



Unit of Study Outline

Unit of Study Name	Working with Clients
Unit of Study Code	WWC410
Qualification/s:	HLT52015 Diploma of Remedial Massage HLT42015 Certificate IV in Massage Therapy
The following Unit/s of Competency contribute to this Units of Study	CHCDIV001 Work with diverse people CHCCOM006 Establish and manage client relationships
Units of Study Prerequisites	Nil
Delivery Methods and Contextualisation	The competency units will be delivered online in an appropriate manner. Examples may include: PowerPoint presentations, demonstration, practical exercises, project work, class participation, group exercises, and delivery of declarative knowledge. Video and DVD presentations may also be utilised. Delivery strategies will be contextualised to focus on the needs and specific requirements of students in the massage industry.
Delivery / Learning & Assessment Hours	Online delivery – Full-time and Part-time students <ul style="list-style-type: none"> • 3.5 hours of online delivery per week for 10 weeks • 2 hours self-study per week Endeavour may deliver units of study in intensive format for smaller cohorts whilst still ensuring that all requirements as recommended by the Health Training Package are met.
Department	Health
Unit of Study Coordinator	Anthony Turri
Unit of Study Overview	This unit of study provides students with the skills to manage and establish client relationships to ensure a positive customer experience within the field of massage. Students will also reflect on their own perspectives and biases, whilst identifying ways in which they can improve their own social awareness. Students will develop the skills to embrace diversity through appropriate communication and actions, whilst promoting understanding across diverse groups.

CHCDIV001 Work with diverse people

Element	Performance Criteria
1.1	Identify and reflect on own social and cultural perspectives and biases

1. Reflect on own perspectives	1.2	Work with awareness of own limitations in self and social awareness
	1.3	Use reflection to support own ability to work inclusively and with understanding of others
	1.4	Identify and act on ways to improve own self and social awareness
2. Appreciate diversity and inclusiveness, and their benefits	2.1	Value and respect diversity and inclusiveness across all areas of work
	2.2	Contribute to the development of work place and professional relationships based on appreciation of diversity and inclusiveness
	2.3	Use work practices that make environments safe for all
3. Communicate with people from diverse backgrounds and situations	3.1	Show respect for diversity in communication with all people
	3.2	Use verbal and non-verbal communication constructively to establish, develop and maintain effective relationships, mutual trust and confidence
	3.3	Where a language barrier exists, use effective strategies to communicate in the most efficient way possible
	3.4	Seek assistance from interpreters or other persons according to communication needs
4. Promote understanding across diverse groups	4.1	Identify issues that may cause communication misunderstandings or other difficulties
	4.2	Where difficulties or misunderstandings occur, consider the impact of social and cultural diversity
	4.3	Make an effort to sensitively resolve differences, taking account of diversity considerations
	4.4	Address any difficulties with appropriate people and seek assistance when required

CHCCOM006 Establish and manage client relationships

Element	Performance Criteria	
1. Establish professional relationship with the client	1.1	Establish relationship within appropriate professional boundaries
	1.2	Build trust and respect through use of effective communication techniques
	1.3	Identify and respond to client special needs
	1.4	Communicate in ways that take account of cultural considerations
	1.5	Exercise discretion and confidentiality

2. Manage client interactions	2.1	Use a collaborative and person centred approach when working with clients
	2.2	Use motivational interviewing as a basis for client interactions
	2.3	Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions
	2.4	Support the client to identify and articulate key information that supports the provision of service
	2.5	Encourage clients to voice queries or concerns and address these appropriately
	2.6	Respond to difficult or challenging behaviour using established techniques
	2.7	Maintain professional integrity and boundaries at all times
	2.8	Work within scope of role and identify and respond to situations where interactions suggest the need for client referral
3. Provide effective responses to client enquiries	3.1	Select the most appropriate mode of communication for the information being provided
	3.2	Use language and terminology that the client will understand
	3.3	Present information clearly and with sufficient detail to meet client needs
	3.4	Confirm with client that the information has been understood and address any unresolved issues

Content

Week	Content	Core Learning Activities	Supportive Learning Activities
1	Introduction and Overview	PowerPoint Presentation	
2	The Professional Therapist	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 6
3	Effective Communication – Part 1	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 8
4	Effective Communication – Part 2	PowerPoint Presentation	Essentials of Law, Ethics and Professional



			Issues for CAM (eBook) – Chap 8
5	Communication Skills	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 8
6	Ethical Communication	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 8
7	Working with Diverse People – Part 1	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 2
8	Working with Diverse People – Part 2	PowerPoint Presentation	
9	Clients with Special Needs	PowerPoint Presentation	
10	Cultural Differences & Indigenous Australians	PowerPoint Presentation	Essentials of Law, Ethics and Professional Issues for CAM (eBook) – Chap 5

Primary Learning Resources*

1	PowerPoint Presentation
2	Essentials of Law, Ethics and Professional Issues for CAM (eBook)
3	Australian Human Rights Commission – Diversity Handouts

* Primary learning resources includes the practical texts from all pre-requisite units that students are expected to utilise in their clinical practicums.

Supplementary Learning Resources

1	Ted Talk Videos
---	-----------------

Assessment

Assessment for this unit of study is both formative and summative.

- *Formative* means that a student will receive feedback in a timely manner and apply this feedback in order to improve their learning throughout the duration of the study period.
- *Summative* means that the assessment item contributes to the overall assessment of required knowledge or / and skills or / and application of these in practice in order to demonstrate competency.

Australian College of Natural Medicine Pty Limited (ACNM) trading as Endeavour College of Natural Health, FIAFitnation
(National CRICOS Provider #00231G, RTO #31489)

For this unit of study, please note the specific requirements for each assessment item and the required level of achievement expected in order to show satisfactory progress towards competency.

Vocational Education & Training (VET) students are required to pass all pieces of summative assessment. The Assessment Schedule (due dates) is to be followed and students are to adhere to these dates unless they have legitimate grounds for extension or deferral (see [Assessment Policy - VET](#)).

Students who fail a piece of assessment will be offered two reassessment opportunities and must complete this reassessment within the time frame given for that reassessment item.

Assessment Task	Required Skills & Knowledge	Assessment Schedule	Conditions
Directed Learning Activities	<i>CHCCOM006 Case Studies</i>	<i>Week 5</i>	<i>Satisfactory/Not Yet Satisfactory</i>
Directed Learning Activities	<i>CHCCOM006 Building Relationships Short Answer Assessment</i>	<i>Week 5</i>	<i>Satisfactory/Not Yet Satisfactory</i>
Directed Learning Activities	<i>CHCCOM006 Practical Observation</i>	<i>Week 6</i>	<i>Satisfactory/Not Yet Satisfactory</i>
Directed Learning Activities	<i>CHCDIV001 Practical Observation</i>	<i>Week 6</i>	<i>Satisfactory/Not Yet Satisfactory</i>
Directed Learning Activities	<i>CHCDIV001 Reflective Journal</i>	<i>Week 8</i>	<i>Satisfactory/Not Yet Satisfactory</i>
Directed Learning Activities	<i>CHCDIV001 Working with Diversity Short Answer Assessment</i>	<i>Week 10</i>	<i>Satisfactory/Not Yet Satisfactory</i>

NOTE: On the satisfactory completion of all tasks listed above the learner will be deemed competent in each Unit of Competency. All assessments are underpinned by Endeavour’s quality client service philosophy which embraces client safety and safe work practices. Endeavour uses the following underpinning criteria for all assessments:

Attendance	Students must have 100% attendance for all practicum sessions.
Participation	Students must demonstrate a high level of participation in all clinic activities including reception / administration duties and assessing & treating clients.
Professionalism	Students are required to wear the mandated College uniform, prepare for classes and act in a professional manner.
Adherence to Code of Conduct	Students are expected to adhere to the College’s Student Code of Conduct - VET .