
Marking Criteria

iUCT32 – Provide reflexology for complementary therapies

Once all aspects of the mandatory units have been completed, learners will be expected to complete an internal practical assessment. This will be undertaken by an internal assessor using the internal assessment forms. These must be handed to the external examiner on the day of the final external practical examination.

Practical examination sequence – approximately 1 hour

- 15 minute consultation to include reading of the feet
- 45 minute treatment covering all areas of the feet and reducing the number of repetitions of movements (a foot chart should be completed during the examination)
- Clients should be helped onto the couch/treatment chair prior to the treatment and off at the end of the treatment
- The outcomes and summary of the treatment including specific home/aftercare should be provided verbally to the examiner at the end of the exam.
- Oral questions may be asked at any time during the examination.
- Consultation forms and a foot chart must be filled in by each learner and made available for the external examiner to check. These should be reviewed and completed at the end of the treatment and will be taken away by the examiner.
- Learners will be expected to demonstrate excellent hygiene and client care throughout as well as competence in their relevant skills.
- The examiner may reduce the treatment timings, as the examination is a demonstration of the learner's professionalism and their accomplished technique.
- Approximate time allocated for changeover of practical examination groups – 15 minutes.

Learners must achieve a minimum of 3 marks for appearance and 3 marks for client care in order to pass the practical examination

Learners must be able to demonstrate the following:

Appearance – 5 marks (0.5 marks each)

1. Clean, ironed professional uniform
2. Clean, neat hair - tied back/up if long and off the collar and face
3. Short, clean, well-manicured nails with no varnish and clean
4. Clean sensible full, flat shoes, socks should be worn
5. Tights an appropriate colour for the uniform, if wearing a skirt
6. No jewellery - with the exception of a wedding band and 1 pair of small stud earrings (religious jewellery must be taped)
7. No body or breath odour
8. No chewing gum or sucking sweets
9. No visible underskirts/underwear
10. Skirts to the knee. Trousers cropped no higher than calf/trousers not trailing on the floor

Client care – 5 marks (1 mark each)

1. Greeted and introduced self to the client
2. Assisted client on and off the treatment couch/chair
3. Explained the treatment procedure to the client
4. Ensured client's comfort/modesty throughout
5. Maintained a positive and professional approach to the client throughout

Hygiene and sterilisation – 10 marks (2 marks each)

1. Wiped equipment over with sanitiser before, during and after use as appropriate
2. Sanitised own hands before, during and after treatment as appropriate, and sanitised client's feet/hands
3. Replaced lids on products and used spatulas to remove cream/wax/balm
4. Disposed of cotton wool, tissues, paper roll and general waste hygienically and appropriately
5. Ensured the client's footwear was stowed under the couch/treatment chair and that the client did not walk around barefoot

Consultation – 5 marks (1 mark each)

1. Sat appropriately and used suitable body language
2. Tactfully obtained all relevant information, whilst respecting client's confidentiality
3. Established a rapport with the client and explained any benefits, effects and limitations of the treatment and co-operation required
4. Utilised a range of questioning techniques
5. Allowed the client the opportunity to ask questions

Reading of the feet – 10 marks (1 mark each)

1. Established the presence of any contra-indications
2. Assessed the skin texture and established the presence of any areas of hard skin
3. Assessed the colour of the skin/feet
4. Assessed the flexibility of the feet, i.e. ankle and toe joints
5. Assessed the temperature of the feet
6. Assessed any areas of swelling/puffiness
7. Assessed the odour of the feet
8. Established the way in which the feet fell when the client relaxed
9. Assessed the nails for discoloration or abnormalities
10. Assessed the skeletal structure and arches of the feet

Rapport with the client – 5 marks (1 mark each)

1. Observed the client's expression during the treatment
2. Ensured the client displayed open body language
3. Did not diagnose
4. Ensured findings were recorded on a blank foot chart during the treatment
5. Ensured the client was aware of the treatment procedures

Treatment techniques – 25 marks (5 marks each)

iTEC recognises reflexology routines and techniques are varied and different. The learner must demonstrate a safe and acceptable routine.

1. Demonstrated an appropriate warm up massage routine on feet prior to treatment
2. Followed a logical sequence of working incorporating a variety of techniques
3. Applied appropriate pressure throughout the treatment
4. Ensured the client was comfortable with the pressure applied
5. Completed treatment in a commercially acceptable time and concluded the treatment in an appropriate manner

Accuracy of locating reflexes – 20 marks (4 marks each)

1. Demonstrated knowledge of the zones of the feet
2. Located appropriate reflexes for any condition
3. Reworked an area if crystals were found
4. Identified any reflex points on the foot
5. Identified any reflex points on the hand

Posture – 5 marks (1 mark each)

1. Remained seated throughout the treatment
2. Maintained appropriate working position of back with feet flat on floor throughout the treatment
3. Demonstrated appropriate working position of shoulders throughout treatment
4. Demonstrated appropriate working position of arms throughout treatment
5. Demonstrated flexibility of the wrists throughout treatment

Treatment summary – 10 marks (2 marks each)

1. Client's medical history
2. Reading of the feet
3. Details of the reflex points noted during the treatment, client reactions and feedback
4. Advice for home care
5. Ongoing treatment advice

Sample oral questions

1. Why is it important to perform a detailed consultation?
2. When might you need to refer a client?
3. What presenting problems does your client have?
4. Name some contra-indications for reflexology
5. Why is the temperature of the foot relevant?
6. Why is the colour of the foot relevant?
7. When would you use hand reflexology?
8. How would you describe this treatment to your client?
9. Why is it important to perform a foot massage prior to a reflexology treatment?
10. Where would you normally use finger walking?
11. How would you decide on the correct medium to use for a treatment?
12. Why is it important to note treatment findings on a foot/hand chart during the treatment?
13. If you feel grittiness, what do you do?
14. If your client has swollen or puffy ankles, what could this suggest?
15. How would you store your treatment consumables safely?
16. How does client feedback after a session help the ongoing treatment plan?
17. How does reflective practice help your development as a reflexologist?

Document History

Version	Issue Date	Changes	Role
v1	11/12/19	First published Removed '?' from end of point 4 in sample oral questions	Subject Matter Expert- Assessment