

UCT6M

Provide reflexology for complementary therapies

Unit reference number: L/507/5562

Level: 3

Guided Learning (GL) hours: 80

Overview

This unit will enable learners to develop the knowledge and understanding associated with the history, theories, philosophy and the role of reflexology. Learners will develop the knowledge and skills required to prepare for and provide a professional reflexology treatment to clients, whilst following clinic requirements. Learners will also develop an understanding of the different types of reflexology massage movements that can be applied, the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications for reflexology treatments.

Learning outcomes

On completion of this unit, learners will:

- LO1 Know the clinic requirements for providing reflexology
- LO2 Understand the history, theories and philosophy of reflexology
- LO3 Understand the benefits and effects of reflexology
- LO4 Be able to prepare the client, self and work area for reflexology
- LO5 Be able to provide reflexology

Assessment requirements

Learners must complete **all** four assessment requirements related to this unit:

1. Treatment portfolio
2. Graded practical assessment
3. External examination
4. Graded synoptic assessment

1. Treatment portfolio

Learners must produce a treatment portfolio that includes evidence of practical treatments carried out with proficiency. All case study evidence for reflexology must be included in the treatment portfolio.

Case study requirements for Reflexology:

- Learners must carry out and document evidence for at least **100** treatments, which must be carried out on a minimum of four clients. There must be a minimum of six treatments, for at least two clients.

Evidence to include for each case study at a minimum must be, client consultation and treatment records covering all of the following:

- All evidence to support the completion of the case study requirement
- The use of all massage mediums
 - Oil
 - Cream/lotion
 - Gel/wax
 - Talc
- Types of massage movements used
 - Effleurage
 - Petrissage
 - Rocking
 - Rotations
 - Flexion
 - Extension
 - Spinal twist
 - Solar plexus
 - Thumb/finger walking
 - Hook-in/back-up
 - Passive joint movement
- All treatment needs/objectives
 - Relaxation
 - Stimulating
 - Uplifting
 - Reduction of stress
 - Pain relief
 - Strengthen immune system
 - Balancing conditions

- Which systems were concentrated on
 - Muscular
 - Skeletal
 - Cardio-vascular
 - Lymphatic
 - Respiratory
 - Nervous
 - Urinary
 - Endocrine
 - Digestive
- Providing all kinds of advice
 - Aftercare
 - Possible contra-actions
 - Improvements to posture, diet, lifestyle
 - Post treatment restrictions
 - Additional products and services

Evidence from the graded practical assessment must also be presented in the treatment portfolio.

The treatment portfolio must be completed prior to learners undertaking the practical skills test. Whilst treatment portfolios will not be graded, they may be sampled by the VTCT External Quality Assurer (EQA).

- Recommended treatment timings
 - Full reflexology foot massage – up to 60 minutes
- Case studies
 - The learner must carry out and document evidence for at least **100** treatments, which must be carried out on a minimum of four clients. There must be a minimum of six treatments, for at least two clients

2. Graded practical assessment

Learners must carry out a complete reflexology treatment which will be observed, marked and graded by centre assessors. The grade achieved in the graded practical assessment will be the grade awarded for the unit.

The graded practical assessment must take place in a real or realistic working environment on a real client. At a minimum the graded practical assessment for this unit must cover:

- Treatment – one full foot reflexology treatment covering all areas and zones (recommended service time 60 minutes)
- All massage movements – effleurage, petrissage, tapotement, foot rocking, rotations, flexion, extension, spinal twist, solar plexus, thumb/finger walking, hook-in/back-up, rocking, passive joint movement

Recorded professional discussion can also be used as an assessment method attached to the graded practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

3. External examination

The theory content of LO1, LO2 and LO3 will be tested by external examination at the end of the period of learning. Whilst the theory content of LO4 and LO5 may be naturally assessed in the graded practical assessment, they will also be tested by external examinations at the end of the period of learning.

External examination will test knowledge and understanding from across the whole vocational area. Learners should use the unit content section of this unit to aid revision since exam questions will test the full breadth of this section.

External examination will be set and marked by VTCT and will contribute to the overall qualification grade.

4. Graded synoptic assessment

In the last term or final third of their qualification, learners will be required to undertake a graded synoptic assessment. This will require learners to carry out a range of treatments from across the whole vocational area. Assessment coverage will vary year on year, although all treatments will be covered over time.

VTCT will set a brief for centres which will detail the treatments to be covered in the graded synoptic assessment. Grading descriptors for the synoptic assessment will also be provided by VTCT.

The graded synoptic assessment will be marked and graded by centre staff and externally verified by VTCT.

The graded synoptic assessment will contribute to the overall qualification grade.

Unit content

LO1 Know the clinic requirements for providing reflexology

Learners must know how to set up the work area:

- Prepare the work area to allow for
 - Ease of access and free movement around the couch
 - Hygienic set up of couch and trolley
 - Warm relaxing atmosphere with dimmed lighting and soft music
 - Client support by preparation of props
- Ensure a safe working environment
 - Clean and hygienic work area
 - Sufficient ventilation
 - Effective positioning of couch to allow ergonomic and safe practice

Learners must know how professional therapists present themselves:

Clean professional uniforms create a positive impression of a therapist and the clinic.

Uniforms should be made from a comfortable fabric to facilitate the stretching involved in the treatment.

- Therapists should wear closed in footwear, no jewellery, no piercings, hair neatly tied back and any fringe secured, short, varnish free nails
- Personal hygiene and cleanliness including showering, covering cuts and abrasions, wearing deodorant or antiperspirant, oral hygiene, including clean teeth, fresh breath, are all important elements of professional presentation

Learners must know the clinic requirements for record keeping:

- Accurate appointment systems, stationery, loyalty, rewards, acknowledgement of occasions
- Consultation record keeping, contra-indications, signatures, refer to existing records, information clear, accurate and in logical order (name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contact lenses, contra-actions)
- Skin sensitivity tests, adaptations and modifications, recommendations
- Treatment plan, update record at the end of the treatment, update at each visit, maintained electronically, paper records

Learners must know the insurance and licensing requirements for providing reflexology treatments:

- Requirements for licensing are applied for at local council level. Each council will have slightly different requirements but as a general rule both the therapist and the premises will need to be licensed. The most current information on licensing is available on local authority websites and from professional membership association groups
- As a minimum a clinic should hold where applicable, employers liability insurance as well as public liability insurance and professional indemnity

Learners must know the legal requirements for providing treatments to minors:

- The age at which an individual is classed as a minor and how this differs nationally

LO2 Understand the history, theories and philosophy of reflexology

Learners must be able to explain the history and philosophy of reflexology:

- History and philosophy – ancient civilisations, China, India, Egypt, Greece, Romans – used foot massage/reflexology to maintain health and treat health conditions, holistic energy treatment, zone therapy, feet, hands, ears, face, Chinese reflexology, Sir Henry Head, Sir Charles Sherrington, Dr William Fitzgerald, Edwin Bowers, Joseph Riley, Joseph Corvo, Eunice Ingham, Dwight Byers, Doreen Bayly, Hanne Marquardt, Laura Norman, present day pioneers, the placebo effect, pain gate control, energy blockage, endorphin release, autonomic/somatic integration, therapeutic relationship, meridian theory, zone therapy, nerve impulse theory, proprioceptive theory, electromagnetic theory, national occupational standards, the House of Lords Report, education and training, qualifications

Learners must be able to explain the therapeutic theories and benefits of reflexology to the client:

- Therapeutic theories – zones that relate to anatomical structures of the body, reflexes that relate to anatomical structures of the body, reflex points, mapping, the physical, physiological and psychological benefits of reflexology, scientific evidence/research and its relevance to reflexology, touch, massage and the use of zone therapy, cross-reflexes and the inter-relationship of the hand and foot, comfort, stress management, preventative and corrective treatments, complementary/alternative to orthodox medicine

LO3 Understand the benefits and effects of reflexology

Learners must be able to state the objectives and possible benefits of a reflexology treatment:

- Objectives and benefits include the psychological and physiological effects, stimulation, uplift, relaxation, stress relief, pain relief, sense of well-being, improves blood and lymph circulation, improves skin texture, reduces muscle tension, maintenance of health, helps to relieve anxiety/stress related conditions, improves sleep, promotes homeostasis, client's self-awareness

Learners must recognise the contra-indications that may require GP referral, restrict or prevent reflexology:

- Contra-indications that may prevent treatment – congenital, contagious or infectious skin conditions, viral, fungal, bacterial, infestation, onychomycosis, paronychia, onycholysis, pregnancy (1 – 3 months or high risk), cardio-vascular conditions, high blood pressure, thrombosis, haemophilia, oedema, a transplant receiver, osteoporosis, arthritis, conditions affecting the nervous system, gout, epilepsy, diabetes, recent operations, asthma, cancer, kidney infections, high temperature or fever, undiagnosed lumps, undiagnosed pain, when undergoing GP, specialist or other therapy treatment, when taking prescribed medication, chemotherapy, radiotherapy, vomiting, under the influence of alcohol, after a heavy meal, sunburn, allergies, poor foot health, broken thick dry skin on soles of the feet (fissures), the client's religious, moral and social beliefs
- Contra-indications that may restrict treatment – localised swelling, localised bruising, varicose veins, localised eczema, dermatitis or psoriasis, sensitive skin, allergies, pregnancy, abrasions or cuts, broken skin, hernia, body piercing, implants, bunions, hammer toes, blisters, plantar fasciitis, chilblains, calluses
- Disorders – osteo/rheumatoid arthritis, gout, bursitis, pes planus, hammer toes, heel spurs, bunions, fallen/high arches, corns, callouses, chilblains, heel fissures, hallux valgus, plantar fasciitis, nail disorders such as Beau's lines, blue nail, discoloured nails, psoriasis, leuconychia, onychocryptosis, pitting, ridging

Learners must know how to refer the client to a health care practitioner and why:

- If a client presents with symptoms that are not identifiable the learner must not diagnose but refer the client to a health care practitioner for appropriate care and diagnosis. When in doubt, or any conditions have been highlighted, do not treat, GP or specialist written permission may be obtained to confirm treatment can proceed
- A referral letter should be written which not only enhances client care but it is an important legal and ethical principle for complementary therapists
- Therapists can refer the client directly to
 - General Practitioners
 - Sports Medicine Practitioners
 - Chiropractors
 - Osteopaths
 - Physiotherapists
 - Podiatrist
 - Chiropodist
- Common symptoms warranting referral
 - Not responding to treatment/no progress
 - Excessive fatigue
 - Persistent/chronic headaches
 - Sudden or unexpected changes in health
 - Sudden loss of appetite/unexplained weight loss

Learners must know how to establish treatment aims and objectives

- Establish treatment choices – state the benefits of reflexology in a variety of contexts, reasons for treatment, physical, psychological and physiological effects, promotes homeostasis, stimulating, uplifting, increased energy levels, deep relaxation, stress relief, pain relief, sense of well-being, improves blood and lymph circulation, reduces muscle tension, maintenance of health, helps to relieve anxiety, improves sleep
- Identify treatment objectives – state the benefits of reflexology in a variety of contexts, reasons for treatment, the physical, psychological and physiological effects, promotes homeostasis, stimulating, uplifting, increased energy levels, deep relaxation, stress relief, pain relief, sense of well-being, improves blood and lymph circulation, reduces muscle tension, maintenance of health, helps to relieve anxiety, improves skin texture, reduces muscle tension, improves sleep, client's self-awareness

Learners must know how to conduct a client assessment:

- How to consult with a client and the requirement of consultation, how to advise client fully and accurately of assessment conclusions and contra-indications or cautions established. If contra-indications or cautions are established the client is advised to ask the physician if there is any reason why treatment may not be given, and any treatment given is in accordance with medical advice, information concerning the nature of the treatment, costs and expected outcomes are made available, a treatment plan is prepared and agreed with the client

Learners must know how to agree and prepare a treatment plan:

- Objectives of treatment – relaxation, stress relief, improved sense of wellbeing, energy levels, reduced physical tension, maintenance of health, regularity of treatments, medium chosen, length of treatments, the treatment plan is revised as necessary, promptly and accurately and with client approval, the client is advised clearly and accurately of the possible contra-actions of treatment and aftercare
- Signed documents – consent, confidential and up to date, all information is correct, treatment explained, all contra-indications highlighted, treatment is agreed with the client, medical referral, insurance, client/guardian/therapist signature, records kept in a secure place to meet data protection regulations
- Adjust treatment plan – client requirements and expectations are determined and recorded, a sensitive, respectful and friendly manner is adopted at all times, relevant information concerning the client's life style, physical and emotional states are elicited and recorded, the treatment objectives are established and client expectations from the treatment are confirmed

Learners must know how to provide clear recommendations to the client:

- Self-awareness, stress management, exercise, sleep, lifestyle, occupation, healthy eating, fluid intake, relaxation techniques, reasons for not carrying out the treatment, aims and objectives of reflexology treatment, realistic expectations, treatment plan, proposed method of treatment, removal of socks and shoes, regularity of treatments, relaxation techniques, referral to doctor or specialist, treatment restrictions, avoid heavy meal, stimulants, alcohol, for up to 24 hours, explain possible contra-actions and how to respond, agree treatment objectives

Learners must know how reflexology techniques can be adapted to suit the individual characteristics of the client:

- Adaptation of treatment: duration, frequency, client position, couch, recliner chair, pressure, techniques, reflexes requiring additional work

Learners must be able to describe why a visual analysis of the feet or hands is needed before carrying out a reflexology treatment:

- Visual analysis – observe the structure of the foot, read the client's feet, identify imbalances, physical/emotional, skin colour, temperature, skin condition, nail condition, foot condition, shape of feet, size and arches, choose massage medium – cream, oil, waxes, powder, lotion, cornflour

Learners must be able to describe the different mediums used and the reasons for using them when providing a reflexology treatment:

- Massage oil is traditionally plant oils. These are used to promote slip and glide for extended periods of time, allowing the therapist to use smooth controlled movements without pinching or pulling the skin. The best varieties of massage oils do not absorb into the skin quickly. The most commonly found varieties of oil used for reflexology are sweet almond oil, grapeseed oil, jojoba oil and sunflower oil
- Massage cream is suited for a client who need deeper tissue work who can take a heavier medium due to a dryer skin type, where other mediums may be absorbed to quickly. This medium provides longer-lasting slip. It is also good for a client who is oil-phobic or does not like the feel of oil on their skin. It can be easier to wash off than oil and leaves a non-greasy feel
- Massage lotions, gels or wax works well on those with a lot of natural oil in their skin. It moisturises while offering slip and glide it is meant to be left on the skin because it is worked in during the reflexology treatment, so no rinsing or towelling off is necessary after the treatment
- Talc or cornflour are the most common types of powder used during reflexology. Powder mediums are particularly effective on hairy a client as it still provides slide but does not make hair knot whilst massaging. It gives more grip and provides a deeper massage

Learners must be able to explain the contra-actions that may occur and provide suitable aftercare and homecare:

- A contra-action – is a situation that occurs during treatment or something that may happen after a treatment
- Contra-actions – dizziness, headache, thirst, heightened emotions, drowsiness, tiredness, increased micturition, defecation, excessive erythema, toxicity, skin reaction, burning, tenderness, healing reactions
- Course of action to be taken if a contra-action occurs – stop the treatment, adapt the treatment, provide extra time for client to return to normal, deep breathing, offer fluid, immediate removal of product, record reaction, action and referral on record card, refer to doctor if necessary
- A healing response is – the symptom/symptoms which may occur as the body regulates e.g. coughing fit, weepiness, feeling light-headed or emotional, cramp

LO4 Be able to prepare the client, self and work area for reflexology

Prepare and check the client, work area, equipment and products for reflexology:

- Preparation of client – position the client correctly and comfortably on the couch or chair in preparation of chosen method of treatment, provide additional support if needed, correct back and feet supports, ensure that the client is easily accessible for the therapist, avoidance of repetitive strain injury by using correct working posture and application of techniques, correct height of couch/chair/stool
- Prepare treatment area according to clinic requirements
 - Ensure the couch is at the correct working height, sturdy and with an adjustable back-rest. The couch needs to be wide enough for client comfort and the base should be covered with towels and disposable couch roll for hygiene
 - Set up the treatment trolley with the necessary products, tools and equipment
 - Provide a modesty gown for the client
 - Check the client by completing a consultation
 - Ensure all equipment and products are to hand and are working efficiently
- Preparation of self – physically and mentally, clearing and re-energising own energy fielding and grounding

Agree the treatment and check for contra-indications:

- Verbal communication – speaking manner and tone, sensitive to client, open questioning related to treatment
- Ensure visual and manual checks are carried out to identify any contra-indications. Tactfully ask relevant questions, document and record the client feedback
- Non-verbal communication – eye contact, body language, listening
- Record keeping – contra-indication check, signatures, name, address, contact numbers, age range, reason for treatment, occupation, sport/hobbies, medical history, allergies/hypersensitivity, contra-actions from any previous treatments, if using pre-blended aromatherapy oils skin sensitivity tests recorded
- Outline benefits of treatment and client expectations
- Establish the correct medium to use on the client

Explain the treatment procedure to the client:

- Explain how the client should position themselves for treatment, how long the treatment will take and the treatment areas to be covered. Discuss the client's expectations from the treatment and how this may influence the reflexology treatment

Instruct the client on clothing removal and positioning for reflexology:

- What clothes to remove, position on couch or table, how to relax, what to expect, continued positioning for comfort during the treatment, how to prepare for visualisation, relaxation, breathing techniques

LO5 Be able to provide reflexology

Prepare the client's skin for reflexology:

- Foot and hand preparation wash own hands, sanitise the client's feet/hands, check for contra-indications, observe the structure of the foot/hand, read the client's feet/hands (colour, temperature, odour, oedema, skin condition, nail condition, foot/hand condition, shape of feet/hands, arches), record observations

Provide reflexology treatment in line with clinic requirements safely and effectively:

- Wash own hands
- Support foot or hand
- Apply selected medium
- Relaxation techniques – opening/link/closing relaxation techniques, foot rocking, metatarsal kneading/lung press, ankle/toe rotations, flexion, extension, spinal twist, solar plexus
- Reflexology massage – thumb/finger walking, hook-in/back-up, rocking, correct pressure, continuity, posture, maintain contact throughout, record observations, check client satisfaction
- Transition – contact with foot or hand throughout treatment, fluidity with movements, note areas of imbalance, tender reflexes, rhythms are smooth and pressure comfortable
- Reflex points – location of mapped body reflex points, reflex areas, transverse zones, longitudinal zones, cross-reflexes, hands, feet, to include body systems (lymphatic, endocrine, digestive, urinary, muscular, skeletal, respiratory, nervous, cardio-vascular, reproductive)
- Close the treatment – client feedback, perform closing moves, wrap feet, wash hands, assist client off the couch, assist client with socks/shoes, position client to receive feedback, offer client water, encourage discussion, note any responses or reactions to treatment

Complete the treatment to the client's satisfaction and in a commercially acceptable time:

- Complete the reflexology treatment in a commercially acceptable time
- Ensure the client's treatment needs have been met and the client is satisfied with the treatment
- Record any improvements which could be made for future treatments to meet the needs of the client

Provide suitable aftercare advice to the client:

- Provide advice on possible contra actions and methods of avoiding them
- Provide water for the client, rest and reflect, evaluate, client's response to treatment and feedback, contra-actions and action to take, emotional responses, physical responses, immediate restrictions following treatment
- Increasing water intake to flush out toxins, this will prevent a headache after treatment
- Rest after the treatment to optimise the treatment benefits
- Recommended healthy eating and advice on fluid intake ensure the client's skin is at the optimum health and receptive to future treatment
- Improvements to lifestyle activities individual to the client such as smoking, stress management
- Provide postural exercises to prevent muscles strain and fatigue
- Advice on retail products to continue the beneficial effects of treatment
- Recommendations for re-booking future treatments

- Advise on the possible contra-actions that may occur such as a skin reaction, oedema, healing response, headache, bruising, stiffness in muscles, a change in sleeping pattern, increased urination

Update and maintain the client's treatment record:

- Record the outcomes of the treatment ensuring records are up to date with the medium that was used, areas of the body massaged, any reactions for the treatment, aftercare given and feedback from the client

Prepare the area for the next treatment:

- Dispose of all waste in bin, place used towels in laundry, tidy all consumables away following clinic requirements. Clean work area with sanitiser, reset the couch with fresh towels and couch roll ready for the next treatment. Ensure the treatment area is left clean and prepared for the next treatment

Employability skills to be demonstrated throughout the graded practical assessment and synoptic assessment

Communication:

- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions; offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:

- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:

- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycling where possible
- Be aware of others and protect their 'space' when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice

- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics

Assessment criteria

Assessment criteria will be applied to the graded practical assessment. In order to pass this unit, learners must at a minimum achieve all pass criteria. The pass criteria relates to the proficient demonstration of skills and knowledge. All criteria within a given grade must be achieved to be awarded that grade.

Learning outcome The learners must:	Pass The learners can:	Merit To achieve a merit grade, in addition to achievement of the pass criteria, the learner can:	Distinction To achieve a distinction grade, in addition to achievement of the pass and merit criteria, the learner can:
LO4 Be able to prepare the client, self and work area for reflexology	P1 Prepare and check the client, work area, equipment and products for reflexology P2 Agree the treatment and check for contra-indications P3 Explain the treatment procedure to the client P4 Instruct the client on clothing removal and positioning for reflexology	M1 Adapt and tailor interpersonal communication to the client M2 Ensure optimum client comfort and protection of the client's modesty throughout the treatment M3 Use effective strategies to promote and sell products and additional treatments	D1 Evaluate the overall effectiveness of the treatment provided and recommendations for future reflexology treatments
LO5 Be able to provide reflexology	P5 Prepare the client's skin for reflexology P6 Provide reflexology treatment in line with clinic requirements safely and effectively P7 Complete the treatment to the client's satisfaction and in a commercially acceptable time P8 Provide suitable aftercare advice to the client P9 Update and maintain the client's treatment record P10 Prepare the area for the next treatment		

Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the graded practical assessment.

P1 Prepare and check the client, work area, equipment and products for reflexology

Learners must demonstrate that they have set up the treatment area in line with the treatment requirements and have met the health and safety requirements, (e.g. the work area is free from clutter to prevent tripping hazards, the couch is at the correct working height). Learners must use suitable lighting, ventilation and soft music. All the required products for the treatment are to hand and are fully stocked in advance.

P2 Agree the treatment and check for contra-indications

Learners must demonstrate that they have consulted with the client using appropriate questioning techniques, as well as conducting visual and manual checks for contra-indications and postural faults. Learners must explain the treatment in full to the client and ascertain the client's treatment expectations, establishing if adaptations to the treatment are required. Learners must correctly identify the client's needs during the consultation to ensure the correct techniques are used.

P3 Explain the treatment procedure to the client

Learners must explain the treatment step by step to the client. At a minimum the explanation should include the sensations that will be experienced during the reflexology, the benefits of the treatment and what the expected outcome is.

P4 Instruct the client on clothing removal and positioning for reflexology

Learners must advise the client on what clothing needs to be removed and where to store their clothing. The client's jewellery must be removed and stored safely. Modesty covering should be arranged for the client and guidance given to the client on positioning themselves onto the couch safely and comfortably, with assistance if required. Advice on how to prepare for visualisation, relaxation, breathing techniques must be given

P5 Prepare the client's skin for reflexology

Learners must demonstrate that they have sanitised their hands and sanitised the client's feet before commencement of the reflexology treatment.

P6 Provide reflexology treatment in line with clinic requirements safely and effectively

Learners must demonstrate that they can perform reflexology movements correctly and on the appropriate areas or zones of the feet or hands. Movements should flow, without too much repetition and learners must avoid breaking contact with the client. Learners must apply pressure appropriate to the client's needs and the pressure must be checked at regular intervals with the client. Learner's posture must be maintained throughout the treatment.

P7 Complete the treatment to the client's satisfaction and in a commercially acceptable time

Learners must complete the treatment in a commercially acceptable time, (recommended up to 60 minutes for a full reflexology foot treatment). Learners must ensure the client's treatment needs have been met by asking for feedback on the treatment, ensuring the client is satisfied with the treatment and recording any improvement for future treatments.

P8 Provide suitable aftercare advice to the client

Learners must demonstrate that they can provide feedback and aftercare to the client. At a minimum the learner must describe any finding from the reflexology treatment, provide information on further treatment options, explain the importance of a healthy diet, explain the modifications to lifestyle to enhance treatment results and how to eliminate stress, demonstrate postural exercise, provide advice on retail products to enhance treatment benefits and describe possible contra-actions that may occur.

P9 Update and maintain the client's treatment record

Learners must fully complete the treatment records to meet the clinic requirements and show an understanding of the legal requirements for record keeping.

The information which is kept on a client's record card must be kept confidential. Under the Data Protection Act the clinic or therapist could face prosecution if the confidentiality on a client's record card is broken. All client records must be kept up to date, accurate, relevant and kept securely.

P10 Prepare the area for the next treatment

Learners must demonstrate they have prepared the treatment area by wiping down the couch and trolley, cleaning lids or the outside of product bottles. Removing and returning to storage all products, unused consumables and removing used towels for laundering. Correctly dispose of any waste, couch roll or unused consumables, replenish if necessary any used consumables and ensure ease of set up for the next therapist.

M1 Adapt and tailor interpersonal communication to the client

Learners must demonstrate that they have tailored their style of communication to suit and respond to the client. For example, if the client indicates that they would like to chat and engage in conversation, the learner should engage in unobtrusive friendly conversation with the client. However, the learner must try to promote relaxation and avoid asking the client questions and promote a relaxing atmosphere. Learners must demonstrate throughout the treatment that all communication with the client is ethical, respectful, unobtrusive, inoffensive and of appropriate content.

M2 Ensure optimum client comfort and protection of the client's modesty throughout the treatment

Learners must demonstrate that they have checked with the client at regular intervals throughout the treatment to ensure the client's comfort. Learners must demonstrate that they have taken action to protect the client's modesty during the treatment, ensuring the client is covered with a towel at all times and ensuring the client has privacy to undress before the treatment and dress after the treatment. Learners must also demonstrate that they have responded to the client's comfort needs throughout, for example, ensuring client warmth, adjusting pressure of massage, adjusting treatment requirements to meet client needs.

M3 Use effective strategies to promote and sell products and additional treatments

Learners must provide advice on body/skin care products to the client to promote the effectiveness of the treatment. Learners could recommend further follow-on, alternative or additional beauty treatments, (e.g. if through conversation the client expressed concern about having hard or dry skin, recommendations could be made on a course of pedicure treatments or massage if tension is located). The learner must offer to re-book the client for the next appointment.

D1 Evaluate the overall effectiveness of the treatment provided and recommendations for future reflexology treatments

Learners must demonstrate clear reflection and evaluation of the effectiveness of the treatment, (e.g. did the reflexology meet all of the client's treatment needs and why? What improvements could have been made to meet the client's treatment needs?) Learners must demonstrate they are able to record both the client's psychological and physiological reactions from the reflexology treatment and the longer term needs of the client.

Resources

The special resources for this unit are access to a real or realistic working environment which supports the provision of reflexology. Learners must have access to health and safety standards, manufacturer's instructions and body massage products.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competency and the use of products, tools and equipment for reflexology
- Work experience within a commercial clinic or spa so they can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids for reflexology

Links with other units

This unit is closely linked with the following units:

UCT1M Business practice for complementary therapies

This unit is about business practice for complementary therapies. Learners will develop knowledge, understanding and skills in researching, planning, maintaining and marketing a business in the complementary therapies industry.

UCT2M Principles and practice of complementary therapies

This unit is about exploring the principles and practices of complementary therapies. Learners will develop the knowledge and understanding of the history and influences on the complementary therapy sector and the key aspects of good clinical practice.

UCT3M Knowledge of anatomy, physiology and pathology for complementary therapies

Knowledge of the structure and function of the systems of the body, as well the diseases and disorders most significantly underpins the knowledge and practical skills gained in this unit. Other elements of anatomy and physiology are also relevant to this unit in terms of understanding contra-indications to treatment as well as possible contra-actions.

UCT4M Provide body massage for complementary therapies

This unit will enable learners to develop the knowledge and skills required to prepare for and provide a professional body massage treatment to the client, whilst following salon requirements. Learners will also develop an understanding of classical massage movements, the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of massage treatments.

UCT5M Provide aromatherapy for complementary therapies

This unit will enable learners to develop the knowledge and skills required to prepare for and provide a professional aromatherapy massage treatment to the client, whilst following salon requirements. Learners will also develop an understanding of classical aromatherapy massage movements, the possible contra-indications to treatment, appropriate aftercare advice and the effects and indications of aromatherapy massage treatments.

Graded synoptic assessment

At the end of the qualification of which this unit forms part, there will be a graded synoptic assessment which will assess the learner's ability to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from a number of units from within the qualification. It is therefore necessary and important that units are delivered and assessed together and synoptically to prepare learners suitably for their final graded assessment.