### RPL Standard



### VU21873 – Establish and manage a Myotherapy practice

**How to complete this form:**

Complete all areas in **blue** on the following pages by providing information on your previous skills and qualifications using the information below as a guide.

**Unit Description:**

### This unit describes the skills and knowledge required to establish and manage a Myotherapy practice. It includes business skills, legal compliance and interacting with the health care system/other health professionals.

### To gain RPL for this unit of competency the applicant must meet the following benchmarks along with providing evidence that their current level of knowledge and skills is

relevant to all performance criteria, knowledge and **performance evidence**.

**The applicant must provide evidence of the following to gain RPL for this unit:**

* Working as a Remedial Massage Therapist who is practicing and managing their own Myotherapy practice.
* Establish quality control procedures to address the business needs and to ensure high quality outcomes
* Research, maintain and promote compliance with the legal and ethical responsibilities of a Myotherapy practice
* Select appropriate record management systems that incorporate suitable security and access requirements for a Myotherapy practice
* Apply effective evaluation processes on an ongoing basis to maximise the business performance
* The applicant must demonstrate knowledge of all Performance Criteria, Essential Knowledge and Skills

**Example Evidence:**

### Relevant transcript & certificate

### Evidence of working within the industry

### Completion of ACFB e-learning quiz/oral questioning related to work within a massage practice. If required, this will be completed after enrolment.

**Evidence MUST include, but not limited to:**

* Current membership to a Massage/Myotherapy professional association along with evidence of current business insurance
* Referral letters to other health care professionals
* Evidence of interacting with other healthcare professionals and networking
* Submission of a business plan that includes:
* Description of the business, business vision, products and services
* Implementation plan including measurable performance objectives
* Operational plan, strategies and procedures for business performance, stock control, expenditure, costs, health and safety, staffing requirements
* Key stakeholders & pricing options
* Financial, human and physical resources and management
* Records management systems used including security measures
* Legal compliance including; insurances, memberships with professional associations, local council requirements for a Myotherapy business including skin penetration registration, risk assessment
* Marketing strategies including examples of advertising/marketing products
* Example of financial systems and reports for the business including, budgets prepared, start-up costs, income and expenditure, profit and loss, GST and BAS statements
* Submission ofabusiness evaluation plan that monitors the performance of a Myotherapy practice on an ongoing basis to maximize business performance including continuous improvement processes.

### *Unit Evidence Description*



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| **Applicant Name** |  |  |  |



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| 22316VIC | | Advanced Diploma of Myotherapy | | **VU21873** | **Establish and manage a Myotherapy practice** | | **Office Use Only** | |
| **Type of Unit:** Core | | **Prerequisite:** HLT50307 or HLT52015 | |
| **Elements / Performance Criteria** | | | **EVIDENCE***(Applicant; Explain in detail how your evidence relates to the required knowledge listed)* | | | | **Sufficient** | **F.E.R.** |
| 1. **Develop a business plan for a myotherapy practice** | | | | | | | | |
| **1.1** | Any pre-existing strategic business and operational plans are reviewed and evaluated to identify potential improvements | |  | | | |  |  |
| **1.2** | ***Key stakeholders*** are consulted to establish the local market requirements and pricing options | |  |  |
| **1.3** | Performance objectives and measures are established through consultation with key stakeholders | |  |  |
| **1.4** | Financial, human and physical resources needed for the business are identified | |  |  |
| **1.5** | Effective and efficient ***records management systems***  are selected | |  |  |
| **1.6** | Information required for legal compliance as a myotherapy practice are researched and interpreted | |  |  |
| **1.7** | The ***risks*** associated with a myotherapy practice are identified and effective control mechanisms established | |  |  |
| **1.8** | The business plan is written incorporating the ***key criteria*** for managing the myotherapy business | |  |  |
| 1. **Implement records management systems** | | | | | | | | |
| **2.1** | The records management system requirements for a myotherapy practice are determined. | |  | | | |  |  |
| **2.2** | Security and access requirements for the records management systems are confirmed | |  |  |
| **2.3** | The format content and metadata of records for each organisational function are analysed | |  |  |
| **2.4** | The ***technological requirements*** of records systems appropriate to the myotherapy practice are selected | |  |  |
| **2.5** | The cost structure, maintenance, disposal and updating requirements of the records systems are verified to conform to the needs of the practice | |  |  |
| **2.6** | An implementation plan is developed incorporating measurable performance indicators for recordkeeping activities | |  |  |
| **2.7** | The records systems plan is implemented ensuring that relevant staff are fully informed and well trained in their use | |  |  |
| **2.8** | The records systems are monitored and evaluated and any problems and changes are addressed | |  |  |
| 1. **Implement operational strategies and procedures** | | | | | | | | |
| **3.1** | Operational systems and key performance indicators are applied to monitor the business performance and client satisfaction | |  | | |  | |  |
| **3.2** | Operational procedures are employed to control stock, expenditure, costs and risks to health and safety in accordance with the business plan | |  | |  |
| **3.3** | Staffing requirements are maintained to maximise productivity within budget | |  | |  |
| **3.4** | Myotherapy treatments are provided in accordance with client needs and the practice’s time, cost and quality specifications | |  | |  |
| **3.5** | ***Quality procedures*** are utilised to address practice needs and client requirements | |  | |  |
| 1. **Establish and manage financial control of the myotherapy practice** | | | | | | | | |
| **4.1** | Systems for financial management and reporting are established that adhere to legal and business requirements | |  | | |  | |  |
| **4.2** | ***Financial advisers*** are consulted, where necessary, to endure financial viability and compliance | |  | |  |
| **4.3** | Budgets are prepared appropriate to the desired practice performance outcomes | |  | |  |
| **4.4** | Actual income and expenditure are checked against budgets at regular identified intervals and adjustments are made to address deviations, as required | |  | |  |
| **4.5** | Appropriate ***financial reports*** are prepared and submitted to ***relevant bodies***, as and when required | |  | |  |
| **4.6** | Budget and financial information is analysed and interpreted to monitor business performance | |  | |  |
| **4.7** | Contingency plans are developed to accommodate possible shortfalls in funding and resourcing | |  | |  |
| 1. **Interact with health professionals and the health system** | | | | | | | | |
| **5.1** | ***Health care systems*** and services are identified which are relevant to the myotherapy practice | |  | | |  | |  |
| **5.2** | Current and accurate information about other health care services is collected for use with clients | |  | |  |
| **5.3** | Effective relationships are established with workers from different sectors and levels of the healthcare industry | |  | |  |
| **5.4** | Professional networks are utilised to maintain current knowledge of the health system relating to myotherapy | |  | |  |
| **5.5** | Referrals are made to other professional health services based on client needs and assessment indications | |  | |  |
| 1. **Maintain legal and ethical compliance** | | | | | | | | |
| **6.1** | Information required for legal compliance of a myotherapy practice is researched and interpreted | |  | | |  | |  |
| **6.2** | Risks, penalties and consequence of legal non-compliance are identified | |  | |  |
| **6.3** | The ethical framework that applies to a myotherapy practice is clarified and adhered to | |  | |  |
| **6.4** | The ethical responsibilities of the practice to health care colleagues, clients and the broader community are determined | |  | |  |
| **6.5** | ***Relevant information*** is disseminated on the need for legal and ethical compliance to all members of the myotherapy practice | |  | |  |
| **6.6** | Legal and ethical compliance is monitored on an ongoing basis and immediate corrective action is taken for any non-compliance that is identified | |  | |  |
| 1. **Evaluate the practice’s performance** | | | | | | | | |
| **7.1** | Client satisfaction and operational targets are regularly monitored to ensure optimum business performance | |  | | |  | |  |
| **7.2** | Systems and structures are reviewed to more effectively support the practise’s performance | |  | |  |
| **7.3** | Operating problems are investigated and analysed to establish causes and prompt corrective action is taken | |  | |  |
| **7.4** | Policies and procedures are amended to incorporate corrective actions | |  | |  |
| **7.5** | The business plan is reviewed and amended, as required, to maintain business viability | |  | |  |
| **7.6** | Proposed changes are clearly recorded to aid future planning | |  | |  |

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| **Knowledge Evidence** | **EVIDENCE**  (please explain in detail how your evidence relates to each of the required knowledge listed) | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| How health care professionals and allied health services interrelate and their relationship to a myotherapy practice |  |  |  |
| National Code of Conduct for Unregistered Health Workers |  |  |  |
| Records systems required for a myotherapy practice including those for tax requirements, human resource management, financial control, stock control and client records |  |  |  |
| Strategies and procedures for continuous improvement, as well as for records access and security |  |  |  |
| Financial management processes and taxation requirements, including budgeting processes and auditing procedures |  |  |  |
| Processes for developing effective business plans |  |  |  |
| Structure, function and interrelationships of the Australian health system |  |  |  |
| Health system funding and financial structures and their implications to the myotherapy practice and its’ clients |  |  |
| Client referral procedures and accompanying evidence required |  |  |  |
| Legal and ethical requirements for a myotherapy practice and the implications of non-compliance |  |  |  |
| Evaluation processes to monitor business performance |  |  |  |

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| **Required Skills** | **EVIDENCE** *(This evidence will be collected via documents outlined on first page & oral questioning if required)* | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Research and Analysis skills to identify:   * Business vision * Mission * Objectives and goals * Potential clients * Legal and regulatory requirements * Financial targets * Management arrangements * Record requirements * Risks | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Communication skills to:   * Identify and consult with key stakeholders to set up and maintain a viable myotherapy practice * Liaise effectively with relevant health care workers throughout the health system | This evidence will be collected via submission of documentation requested on the first & second page and oral questioning. |  |  |
| Writing skills to develop a business plan | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Select appropriate records management systems that incorporates suitable security and access requirements for a myotherapy practice | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Implement a business plan that includes ensuring that skilled labour is available and that training is provided, where necessary | This evidence will be collected via submission of documentation requested on the first & second page and oral questioning. |  |  |
| Establish quality control procedures to address the business needs and to ensure high quality outcomes | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Apply sound financial management principles in setting up and running a viable myotherapy practice, including interpreting financial information and maintaining effective budget control | This evidence will be collected via submission of documentation requested on the first & second page and oral questioning. |  |  |
| Research, maintain and promote compliance with the legal and ethical responsibilities of a myotherapy practice | This evidence will be collected via submission of documentation requested on the first & second page and oral questioning. |  |  |
| Apply effective evaluation processes on an ongoing basis to maximise the business performance | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |

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| **Performance Evidence** | **EVIDENCE** *(This evidence will be collected via documents outlined on first page & oral questioning if required)* | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Prepare a suitable business plan for a myotherapy practice, which includes a description of:   * + The business   + Products and services   + Financial, physical and human resource requirements   + Legal and licensing requirements,   + Record systems   + Risk analysis   + Financial and performance targets | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Select appropriate records managements systems that align with the needs of the myotherapy practice | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Set up financial controls for the practice that include budgeting and auditing processes | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |
| Identify the role of a myotherapy practice within the Australian health system and the type of care professionals that would normally interact with the practice | This evidence will be collected via submission of documentation requested on the first & second page & oral questioning |  |  |
| Outline the legal and ethical responsibilities of a myotherapy practice and the implications of non-compliance | This evidence will be collected via submission of documentation requested on the first & second page & oral questioning |  |  |
| Develop an evaluation plan that will monitor the performance of a myotherapy practice on an ongoing basis, including continuous improvement processes | This evidence will be collected via submission of documentation requested on the first & second page. |  |  |

**Office Use Only**

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| **RPL Outcome** | | | | |
| **RPL Achieved** | Yes □ | No □ | |
| **Further Evidence Required** | Yes □ | No □ | |
| **Further Evidence *(list of required evidence)*** | | | | |
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| *RPL Assessor Name:* | | | *Date:* | |