



AUSTRALIAN COLLEGE OF  
**SPORT & FITNESS**



**RPL Candidate Guide**

HLT42015 Certificate IV in Massage

# Recognition of Prior Learning (RPL) and Course Credit (CT) Candidate Guide

## Qualifications

- HLT42015 Certificate IV in Massage Therapy

## *A guide to recognition of prior learning for massage therapists*

*'This is a modified document based on materials prepared by Innovation and Business Skills Australia Ltd, the original of which can be found on the IBSA website <http://www.ibsa.org.au>.'*

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## Introduction

Australia's massage industry is very competitive in recent years with the healing powers of massage therapy a significant benefit for mental relaxation and alleviating physical symptoms of discomfort and pain prevalent in our modern lives. The excellence of this industry stems from the variations in massage styles, treatment options and skill that therapists gain through training and experience.

National qualifications and skill sets in the massage sector ensures skills and knowledge is formally recognised at a national level.

They do this by undertaking what is called recognition of prior learning (RPL) – a process that involves producing evidence of the skills and knowledge they already have, so that registered training organisations (RTOs) offering national qualifications can determine where they are equivalent to what is being taught.

Credit Transfer (CT) is also offered for units of competency that have been successfully completed at any RTO.

The aim of this guide is to help experienced massage therapists put together the evidence they need to apply for RPL and CT to be awarded a Statement of Attainment for the units outlined below in:

- HLT42015 Certificate IV in Massage Therapy

These units of competency from CUA Live Performance Training Package, HLT Health Training Package and SIS Sport, Fitness and Recreation Training Package meet industry requirements for providing massage therapy training to individuals in a clinical environment.

Candidates may be awarded RPL/CT for individual units of competency, complete modules or full qualifications. Candidates must be aware that some modules are delivered holistically, and as such, RPL of partial modules may not always be possible.

## Modules and Units of Competency

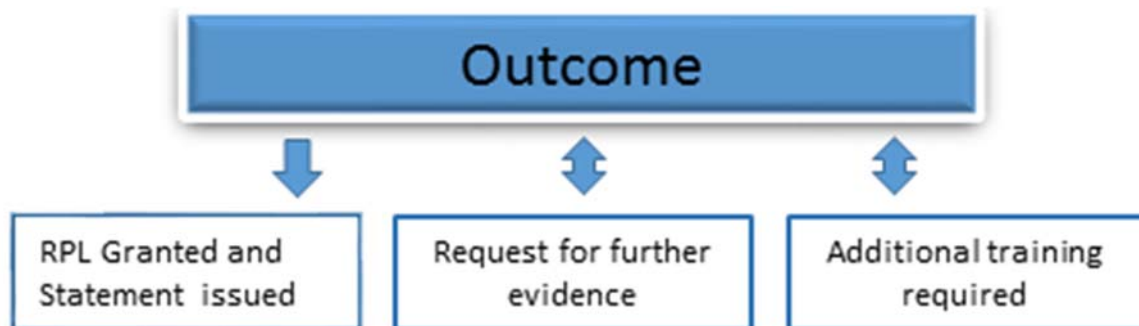
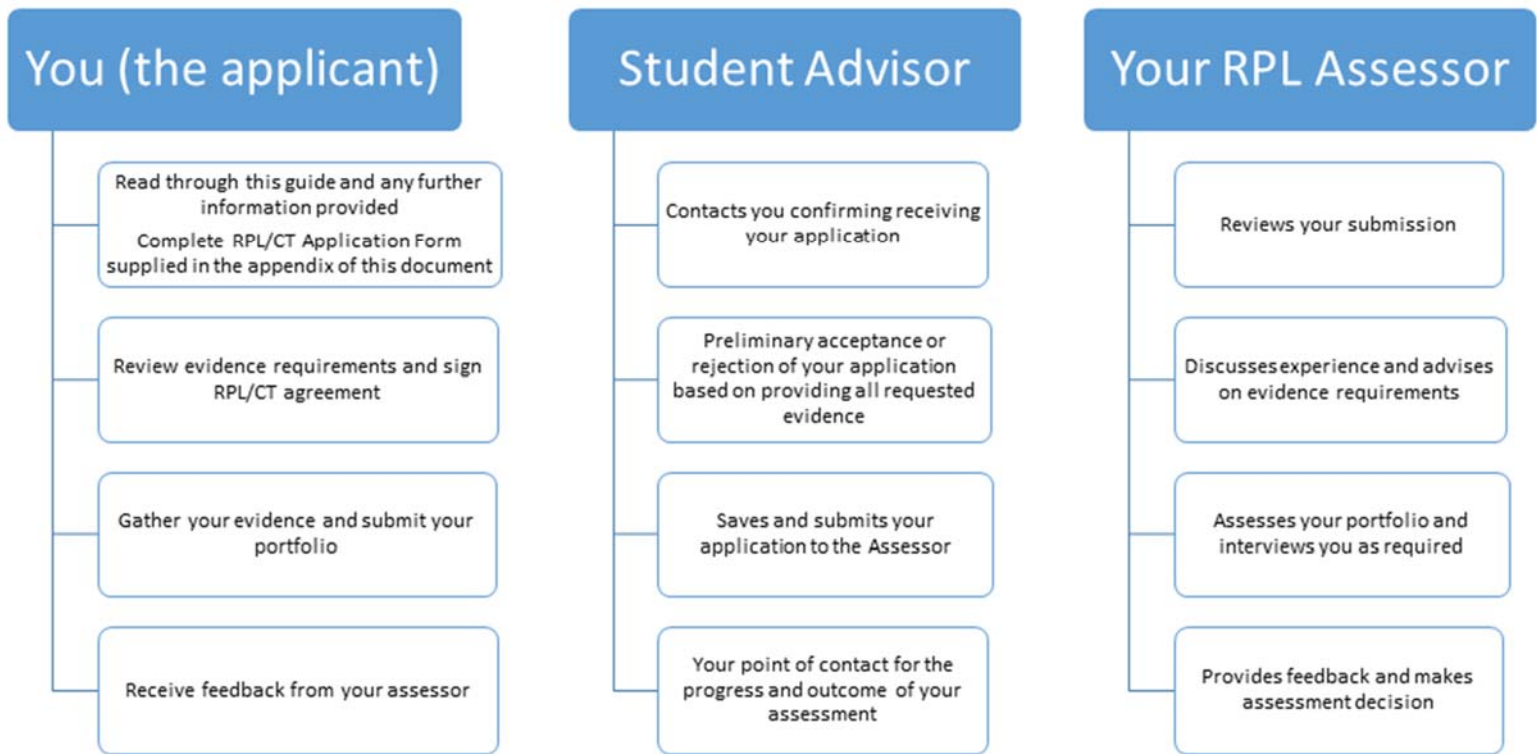
The following tables show a list of the units of competency as they are delivered in modules in each qualification.

### HLT42015 Certificate IV in Massage Therapy

These units provide credit towards HLT42015 Certificate IV in Massage Therapy and other qualifications that allow for selection of these units.

Unit Code	Unit of Competency Name	Field
CHCCOM006	Establish and manage client relationships	Core
CHCDIV001	Work with diverse people	Core
CHCLEG003	Manage legal and ethical compliance	Core
HLTAID003	Provide first aid	Core
HLTINF004	Manage the prevention and control of infection	Core
HLTMSG001	Develop massage practice	Core
HLTMSG002	Assess client massage needs	Core
HLTMSG004	Provide massage treatments	Core
HLTWHS004	Manage work health and safety	Core
CHCPRP003	Reflect and improve on own professional practice	Core
CHCPRP005	Engage with health professionals and the health professional system	Core
HLTAAP002	Confirm physical health status	Elective
BSBSMB404	Undertake small business planning	Elective

## The RPL and CT Process



## How to Submit an RPL/CT Application

### Course Credit Procedure

1. Complete the RPL/CT Application Form in
2. [Appendix 5 – RPL and CT Application Form](#).
3. Collate your evidence to support your application, using this guide to assist you.
4. Submit the Application Form and evidence via email. All evidence must be scanned as per scanning requirements below.
5. The initial application fee will be processed upon receiving your application as per your payment details on the application form.
6. Your application will then be assessed based on the evidence submitted. If the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency, the assessor may request further evidence. Further training may also be required.
7. The student will be advised of the outcome of the application via email.
8. The outcome will include a summary of relevant fees payable based on the number of modules/UOCs successfully exempted and the requirements for further assessment. These fees must be paid before the RPL assessment can be proceed further.
9. The student must sign their outcome agreement.
10. The student record will be updated according to the outcome of the application.
11. If the student does not agree with the outcome of the application, the student has the right to appeal using ALG's appeals process.

### Document and Scanning Requirements

Please attach scanned copies of academic transcripts, course outlines, diplomas, degrees or other certifications. All documents must be in English. Translated documents must be from an authorised translation service.

#### Requirements of scanned documents:

- Documents must be scanned from the original documents. Scans from a photocopy or a faxed copy are not acceptable
- Documents must be scanned in colour
- Applicants must ensure no portion of the document is missing (look out for page numbers)
- Documents must be scanned at the original size. If the document is larger than A4 then the document should be scanned in A4 sized portions without size reduction
- If the document has markings or text on both sides e.g. a registration number then both sides must be scanned
- File size of any single document should not exceed 3MB
- ALG reserves the right to view original versions, conduct authenticity checks, of any scanned documents which accompany your application at any stage of the process.

### Tips for Application

- Details must be provided, not just certificates or transcripts. Unless you provide certificates from another registered training organisation, certificates do not contain the detail needed to assess your training. Please provide detailed content of the studies you have undertaken and your experience.
- Details need to include hours of study for each unit and date/year studied
- Current competency – this requires that your skills have been used in the last 2-3 years. If you have studied more than 4+ years ago, you must provide evidence of current competency i.e. you have been working in that field and your skills are still current.

- Allow a minimum of 10 working days needed to review documents
- Review the competency list provided – and outline where your training covers these areas.

## Fees

A non-refundable administration fee of \$85 per course will apply when you lodge your application.

The RPL fee payable will be determined by the assessment requirements, training requirements and the number of modules or units exempted.

The purpose of RPL is to reduce the time and/or cost associated with training. Your RPL fee will never exceed the cost of the course.

RPL fees must be agreed upon and paid prior to the finalisation of the RPL process.

## Evidence

In applying for RPL/CT, you will be assessed against the requirements of the units listed in the relevant qualification as outlined previously. [Appendix 1 – Sample Unit of Competency - SISXCCS003 Address client needs](#) contains a copy of one of these units. You may wish to access [www.training.gov.au](http://www.training.gov.au) and search for every unit in the qualification to assist you with your submission. Alternatively, use the table below as a basis for collecting evidence, your RPL assessor will also guide you in this regard.

After submitting your application, the RTO may require a meeting with you to discuss your experience and to advise on the most appropriate evidence for you to present in light of your experience and particular circumstances. This will be summarised in the RPL/CT agreement mentioned in the above diagram.

Generally speaking, most requirements can be covered through two types of evidence.

1. Authenticated documentation.
2. Videos of you teaching classes. If the RTO happens to be nearby, you may be able to arrange for the assessor to observe you teaching classes. This would eliminate the need for video recordings.

This evidence will be supplemented by:

- information about your experience as a dancer and dance teacher supplied on the RPL application form you submit to the RTO (e.g. a copy of your resume)
- how you respond to questions the assessor asks during interviews

Approach the RPL process as you would a job interview. In that situation you submit documentation, such as:

- your application, which addresses selection criteria
- your resume
- copies of your qualifications including transcripts
- examples of work you have done
- references from current and previous employers

The information you provide at the application stage may be enough to grant RPL. For example, if you have previously studied the same unit of competency. A student who holds a valid first aid certificate would not be required to undergo an interview and there would be no need to provide further evidence in this case.



Your RPL assessor may request an interview by phone or in person if required. This will involve answering questions about aspects of the job. This is your opportunity to expand on what you submitted in written form. The interviewer may also discuss other types of evidence that must be submitted to satisfy RPL assessment.

### Key Principles of Evidence

The standards under which RTOs operate are very specific about the types of evidence that must be submitted to support your assessment. Evidence must satisfy ALL of the following points:

Evidence must be:

valid	<ul style="list-style-type: none"> <li>• directly related to the unit of competency</li> </ul>
sufficient	<ul style="list-style-type: none"> <li>• covers everything in the unit of competency</li> <li>• shows competency over a period of time</li> <li>• shows competency in different contexts</li> </ul>
current	<ul style="list-style-type: none"> <li>• relates to experience in the past two to three years</li> </ul>
authentic	<ul style="list-style-type: none"> <li>• can be clearly identified as evidence of your own competence.</li> </ul>

Remember: your assessor must be satisfied that your evidence satisfies each of the key principles of evidence. If it does not, your assessor will ask for further evidence or will be unable to grant the RPL.

A range of documentation developed by the candidate may be used to show evidence of requirements. It is important to remember that to satisfy the rules of evidence, more than one piece of evidence may be required to demonstrate competency.

Below is a list of the types of evidence that can be used, but this is by no means exhaustive:

- Third-party verification that documentation was developed by the candidate
- Response to questions during an assessor interview (phone, skype or in person)
- References (written or verbal) from current and/or previous employers
- Resources developed by the candidate and verified by a third party
- Observation of the candidate undergoing practical tasks (video or direct)
- Verification by third party that the candidate has undergone practical tasks or displayed relevant knowledge
- Documented self, peer or employer evaluations of candidate’s performance
- Evaluation sheets completed by clients or third parties
- A Statement of Attainment for a unit that has been obtained through having completed an accredited course in the past two or three years
- Outlines, reports, documentation, programs or sessions that have been completed by the candidate.

[Appendix 3 – RPL Evidence Samples - Certificate IV in Massage Therapy](#) Appendix 3 – RPL Evidence Samples - Certificate IV in has been developed to provide guidance on the types of evidence that may satisfy your RPL request. Any evidence must be assessed against the performance criteria, performance evidence, knowledge evidence and assessment conditions of the unit.

### Assessor interview

An interview may be conducted in person or by phone if required. In an interview, your assessor will be checking that you have the underpinning knowledge required by the units of competency. The good news is that many of the knowledge requirements are repeated across units.

Prior to meeting with your assessor, read through the required knowledge section of each unit of competency, as well as the elements and performance criteria and associated range statement. This will give you a clear picture of the underpinning knowledge required. Since your assessor will already have your documentary and video evidence, you may find questions that relate to those sections as well.

[Appendix 4 – Sample Interview Questions - Certificate IV in Massage Therapy](#) shows sample questions that you can expect in the interview.

### **The RPL agreement**

Once you have submitted your application and your first round of evidence, your assessor will provide you with a simple agreement that states:

- the supplementary evidence candidates must provide
- the timeframe for submitting evidence
- arrangements for the assessor interview (if needed) and other activities, such as video submission
- contact details for people who can authenticate documentary evidence that candidates provide
- cost to the candidate.

### **The Assessment Decision**

Your assessor will make an assessment decision based on the evidence that you have provided. That decision may be:

1. Full RPL for the entire qualification (Statement of attainment issued)
2. Partial RPL for modules or units of competency within a qualification (Statement of attainment issued)
3. Request further information
4. Request further training
5. Require challenge tests to be completed

### **Right to Appeal**

As with all assessment decisions, students have the right to appeal the assessment decision. The process for appeal is documented in the Student Handbook.

### **Reasonable adjustment**

Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a special need. A reasonable adjustment can be as simple as changing a written exam question to a question that is asked orally, or providing additional time for completion.

Reasonable adjustment must NOT affect the rigour or intent of the requirements of a unit of competency. For instance, if a unit requires students to complete a form, it would not be 'reasonable' to have them respond orally. Your RPL assessor will reasonably adjust any assessment where possible if you inform them of a special need to do so.

### **Outcome of Application**

This process to identify whether there will be any credit given to the selected course/s will be completed within 10 working days.

If credit is given, a course credit document will be issued stating the components within the course that the student is exempt from completing.

If no credit is given, the candidate will be provided with information as to why the application was unsuccessful and advise the next steps to gaining the qualification.

## Appendix 1 – Sample Unit of Competency - SISXCCS003 Address client needs

### SISXCCS003 Address client needs

#### Modification History

Release	Comments
<i>Not Applicable.</i>	

#### Application

This unit describes the performance outcomes, skills and knowledge required to manage ongoing and sometimes complex relationships with clients. It requires the ability to match client services to client needs and to be familiar with service provision options that can be negotiated with the client and customised to meet their needs.

This unit applies to individuals who work in a client service delivery role such as program developers and coordinators, competition organisers, trip leaders, after-school or holiday-care coordinators, logistics coordinators and sports trainers in work environments such as community recreation centres, aquatics centres and camps.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

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

#### Pre-requisite Unit

Nil.

#### Competency Field

Client and Customer Service.

#### Unit Sector

Cross-Sector.

#### Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify client needs.	1.1 Establish rapport with clients. 1.2 Identify and confirm client needs, expectations and preferences. 1.3 Explain available services to client using appropriate communication strategies.
2. Recommend services.	2.1 Develop and maintain knowledge of client services. 2.2 Research and compare other relevant available services. 2.3 Match client needs to available services and respond to client queries and requests. 2.4 Identify gaps in service provision in relation to client needs. 2.5 Recommend alternative services when needs cannot be met.
3. Customise services.	3.1 Assist client to evaluate service options according to their needs. 3.2 Determine and prioritise preferred service option.

	<p>3.3 Identify potential areas of difficulty in client service delivery and take action to meet needs.</p> <p>3.4 Develop customised solutions specific to customer requirements.</p> <p>3.5 Negotiate and confirm solutions with client.</p>
4. Confirm services.	<p>4.1 Complete documentation as required according to organisational policies and procedures.</p> <p>4.2 Refer client to appropriate personnel and follow up to ensure satisfaction with service provision.</p>

### Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skills	Description
Reading skills to:	Interpret documentation in relation to service delivery.
Problem-solving skills to	Negotiate modifications and solutions to address specific client needs.

### Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide professional and personalised client services within commercial time constraints and designated response times that meet client expectations in relation to at least three of the following:
  - general assistance
  - special requests
  - fitness programs
  - recreational activities
  - aquatics based programs
  - sport based programs
- communicate with customers from each of the following categories in providing a total client service experience:
  - different ages
  - different social and cultural backgrounds
  - special needs
- negotiate with client to address any areas where clients are experiencing difficulties or concerns
- customise services to the individual's needs.

## Knowledge Evidence

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

- relevant legislation related to customer service:
  - consumer law
  - equal opportunity
  - work health and safety/occupational health and safety
  - promotions
- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints:
  - communication protocols
  - complaint procedures
  - customer service procedures
  - reporting procedures
  - personal presentation
  - privacy
  - record keeping procedures
- detailed product knowledge to recommend customised solutions to meet client needs
- services offered by other providers to make recommendations to clients when their needs cannot be met
- principles and benefits of enhanced customer service experiences and positive communication
- techniques to anticipate customer preferences, needs and expectations throughout the service experience
- methods for enhancing service delivery in response to staff and customer feedback
- conflict resolution strategies to enable safe and satisfactory delivery of client service and resolution of complaints
- the specific industry sector:
  - professional service standards and protocols for service industry personnel
  - attitudes and attributes expected by the service industries to work with customers
  - different customer service needs and expectations
  - the particular organisation:
    - designated response times for providing service and resolving complaints
    - customer service policies and procedures, including those for complaint handling
    - promotional services offered.

## Assessment Conditions

Skills must be demonstrated in:

- a client service delivery environment. This can be a workplace or simulated environment.

Assessment must ensure use of:

- documentation related to service provision and organisational policies and procedures for customer service:
- staff codes of behaviour
- documentation requirements
- quality systems, standards and guidelines
- customer service and feedback requirements
- clients with whom the individual can interact; these can be:
  - clients in an industry workplace who are assisted by the individual during the assessment process or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

### Unit Mapping Information

SISXCCS404A

### Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>

## Appendix 2 – Sample RPL and CT Agreement and Outcome Letter

Candidate's Name:																																										
Assessor's Name:																																										
RPL fee payable																																										
Qualification/ Units of Competency assessed	<Qualification or units>																																									
Evidence Provided																																										
Assessment decision by unit	<table border="1"> <tr> <td>CHCCOM006</td> <td>Establish and manage client relationships</td> <td>FE</td> </tr> <tr> <td>CHCDIV001</td> <td>Work with diverse people</td> <td>FE</td> </tr> <tr> <td>CHCLEG003</td> <td>Manage legal and ethical compliance</td> <td>FE</td> </tr> <tr> <td>HLTAAP002</td> <td>Confirm physical health status</td> <td>FE</td> </tr> <tr> <td>HLTAID003</td> <td>Provide first aid</td> <td>FE</td> </tr> <tr> <td>HLTINF004</td> <td>Manage the prevention and control of infection</td> <td>FE</td> </tr> <tr> <td>HLTWH004</td> <td>Manage work health and safety</td> <td>RPL</td> </tr> <tr> <td>BSBSMB404</td> <td>Undertake small business planning</td> <td>RPL</td> </tr> <tr> <td>CHCPRP003</td> <td>Reflect on and improve own professional practice</td> <td>NA</td> </tr> <tr> <td>CHCPRP005</td> <td>Engage with health professionals and the health professional system</td> <td>RPL</td> </tr> <tr> <td>HLTMSG001</td> <td>Develop massage practice</td> <td>CT</td> </tr> <tr> <td>HLTMSG002</td> <td>Assess client massage needs</td> <td>RPL</td> </tr> <tr> <td>HLTMSG004</td> <td>Provide massage treatments</td> <td>FE</td> </tr> </table> <p>CT = credit transfer RPL = Recognition of Prior Learning FE = Further evidence required GP = Gap training N = Not part of application</p>			CHCCOM006	Establish and manage client relationships	FE	CHCDIV001	Work with diverse people	FE	CHCLEG003	Manage legal and ethical compliance	FE	HLTAAP002	Confirm physical health status	FE	HLTAID003	Provide first aid	FE	HLTINF004	Manage the prevention and control of infection	FE	HLTWH004	Manage work health and safety	RPL	BSBSMB404	Undertake small business planning	RPL	CHCPRP003	Reflect on and improve own professional practice	NA	CHCPRP005	Engage with health professionals and the health professional system	RPL	HLTMSG001	Develop massage practice	CT	HLTMSG002	Assess client massage needs	RPL	HLTMSG004	Provide massage treatments	FE
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Names and contact details for those who can authenticate documentation	Name and position: Company: Contact details:																																									
Assessor's signature:		Date:																																								
The candidate has been supplied with the following information:	<input type="checkbox"/> Explanation of the RPL assessment process <input type="checkbox"/> List of relevant UOCs <input type="checkbox"/> An explanation of the evidence to be submitted <input type="checkbox"/> An explanation of the right to appeal the final assessment decision <input type="checkbox"/> The availability of reasonable adjustment for special needs if required																																									
By signing this agreement, you are agreeing that you have been provided with the information above and that you agree to pay the specified fee before the final RPL assessment commences.																																										
Candidate's signature:		Date:																																								



## Appendix 3 – RPL Evidence Samples - Certificate IV in Massage Therapy

Unit name and code	Appropriate evidence for the unit
<b>BSBSMB404</b> Undertake small business planning	1. Statement of attainment for this unit within the last 2 or 3 years OR 2. Evidence of candidate's involvement in undertaking small business planning 3. A business plan that has been verified as the candidates own work
<b>CHCCOM006</b> Establish and manage client relationships	1. Statement of attainment for this unit within the last 2 or 3 years OR 2. Third party verification that the candidate has <ul style="list-style-type: none"> <li>▪ communicated issues to a supervisor and negotiated solutions at least twice</li> <li>▪ established and managed client relationships and boundaries appropriately during the provision of services to 3 clients</li> <li>▪ developed responses to 3 different situations involving difficult or challenging behaviour</li> </ul> 3. Response to questions during assessor interview 4. References (written or verbal) from current and/or previous employers
<b>CHCDIV001</b> Work with diverse people	1. Statement of attainment for this unit within the last 2 or 3 years OR <ul style="list-style-type: none"> <li>• Reflective journal showing how your practice has been influenced by working with diverse people and shows that you have:               <ul style="list-style-type: none"> <li>○ undertaken a structured process to reflect on own perspectives on diversity</li> <li>○ recognised and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations</li> <li>○ selected and used appropriate verbal and non-verbal communication</li> <li>○ recognised situations where misunderstandings may arise from diversity and formed appropriate responses</li> </ul> </li> </ul> 2. Third-party verification that you have performed these tasks 3. Response to questions during assessor interview 4. References (written or verbal) from current and/or previous employers
<b>CHCLEG003</b> Manage legal and ethical compliance	1. Statement of attainment for this unit within the last 2 or 3 years OR 2. Meeting minutes of a peer discussion legal compliance 3. Third-party verification that the candidate has completed tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. 4. Evidence that the candidate has determined the scope of legal and ethical compliance requirements and responsibilities, and developed policies and procedures for at least 1 workplace or business 5. developed a strategic response to at least 3 different situations where legal or ethical requirements have been breached 6. Response to questions during assessor interview 7. References (written or verbal) from current and/or previous employers
<b>CHCPRP003</b>	1. Statement of attainment for this unit within the last 2 or 3 years OR

<p>Reflect and improve on own professional practice</p>	<ul style="list-style-type: none"> <li>• Reflective journal showing how your practice has been influenced by working with a range of clients and shows that you have undertaken a structured process to reflect on own Practice</li> <li>• A personal development plan which includes goals, timeframes and ways of measuring progress</li> </ul> <ol style="list-style-type: none"> <li>2. Third-party verification that you have performed these tasks</li> <li>3. Response to questions during assessor interview</li> <li>4. References (written or verbal) from current and/or previous employers</li> </ol>
<p><b>CHCPRP005</b> Engage with health professionals and the health professional system</p>	<ol style="list-style-type: none"> <li>1. Statement of attainment for this unit within the last 2 or 3 years</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Third-party verification that the candidate has engaged and interacted with health care professionals</li> <li>3. Research reports on the Australian Health Care system</li> <li>4. Response to questions during assessor interview</li> <li>5. Copies of 3 referral reports for different clients.</li> <li>6. References (written or verbal) from current and/or previous employers</li> </ol>
<p><b>HLTAAP002</b> Confirm physical health status</p>	<ol style="list-style-type: none"> <li>1. Statement of attainment for this unit within the last 2 or 3 years</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Nursing or medical qualification</li> <li>3. Third party verification that the candidate has obtained, correctly interpreted and used anatomical and physiological client information to check the physical health status of at least 3 different people presenting with different conditions</li> <li>4.</li> <li>5. References (written or verbal) from current and/or previous employers which verify that you have performed these tasks on atleast 3 different occasions</li> <li>6. Response to questions during assessor interview</li> <li>7. 3 Case studies written by the candidate that show these tasks have been completed with different clients</li> <li>8. Demonstrations</li> </ol>
<p><b>HLTAID003</b> Provide First Aid</p>	<ol style="list-style-type: none"> <li>1. Statement of Attainment for this unit is obtained through having completed an accredited first aid course in the past two or three years, for example, St John Ambulance 'Provide First Aid' or Australian Red Cross 'Provide First Aid'.</li> </ol>
<p><b>HLTINF004</b> Manage the prevention and control of infection</p>	<ol style="list-style-type: none"> <li>1. Statement of attainment for this unit within the last 2 or 3 years</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.</li> <li>3. A compliant infection prevention and control systems and procedures for at least 1 work environment that has been developed by the candidate and verified by a third party.</li> <li>4. Third party verification, employer references or a report which shows that the candidate has accessed and analysed compliance and workplace information</li> <li>5. Evidence that the candidate has developed and documented systems and procedures for: <ul style="list-style-type: none"> <li>▪ hazard identification and risk control</li> <li>▪ personal hygiene</li> <li>▪ use of personal protective equipment</li> <li>▪ handling and transport of potentially infectious material</li> <li>▪ limitation of contamination</li> <li>▪ cleaning and maintenance</li> </ul> </li> <li>6. Reports or minutes that show that you have communicated responsibilities to relevant people</li> </ol>

	<p>7. Incident, maintenance or other reports or verification from a third party that show that you have monitored infection prevention and control systems and procedures for at least 1 work environment and responded to problems</p> <p>8. Response to questions during assessor interview</p>
<p><b>HLTMSG001</b> Develop massage practice</p>	<p>1. Statement of attainment for this unit within the last 2 or 3 years OR</p> <ul style="list-style-type: none"> <li>• Reflective journal showing how your practice has been influenced by information from a range of sources and shows that you have undertaken a structured process to reflect on own Practice</li> <li>• A personal development plan which includes goals, timeframes and ways of measuring progress</li> <li>• Evidence that you have articulated and evaluated requirements for sustainable massage practice such as a report or letter to peers</li> <li>• Evidence that you have communicated key messages about massage therapy to meet the needs of at least 3 clients</li> </ul> <p>2. Third-party verification that you have performed these tasks</p> <p>3. Response to questions during assessor interview</p> <p>4. References (written or verbal) from current and/or previous employers</p>
<p><b>HLTMSG002</b> Assess client massage needs</p>	<p>1. Statement of attainment for this unit within the last 2 or 3 years OR</p> <p>2. A portfolio of evidence of candidate performing the following:</p> <ul style="list-style-type: none"> <li>▪ Performed the activities outlined in the performance criteria of this unit during a period of at least 80 hours of massage client consultation work under supervision of an assessor with a TAE for at least 60 of the 80 hours</li> <li>▪ prepared for and managed at least 40 massage assessments - clients must include males and females from different stages of life with varied presentations</li> <li>▪ completed physical assessments using palpation, observation and active, passive and resisted ROM testing</li> <li>▪ interacted effectively with clients:</li> <li>▪ clearly articulated information about services, treatment options and rationale</li> <li>▪ engaged clients in decision making</li> </ul> <p>3. Third-party verification of the above.</p> <p>4. Response to questions during assessor interview</p> <p>5. References (written or verbal) from current and/or previous employers</p>

<p><b>HLTMSG004</b></p> <p>Provide massage treatments</p>	<ol style="list-style-type: none"> <li>1. Statement of attainment for this unit within the last 2 or 3 years OR</li> <li>2. A portfolio of evidence of candidate performing the following: <ul style="list-style-type: none"> <li>▪ Performed the activities outlined in the performance criteria of this unit during a period of at least 80 hours of massage client consultation work under supervision of an assessor with a TAE for at least 60 of the 80 hours</li> <li>▪ prepared for and managed at least 40 massage assessments - clients must include males and females from different stages of life with varied presentations</li> </ul> </li> <li>3. Video evidence showing that you have used all of the following massage techniques: <ul style="list-style-type: none"> <li>▪ effleurage</li> <li>▪ frictions</li> <li>▪ kneading</li> <li>▪ longitudinal gliding strokes</li> <li>▪ petrissage</li> <li>▪ compressions</li> <li>▪ tapotement</li> <li>▪ vibrations</li> </ul> </li> <li>4. Third-party verification of the above.</li> <li>5. Response to questions during assessor interview</li> <li>6. References (written or verbal) from current and/or previous employers</li> </ol>
<p><b>HLTWHS004</b></p> <p>Manage work health and safety</p>	<ol style="list-style-type: none"> <li>1. Statement of attainment for this unit within the last 2 or 3 years OR</li> <li>2. Third party verification and documentation of the following: <ul style="list-style-type: none"> <li>▪ There must be demonstrated evidence that the candidate has completed the following tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures: <ul style="list-style-type: none"> <li>▪ conducted a workplace risk assessment and recorded the results, including: <ul style="list-style-type: none"> <li>▪ identification of hazards and potential hazards</li> <li>▪ risk assessment</li> <li>▪ evaluation of policy/procedure in line with state/territory legislation and industry guidelines</li> <li>▪ development of risk controls and measures</li> </ul> </li> <li>▪ conducted the following consultative activities with at least two workers: <ul style="list-style-type: none"> <li>▪ information session about workplace policies and procedures, including demonstration of personal protective equipment (PPE) where required for the job role</li> <li>▪ consultative discussion regarding outcomes of a workplace risk assessment, including risk controls and measures developed as part of the risk assessment process</li> </ul> </li> </ul> </li> <li>▪ monitored workplace compliance with WHS procedures</li> <li>▪ developed a WHS action plan, including strategies for monitoring and review</li> <li>▪ coordinated workplace procedures for a simulated emergency situation.</li> <li>▪ Response to questions during assessor interview</li> </ul> </li> </ol>



## Appendix 4 – Sample Interview Questions - Certificate IV in Massage Therapy

Unit name and code	Appropriate evidence for the unit
<b>BSBSMB404</b> Undertake small business planning	<ol style="list-style-type: none"> <li>1. How would you identify elements of the business plan?</li> <li>2. Why and how do you develop a business plan?</li> <li>3. How would you develop strategies for minimising risks in your business?</li> </ol>
<b>CHCCOM006</b> Establish and manage client relationships	<ol style="list-style-type: none"> <li>1. Why and how would you establish a professional relationship with a client?</li> <li>2. How can you positively manage client interactions?</li> <li>3. What type of enquiries could you expect from a client and how would you respond?</li> <li>4. Identify a range of legal and ethical considerations.</li> <li>5. Outline some barriers to communication</li> <li>6. How could you manage difficult situations?</li> <li>7. What are the boundaries or limitations of a therapist?</li> </ol>
<b>CHCDIV001</b> Work with diverse people	<ol style="list-style-type: none"> <li>1. How would you reflect on your own practice with diverse people?</li> <li>2. Why is it important to appreciate different cultures?</li> <li>3. What types of communication issues might this bring about?</li> <li>4. How might your own culture impact on you as a therapist?</li> <li>5. What do you understand about the key aspects of diversity including Australia's Aboriginal and Torres Strait islander people?</li> </ol>
<b>CHCLEG003</b> Manage legal and ethical compliance	<ol style="list-style-type: none"> <li>1. Identify a range of legislation associated with PT or fitness business</li> <li>2. How can you comply with this legislation?</li> <li>3. Outline any experience you have had with contracts. What were the features outlined? Did you need to negotiate these, if so, what was the outcome?</li> <li>4. How can you systematically identify, manage and meet legal obligations? Use an example to show understanding.</li> </ol>
<b>CHCPRP003</b> Reflect and improve on own professional practice	<ol style="list-style-type: none"> <li>1. Why are professional development plans important? Have you written one?</li> <li>2. How would you go about enhancing your own practice?</li> <li>3. Outline a range of professional development opportunities.</li> <li>4. How can learning styles impact different individuals?</li> </ol>
<b>CHCPRP005</b> Engage with health professionals and the health professional system	<ol style="list-style-type: none"> <li>1. When would a therapist interact with other healthcare professionals?</li> <li>2. When might you make a referral?</li> <li>3. Explain how the Australian healthcare system functions</li> <li>4. Outline a range of current and emerging health issues.</li> <li>5. What should be included in a referral report?</li> </ol>
<b>HLTAAP002</b> Confirm physical health status	<ol style="list-style-type: none"> <li>1. How can you obtain information about a client's health?</li> <li>2. Why should you check prior to conducting the massage?</li> <li>3. Outline a range of variations from normal physical health that would affect the massage treatment</li> <li>4. What are your limitations?</li> <li>5. Explain the basic structure and function of 3 of the body's systems</li> <li>6. Outline the cause of disease for 3 diseases of your choice</li> </ol>
<b>HLTAID003</b> Provide First Aid	As this requires an SOA, no questions will be asked in relation to this unit.
<b>HLTINF004</b> Manage the prevention and control of infection	<ol style="list-style-type: none"> <li>1. Describe the basic framework for infection control</li> <li>2. Outline procedures for hazard identification and risk control</li> <li>3. How can you monitor infections prevention and control practices?</li> <li>4. What are the key features of Australian legislation with regards to infection control?</li> </ol>

	5. How do these systems relate to other policies in a clinic?
<b>HLTMSG001</b> Develop massage practice	<ol style="list-style-type: none"> <li>1. How do you determine client needs?</li> <li>2. What constitutes a physical assessment?</li> <li>3. Why is it important to communicate the treatment approach?</li> <li>4. What legal and ethical considerations exist?</li> <li>5. Outline the barriers to massage assessment</li> <li>6. What factors might affect individual health status?</li> <li>7. Outline a range of contraindications</li> <li>8. Using examples, outline why it is essential for a therapist to have a thorough knowledge of anatomy</li> </ol>
<b>HLTMSG002</b> Assess client massage needs	<ol style="list-style-type: none"> <li>1. How do you determine client needs?</li> <li>2. What constitutes a physical assessment?</li> <li>3. Why is it important to communicate the treatment approach?</li> <li>4. What legal and ethical considerations exist?</li> <li>5. Outline the barriers to massage assessment</li> <li>6. What factors might affect individual health status?</li> <li>7. Outline a range of contraindications</li> <li>8. Using examples, outline why it is essential for a therapist to have a thorough knowledge of anatomy</li> </ol>
<b>HLTMSG004</b> Provide massage treatments	<ol style="list-style-type: none"> <li>1. How do you prepare a client for treatment?</li> <li>2. Explain the massage techniques and sequences you would use for a hypothetical client of your choice.</li> <li>3. How can you monitor a treatment?</li> <li>4. What type of advice would you expect to give to clients?.</li> <li>5. Describe 3 endangerment sites and what are the limitations of your practice?</li> <li>6. Explain the type of reactions you might encounter during and after a treatment.</li> </ol>
<b>HLTWHS004</b> Manage work health and safety	<ol style="list-style-type: none"> <li>1. Explain your role in WHS and the processes you manage to do so.</li> <li>2. Outline the process of risk management</li> <li>3. What are the roles and responsibilities of employers and employees in terms of WHS?</li> <li>4. Give examples of risks that you would refer to others</li> <li>5. Outline a range of organisational policies you have followed in relation to WHS.</li> <li>6. Provide examples of common risks within the industry. How are these effectively managed?</li> <li>7. Outline at least 3 legal or ethical considerations relating to WHS management.</li> <li>8. Outline a workplace emergency procedure that you have had to follow. What were the issues or challenges in the implementation of this policy?</li> <li>9. When would you use PPE in the industry?</li> </ol>

## Appendix 5 – RPL and CT Application Form

### Personal Information

Name \_\_\_\_\_ DOB: \_\_\_\_\_

Address \_\_\_\_\_ P/Code: \_\_\_\_\_

Suburb \_\_\_\_\_

Phone H \_\_\_\_\_ W \_\_\_\_\_ M \_\_\_\_\_

Email \_\_\_\_\_ Today's Date \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

### Select the course applying for course credit

#### Course Options

HLT42015 Certificate IV in Massage Therapy

### Unique Student Identified (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI) that links to an online account that contains all your training records and results you complete from 1 January 2015 onwards. The USI is needed before a qualification can be issued.

#### Do you have a Unique Student Identifier (USI)?

Yes - provide number 

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NO or NOT SURE - If you do not have a USI or not sure, we will automatically verify this for you and obtain one on your behalf using the personal information you have provided and as per conditions of enrolment.



## Skills Recognition Program

Currently practicing massage therapists can apply to have their skills recognized by providing us with information about their experience with massage in a clinical setting. Please note, you will be required to provide evidence of this experience including, but not limited to:

- Letters from your employer which explain your role as massage therapist
- Website details showing operational hours, therapies provided
- Relevant certification or qualifications
- Employment contracts

Depending on the nature and extent of your experience, skills recognition will determine the extent of course credit given.

### Qualification or formal study in Massage

Education Provider	Name of Qualification	Dates Attended		Areas of Study
		From	Until	
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

### Describe your experience with Massage in a clinical environment

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### Over the course of your massage experience, estimate the total numbers of hours you would have performed massage in a clinical environment.

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## Recognition of Prior Learning and Course credit

Students may also gain course credit through recognition of prior learning or former structured learning, such as a previous qualification with a recognized massage organization or registered training organization.

To help with the course credit process, students are required to identify the modules and Units of Competency (UOCs) that they are applying for course credit. Below is a list of the units of competency that are covered in the courses that the School of Massage offers.

To complete the form below, students are required to tick the specific UOC they are applying for course credit and state the equivalent competencies or subject that they have studied. Students will need to provide evidence with this course credit application.

As the UOCs are clustered into modules, students must show evidence to support the entire group of UOCs in the module or the module must be undertaken.

Please note, the School of Massage reserves the right to determine whether the knowledge within a competency has been fully achieved and whether course credit and/or RPL will be given.

## List the Evidence to support your application:

### Certificate IV in Massage Therapy – HLT42015

Unit Code	Unit Title		Supporting Evidence
CHCCOM006	Establish and manage client relationships	<input type="checkbox"/>	
CHCDIV001	Work with diverse people	<input type="checkbox"/>	
CHCLEG003	Manage legal and ethical compliance	<input type="checkbox"/>	
HLTAAP002	Confirm physical health status	<input type="checkbox"/>	
HLTAID003	Provide first aid	<input type="checkbox"/>	

HLTINF004	Manage the prevention and control of infection	<input type="checkbox"/>	
HLTWHS004	Manage work health and safety	<input type="checkbox"/>	
BSBSMB404	Undertake small business planning	<input type="checkbox"/>	
CHCPRP003	Reflect on and improve own professional practice	<input type="checkbox"/>	
CHCPRP005	Engage with health professionals and the health professional system	<input type="checkbox"/>	
HLTMSG001	Develop massage practice	<input type="checkbox"/>	
HLTMSG002	Assess client massage needs	<input type="checkbox"/>	
HLTMSG004	Provide massage treatments	<input type="checkbox"/>	

### Course Credit Payment Method

Payment for course credit applications can be made via direct deposit or credit card. Please select the payment option which you would like to pay with:

Pay by ►

Direct Deposit

Credit card

### Payment Information

#### Credit Card Payment Details

Select Credit Card:

Visa

MasterCard

Name card: \_\_\_\_\_

Card Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiry:

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By ticking this box I, \_\_\_\_\_ (credit card holder name) give permission for SOM to use the details.

#### Direct Deposit Payment Details

When making direct deposit ADD your Full Name as the reference.

**Account name:** Australian Learning Group Pty Ltd

**Account number:**

1019 8588

**BSB:** 062 032

## Candidate Declaration and Authority to Release Information

By signing below, I declare that:

- I have been advised of the recognition assessment process and understand my rights and responsibilities as a recognition candidate.
- This portfolio is my own and contains no material written by another person except where due reference is made. I am aware that a false declaration may lead to the withdrawal of a qualification or statement of attainment.
- I have organised and named the files I am submitting according to the instructions provided and I am aware that ACSF will not assess work that cannot be clearly identified and may request the work be resubmitted according to the correct process.
- I am aware that the ACSF has a policy of checking the validity of qualifications that I submit as evidence as well as the qualifications/evidence of parties who verify my performance or observable skills. I give my consent for the ACSF to contact these parties for verification purposes.
- I hereby give permission for ACSF to contact any third party I have referenced for verification of my currency.
- I choose to be assessed at this time.
- I hereby consent to ACSF making enquiries and verifying documents and qualifications submitted as part of this application.
- I expressly authorise issuing institutions and authorities, including private RTOs, TAFE institutions and universities to provide verification to ACSF of qualifications and statements of attainment issued to me.

I \_\_\_\_\_ (applicant name) declare that the information that has been provided in this course credit application is true and accurate, and that I have submitted true copies of the original certificate and transcripts.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_