

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SPORTS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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Introduction

Qualifications Pack – Sports Masseur

SECTOR: SPORTS

SUB-SECTOR: Sports Fitness and Leisure

OCCUPATION: Sports Masseur

REFERENCE ID: SPF/Q1103

ALIGNED TO: NCO-2004/3226.40

Brief Job Description: The Sports masseur is also known as sports therapist or or massage therapist or sports massager. The responsibilities of the Sports Masseurs include manipulating muscle tissues to release tension, reduce pain, restore range of movement, ensure timely recovery and promote good body condition usually under the supervision of a medical doctor or a physiotherapist

Personal Attributes: The individual must be sensitive to the organization's Code of conduct and possess the necessary etiquette to make the client comfortable. He must possess the confidence and professionalism to perform his role with cultural and situational sensitivity. Must also possess the ability to listen to client and empathize with their health and emotional issues

Qualifications Pack Code	SPF/Q1103		
Job Role	Sports Masseur		
Credits (NSQF)	TBD	Version number	1.0
Sector	Sports	Drafted on	21/01/2015
Sub-sector	Sports Fitness and Leisure	Last reviewed on	22/01/2015
Occupation	Sports Massuer	Next review date	21/01/2017

Job Role	Sports Masseur (Massage Therapist, Sports Therapist, Sports Massager)
Role Description	Sports Masseurs manipulate muscle tissues to release tension, reduce pain, restore range of movement, ensure timely recovery and promote good body condition under the supervision of a medical doctor or a physiotherapist
NSQF level	4
Minimum Educational Qualifications*	Class XII preferably with Biology
Maximum Educational Qualifications*	Graduate in Physical Education/Massage Techniques
Training (Suggested but not mandatory)	Massage Techniques
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. SPF/N1108 (Prepare for Massage Session) 2. SPF/N1109 (Carry out Massage therapy) 3. SPF/N1110 (Post Massage activities) 4. SPF/N1113 (Maintain health and safety measures) Optional: Not Applicable
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

National Occupational Standard



Overview

This unit is about preparing for a Massage Session

Unit Code	SPF/N1108
Unit Title (Task)	Prepare for Massage Session
Description	This unit is about preparing for massage
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Examine the athlete Perform inspection of the equipment and the massage area
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Examine the Athlete	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform physical examination of the athlete.</p> <p>PC2. Capture and study the past medical and fitness history of the athlete.</p> <p>PC3. Understand the problems faced by the athlete and identify the root cause for the problems.</p>
Perform inspection of the equipment and massage area	<p>PC4. Perform a visual inspection of the massage equipment and massage area. Check whether they are in appropriate, safe and hygienic condition prior to starting of massage sessions.</p> <p>PC5. Report any issues related to massage equipment or massage area to concerned authority/ management.</p> <p>PC6. Check and verify that the issues have been resolved and that the massage can be performed.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational Procedure for accidents, safety.</p> <p>KA2. Types of massage equipment used by organization</p> <p>KA3. Types of emergency equipment such as defibrillator, oxygen tank and location of the same</p> <p>KA4. Escalation matrix for reporting problems</p> <p>KA5. Emergency response teams aligned to organization</p> <p>KA6. Emergency evacuation procedure/ protocol followed by organization</p> <p>KA7. Relevant guidelines –</p> <p>KA8. Roles and responsibilities of all individuals/teams involved in the organizational relevant to massage therapy.</p> <p>KA9. Guest rules/ rights for usage of massage facility</p> <p>KA10. First aid codes of practice</p>

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Emergency response procedures – how to provide CPR, use artificial breathing devices to resuscitate persons</p> <p>KB2. Administration of basic first aid</p> <p>KB3. Understanding of anatomy and physiology.</p> <p>KB4. Accepted best practice principles of massage techniques.</p> <p>KB5. Identification of muscles responsible for various movements</p> <p>KB6. Understanding of the effect of various massage techniques</p> <p>KB7. Business, Professional and Ethical code of conduct</p> <p>KB8. Occupational Health and Safety guidelines for performing massage therapy</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Noting down medical and fitness history of athletes.</p> <p>SA2. Report what massage was carried out for the athlete.</p> <p>SA3. Fill in insurance forms etc</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Ability to read and understand the recommendations of the physiotherapist/medical practitioner.</p> <p>SA5. Ability to read and understand all usage and safety manuals for massage equipment.</p> <p>SA6. Read and learn about latest developments and best practices.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Giving full attention to what the athlete is saying, taking time to understand the points made and responding to relevant questions.</p> <p>SA8. Communicating in a clear and polite manner with athletes when receiving enquiries, clarifications or feedback about pain felt.</p> <p>SA9. Explain the massage that would be carried out.</p> <p>SA10. Communicating effectively with senior citizens and young children to maintain safety</p> <p>SA11. In case of emergency, communication skills to:</p> <ul style="list-style-type: none"> • Assert and reassure the athlete • Give clear and concise instructions. • Provide clear and accurate information to emergency authorities

B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine best therapy to provide based on symptoms</p> <p>SB2. Decide if treatment should be terminated in special circumstances</p> <p>SB3. Determine if additional medical treatment/ consulting is required and advice accordingly</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Maintain a record of massages sessions carried out.</p> <p>SB5. Recommend when the next session is to be held to the athlete.</p> <p>SB6. Work effectively as a team with emergency respondents, first aid medics etc.</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Discuss sensitive health issues with clients in an open and understanding manner</p> <p>SB8. Treat clients with care and follow organizational policy in case of conflicts</p> <p>SB9. Ensure clients are physically comfortable during treatment</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Ability to identify the needs of the athlete and change the massage technique.</p> <p>SB11. Notice when something is wrong or is likely to go wrong.</p> <p>SB12. Identify problems, develop, review, and apply solutions.</p> <p>SB13. Concentrate and not be distracted while performing the task.</p> <p>SB14. Assess massage equipment condition and any maintenance required.</p> <p>SB15. In case of situations that are out of norm, ability to assess situation and act accordingly.</p>
	Critical Thinking Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Assess the situation and provide instructions/follow directions to deal with emergency situations.</p>

NOS Version Control

NOS Code	SPF/N1108		
Credits(NSQF)	TBD	Version number	1.0
Industry	Sports	Drafted on	21/01/2015
Industry Sub-sector	Sports Fitness	Last reviewed on	22/01/2015
Occupation	Sports Masseur	Next review date	21/01/2017



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National Occupational Standard



Overview

This unit is about carrying out a massage

Unit Code	SPF/N1109
Unit Title (Task)	Massage Therapy
Description	This OS unit is about carrying out the Massage Therapy
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Prepare and explain the massage plan to the athlete • Perform the massage as per the plan
Performance Criteria (PC)	
Element	Performance Criteria
Prepare and explain the massage plan to athlete	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Based on an understanding of the problems and the root causes, select the appropriate massage technique for the athlete, in consultation with medical practitioner, physiotherapist, coach, etc.</p> <p>PC2. Familiarize the athlete with the massage equipment, means and methods that would be used in the course of the treatment.</p> <p>PC3. Discuss the aims of the session and benefits with the athlete.</p> <p>PC4. Explain the controls and regulations of the massage process and modifications to the plan as per the requirement based on intensity, incorrect techniques, symptoms of over massage and safety.</p> <p>PC5. Explain the do's and Don'ts to the athlete during massage</p>
Perform the massage as per the plan	<p>PC6. Carry out the selected massage with the right means, methods and resources.</p> <p>PC7. Ensure that the athlete is comfortable through the massage.</p> <p>PC8. Modify the massage plan and technique if the athlete reports any pain while the massage is underway.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational Procedure for accidents, safety.</p> <p>KA2. Types of massage equipment used by organization</p> <p>KA3. Types of emergency equipment such as defibrillator, oxygen tank and location of the same</p> <p>KA4. Escalation matrix for reporting problems</p> <p>KA5. Emergency response teams aligned to organization</p> <p>KA6. Emergency evacuation procedure/ protocol followed by organization</p> <p>KA7. Relevant guidelines –</p> <p>KA8. Roles and responsibilities of all individuals/teams involved in the organizational relevant to massage therapy.</p>

	<p>KA9. Guest rules/ rights for usage of massage facility</p> <p>KA10. First aid codes of practice</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Emergency response procedures – how to provide CPR, use artificial breathing devices to resuscitate persons</p> <p>KB2. Administration of basic first aid</p> <p>KB3. Understanding of anatomy and physiology.</p> <p>KB4. Accepted best practice principles of massage techniques.</p> <p>KB5. Identification of muscles responsible for various movements</p> <p>KB6. Understanding of the effect of various massage techniques</p> <p>KB7. Business, Professional and Ethical code of conduct</p> <p>KB8. Occupational Health and Safety guidelines for performing massage therapy</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Noting down medical and fitness history of athletes.</p> <p>SA2. Report what massage was carried out for the athlete.</p> <p>SA3. Fill in insurance forms etc</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Ability to read and understand the recommendations of the physiotherapist/medical practitioner.</p> <p>SA5. Ability to read and understand all usage and safety manuals for massage equipment.</p> <p>SA6. Read and learn about latest developments and best practices.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Giving full attention to what the athlete is saying, taking time to understand the points made and responding to relevant questions.</p> <p>SA8. Communicating in a clear and polite manner with athletes when receiving enquiries, clarifications or feedback about pain felt.</p> <p>SA9. Explain the massage that would be carried out.</p> <p>SA10. Communicating effectively with senior citizens and young children to maintain safety</p> <p>SA11. In case of emergency, communication skills to:</p> <ul style="list-style-type: none"> • Assert and reassure the athlete • Give clear and concise instructions.

	<ul style="list-style-type: none"> • Provide clear and accurate information to emergency authorities
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine best therapy to provide based on symptoms</p> <p>SB2. Decide if treatment should be terminated in special circumstances</p> <p>SB3. Determine if additional medical treatment/ consulting is required and advice accordingly</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Maintain a record of massages sessions carried out.</p> <p>SB5. Recommend when the next session is to be held to the athlete.</p> <p>SB6. Work effectively as a team with emergency respondents, first aid medics etc.</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Discuss sensitive health issues with clients in an open and understanding manner</p> <p>SB8. Treat clients with care and follow organizational policy in case of conflicts</p> <p>SB9. Ensure clients are physically comfortable during treatment</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Ability to identify the needs of the athlete and change the massage technique.</p> <p>SB11. Notice when something is wrong or is likely to go wrong.</p> <p>SB12. Identify problems, develop, review, and apply solutions.</p> <p>SB13. Concentrate and not be distracted while performing the task.</p> <p>SB14. Assess massage equipment condition and any maintenance required.</p> <p>SB15. In case of situations that are out of norm, ability to assess situation and act accordingly.</p>
	Critical Thinking Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Assess the situation and provide instructions/follow directions to deal with emergency situations.</p>

NOS Version Control

NOS Code	SPF/N1109		
Credits(NSQF)	TBD	Version number	1.0
Industry	Sports	Drafted on	21/01/2015
Industry Sub-sector	Sports Fitness and Leisure	Last reviewed on	22/01/2015
Occupation	Sports Masseur	Next review date	21/01/2017



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National Occupational Standard

Overview

This unit is about performing post massage activities

Unit Code	LSC/N1110
Unit Title (Task)	Perform Post-Massage Activities
Description	This unit is about performing post massage activities
Scope	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Monitor the condition of the Athlete • Update the massage plan as required
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Monitor the condition of the Athlete	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Update athlete's fitness and medical record after the massage.</p> <p>PC2. Ensure that the athlete is in a good condition to participate in the next sports session.</p> <p>PC3. Advise the athlete on self-treatment as prescribed by the physiotherapist.</p> <p>PC4. Refer the athlete to a qualified medical doctor if required.</p>
Update the massage plan as required	<p>PC5. Periodically have the athlete visit the centre and assess the athlete's body condition.</p> <p>PC6. Determine the areas of improvement. And note down the progress.</p> <p>PC7. Provide feedback to the athlete and coach/trainer</p> <p>PC8. Update the massage plan in consultation with the physiotherapist and medical practitioner if required.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational Procedure for accidents, safety.</p> <p>KA2. Types of massage equipment used by organization</p> <p>KA3. Types of emergency equipment such as defibrillator, oxygen tank and location of the same</p> <p>KA4. Escalation matrix for reporting problems</p> <p>KA5. Emergency response teams aligned to organization</p> <p>KA6. Emergency evacuation procedure/ protocol followed by organization</p> <p>KA7. Relevant guidelines –</p> <p>KA8. Roles and responsibilities of all individuals/teams involved in the organizational relevant to massage therapy.</p>

Perform Post-Massage Activities

	<p>KA9. Guest rules/ rights for usage of massage facility</p> <p>KA10. First aid codes of practice</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Emergency response procedures – how to provide CPR, use artificial breathing devices to resuscitate persons</p> <p>KB2. Administration of basic first aid</p> <p>KB3. Understanding of anatomy and physiology.</p> <p>KB4. Accepted best practice principles of massage techniques.</p> <p>KB5. Identification of muscles responsible for various movements</p> <p>KB6. Understanding of the effect of various massage techniques</p> <p>KB7. Business, Professional and Ethical code of conduct</p> <p>KB8. Occupational Health and Safety guidelines for performing massage therapy</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Noting down medical and fitness history of athletes.</p> <p>SA2. Report what massage was carried out for the athlete.</p> <p>SA3. Fill in insurance forms etc</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Ability to read and understand the recommendations of the physiotherapist/medical practitioner.</p> <p>SA5. Ability to read and understand all usage and safety manuals for massage equipment.</p> <p>SA6. Read and learn about latest developments and best practices.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Giving full attention to what the athlete is saying, taking time to understand the points made and responding to relevant questions.</p> <p>SA8. Communicating in a clear and polite manner with athletes when receiving enquiries, clarifications or feedback about pain felt.</p> <p>SA9. Explain the massage that would be carried out.</p> <p>SA10. Communicating effectively with senior citizens and young children to maintain safety</p> <p>SA11. In case of emergency, communication skills to:</p>

Perform Post-Massage Activities

	<ul style="list-style-type: none"> • Assert and reassure the athlete • Give clear and concise instructions. • Provide clear and accurate information to emergency authorities
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine best therapy to provide based on symptoms</p> <p>SB2. Decide if treatment should be terminated in special circumstances</p> <p>SB3. Determine if additional medical treatment/ consulting is required and advice accordingly</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Maintain a record of massages sessions carried out.</p> <p>SB5. Recommend when the next session is to be held to the athlete.</p> <p>SB6. Work effectively as a team with emergency respondents, first aid medics etc.</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Discuss sensitive health issues with clients in an open and understanding manner</p> <p>SB8. Treat clients with care and follow organizational policy in case of conflicts</p> <p>SB9. Ensure clients are physically comfortable during treatment</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Ability to identify the needs of the athlete and change the massage technique.</p> <p>SB11. Notice when something is wrong or is likely to go wrong.</p> <p>SB12. Identify problems, develop, review, and apply solutions.</p> <p>SB13. Concentrate and not be distracted while performing the task.</p> <p>SB14. Assess massage equipment condition and any maintenance required.</p> <p>SB15. In case of situations that are out of norm, ability to assess situation and act accordingly.</p>
	Critical Thinking Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Assess the situation and provide instructions/follow directions to deal with emergency situations.</p>

NOS Version Control

NOS Code	SPF/N1110		
Credits(NSQF)	TBD	Version number	1.0
Industry	Sports	Drafted on	21/01/2015
Industry Sub-sector	Sports Fitness and Leisure	Last reviewed on	22/01/2015
Occupation	Sports Masseur	Next review date	21/01/2017



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National Occupational Standard

Overview

This unit is about health and safety measures

Unit Code	SPF/N1113
Unit Title (Task)	Maintain Health and safety measures
Description	This unit is about health and safety measures
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Identify and report all emergencies/accidents/safety breaches Inspect activity area and equipment to ensure it is in safe/working condition Maintain health and safety protocol during all activities
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Identify and report all emergencies/accidents/safety breaches	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC2. Identify reasons for occurrence of incident</p> <p>PC3. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC4. Report any deviations from standard protocol along with reasons (if any)</p>
Inspect activity area and equipment to ensure it is in safe/working condition	<p>PC5. Visually inspect the activity area and equipment for appropriate and safe condition.</p> <p>PC6. Follow standardized safety manuals while inspecting equipment.</p> <p>PC7. Report any issues related to equipment and activity area to the concerned personnel or management.</p> <p>PC8. Ensure that all requisite maintenance has been carried out for all equipment</p> <p>PC9. Ensure all safety/emergency/medical equipment is readily accessible in case of any incident</p>
Maintain health and safety protocol during all activities	<p>PC10. Ensure one's own physical fitness is in good condition</p> <p>PC11. Follow all health and safety guidelines as per organizational procedures</p> <p>PC12. Ensure appropriate protocol is followed in case of any incident by all relevant staff</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational Procedure/Protocol for accidents, safety.</p> <p>KA2. Types of emergency equipment such as stretcher, first aid box and location of the same</p>

SPF/N1110

Perform Post-Massage Activities

processes)	<p>KA3. Escalation matrix for reporting problems</p> <p>KA4. Emergency response teams aligned to organization</p> <p>KA5. Emergency evacuation procedure/ protocol followed by organization</p> <p>KA6. Roles and responsibilities of all individuals/teams involved in the organizational relevant physical exercise and fitness</p> <p>KA7. Guest rules/ rights for usage of exercise facility/gym</p> <p>KA8. Guidelines for managing guests</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Use of different equipment relevant to role and maintenance of the same</p> <p>KB2. Emergency response procedures – how to assess physical injuries and provide emergency relief</p> <p>KB3. Administration of basic first aid</p> <p>KB4. Occupational Health and Safety guidelines for providing personal training</p> <p>KB5. Impact of exercises on body</p> <p>KB6. Exercise limitations based on physical and mental limitations</p> <p>KB7. Instructions on usage of various gym equipments.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Noting down incident reports/maintenance schedule for equipment</p> <p>SA2. Fill in insurance forms etc.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Ability to read and understand all usage and safety manuals for equipment.</p> <p>SA4. Read and learn the industrial and business safety policies.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicating in a clear and polite manner with clients when receiving enquiries, clarifications or feedback on safety/rules and regulations</p> <p>SA6. Explain the health and safety guidelines in a clear manner</p> <p>SA7. Providing clear instructions to clients/guests.</p> <p>SA8. Ensuring clients adhere to safety guideline.</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide if training should be terminated or altered in terms of safety and health.</p>

SPF/N1110

Perform Post-Massage Activities

	SB2. Determine if additional safety equipment required.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Maintain daily records in a precise manner of any accidents/incidents SB4. Work effectively with safety measures.
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Discuss sensitive health issues with clients in an open and understanding manner SB6. Treat clients/trainees/athletes with care and follow organizational policy in case of conflicts SB7. Ensure clients are physically comfortable in the environment
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB8. Notice when something is wrong or is likely to go wrong. SB9. Identify problems, develop, review, and apply solutions. SB10. Concentrate and not be distracted while performing the task. SB11. Assess equipment conditions and perform any maintenance required. SB12. In case of situations that are out of norm, ability to assess situation and act accordingly
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB13. Assess the situation and provide instructions/follow directions to deal with emergency situations. SB14. Develop solutions for common emergency situations/issues.

NOS Version Control

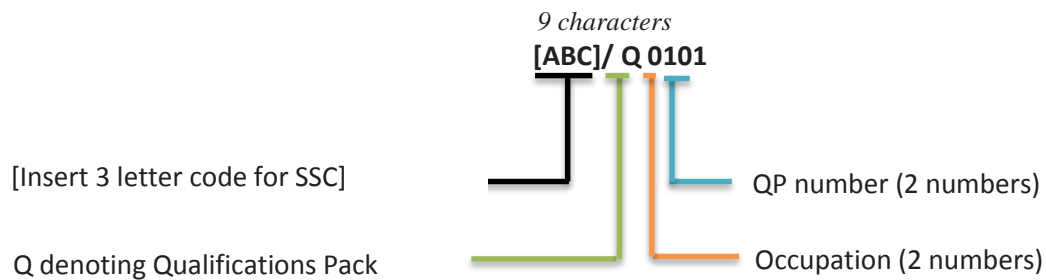
NOS Code	SPF/N1113		
Credits(NSQF)	TBD	Version number	1.0
Industry	Sports	Drafted on	21/01/2015
Industry Sub-sector	Sports Fitness and Leisure	Last reviewed on	22/01/2015
Occupation	Sports Masseur	Next review date	21/01/2017



Annexure

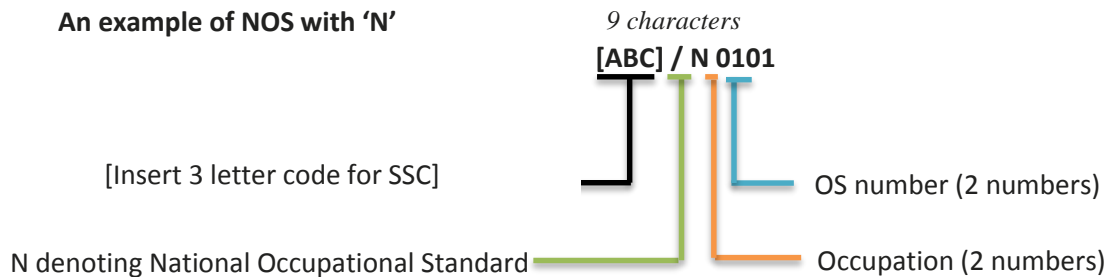
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Sports Science and Technology	01
Sports Medicine	02
Sports Broadcasting/Communications	03
Sports Grassroots	04
Sports Facilities	05
Sports Management	06
Sports Development	07
Sports Event Management	08
Sports Coaching	09
Sports Manufacturing	10
Sports Fitness & Leisure	11

Sequence	Description	Example
Three letters	Industry name	SPF
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

PERFORMANCE CRITERIA**Job Role: Sports Masseur****Qualification Pack: SPF/Q1103****Sector Skill Council: Sports, Physical Education, Fitness and Leisure Sector Skill Council**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. (Prepare for Massage Session)	PC1. Perform physical examination of the athlete.	100	15	5	10
	PC2. Capture and study the past medical and fitness history of the athlete.		15	5	10
	PC3. Understand the problems faced by the athlete and identify the root cause for the problems.		15	5	10
	PC4. Perform a visual inspection of the massage equipment and massage area. Check whether they are in appropriate, safe and hygienic condition prior to starting of massage sessions.		20	5	15
	PC5. Report any issues related to massage equipment or massage area to concerned authority/ management.		15	5	10

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC6. Check and verify that the issues have been resolved and that the massage can be performed.		20	5	15
		Total	100	30	70
2. (Carry Out Massage Therapy)	PC1. Based on an understanding of the problems and the root causes, select the appropriate massage technique for the athlete, in consultation with medical practitioner, physiotherapist, coach, etc.	100	15	4	11
	PC2. Familiarize the athlete with the massage equipment, means and methods that would be used in the course of the treatment.		15	4	11
	PC3. Discuss the aims of the session and benefits with the athlete.		10	2	8
	PC4. Explain the controls and regulations of the massage process and modifications to the plan as per the requirement based on intensity, incorrect techniques, symptoms of over massage and safety.		15	3	12
	PC5. Carry out the selected massage with the right means, methods and resources.		20	5	15
	PC6. Ensure that the athlete is comfortable through the massage.		10	3	7
	PC7. Modify the massage plan and technique if the athlete reports any pain while the massage is underway.		15	4	11
		Total	100	25	75
3. (Perform Post Massage Activities)	PC1. Update athlete's fitness and medical record after the massage.	100	10	3	7
	PC2. Ensure that the athlete is in a good condition to participate in the next session.		15	3	12
	PC3. Advise the athlete on self-treatment as prescribed by the physiotherapist.		15	4	11

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC4. Refer the athlete to a qualified medical doctor if required.		10	3	7
	PC5. Periodically have the athlete visit the centre and assess the athlete's body condition.		15	3	12
	PC6. Determine the areas of improvement. And note down the progress.		15	3	12
	PC7. Provide feedback to the athlete.		10	3	7
	PC8. Update the massage plan in consultation with the physiotherapist and medical practitioner if required.		10	3	7
		Total	100	25	75
4. SPF/N1113 (Maintain Health and Safety Measures)	PC1. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	100	10	3	7
	PC2. Identify reasons for occurrence of incident		10	3	7
	PC3. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC4. Report any deviations from standard protocol along with reasons (if any		10	3	7
	PC5. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
	PC6. Report any issues related to equipment and activity area to the concerned personnel or management.		10	3	7
	PC7. Ensure all safety/emergency/medical equipment is readily accessible in case of any incident		10	3	7

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC8. Ensure one's own physical fitness is in good condition		10	3	7
	PC9. Follow all health and safety guidelines as per organizational procedures		10	3	7
	PC10. Ensure appropriate protocol is followed in case of any incident by all relevant staff		10	3	7
			100	30	70

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