

JOB PROFILE CHART (JPC)

SECTOR	MEDICAL AND PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY		
JOB AREA	MASSAGE THERAPY		
JOB LEVEL	THREE (3)	JOB AREA CODE	



COMPETENCY PROFILE (CP)

Sub Sector	HEALTH AND WELLNESS SERVICES/ALTERNATIVE THERAPY
Job Area	MASSAGE THERAPY
Level	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Full Body massage		<p>This competency unit describes the skill, knowledge and attitude requirements in full body massage works on the whole body by promoting general health, relaxation and balances the mind, body and soul.</p> <p>The person who is competent in full body massage shall be able to assess client full body massage requirements, prepare full body massage work area, prepare client for full body massage, perform full body massage, monitor full body massage procedure, evaluate full body massage services, record full body massage procedures and manage post massage procedure in accordance with massage treatment specification.</p>	1. Assess client full body massage requirement	1.1 Basic health information is ascertain in accordance to guidelines 1.2 Indication and contraindication of massage therapy distinguished 1.3 Type of massage services method and techniques are determined in accordance to premise policies 1.4 Full body massage for general health requirement and lifestyle are identified 1.5 Good client communication is applied. 1.6 Verbal and non verbal communication is applied 1.7 Types and usage of full body massage medium and tools are identified

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Prepare full body massage work area</p> <p>3. Prepare client for full body massage</p>	<p>2.1 Full body massage work area is organized in accordance to authority body in regard of emergency procedures.</p> <p>2.2 Work area ergonomics, deportment and posture are practiced .</p> <p>2.3 Full body massage tools, materials, and equipment are arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Full body massage medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3.1 Safe keeping of client belongings and treatment area for client privacy is advised in accordance to premise policies.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Perform full body massage	<p>3.2 Work environment meet all hygiene and safety requirement and legislation observed</p> <p>3.3 Verbal and non verbal communication is applied</p> <p>3.4 Availability of equipment's and consumable products for body massage followed</p> <p>4.1 Full body massage is carried out using appropriate medium and minor ailments described in accordance with massage procedure.</p> <p>4.2 Functional anatomy and physiology listed out</p> <p>4.2 Rapport and communication are conveyed clearly</p> <p>4.3 Methods and technique of full body massage are demonstrated and relevance point are identified in accordance with complementary therapy requirements.</p> <p>4.4 Indication and contraindication for full body massage listed out</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor full body massage procedure</p> <p>6. Evaluate full body massage services</p>	<p>5.1 Full body massage conducted according to time/ duration allocated.</p> <p>5.2 Post full body massage procedures are advised</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Healing crisis in full body massage are explained</p> <p>5.5 Code of ethics are explained</p> <p>5.6 Anatomical locations and massage technique conducted in accordance to massage therapy guidelines</p> <p>6.1 Effectiveness of massage in accordance to clients requirements</p> <p>6.2 Client home care guidelines and practices are advised in accordance with client's needs</p> <p>6.3 Full body treatment products residues are cleaned up and workplace tidied up in</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Record full body massage services.</p> <p>8. Manage post massage procedure</p>	<p>accordance with housekeeping practices</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Foot reflexology products are counted, listed, labelled, arranged and stock inventory recorded</p> <p>7.4 Compliance statutory safety regulation and requirement recorded</p> <p>8.1 Full body massage products residues are cleaned up and workplace tidied up in accordance with premise housekeeping practices</p> <p>8.2 Full body massage products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Half body massage		<p>This competency unit describes the skill, knowledge and attitude requirements in half body massage works on the upper or lower portion of the body by promoting blood circulation, improve lymphatic drainage and align body posture. It also helps in improving minor ailments and strengthens and balance muscular skeletal function.</p> <p>The person who is competent in half body massage shall be able to assess client half body massage requirements, prepare half body massage work area, prepare client for half body massage, perform half body massage, monitor half body massage procedure, evaluate half body massage program, record half body massage services and manage post massage procedures in accordance with massage treatment specification.</p>	<p>1. Assess client half body massage requirements</p> <p>2. Prepare half body massage work area</p>	<p>1.1 Verbal and non verbal communication is applied</p> <p>1.2 Basic Health Information and lifestyle is determined in accordance to guidelines.</p> <p>1.3 Good cliental communication is applied.</p> <p>1.4 Indication and contraindication of half body massage distinguished.</p> <p>1.5 Types of half body massage services method and techniques are determined in accordance to premise policies.</p> <p>1.6 Types and usage of half body massage medium and tools are identified</p> <p>2.1 Half body massage work area is organized in accordance to authority body in regard of emergency procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare client for half body massage</p>	<p>2.2 Work area ergonomics, department and posture are practiced .</p> <p>2.3 Half body massage tools, materials, and equipment are arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Half body massage medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3.1 Safe keeping of client belongings is addressed and treatment area for client privacy is prepared in accordance to premises policies.</p> <p>3.2 Medium for massage selected in accordance to client requirements.</p> <p>3.3 Availability of equipment's and consumable products for body massage identified</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Perform half body massage	<p>3.4 Verbal and non verbal communication is applied</p> <p>3.5 Work environment meet all hygiene and safety requirement and legislation determined</p> <p>4.1 Half body massage is carried out using appropriate medium and minor ailments described in accordance with massage procedure.</p> <p>4.2 Functional anatomy and physiology listed out</p> <p>4.2 Rapport and communication are conveyed clearly</p> <p>4.3 Methods and technique of half body massage and relevance points are demonstrated in accordance with complementary therapy requirements.</p> <p>4.4 Indication and contraindication for half body massage listed out and minor ailments explained</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor half body massage procedure</p> <p>6. Evaluate half body massage program</p>	<p>5.1 Half body massage conducted according to time/ duration allocated.</p> <p>5.2 Post half body massage procedures are advised</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Healing crisis in half body massage are explained</p> <p>5.5 Code of ethics are explained</p> <p>5.6 Anatomical locations and massage technique conducted in accordance to massage therapy guidelines</p> <p>6.1 Effectiveness of massage in accordance to clients requirements</p> <p>6.2 Client home care guidelines and practices are advised in accordance with client's needs</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Record half body massage services</p> <p>8. Manage post massage procedure</p>	<p>6.3 Half body treatment products residues are cleaned up and workplace tidied up in accordance with housekeeping practices</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Half body massage products are counted, listed, labelled, arranged and stock inventory recorded</p> <p>7.4 Compliance statutory safety regulation and requirement recorded</p> <p>8.1 Half body treatment products residues are cleaned up and workplace tidied up in accordance with housekeeping practices</p> <p>8.2 Half body massage products are stored, counted, listed, replenished and arranged in</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				accordance with premise inventory procedures
3. Foot and hand massage		<p>This competency unit describes the skill, knowledge and attitude requirements in foot and hand massage works on feet till below the knee and hands involves until below elbow region according to the client's requirement by producing a pleasant and relaxing sensation.</p> <p>The person who is competent in foot and hand massage shall be able to assess client foot and hand massage requirements, prepare foot and hand massage work area, , prepare client foot and hand massage, perform foot and hand massage, monitor foot and hand massage procedure, evaluate foot and hand massage program and record foot and hand massage details and manage post massage procedure in accordance with massage treatment specification.</p>	<p>1. Assess client foot and hand massage requirements</p> <p>2. Prepare foot and hand massage work area</p>	<p>1.1 Verbal and non verbal communication is applied</p> <p>1.2 Basic health information and lifestyle is determined in accordance to guidelines.</p> <p>1.3 Good cliental communication is applied.</p> <p>1.4 Indication and contraindication of foot and hand massage distinguished.</p> <p>1.5 Types of foot and hand massage services method and techniques are determined in accordance to premise policies.</p> <p>1.6 Types and usage foot and hand massage medium and tools are identified</p> <p>2.1 Half body massage work area is organized in accordance to authority body</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare client foot and hand massage</p>	<p>in regard of emergency procedures.</p> <p>2.2 Work area ergonomics, department and posture are practiced .</p> <p>2.3 Foot and hand massage tools, materials, and equipment are arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Foot and hand massage medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3.1 Safe keeping of client belongings is addressed and treatment area for client privacy is prepared in accordance to premises policies.</p> <p>3.2 Medium for massage selected in accordance to client requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Perform foot and hand massage</p>	<p>3.3 Availability of equipment's and consumable products for foot and hand identified</p> <p>3.4 Verbal and non verbal communication is applied</p> <p>3.5 Work environment meet all hygiene and safety requirement and legislation determined</p> <p>4.1 Half body massage is carried out using appropriate medium and minor ailments described in accordance with massage procedure.</p> <p>4.2 Functional anatomy and physiology listed out</p> <p>4.3 Rapport and communication are conveyed clearly</p> <p>4.4 Methods and technique of half body massage and relevance points are demonstrated in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor foot and hand massage procedure</p> <p>6. Evaluate foot and hand massage program</p>	<p>complementary therapy requirements.</p> <p>4.5 Indication and contraindication for half body massage listed out and minor ailments explained</p> <p>5.1 Foot and hand according to time/ duration allocated</p> <p>5.2 Supervision of client is carried out</p> <p>5.3 Client confidentiality maintained</p> <p>5.4 Changes in sensory parameters detected</p> <p>5.5 Hygiene and safety practices of work place observed in all processes involved in accordance with safety procedures</p> <p>6.1 Anatomical locations and massage technique conducted in accordance to massage therapy guidelines</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Record foot and hand massage services</p> <p>8. Manage post massage procedure</p>	<p>6.2 Effectiveness of massage in accordance to clients requirements</p> <p>6.3 Client home care guidelines and practices are advised in accordance with client's need</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Foot and hand massage products are counted, listed, labelled, arranged and stock inventory recorded</p> <p>7.4 Compliance statutory safety regulation and requirement recorded</p> <p>8.1 Foot and hand massage treatment products residues are cleaned up and workplace tidied up in accordance with housekeeping practices</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>8.2 Foot and hand massage products are stored, counted, listed, replenished, labelled and arranged are recorded in accordance with premise inventory procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Head, neck, and shoulder massage		<p>This competency unit describes the skill, knowledge and attitude requirements in head, neck and shoulder massage works on the upper part of the body. It promotes blood circulation, relieve stress and tightness around the head, neck and shoulder by soft tissue manipulation techniques and medium according to the client's requirement leaving very light soothing feeling and well being.</p> <p>The person who is competent in head, neck and shoulder massage shall be able to assess client head, neck, and shoulder massage requirements, prepare head, neck, and shoulder massage work area, prepare client for head, neck, and shoulder massage, perform head, neck, and shoulder massage, monitor head, neck, and shoulder massage procedure, evaluate head, neck, and shoulder massage program, record head, neck and shoulder massage services and manage post massage procedure. in accordance with massage treatment specification.</p>	<p>1. Assess client head, neck, and shoulder massage requirements</p> <p>2. Prepare head, neck, and shoulder massage work area</p>	<p>1.1 Verbal and non verbal communication is applied</p> <p>1.2 Basic health information and lifestyle is determined in accordance to guidelines.</p> <p>1.3 Good cliental communication is applied.</p> <p>1.4 Indication and contraindication of head, neck, and shoulder massage distinguished.</p> <p>1.5 Types of head, neck, and shoulder massage services method and techniques are determined in accordance to premise policies.</p> <p>1.6 Types and head, neck, and shoulder massage medium and tools are identified</p> <p>2.1 Head, neck, and shoulder massage work area is organized in accordance to authority body in regard of</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare client for head, neck, and shoulder massage</p>	<p>emergency procedures.</p> <p>2.2 Work area ergonomics, department and posture are practiced .</p> <p>2.3 Head, neck, and shoulder massage tools, materials, and equipment are arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Head, neck, and shoulder massage medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3.1 Safe keeping of client belongings is addressed and treatment area for client privacy is prepared in accordance to premises policies.</p> <p>3.2 Medium for massage selected in accordance to client requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Perform head, neck, and shoulder massage</p>	<p>3.3 Availability of equipment's and consumable products for foot and hand identified</p> <p>3.4 Verbal and non verbal communication is applied</p> <p>3.5 Work environment meet all hygiene and safety requirement and legislation determined</p> <p>4.1 head, neck, and shoulder massage is carried out using appropriate medium and minor ailments described in accordance with massage procedure.</p> <p>4.2 Functional anatomy and physiology listed out</p> <p>4.3 Rapport and communication are conveyed clearly</p> <p>4.4 Methods and technique of head, neck, and shoulder massage are demonstrated in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor head, neck, and shoulder massage procedure</p> <p>6. Evaluate head, neck, and shoulder massage program</p>	<p>complementary therapy requirements.</p> <p>4.5 Indication and contraindication for head, neck, and shoulder massage listed out and minor ailments explained</p> <p>5.1 Head, neck, and shoulder massage according to time/duration allocated</p> <p>5.2 Supervision of client is carried out</p> <p>5.3 Client confidentiality maintained</p> <p>5.4 Changes in sensory parameters detected</p> <p>5.5 Hygiene and safety practices of work place observed in all processes involved in accordance with safety procedures</p> <p>6.1 Anatomical locations and massage technique conducted in accordance to massage</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Record head, neck and shoulder massage services</p> <p>8. Manage post massage procedure.</p>	<p>therapy guidelines</p> <p>6.2 Effectiveness of massage in accordance to clients requirements</p> <p>6.3 Client home care guidelines and practices are advised in accordance with client's need</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Head, neck and shoulder massage products are counted, listed, labelled, arranged and stock inventory recorded</p> <p>7.4 Compliance statutory safety regulation and requirement recorded</p> <p>8.1 Head, neck, and shoulder massage products residues are cleaned up and workplace</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>tidied up in accordance with premise housekeeping practices.</p> <p>8.2 Head, neck, and shoulder massage products restored, counted, listed, replenished and arranged in accordance with premise inventory procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Traditional massage oil preparation		<p>This competency unit describes the skill, knowledge and attitude requirements in traditional massage oil preparation works as part of the massage therapy by promoting blood circulation and improve the quality of the skin. The oils are made according to the traditional concept formulation.</p> <p>The person who is competent in traditional massage oil preparation shall be able to assess traditional massage oil preparation requirements, prepare massage oil, assess traditional massage oils and record traditional massage oil preparation details in accordance with massage treatment specification.</p>	<p>1. Assess traditional massage oil preparation requirements</p> <p>2. Prepare massage oil.</p>	<p>1.1 Traditional massage oil properties are determined in accordance with applications</p> <p>1.2 Raw materials for traditional massage oil are identified</p> <p>1.3 Traditional massage oil mixing are listed in accordance with their usage, ingredients and appropriate mixtures</p> <p>2.1 Traditional massage oil product, raw material, tools and equipments are identified in accordance with client's needs</p> <p>2.2 Types of massage oil production identified</p> <p>2.3 Workplace hygiene and safety applied in essential oil blending are determined in accordance with premise requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Athlete performance massage		<p>This competency unit describes the skill, knowledge and attitude requirements in athlete performance massage gives luxurious relaxation and speed recovery time to the muscular skeletal system, enhance blood circulation, relieve physical and psychological stress, overcome and prevent muscular and tend nous injuries. It improves agility and flexibility thus enhances performance by adding consistency and reduces discomfort in training.</p> <p>The person who is competent in athletic performance massage shall be able to assess athlete massage for sport performance requirement details, prepare athlete for sports massage, prepare medium and equipment for athletic massage, perform athletic massage, monitor athletic massage, evaluate athletic massage performance, record client report detail and manage post massage procedure in accordance with athletic massage</p>	<p>1. Assess athlete massage for sport performance requirement details</p> <p>2. Prepare athlete for sports massage.</p> <p>3. Prepare medium and equipment for athletic massage</p>	<p>1.1 Body anatomy and physiology, types of athletic massage and massage medium are identified</p> <p>1.1 Performance athletic massage material are described</p> <p>1.2 Health condition and lifestyle are determined</p> <p>2.1 Performance athletic massage tools, materials, and equipment are arranged.</p> <p>2.2 Performance athletic massage medium are selected</p> <p>2.3 Department and posture, work area ergonomics are applied</p> <p>2.4 Work area cleanliness and hygiene are upkeep all the time</p> <p>3.1 Medium for performance athletic massage are identified</p> <p>3.2 Medium for athlete massage</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		treatment specification.	<p>4. Perform athletic massage</p> <p>5. Monitor athletic massage</p>	<p>and material are selected in accordance to client requirements</p> <p>4.1 Athlete massage for sport performance is carried out safely in accordance with massage procedure, anatomical location, using suitable techniques and medium</p> <p>4.2 Indication and contraindication for performance athletic massage determined</p> <p>5.1 Athlete massage for sport performance according to time/ duration allocated</p> <p>5.2 Supervision of client is carried out and code of ethic conducted</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Post massage procedure advice on side effect explained.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Evaluate athletic massage performance</p> <p>7. Record client report details</p>	<p>6.1 Anatomical locations and massage technique conducted in accordance to massage therapy guidelines</p> <p>6.2 Effectiveness and suitability of athletic massage, medium and materials in accordance to clients requirements</p> <p>6.3 Client home care guidelines and practices are advised in accordance with client needs</p> <p>7.1 Compliance statutory safety regulation and requirement interpreted</p> <p>7.2 Athletic massage performed product counted, listed labelled arrange and recorded in inventory</p> <p>7.3 Responsive feedback from client noted and recorded</p> <p>7.4 Client's record and client's report reaction updated and recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Manage post massage procedure	<p>8.1 Athlete massage products are stored, counted, listed, replenished and arranged in accordance with premise inventory procedures</p> <p>8.2 Athlete massage products residues are cleaned up and workplace tidied up in accordance with premise housekeeping practices</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Massage promotion and client service		<p>This competency unit describes the skill, knowledge and attitude requirements in massage promotion and client service that helps to produce and increase awareness to achieve marketing strategies. It's also to allow an organization to focus on market needs. Promotion and client service strategy help to channel binding forms of advertisement and promotion for overall business to generate profits and communicate straight to the client. This massage industry use personalised and feasible promotion strategies to achieve promotion goals.</p> <p>The person who is competent in massage promotion and client service shall be able to survey client's treatment requirements, compile promotion packages, assess promotion packages suitability, record promotion activities details in accordance with promotion and client service procedures</p>	<ol style="list-style-type: none"> 1. Survey client's treatment requirements 2. Compile promotion packages 3. Assess promotion packages suitability. 4. Record promotion activities details. 	<ol style="list-style-type: none"> 1.1 Awareness of market trend on massage services gathered and listed in accordance with market survey results 1.2 Massage service packages are conveyed and promoted in accordance with salon specification 2.1 Client feedback obtained and studied 2.2 Client care services are prioritised, reviewed and recorded 3.1 Promotion effectiveness are analysed 4.1 Client's feedback obtained 4.3 Promotion activities details are inspected, completed and documented

