



Higher National unit specification

General information

Unit title: Reflexology: Advanced (SCQF level 8)

Unit code: HL90 35

Superclass: HK

Publication date: September 2017

Source: Scottish Qualifications Authority

Version: 2

Unit purpose

This unit is designed to extend the learners' knowledge and skills of reflexology treatments. It will prepare them for work within a clinical environment.

Outcomes

On successful completion of the unit the learner will be able to:

- 1 Understand current developments and techniques within reflexology.
- 2 Consult and prepare for reflexology treatments.
- 3 Perform reflexology and administer client self-help techniques.
- 4 Evaluate own performance and the effectiveness of the treatment.

Credit points and level

2 Higher National Unit credits at SCQF level 8: (16 SCQF credit points at SCQF level 8)

Recommended entry to the unit

It is recommended learners have completed the HN Units; *Reflexology; Human Anatomy and Physiology for Beauty and Complementary Therapy, Research and Methodology, Complementary Therapies: Clinic Practice; Complementary Therapies: Professional Issues in Practice* and/or equivalent.

Higher National unit Specification: General information (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill Problem Solving at SCQF level 6

Core Skill component None

Context for delivery

If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Higher National unit specification: Statement of standards

Unit title: Reflexology: Advanced (SCQF level 8)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Where evidence for the Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Learners should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Understand current developments and techniques within reflexology.

Knowledge and/or skills

- ◆ National organisations and institutes
- ◆ National and international networking
- ◆ Legislation
- ◆ Current techniques used in advanced reflexology applications

Outcome 2

Consult and prepare for reflexology treatments.

Knowledge and/or skills

- ◆ Consultation/communication skills
- ◆ Contra-indications/special care
- ◆ Consent
- ◆ Treatment planning
- ◆ Observation and assessment of the area to be treated
- ◆ Preparation of environment, client and learner

Outcome 3

Perform reflexology and administer client self-help techniques.

Knowledge and/or skills

- ◆ Nerve innervations and reflex points
- ◆ Applications technique
- ◆ Client care
- ◆ Communication
- ◆ Meridians/body systems
- ◆ Client self-help

Higher National unit specification: Statement of standards (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Outcome 4

Evaluate own performance and the effectiveness of the treatment.

Knowledge and/or skills

- ◆ Evaluation
- ◆ Client feedback
- ◆ Aftercare/homecare
- ◆ Self-reflective skills
- ◆ Documentation

Evidence requirements for this unit

Outcome 1

Understand current developments and techniques within reflexology.

Learners will provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ outline recent developments within the reflexology professional bodies and the Standard Setting Body.
- ◆ research the relevant elements of the current legislation in relation to reflexology.
- ◆ identify the main professional networking bodies worldwide within reflexology.
- ◆ outline current techniques used in advanced reflexology including foot, hand, ear and facial application.

Outcome 1 assessed by means of an open-book investigative project to cover all evidence requirements. The report should be referenced using the Harvard Referencing System.

Outcome 2

Consult and prepare for reflexology treatments.

Learners will provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

- ◆ gather clear and accurate client details in a sensitive, empathetic manner using questioning and visual examination.
- ◆ identify any contra-indications or special care to the reflexology treatment.
- ◆ gain the relevant consent either from GP, parent/guardian or client.

Higher National unit specification: Statement of standards (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

- ◆ prepare a suitable treatment environment with appropriate lighting, temperature, ventilation and privacy.
- ◆ utilise the information gathered to devise an effective treatment plan, identifying appropriate areas for the application of reflexology techniques.
- ◆ prepare the client taking positioning and comfort into consideration.
- ◆ ensure personal presentation is to a high standard in terms of appearance and hygiene.
- ◆ accurately assess the area/s to be treated visually and tactile.

Outcomes 2, 3 and 4 will be assessed holistically by a combination of practical treatments, case studies, observation and closed-book questions. See Outcome 4 for details.

Outcome 3

Perform reflexology and administer client self-help techniques.

Learners will provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

- ◆ employ diagnostic use of the nerve innervations to support client consultation.
- ◆ use advanced techniques where required: sliding, knuckling, pulsing, rotating and pointing.
- ◆ maintain client care and comfort — the discomfort of the treatment/techniques should be taken into consideration.
- ◆ use and work with the correct body systems and meridians in conjunction with the client consultation and nerve innervations.
- ◆ advise on client self-help techniques taking into account client responsibilities and responses.

Outcomes 2, 3 and 4 will be assessed holistically by a combination of practical treatments, case studies, observation, and closed-book questions. See Outcome 4 for details.

Outcome 4

Evaluate own performance and the effectiveness of the treatment.

Learners will provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

- ◆ evaluate the effectiveness of the treatment by gaining client feedback in an accurate empathetic and supportive manner.
- ◆ provide general aftercare advice following treatment.
- ◆ provide specific homecare plans including client self-help advice on reflex points using foot, hand, ear, or face reflexology as appropriate to the client.
- ◆ record client details relating to the effectiveness of advanced reflexology treatments clearly and accurately.

Higher National unit specification: Statement of standards (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

- ◆ use problem-solving strategies to manage possible immediate and short term effects of reflexology.
- ◆ interpret client feedback and give advice and support, which is constructive and satisfactory to the client's needs.
- ◆ evaluate their own performance using reflective self-evaluation techniques.

The evaluation should convey the learner's ability to identify strengths and areas to be developed within their performance. The following skills should be included in the evaluation:

The Learner's:

- ◆ analysis of the client's needs.
- ◆ ability to provide an appropriate treatment.
- ◆ ability to explain and manage possible effects of the treatment.
- ◆ provision of aftercare advice and homecare techniques to the client.

Outcomes 2, 3 and 4 will be assessed holistically.

Evidence will be generated through 50 practical treatments, observation, oral questioning, closed-book questions and completed assessor checklists.

Practical treatments should be carried out on a range of 14 clients with differing needs to include 4 x 10 treatment case studies and 10 individual treatments.

The clients should present with differing conditions and include clients wishing to main good health.

For each of the four case studies, one of the client's conditions should be identified, researched further and a rationale for the treatment plan identified and explained along with an evaluation of the effectiveness of the treatment.



Higher National unit Support Notes

Unit title: Reflexology: Advanced (SCQF level 8)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this unit

This unit is intended to enable learners to expand their existing reflexology skills using a variety of different techniques. Learners are required to research current developments within reflexology both nationally and internationally. The practical aspects of the Unit are to then consult, prepare, carry out and evaluate treatment effects using appropriate techniques and providing self-help and homecare advice on a range of client conditions.

Outcome 1 looks at current developments in reflexology. This will include; advanced reflexology techniques including the feet, hands, ears and face, current legislation, relevant professional bodies and the Standard Setting Body for Reflexology.

The main networking bodies in both national and international context should be identified.

Outcome 2 involves client consultation and preparation for advanced reflexology treatments. Learners will expand the consultation skills gained in the unit *Reflexology*. A variety of consultation techniques will be practiced to determine the treatment plan, which will include information pertaining to the client's medical history, acute and chronic conditions, investigations and treatments, lifestyle with a visual and tactile assessment of the area to be treated. Treatment areas may include the feet, hands, ears or face as appropriate to the client's requirements.

Detailed consultations with a range of clients presenting with a variety of conditions and requirements should be practiced.

Outcome 3 learners will acquire the knowledge to demonstrate their skills in order to effect appropriate responses using reflexology techniques. They will learn to identify specific nerve innervations/reflex points and techniques that will support their client's requirements. Learners will be able to explain the effects of a variety of advanced techniques that may be used within the client's treatment/s.

The principles of meridians, nerve innervations/reflex points and body systems will be included in this outcome to allow learners to evaluate the rationale behind the range of techniques used in advanced reflexology treatments.

The importance of client care and comfort throughout the session will be understood and demonstrated.

Higher National unit Support Notes (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Outcome 4 will include methods to evaluate the effectiveness of the treatment plan and the learner's performance in relation to the client's requirements. The importance of developing effective self-evaluation and reflective techniques should be explored in this outcome. This will allow the learner to identify their own strengths and areas that need to be developed in relation to their ability to provide an effective treatment for their client. The importance of clear and precise aftercare and homecare advice in relation to client care and legislation should be included in this outcome.

The importance of evaluation techniques to support and justify the rationale behind the choice of treatment should be explored.

Guidance on approaches to delivery of this unit

This unit is an optional Unit in the framework for HND Complementary Therapy. It will be delivered and assessed within the particular group award to which it contributes. There should be sufficient theoretical knowledge and practical experience by learners to ensure competence and confidence of all advanced reflexology techniques.

Theoretical and practical skills should be delivered holistically with case studies commencing once students have shown a competency and confidence with advanced reflexology techniques and analytical skills regarding the translation of information gained at the consultation to the devised, appropriate treatment plan. Until then, learners should work on peers during practical tuition time.

The theoretical aspects of the outcomes relating to the requirements of the unit, advanced reflexology techniques, health and safety issues and consultation protocols, particularly relating to contraindications, special care and contra-actions should be delivered prior to allowing learners to work practically on peers. The introduction of practical demonstrations and peer treatment practice can commence when the lecturer/assessor is assured that the learner is competent to proceed.

The requirements of Outcome 1 can be delivered at the introduction to the Unit, with further information sessions to reinforce the content, research methods and investigative project presentation within the theory sessions. Learners should be given a date for submission which allows sufficient time for the information researched to be used effectively within further activities within this Unit where required.

Delivery of theory and practical sessions should be holistic where possible to allow for the learning process to be consolidated.

Treatments on clients can commence when the lecturer/assessor is assured that the learner is competent in the skills that allow confident consultation, treatment planning and practical delivery.

Ongoing oral questioning throughout the Unit will assist in monitoring the development of learners underpinning knowledge. Learners are encouraged to continue practising practical skills as home study and adding to knowledge gained from tutor through self-research, using textbooks and appropriate websites.

Higher National unit Support Notes (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Outcome 1

Learners should be given a brief of the requirements of the investigative report and the requirements explained by the assessor.

The investigative report should meet the evidence requirements and be presented in a manner that reflects the work at SCQF level 8.

The project should have a cover sheet, a contents page and be referenced using the Harvard Referencing System.

A submission date for the projects should be agreed and adhered to.

Outcomes 2, 3 and 4 will be assessed holistically.

Evidence will be generated through 50 practical treatments, observation, oral questioning, closed-book questions and completed assessor checklists.

Practical treatments: Completed learner documentation should be presented to show evidence of the required consultation, preparation, delivery, and evaluation of the treatment as outlined in the evidence requirements.

Evidence of the 50 practical treatments required should be presented to show that the treatments have been carried out on a range of 14 clients with differing needs to include 4 x 10 treatment case studies and 10 individual treatments.

The clients should present with differing conditions and include clients wishing to maintain good health. As a guide, each treatment should last approximately 45 minutes to 1 hour dependant on the individual client.

For each of the four case studies, one of the client's conditions should be identified, researched further and a rationale for the treatment plan identified and explained along with an evaluation of the effectiveness of the treatment. A separate assignment sheet may be given to guide learners and submitted with the completed case study documentation.

Written completed case study documentation should be submitted at an agreed date towards the end of the allocated time for the unit. The submission date should allow for remediation should it be required.

Higher National unit Support Notes (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Ten individual treatments should also be submitted with feedback and evaluation given.

The centre may require learners to carry out the 10 individual treatments within the centre/ clinic environment under observation of the assessor, while the 4 x 10 case studies are carried out in, or out of the centre environment. Client details, witness statements, oral questioning and the use of referencing techniques should be used as means of authenticating the case studies.

Twenty closed-book questions sampled to cover evidence required from Outcomes 2, 3 and 4 that may not be naturally occurring to the required depth, should be devised, completed by the learner under the required closed-book conditions and retained for evidence.

Assessor checklists should be devised, completed and retained as evidence for the completion of the all outcomes and assessments.

Oral questioning can be used to reinforce authenticity of evidence and to explain any minor anomalies in the evidence requirements. The use of specialist software to detect plagiarism may also be used to reinforce authenticity.

Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Higher National unit Support Notes (cont)

Unit title: Reflexology: Advanced (SCQF level 8)

Opportunities for developing Core and other essential skills

This Unit has the Core Skill of Problem Solving embedded in it, so when learners achieve this Unit their Core Skills profile will be updated to show that they have achieved Problem Solving at SCQF Level 6.

Aspects of *Problem Solving* will be developed to a sophisticated level as clients are diagnosed, and practical reflexology treatment activities are devised, performed and evaluated.

Learners will undertake a detailed analysis of factors relating to health in different types of client. Identifying and assessing the relevance of all factors including any contra-indications or special care to the reflexology treatment and a suitable treatment environment with appropriate lighting, temperature, ventilation and privacy involves on-going review and adaptation. Analytical evaluation of the effectiveness of treatments is assessed and could be enhanced by in depth discussion of the full range of measurable outcomes which could be used to measure success.

Negotiating and consulting with clients, healthcare providers and other parties, agreeing consent and objectives and reviewing and evaluating achievement is an integral aspect of treatment. Learners will have natural opportunities to develop a sophisticated level of oral communication skills in practical work with clients. They should be fully aware of a range of listening techniques in order to interpret client needs and relate and respond to others in the most appropriate and effective way. Sensitivity and an empathic understanding of the physical, emotional and cultural needs of different people will support the ability to adapt language and non-verbal communication to progress effective communication.

Communicating appropriate complex information to clients, explaining and reassuring during treatment sessions and advising on post treatment needs will be an essential aspect of competence. Learners should be able to use and adapt vocabulary, register and style to suit their purpose and clientele, and to respond to in depth questioning from both clients and the assessor confidently and accurately. They should research, produce and present oral and written communication to a professional standard. Skills in accessing and evaluating sources which provide ideas and information should be developed, in order that learners are able to continuously analyse current reference materials from a range of paper based and electronic.

History of changes to unit

Version	Description of change	Date
2	Core Skill Problem Solving at SCQF level 6 embedded.	18/09/17

© Scottish Qualifications Authority 2017

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

General information for learners

Unit title: Reflexology: Advanced (SCQF level 8)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to expand on your existing reflexology knowledge and skills. You will gain the knowledge required to enable you to research current reflexology developments and techniques, consult with a variety of clients, carry out practical applications and provide homecare plans. You will research conditions which would benefit from treatments and acknowledge the conditions you cannot treat.

This unit has the Core Skill of Problem Solving embedded in it, so when you achieve this unit your Core Skills profile will be updated to show that you have achieved Problem Solving at SCQF Level 6

Outcome 1 — you will begin by comprehensively researching current developments and techniques used within the reflexology industry.

Outcome 2— you will learn how to carry out a detailed consultation with clients. You will accurately record client information and give clear explanations of the treatments and the different techniques to be used to clients. Contra-indications will be considered throughout the consultation. You are required to show sensitivity and empathy throughout the consultation and agree the treatment plan with your client.

You are required to treat four clients 10 times within case studies and 10 individual treatments with *Advanced Reflexology Techniques* within a range of body systems and meridians. You are required to prove full knowledge of any assessment area that cannot be demonstrated.

Outcome 3 you will perform a variety of advanced reflexology techniques ensuring client comfort throughout. You will advise your clients on self-help.

Outcome 4 — you will be required to evaluate your treatment plan and the effects the treatments have had on the clients. You will provide your clients with aftercare/homecare advice.

Outcomes 2, 3 and 4 — you will be assessed holistically through observation of the practical application of advanced reflexology treatments. You will need to evaluate the effectiveness of your own performance. The process of collating and analysing client information, treatment planning and performance, client consultations, analysis of the information gained from the consultation, the development of effective treatment plans, preparation of your treatment area, your client, yourself and your ability to provide treatments.

You will need to evaluate the effectiveness of your own performance using self-evaluation and reflective skills to identify your strengths and areas that you require to develop.

The assessment will also include 20 closed-book questions.