



**NATIONAL COMPETENCY STANDARDS
FOR
MESSAGE THERAPIST
(NC2 & NC3)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan.
March 2019**



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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources proudly presents National Competency Standards (NCS) for Massage Therapist as part of TVET reform initiative for improving the quality of Vocational Education and Training System in Bhutan. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing Competency Standards is to set up a well defined nationally recognized Vocational Qualification and Certification system that will help set a benchmark for the Technical Vocational Education and Training (VET) System in our country aligned to international best practices.

National Competency Standards is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The standards are developed to ensure that employees or vocational graduates possess and acquire the desired skills, knowledge and attitude required by industries and employers. In order to ensure this close match in supply and demand of skills, knowledge and attitude, standards have been developed in close consultation and partnership with industry experts and validated by the Technical Advisory Committees for the concerned economic sectors.

A vocational education and training system based on National Competency Standards shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

While acknowledging the existing level of cooperation and collaboration, the ministry earnestly requests employers and training providers to extend the fullest support and cooperation in implementing the Standards. The ultimate objective is to build a competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

I gratefully acknowledge the valuable contributions made by experts from industries during the consultation, verification and validation processes of the

standards. I look forward to improved engagement and active participation of the industry and employers in the development of a quality assured demand driven TVET system in the near future.

Director
Department of Occupational Standards
Ministry of Labour and Human Resources

Acknowledgement

Validation date : 07/05/2019

Endorsement date : 09/05/2019

Date of Review : 07/05/2022 (max. 3 years).

Technical Advisory Committee (TAC) members for the validation of NCS:

1. Tshering Lhamo (**Chairperson**), Menjor Tshetob Phelwa Professional Massage Center, Thimphu
2. Chogay Lhendup (**Member Secretary**), Program Officer, Standards and Qualification Division (SQD), Department of Occupational Standards, MoLHR, Thimphu.
3. Kelzang Wangmo, Freelance Massage Therapist, Thimphu
4. Phub Dem, Norbu Academy of SPA and Massage Therapy, Thimphu
5. Leki Tshomo, SPA Therapist, Terma Linca Resort and SPA
6. Sonam Dema, SPA Trainer, DITI, Thimphu

Subject experts involved during the consultation workshop:

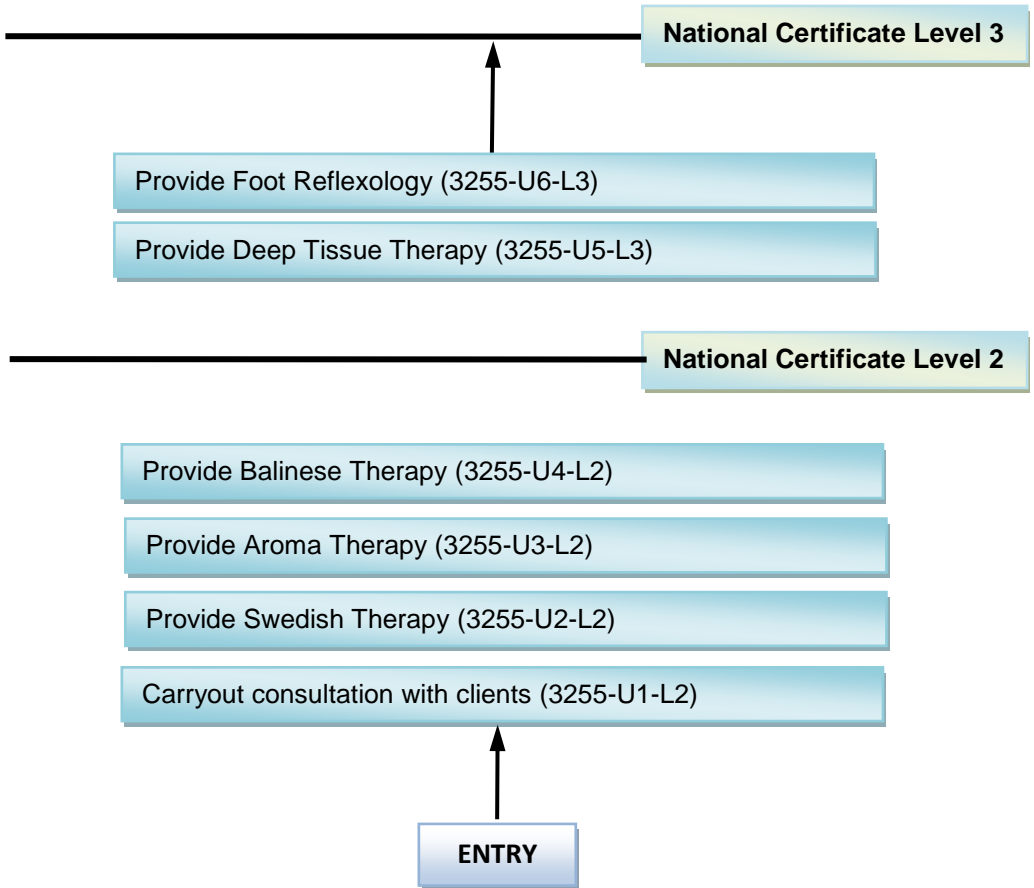
1. Sangay Dema, Norkhil SPA, Thimphu
2. Phub Dem, Norbu Academy of SPA and Massage, Thimphu
3. Tshering Dorji, Dungsels Homa SPA, Thimphu
4. Sonam Dema, DITI, Thimphu
5. Tshering Lhamo, Menjor SPA, Thimphu
6. Sangay Zangmo, RBP Beauty and SPA trainer, Thimphu

Facilitator:

Karma Loday, Chief Program Officer, DOS, MoLHR, Thimphu

Chogay Lhendup, Program Officer, Department of Occupational Standards (DOS), MoLHR, Thimphu

PACKAGING OF QUALIFICATIONS



OVERVIEW OF NATIONAL COMPETENCY STANDARDS

UNIT TITLE	ELEMENTS OF COMPETENCE
1. Carry out consultation with clients	<ol style="list-style-type: none"> 1. Perform client's need assessment 2. Prepare therapy plan
2. Provide Swedish Therapy	<ol style="list-style-type: none"> 1. Prepare the treatment room 2. Prepare the client for therapy 3. Perform Swedish therapy
3. Provide Aroma Therapy	<ol style="list-style-type: none"> 1. Prepare the treatment room 2. Prepare the client for therapy 3. Perform aroma therapy
4. Provide Balinese therapy	<ol style="list-style-type: none"> 1. Prepare the treatment room 2. Prepare the client for therapy 3. Perform Balinese therapy
5. Provide deep tissue therapy	<ol style="list-style-type: none"> 1. Prepare the treatment room 2. Prepare the client for therapy 3. Perform deep tissue therapy
6. Provide foot Reflexology	<ol style="list-style-type: none"> 1. Prepare the treatment room 2. Prepare the client for therapy 3. Perform reflexology therapy

UNIT TITLE :	Carryout consultations with the clients
DESCRIPTOR:	This unit covers the competencies required to carry out client's need assessment and prepare therapy plan following standard procedures
CODE :	3255-U1-L2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Perform client's need assessment	<p>1.1 Inform the types of services to the client as per the standard procedures</p> <p>1.2 Obtain the client's requirements as per the standard procedures</p> <p>1.3 Recommend the treatment as per the need of the client following standard procedures</p> <p>1.4 Provide pre-care advice as per the job requirement following standard procedures</p> <p>1.5 Provide advice to the client to consult with the relevant personnel for further treatment as per the job requirement following standard procedures</p> <p>1.6 Prepare to provide necessary support to the differently abled clients as per the job requirement following standard procedures</p>
Prepare therapy plan	<p>2.1 Confirm the types of therapy and time as per the need of the client following standard procedures</p> <p>2.2 Prepare therapy plan as per the client's requirement following standard procedures</p>

RANGE STATEMENT

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Obtain the client's requirements as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• Occupational Health and Safety (OHS) Regulations• Basic First Aid• Basic human anatomy and physiology• Types of SPA and Massage• Grooming• Contra-indications and contra-action	<ul style="list-style-type: none">• Team work• Communication• Problem solving• Interpersonal relationship• Time Management• Patience• Negotiation skills

UNIT TITLE :	Provide Swedish Therapy
DESCRIPTOR:	This unit covers the competencies required to prepare client and treatment room to provide Swedish therapy following standard procedures
CODE :	3255-U2-L2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare the client and treatment room	<p>1.1 Disinfect the room with using reagent as per the standard procedures</p> <p>1.2 Prepare the treatment table as per the standard procedures</p> <p>1.3 Maintain room temperature and ambience as per the standard procedures</p> <p>1.4 Prepare the materials as per the job requirement following standard procedures</p> <p>1.5 Prepare the client for therapy as per the standard procedures</p>
Perform Swedish therapy	<p>2.1 Perform session opening as per the standard procedures</p> <p>2.2 Apply massage oil as per the standard procedures</p> <p>2.3 Apply types of massage techniques as per the standard procedures</p> <p>2.4 Communicate with the client during the session as per the job requirement following standard procedures</p> <p>2.5 Maintain body posture while giving treatment as per the standard procedures</p> <p>2.6 Perform session closing as per the standard procedures</p> <p>2.7 Obtain feedbacks from client as per the standard procedures</p>

RANGE STATEMENT

Ambience may include but not limited to:

- Lighting
- Music
- Aroma

Materials may include but not limited to:

- Oil
- Shower amenities
- Therapist tools

Session opening may include but not limited to:

- Grounding
- Relaxation
- Warm up
- Healing
- Towel techniques

Massage oil may include but not limited to:

- Rose
- Jasmine
- Lavender
- Pine

Types of massage techniques may include but not limited to:

- Effleurage
- Petrissage
- Tapotement
- Friction
- Vibration

Session closing may include but not limited to:

- Healing
- Post care advice
- Towel technique

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Apply types of massage techniques as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• Occupational Health and Safety (OHS) Regulations• Basic First Aid• Basic human anatomy and physiology• Types of SPA and Massage• Grooming• Contra-indications and contra-action• Massage techniques• Types of oil• Basic pathology• Towel etiquette	<ul style="list-style-type: none">• Team work• Communication• Problem solving• Interpersonal relationship• Time Management• Patience

UNIT TITLE :	Provide Aroma Therapy
DESCRIPTOR:	This unit covers the competencies required to prepare the client and treatment room to provide aroma therapy following standard procedures
CODE :	3255-U3-L2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare the client and treatment room	<ul style="list-style-type: none"> 1.1 Disinfect the room with using reagent as per the standard procedures 1.2 Prepare the treatment table as per the standard procedures 1.3 Maintain room temperature and ambience as per the standard procedures 1.4 Prepare the materials as per the job requirement following standard procedures 1.5 Prepare the client for therapy as per the standard procedures
Perform Aroma therapy	<ul style="list-style-type: none"> 2.1 Perform session opening as per the standard procedures 2.2 Apply aromatic oil as per the standard procedures 2.3 Apply types of massage techniques as per the standard procedures 2.4 Communicate with the client during the session as per the job requirement following standard procedures 2.5 Maintain body posture while giving treatment as per the standard procedures 2.6 Perform session closing as per the standard procedures 2.7 Obtain feedbacks from client as per the standard procedures

RANGE STATEMENT

Materials may include but not limited to:

- Essential oil
- Shower amenities
- Therapist tools

Session opening may include but not limited to:

- Grounding
- Relaxation
- Warm up
- Healing
- Towel techniques

Aromatic oil may include but not limited to:

- Rose
- Jasmine
- Lavender
- Pine

Types of massage techniques may include but not limited to:

- Effleurage
- Slow, long stroke and palm glide

Session closing may include but not limited to:

- Healing
- Post care advice
- Towel technique

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Apply types of massage techniques as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety (OHS) Regulations • Basic First Aid • Basic human anatomy and physiology • Types of SPA and Massage • Grooming • Contra-Indications and contra-action • Massage techniques • Types of aromatic oil • Basic pathology • Towel etiquette 	<ul style="list-style-type: none"> • Team work • Communication • Problem solving • Interpersonal relationship • Time Management • Patience

UNIT TITLE :	Provide Balinese Therapy
DESCRIPTOR:	This unit covers the competencies required to prepare the client and treatment room to provide Balinese therapy following standard procedures
CODE :	3255-U4-L2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare the client and treatment room	<ul style="list-style-type: none"> 1.1 Disinfect the room with using reagent as per the standard procedures 1.2 Prepare the treatment table as per the standard procedures 1.3 Maintain room temperature and ambience as per the standard procedures 1.4 Prepare the materials as per the job requirement following standard procedures 1.5 Prepare the client for therapy as per the standard procedures
Perform Balinese therapy	<ul style="list-style-type: none"> 2.1 Perform session opening as per the standard procedures 2.2 Apply massage oil as per the standard procedures 2.3 Apply types of massage techniques as per the standard procedures 2.4 Communicate with the client during the session as per the job requirement following standard procedures 2.5 Maintain body posture while giving treatment as per the standard procedures 2.6 Perform session closing as per the standard procedures 2.7 Obtain feedbacks from client as per the standard procedures

RANGE STATEMENT

Session opening may include but not limited to:

- Grounding
- Relaxation
- Warm up
- Healing
- Towel techniques

Massage oil may include but not limited to:

- Rose
- Jasmine
- Lavender
- Pine

Types of massage technique may include but not limited to:

- Effleurage
- Petrissage
- Tapotement
- Body-walk
- Friction
- Vibration
- Stretching

Session closing may include but not limited to:

- Healing
- Post care advice
- Towel technique

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Apply types of massage techniques as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety (OHS) Regulations • Basic First Aid • Basic human anatomy and physiology • Types of SPA and Massage • Grooming • Code of Ethics • Contra-indications and contra-action • Massage techniques • Types of oil • Basic pathology • Towel etiquette • Cultural sensitivity 	<ul style="list-style-type: none"> • Team work • Communication • Problem solving • Interpersonal relationship • Time Management • Patience

UNIT TITLE :	Provide Deep Tissue Therapy
DESCRIPTOR:	This unit covers the competencies required to prepare the client and treatment room to provide deep tissue therapy following standard procedures
CODE :	3255-U5-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare the client and treatment room	<ul style="list-style-type: none"> 1.1 Disinfect the room with using reagent as per the standard procedures 1.2 Prepare the treatment table as per the standard procedures 1.3 Maintain room temperature and ambience as per the standard procedures 1.4 Prepare the materials as per the job requirement following standard procedures 1.5 Prepare the client for therapy as per the standard procedures
Perform deep tissue therapy	<ul style="list-style-type: none"> 2.1 Perform session opening as per the standard procedures 2.2 Apply massage oil as per the standard procedures 2.3 Apply types of massage techniques as per the standard procedures 2.4 Apply massage tools as per the job requirement following standard procedures 2.5 Communicate with the client during the session as per the job requirement following standard procedures 2.6 Maintain body posture while giving treatment as per the standard procedures 2.7 Perform session closing as per the standard

	<p>procedures</p> <p>2.8 Obtain feedbacks from client as per the standard procedures</p>
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RANGE STATEMENT

Materials may include but not limited to:

- Oil
- Shower amenities
- Therapist tools

Session Opening may include but not limited to:

- Grounding
- Relaxation
- Warm up
- Healing
- Towel techniques

Massage oil may include but not limited to:

- Rose
- Jasmine
- Lavender
- Pine

Types of massage techniques may include but not limited to:

- Effleurage
- Petrissage
- Tapotement
- Friction
- Vibration

Massage tools may include but not limited to:

- Forearm
- Thumb
- Elbow
- Palm
- Knuckle

Session closing may include but not limited to:

- Healing
- Post care advice
- Towel technique

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Apply types of massage techniques as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• Occupational Health and Safety (OHS) Regulations• Basic First Aid• Basic human anatomy and physiology• Types of SPA and Massage• Grooming• Contra-indications and contra-action• Massage techniques• Types of oil• Basic pathology• Pressure points• Towel etiquette	<ul style="list-style-type: none">• Team work• Communication• Problem solving• Interpersonal relationship• Time Management• Patience

UNIT TITLE :	Provide foot Reflexology
DESCRIPTOR:	This unit covers the competencies required to prepare the client and treatment room to provide foot reflexology following standard procedures
CODE :	3255-U6-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare the client and treatment room	<ul style="list-style-type: none"> 1.1 Disinfect the room with using reagent as per the standard procedures 1.2 Prepare the treatment table as per the standard procedures 1.3 Maintain room temperature and ambience as per the standard procedures 1.4 Prepare the materials as per the job requirement following standard procedures 1.5 Prepare the client for therapy as per the standard procedures
Perform foot reflexology	<ul style="list-style-type: none"> 2.1 Perform session opening as per the standard procedures 2.2 Apply lubricant as per the standard procedures 2.3 Apply types of massage techniques as per the standard procedures 2.4 Communicate with the client during the session as per the job requirement following standard procedures 2.5 Maintain body posture while giving treatment as per the standard procedures 2.6 Perform session closing as per the standard procedures 2.7 Obtain feedbacks from client as per the standard procedures

RANGE STATEMENT

Materials may include but not limited to:

- Oil
- Hot Towel
- Lotion
- Wet Tissue

Session opening may include but not limited to:

- Grounding
- Relaxation
- Warm up
- Healing
- Towel techniques

Types of Massage may include but not limited to:

- Pressure points
- Effleurage

Session closing may include but not limited to:

- Healing
- Post care advice
- Towel technique

Critical Aspects :

- Demonstrate compliance with occupational health and safety regulations applicable to worksite operation.
- Apply types of massage techniques as per the standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety (OHS) Regulations • Basic First Aid • Basic human anatomy and physiology • Types of SPA and Massage • Grooming • Reflex points of feet • Contra-Indications and contra-action • Massage techniques • Types of lotion • Basic pathology • Towel etiquette 	<ul style="list-style-type: none"> • Team work • Communication • Problem solving • Interpersonal relationship • Time Management • Patience

Annexure

1.1 National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

1.2 Purpose of National Competency Standards

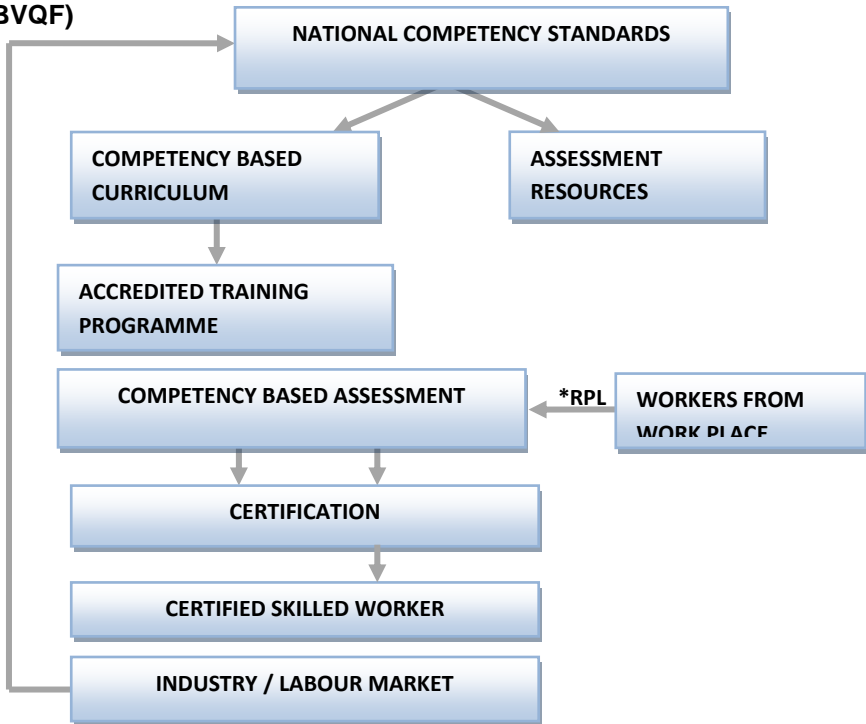
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

1.3 Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

1.4 Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

1.5 BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of new ideas.	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a range of well-developed skills. • Offer a significant choice of procedures requiring prioritization. • Are employed within a range of familiar context. 	<ul style="list-style-type: none"> • Some relevant theoretical knowledge. • Interpretation of available information. • Discretion and judgments. • A range of known responses to familiar problems 	<ul style="list-style-type: none"> • In directed activity with some autonomy. • Under general supervision and quality checking. • With significant responsibility for the quantity and quality of output. • With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Requires a wide range of technical or scholastic skills. • Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. • Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> • A broad knowledge base which incorporates some theoretical concepts. • Analytical interpretation of information. • Informed judgment. • A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the output of others.

1.6 PURPOSE

This qualification is designed for people interested in a career as a Massage Therapist at the Certificate level. It comprises of six units that cover the essential knowledge and skills required at workplace.

It provides industry specific skills and demands a level of performance that will enable new recruits to the industry to be immediately productive.

1.7 CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the National competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual national competency standards

Coding the individual skills standard has a multiple purpose:

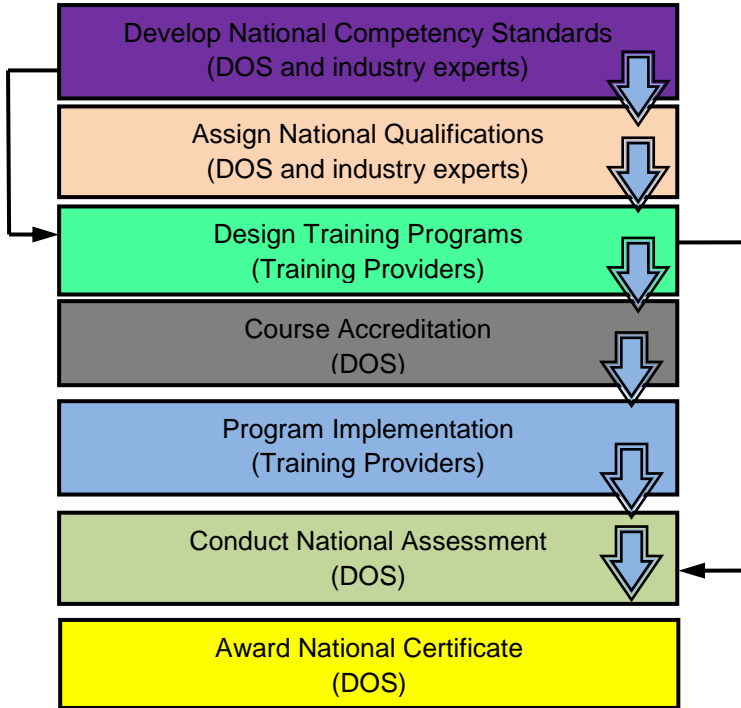
- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a module. Some standards are so complex that they need to stand alone.

To illustrate with an example, the ILO assigns the code 3255 to the occupation related to Massage Therapist. Therefore, in the Bhutan's context, the occupation Massage Therapist has been assigned the code 3255 in the National Coding System. The first unit is assigned the code U1. Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III). Therefore the National Certificate Level 1 is assigned the code L1.

Implementation and operational procedures for National Competency Standards (NCS)



Key:

MoLHR – Ministry of Labour and Human Resources
DOS – Department of Occupational Standards

1.8 ASSESSMENT GUIDE

Form of assessments

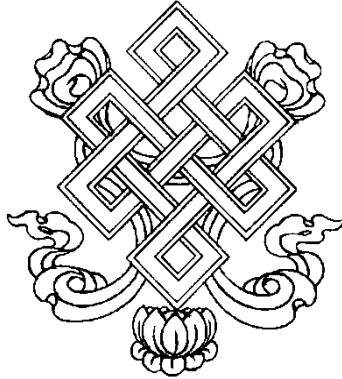
- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipments, materials and documents.
- Candidate must complete the assessment in industry accepted time frame.



Department of Occupational Standards
Ministry of Labour & Human Resources
Thongsel Lam, Lower Motithang
P.O. Box 1036, Thimphu
Tel: 02-331611 Fax: 02-326873
www.molhr.gov.bt