

## PERSONAL LEARNING REQUIREMENTS

### HLT52021 Diploma of Remedial Massage

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to speak clearly and audibly (e.g. communicating to clients correctly on disrobing, and the reason for using certain techniques)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms)
- Listen actively (e.g. understand instructions and client feedback)
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors

#### Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to perform repetitive tasks (e.g. multiple of the same treatments on a regular basis)
- Ability to undertake frequent handwashing including in chemically based substances
- Adequate vision (e.g. observing clients to ensure they're appropriately positioned and safe, observing client's pain and symptoms, identifying hazards)
- Capacity to wear Personal Protective Equipment (PPE) (e.g. if required in the workplace)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands and wrists (e.g. pushing, pulling, lifting to be able to provide remedial massage services)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on a consistent basis (e.g. lifting, bending, squatting, kneeling, twisting)

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to communicate instructions of tasks to patients
- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills
- Able to apply and interpret industry related terminology, symbols, abbreviations and language
- Accept responsibility for accurate completion of work and seek help when required
- Awareness / ability to diligently observe (e.g. to respond to customer needs)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain industry knowledge
- Capacity to maintain focus and concentration (e.g. to ensure accurate work and to understand clients)

- Identify, assess and act on existing and potential risks
- Understand and follow policies and procedures (e.g. work instructions, Work Health and Safety, internal processes, frameworks)

### Behavioural & Social Skills

- Ability to establish and enforce personal boundaries (e.g. professional relationships)
- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Accepts responsibility for own work and outcomes
- Attention to detail
- Be receptive and respond appropriately to constructive feedback
- Be responsible for self and others' health and safety
- Friendly and caring approach
- Genuine interest in interacting and working with people
- Maintain neat personal appearance, including a high level of personal hygiene
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Self-motivated
- Tolerate close proximity with individuals (including physical contact and being alone with other students/supervisor/clients as appropriate)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Capacity to develop knowledge of resources and equipment, including safe use and maintenance
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet-based software, e.g. group discussion
- Able to download an eBook

### Work Placement Skills

Work placement is not required in this course, however 200 clinical massage hours are required at The Gordon Student Massage Clinic. Specific skills in addition to those listed above that may be required part of the clinic may include:

- Ability to work under direct supervision
- Attentive in interactions with clients
- Flexible (e.g. with rosters and work duties)
- Understand and follow policies and procedures (e.g. legal compliance, work instructions, work health & safety)
- Use work equipment, such as the massage table safely and effectively

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- Police Check and / or Working with Children Check will likely be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/students/student-services/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all>