
Marking Criteria

iUBT334 – Reflexology

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
- 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 treatment should be provided verbally to the external examiner at the end of the exam
- Oral questions may be asked at any time during the examination
- Consultation forms 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 external examiner
- Learners will be expected to demonstrate excellent hygiene and client care throughout as well as competence in their relevant skills
- The external 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 hands
4. Clean, sensible full flat shoes, socks should be worn
5. Tights appropriate colour for the uniform, if wearing a skirt
6. No jewellery – with the exception of a wedding band and 1 pair 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 the client onto and off the couch/treatment chair
3. Explained the treatment procedure to the client
4. Ensured the 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 hands before, during and after treatment as appropriate
3. Replaced lids on products and used spatulas to remove cream
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 the client's confidentiality
3. Established a rapport with the client and explained any limitations of the treatment and cooperation required
4. Utilised a range of questioning techniques
5. Allowed the client the opportunity to ask questions

Reading the feet – 10 marks (1 mark each)

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

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

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 that the client was comfortable with pressure applied
5. Concluded the treatment in an appropriate manner

Posture – 5 marks (1 mark each)

1. Remained seated throughout the treatment
2. Maintained appropriate working position of back with feet flat on the 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 wrists throughout treatment

Treatment summary – 10 marks (2 marks each)

Took into account:

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

Sample oral questions

1. What presenting problems does your client have?
2. Name some contra-indications to reflexology.
3. Why is the temperature of the foot relevant?
4. Why is the colour of the foot relevant?
5. When would you use hand reflexology?
6. How would you describe this treatment to your client?
7. Why is it important to perform a foot massage prior to a reflexology treatment?
8. Why is it important to chart findings during the treatment?
9. If you feel grittiness, what do you do?
10. If your client has swollen or puffy ankles, what could this suggest?

Document History

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v1	24/01/20	First published	Subject Matter Expert- Assessment