value
Underpinning Skills	<p>Demonstrate skills on:</p> <ul style="list-style-type: none"> • Use workplace technology related to use of customer database • Collect, organize and understand information related to collating and analyzing customer information to identify needs • Communicate ideas and information • Plan and organize activities concerning information for database entries • Use mathematical ideas and techniques to plan database cells and size • Establish diagnostic processes which identify and recommend improvements to customer service
Resources Implication	<p>The following should be made available:</p> <ul style="list-style-type: none"> • a workplace or simulated workplace • documentation, such as enterprise policy and procedure manuals relating to customer service
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>Elements of competence contain both knowledge and practical components. Knowledge components may be assessed off the</p>

	job. Practical components should be assessed on the job or in a simulated work environment.
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Occupational Standard: Remedial Massage Therapy Level V	
Unit Title	Develop and Refine Systems for Continuous Improvement in Operations
Unit Code	HTH RMT5 17 1012
Unit Descriptor	This unit of competency covers the skills, knowledge and processes required to ensure that continuous improvement systems do not stultify and continue to improve along with other operational systems in an organization. This unit is about improving the process yield/unit of effort or cost, reducing process variation and increasing process reliability, upgrading, enhancing or refining process outputs, and includes developing a culture of reviewing and sustaining change ensuring improvements are maintained and built on.

Elements	Performance Criteria
1. Establish parameters of current internal improvement systems	1.1 Describe organization systems that impact on continuous improvement 1.2 Identify current relevant metrics and their values 1.3 Check that metrics are collected for all improvements 1.4 Determine yield of current improvement processes 1.5 Review results of improvements
2. Distinguish breakthrough improvement processes	2.1 Identify all improvements which have occurred over an agreed period of time 2.2 Distinguish between breakthrough improvements and continuous improvements 2.3 Determine the timing of breakthrough improvement processes 2.4 Analyze factors controlling the timing and selection of breakthrough improvements 2.5 Analyze continuous improvements to identify cases where breakthrough improvements were required 2.6 Validate findings with process/system owners and obtain required approvals 2.7 Improve timing/selection of breakthrough improvements 2.8 Improve other factors limiting the gains from breakthrough improvements
3. Develop continuous improvement practice	3.1 Check that levels of delegated authority and responsibility are appropriate for continuous improvement from the shop floor 3.2 Ensure all personnel have appropriate capabilities for

	<p>continuous improvement processes</p> <p>3.3 Ensure personnel and systems recognize potential breakthrough improvement projects</p> <p>3.4 Ensure sufficient resources are available for the operation of continuous and breakthrough improvement processes</p> <p>3.5 Check that relevant information flows from improvement changes to all required areas and stakeholders</p> <p>3.6 Check data collection and metrics analysis capture changes which result from improvement actions</p> <p>3.7 Check that improvement changes are standardized and sustained</p> <p>3.8 Check review processes for routine continuous improvements</p> <p>3.9 Remove or change factors limiting gains from improvements</p> <p>3.10 Modify systems to ensure appropriate possible changes are referred to other improvement processes</p> <p>3.11 Institutionalize breakthrough</p>
4. Establish parameters of current external improvement system	<p>4.1 Review value stream systems that impact on improvement</p> <p>4.2 Review procedures for deciding improvement methodologies Identify current relevant metrics and their values, as appropriate</p> <p>4.3 Determine yield of current improvement processes</p> <p>4.4 Review results of improvements</p>
5. Explore opportunities for further development of value stream improvement processes	<p>5.1 Review mechanisms for consultation with value stream members</p> <p>5.2 Develop mechanisms for further improving joint problem solving</p> <p>5.3 Develop mechanisms for increased sharing of organizational knowledge</p> <p>5.4 Obtain support and necessary authorizations from process/system owners</p> <p>5.5 Capture and standardize improvements</p> <p>5.6 Improve factors limiting gains from continuous improvements</p>

6. Review systems for compatibility with improvement strategy	<p>6.1 Review all systems which impact or are impacted on improvements and the improvement system</p> <p>6.2 Analyze relationships between improvement systems and other relevant systems</p> <p>6.3 Analyze practices caused by and results from the systems</p> <p>6.4 Negotiate changes to the systems to improve the outcomes from improvement systems</p> <p>6.5 Obtain necessary approvals to implement changes</p> <p>6.6 Monitor the implementation of the changes</p>
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Variable	Range
Competitive systems and practices	<p>Competitive systems and practices may include, but are not limited to:</p> <ul style="list-style-type: none"> • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems • statistical process control systems, including six sigma and three sigma • JIT, kanban and other pull-related operations control systems • supply, value, and demand chain monitoring and analysis • 5S • continuous improvement (kaizen) • breakthrough improvement (kaizen blitz) • cause/effect diagrams • overall equipment effectiveness (OEE) • takt time • process mapping • problem solving • run charts • standard procedures • current reality tree • Competitive systems and practices should be interpreted so as to take into account: <ul style="list-style-type: none"> – stage of implementation of competitive systems and practices – the size of the enterprise – the work organization, culture, regulatory environment and the industry sector

Code of practice and standards	Where reference is made to industry codes of practice, and/or Ethiopian/international standards, the latest version must be used
Organization systems	Organization systems may include: <ul style="list-style-type: none"> • problem recognition and solving • operational/process improvement • improvement projects • product/process design and development • processes for making incremental improvements
Relevant metrics	Relevant metrics include all those measures which might be used to determine the performance of the improvement system and may include: <ul style="list-style-type: none"> • hurdle rates for new investments • KPIs for existing processes • quality statistics • delivery timing and quantity statistics • process/equipment reliability ('uptime') • incident and non-conformance reports • complaints, returns and rejects
Process improvement yield	Improvement process yield may be regarded as: <ul style="list-style-type: none"> • the benefit achieved for the effort invested
Breakthrough improvements	Breakthrough improvements include: <ul style="list-style-type: none"> • those which result from a kaizen blitz or other improvement project or event and are a subset of all improvements
Timing of breakthrough improvements	Timing of breakthrough improvements includes: <ul style="list-style-type: none"> • frequency (which should be maximized) and duration (which should be minimized) of events/projects
Continuous improvement	Continuous improvement is part of normal work and does not require a special event to occur (although may still require authorizations) and contrasts with breakthrough improvement/kaizen blitz which occurs by way of an event or project
Resources for improvement	Resources for improvements include: <ul style="list-style-type: none"> • improvement budget • guidelines for trialing of possible improvements • mechanism for approvals for possible improvements • business case guidelines for proposed improvements • indicators of success of proposed improvement • mechanisms for tracking and evaluation of changes • forum for the open discussion of the results of the implementation • mechanisms for the examination of the improvement for additional improvements • organization systems to sustain beneficial changes
Capturing value stream improvements	Capturing value stream improvements includes: <ul style="list-style-type: none"> • revised contractual arrangements • revised specifications

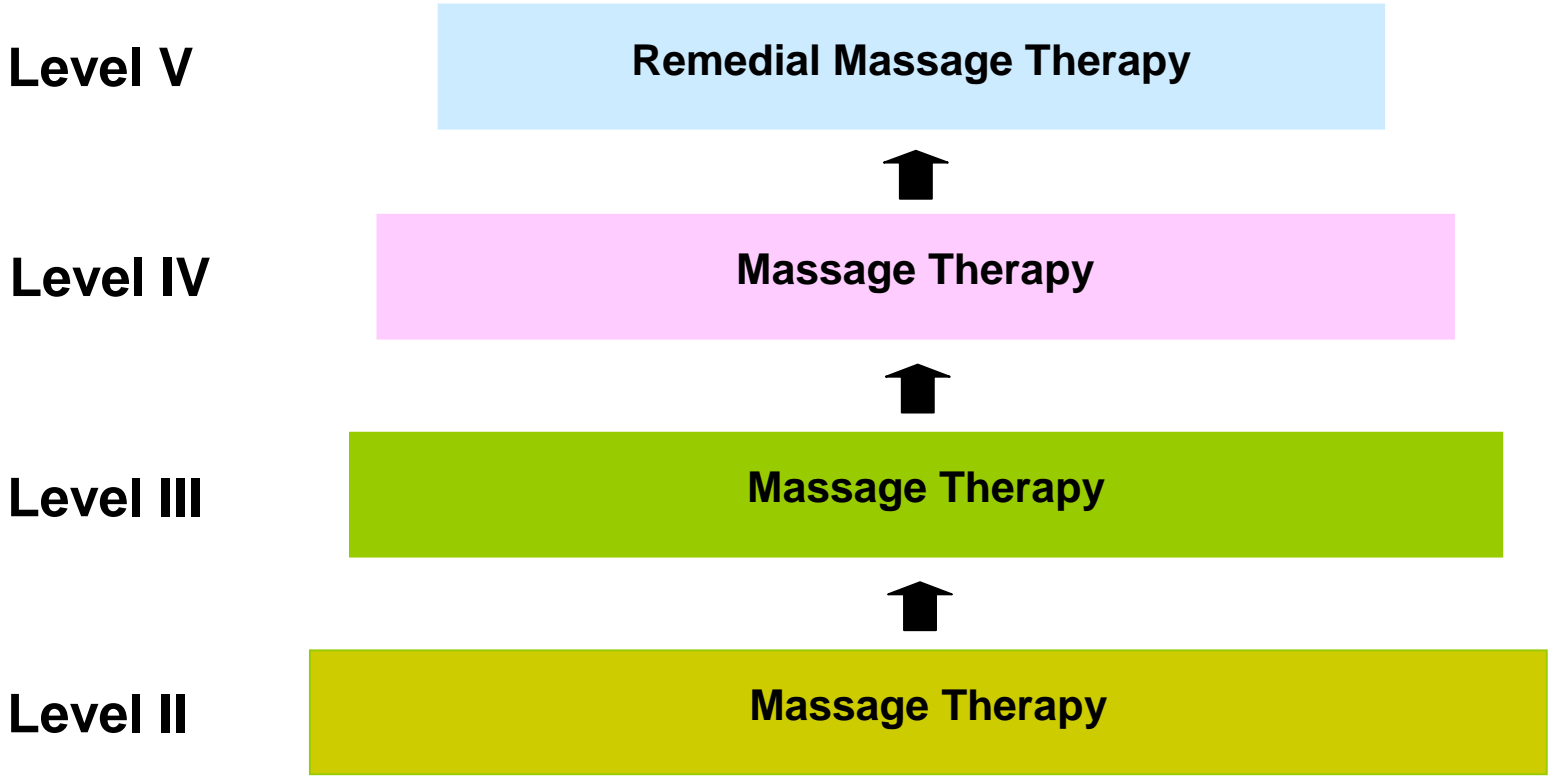
	<ul style="list-style-type: none"> • signed agreements • other documented arrangements which formalize the raised base line
Systems impacting improvements	<p>Systems which impact/are impacted on improvements and the improvement system include:</p> <ul style="list-style-type: none"> • office • purchasing • rewards (individual or team at all levels) • sales • marketing • maintenance • process/product • transport and logistics
Organizational knowledge	<p>Organizational knowledge should:</p> <ul style="list-style-type: none"> • be able to be quantified or otherwise modified to make its outcomes measurable or observable • be able to be expressed in an accessible and distributable form appropriate to the organization operations and stakeholders
Improvements	<p>Improvements may:</p> <ul style="list-style-type: none"> • be to process, plant, procedures or practice • include changes to ensure positive benefits to stakeholders are maintained
Manager	<p>Manager may include:</p> <ul style="list-style-type: none"> • any person who may have either a permanent or an ad hoc role in facilitating the function of multiple teams in a workplace, departments or entire organizations

Evidence Guide	
Critical Aspects of Competence	<p>A person who demonstrates competency in this unit must be able to provide evidence of the ability to:</p> <ul style="list-style-type: none"> • critically review current continuous improvement processes • establish ongoing review of continuous improvement processes • implement improvements in the practice of continuous improvement • better align internal and external systems • gather data through interviews with stakeholders • review existing data • obtain additional data through a variety of techniques • communicate and negotiate at all levels within the organization
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • competitive systems and practices tools, including: • value stream mapping • 5S

	<ul style="list-style-type: none"> • Just in Time (JIT) • mistake proofing • process mapping • establishing customer pull • kaizen and kaizen blitz • setting of KPIs/metrics • identification and elimination of waste (muda) • continuous improvement processes including implementation, monitoring and evaluation strategies for a whole organization and its value stream • difference between breakthrough improvement and continuous improvement • organizational goals, processes and structure • approval processes within organization • cost/benefit analysis methods • methods of determining the impact of a change • advantages and disadvantages of communication media, methods and formats for different messages and audiences • customer perception of value • define, measure, analyze, improve, and control and sustain (DMAIC) process
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • undertaking self-directed problem solving and decision-making on issues of a broad and/or highly specialized nature and in highly varied and/or highly specialized contexts • communicating at all levels in the organization and value stream and to audiences of different levels of literacy and numeracy • analyzing current state/situation of the organization and value stream • determining and implementing the most appropriate method for capturing value stream improvements • collecting and interpreting data and qualitative information from a variety of sources • analyzing individually and collectively the implementation of competitive systems and practices tools in the organization and determining strategies for improved implementation • relating implementation and use of competitive systems and practices and continuous improvement to customer benefit • solving highly varied and highly specialized problems related to competitive systems and practices implementation and continuous improvement to root cause • negotiating with stakeholders, where required, to obtain information required for implementation and refinement of continuous improvements, including management, unions, value stream members, employees and members of the community

	<ul style="list-style-type: none"> • reviewing relevant metrics, including all those measures which might be used to determine the performance of the improvement system, including: <ul style="list-style-type: none"> – key performance indicators (KPIs) for existing processes – quality statistics – delivery timing and quantity statistics – process/equipment reliability ('uptime') – incident and non-conformance reports – implementing continuous improvement to support systems and areas, including maintenance, office, training and human resources
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 assessee • 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
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 <p>In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge</p>
Context of Assessment	<p>Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices.</p>

Sector: Health
Sub-Sector: Massage Therapy



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