KALLIDORA
ACADEMY

Diploma in Reflexology Treatments

Learning Outcomes

Learning Outcomes of the Qualification's Units:

- Unit 1: iUBT434 Professional Conduct & Business Awareness
- Unit 2: iUBT435 Anatomy & Physiology
- Unit 3: iUBT334 Reflexology

Purpose of this document:

This document outlines the learning outcomes for each unit within the Diploma in Reflexology Treatments. It provides learners, tutor, and assessors with a clear understanding of the knowledge, skills, and competencies to be achieved upon successful completion of the qualification.

KALLIDORA
ACADEMY

Unit 1 - iUBT434: Professional Conduct & Business Awareness

LO1 Know the principles of ethical practice:

Contra-indications related to the treatment; Impact of advertising whilst accepting the legal implications of the relevant laws; Professional indemnity insurance; Ensuring strict client confidentiality and compliance with current data protection regulations; The need of consent; The concept of 'Code of Ethics'; CPD, Continual Professional Development; Professionalism; The importance of maintaining professional working relationship with other learners/therapists; The necessity of building up a rapport with medical profession; The necessity of building up a rapport with other therapists.

LO2 Know the requirements for health, safety and hygiene:

The contents of a first aid box; The necessity of having an accident book and how to complete it; When and how to call for medical assistance in case of accidents; The supervision of evacuation of the salon/clinic in the case of a fire alarm; The types of fire-fighting equipment required in a salon; How to carry out basic safety checks for electrical equipment; The importance of professionally checking electrical equipment on an annual basis; Hygienic terms; The types of infections; The methods of sterilisation/sanitisation available and their uses relevant to the treatment including their advantages and disadvantages; Personal hygiene; Aspects of waste disposal for the salon/clinic; The importance of being aware of blood transmitted disease.

LO3 Know the importance of communication:

The importance of a consultation card relevant to the treatment; Ethical and client-led conversations; Contra-indications relevant to each treatment; Client care; The importance of keeping accurate client records; The vitality of effective client communication; How to deal with negative feedback; Effective questioning techniques; The different types of body language; Completing each treatment in

a commercially acceptable time; The importance of maintaining good working relationships.

LO4 Know the principles of finance and costing:

The basic business principles; The importance of stock control systems; How to cost a treatment; The benefits of offering a course of treatment.

LO5 Know the principles of retail:

How to plan the interior of a salon/clinic; The importance of providing a retail service; The role of the receptionist; Basic salon/clinic security implications.

LO6 Know effective sales and marketing techniques:

The basic principles of selling; The main forms of advertising; The development and planning of a talk/demonstration.

KALLIDORA
ACADEMY

Unit 2 - iUBT435: Anatomy & Physiology

LO1 Know the structure, function and pathology of the skeletal system:

The functions of the skeletal system; the structure of bone tissues (compact & cancellous); the types of bone and identify where they can be found in the body (long, short, flat, irregular, sesamoid,); the position of the bones of the skeleton (Cranium: Parietal, Frontal, Ethmoid, Sphenoid, Occipital, Temporal, Facial: Nasal, Zygomatic, Maxilla, Lacrimal, Turbinator, Palatine, Mandible, Vomer, Hyoid, Vertebrae: Cervical, Thoracic, Lumbar, Sacrum, Coccyx, Shoulder girdle: Scapula, Clavicle, Thoracic cage, Ribs, Sternum, Pelvic girdle: Innominate bones – Ischium, Ilium, Pubis, Upper limb: Humerus, Ulna, Radius, Carpals: Scaphoid, Lunate, Triquetral, Pisiform, Trapezium, Trapezoid, Capitate, Hamate, Metacarpals, Phalanges, Lower limb: Femur, Tibia, Fibula, Patella, Tarsals: Talus, Calcaneus, Navicular, Cuneiforms ,(medial, intermediate, lateral), Cuboid, Metatarsals, Phalanges); different types of joints (Fixed, Slightly moveable, Freely moveable: Ball and socket, Hinge, Pivot, Gliding, Saddle); identify possible causes of postural deformities (Kyphosis, Lordosis, Scoliosis), identify the symptoms, causes and effects of diseases and disorders of the skeletal system (Gout, Osteoporosis, Stress, Arthritis: Osteo, Rheumatoid).

LO2 Know the structure, function and pathology of the muscular system:

The structure and function of the different types of muscle (Voluntary, Involuntary, Cardiac); the structure function of the various attachments of muscles (Ligament, Tendon, Fascia); the terms used in relation to the muscular system (Origin, Insertion, Action, Tone, Tension, Fatigue, Flexion, Extension, Abduction, Adduction, Rotation, Supination, Pronation, Dorsiflexion, Plantarflexion, Eversion, Inversion, Circumduction); understand muscular contraction (How a muscle works, How it provides movement, How a muscle knows when to contract, The source of energy to create a contraction, Different stages of contraction i.e. tone and relaxation,

Over contraction i.e. causes of muscle tension and muscle fatigue); the cause and effect of the formation of lactic acid; the position and action of the muscles of the (Trunk/torso: Trapezius, Erector spinae, Splenius capitis, Latissimus dorsi, Serratus anterior, Gluteus maximus, Gluteus medius, Gluteus minimus, Psoas, Pectoralis major and minor, Rectus abdominus, Internal oblique, External oblique, Transversus abdominus, Rhomboid major and minor, Infraspinatis, Supraspinatis, Teres major, Teres minor, Subscapularis, Iliacus, Quadratus lumborum, Arm: Deltoid, Biceps, Triceps, Brachialis, Coracobrachialis, Brachioradialis, Pronator teres, Supinator radii brevis, Flexor carpi radialis, Extensor carpi radialis, Extensor Carpi ulnaris, Flexor carpi ulnaris, Flexor carpi digitorum, Extensor carpi digitorum, Muscles of Thenar eminence, Muscles of hypothenar eminence, Leg/thigh: Quadriceps - Rectus femoris, Vastus lateralis, Vastus medialis, Vastus intermedius, Hamstrings - Biceps femoris, Semimembranosus, Semitendinosus, - Adductor longus, Adductor magnus, Adductor brevis, Gracilis, Sartorius, Piriformis, Gluteus maximus, Gluteus medius, Gluteus minimus, Lower leg: Gastrocnemius, Tibialis anterior, Peroneus longus, Flexor digitorum longus, Extensor digitorum longus, Soleus, Extensor hallucis longus, Face, neck and scalp: Orbicularis oculi, Orbicularis oris, Masseter, Buccinator, Levator anguli oris, Levator labii superioris, Depressor angulioris, Depressor labii inferioris, Depressor labii oris, Mentalis, Zygomaticus, Temporalis, Nasalis, Procerous, Corrugator, Frontalis, Occipitalis, Pterygoids, Triangularis, Neck: Trapezius, Sternocleidomastoid, Platysma); the cause and effect of muscular conditions (Fibromyalgia (Fibrositis), Cramp, Muscle fatigue, Atony, Atrophy, Myositis, Rupture, Spasm, Spasticity, Sprain, Strain, Stress.

LO3 Know the structure, function and pathology of the skin:

The structure of the skin – Epidermis: Stratum corneum, Stratum lucidum, Stratum granulosum, Stratum spinosum/Malphigian layer, Stratum germinativum/Basal layer, Melanocytes, Dermis: Blood supply, Lymphatic supply, Hair follicle, Hair, Sebaceous glands, Sweat glands (Eccrine and apocrine), Sensory nerve endings, Dermal papilla, Collagen, Elastin, Histeocytes, Mast cells, Fibroblasts, Erector pili muscle, Subcutaneous layer; The functions of the skin – Secretion, Heat regulation, Absorption, Protection, Elimination, Sensation, Vitamin D formation (7-dehydro-

cholesterol), Keratinisation, Melanin formation; Identify the different skin types – Dry, Oily, Dehydrated, Sensitive, Combination; The skin diseases and disorders and when they are contra-indicated to treatment including the recognition points - whether congenital, bacterial, viral, fungal or an infestation and whether the condition is contra-indicated, Congenital (Eczema, Psoriasis, Dermatitis), Bacterial (Acne vulgaris, Impetigo, Acne rosacea, Folliculitis, Boils), Viral (Warts, Verrucas, Herpes simplex, Herpes zoster), Fungal (Tinea corporis, Tinea pedis), Pigmentation disorders (Vitiligo, Albinism, Chloasma, Ephelides, Lentigo, Moles, Naevae, Port wine stain), General disorders (Broken capillaries, UV damage, Urticaria, Allergic reaction, Comedones, Milia); The different skin cancers and their possible causes (Basal cell carcinoma, Squamous cell carcinoma, Malignant melanoma).

LO4 Know the structure and functions of cells and tissues in the body:

The structures of the cell and their functions (Cell membrane, Nuclear membrane, Nucleus, Nucleolus, Cytoplasm, Centrosome, Golgi apparatus, Mitochondria, Lysosome, Endoplasmic reticulum, Ribosome, Centrosome, Centromere, Vacuoles, Centrioles, Chromatids); The process of mitosis (Prophase, Metaphase, Anaphase, Telophase); The term histology and its definition; The structure and function of the main types of tissue in the body (Epithelial tissue – Simple, Squamous, Cuboidal, Ciliated, Columnar – Compound, Transitional, Stratified, Nervous tissue, Muscular tissue (Striated, Non-striated, Cardiac), Connective tissue (Areolar, Adipose, Cartilage {white fibrous, yellow elastic, hyaline}, Bone, Blood, Lymph); Membranes (Serous, Mucus, Synovial); How substances enter and leave the cell (Diffusion, Osmosis, Dissolution, Active transport, Filtration).

LO5 Know the structure, function and pathology of the cardiovascular system:

The structure and function of blood and its components (Erythrocytes, Leucocytes, Thrombocytes, Plasma and plasma proteins, Platelets); The vessels in which blood

is carried (Arteries, Arterioles, Veins, Venules, Capillaries); The position of the main arteries and veins of the body: Main arteries of the head and neck - Innominate, Common carotid, Internal carotid, External carotid, Facial, Occipital, Superficial temporal, Main veins of the head and neck - Posterior external jugular, Occipital, Superficial temporal, Maxillary, Anterior facial, Common facial, Internal jugular, External jugular, Main arteries of the body - Descending aorta, Left common carotid, Left subclavian, Right common carotid, Right subclavian, Pulmonary, Right hepatic, Splenic, Right renal, Superior mesenteric, Right iliac, Inferior mesenteric, Left iliac, Vertebral, Axillary, Brachial, Right ulnar, Left ulnar, Right radial, Left radial, Right deep palmar arch, Left deep palmar arch, Right superficial palmar arch, Left superficial palmar arch, External iliac, Left femoral, Right femoral, Left popliteal, Right popliteal, Left anterior tibial, Right anterior tibial, Plantar arch, Main veins of the body - Inferior vena cava, Pulmonary, Right hepatic, Splenic, Right renal, Right iliac, Left iliac, Right axillary, Left axillary, Right brachial, Left brachial, Right basilic, Left basilic, Right cephalic, Left cephalic, Right subclavian, Long saphenous, Left short saphenous, Right short saphenous, Dorsal venous arch, Left femoral, Right femoral, Left popliteal, Right popliteal, Right posterior tibial, Left posterior tibial, Right anterior tibial, Left anterior tibial; The structure and function of the heart and the vessels entering and leaving the heart (Superior vena cava, Aortic arch, Inferior vena cava, Aorta, Right atrium, Right ventricle, Left atrium, Left ventricle, Septum, Pulmonary valve, Pulmonary artery, Pulmonary veins, Mitral (bicuspid) valve, Tricuspid valve, Endocardium, Myocardium, Pericardium); The pulmonary circulation; The way in which the blood circulates from the heart to the lungs and back to the heart; Vessels in which the blood is carried - whether the blood is oxygenated or deoxygenated; Process of gaseous exchange; The structure and function of the systemic and coronary circulation (Systemic circulation – Heart, Body, Aorta, Inferior vena cava, Superior vena cava, Coronary circulation – Heart, Coronary arteries, Coronary veins); Blood pressure and pulse – Systolic, Diastolic, Cardiac output, Resistance by the arterioles, Total blood volume, Viscosity of blood, Elasticity of artery walls, Heart rate; The conditions of high and low blood pressure and the causes and effects of hypo and hypertension; Way in which blood pressure is measured; Way in which blood pressure can be affected by massage;

The diseases and disorders of the circulatory system including the cause and effects of the following: Anaemia, Varicose veins, Haemophilia, Arteriosclerosis, Atherosclerosis, HIV/AIDS, High blood pressure (hypertension), Low blood pressure (hypotension), High cholesterol, Hepatitis A, B & C, Coronary thrombosis, Septicaemia, Haemorrhoids, Thrombus, Leukaemia, Aneurism, Stress.

LO6 Know the structure, function and pathology of the lymphatic system:

The structure and function of the lymph; Formation and composition of lymph and its function to include: Leucocytes, Lymphocytes, Waste products; The structure and explain the function of the lymphatic system: Lymphatic capillaries, Lymphatic vessels, Lymphatic nodes, Lymphatic ducts; The way in which lymph is moved around the body; The structure and position of lymphatic tissue and its function: Spleen, Lymph nodes, Tonsils, Peyer's patches, Appendix; The position of the lymph nodes of the body: Superficial and deep cervical, Submandibular, Thoracic duct, Right lymphatic duct, Axillary, Supratrochlear, Inguinal, Popliteal, Superficial and deep cervical, Anterior auricular, Posterior auricular, Occipital; The interrelationship between the circulatory/lymphatic systems and the muscular, digestive and immune systems; Way in which blood becomes tissue fluid; Way in which excess tissue fluid is picked up by the lymphatic capillaries; Route which the lymph takes before it returns to the circulatory system; The diseases and disorders of the lymphatic system: Oedema/water retention, Hodgkin's disease, Lymphoedema.

LO7 Know the structure, function and pathology of the neurological system:

The structure and functions of the nervous system: Neurone, Motor neurone, Sensory neurone, Mixed nerve, Dendrite, Axon, Synapse, Neurilemma, Nodes of Ranvier, White matter, Grey matter, Myelin sheath, End feet/axon terminals, Ganglia, Reflex arc; The structure and functions of the Central Nervous System (CNS): Brain, Spinal cord, the Peripheral: 31 pairs of spinal nerves ,12 pairs of cranial nerves and the Autonomic Nervous System (ANS): Sympathetic and Parasympathetic; The effect of stress on the nervous system; The way in which stress affects the fear, fight,

flight syndrome; Effects of stress on the sympathetic and parasympathetic nervous systems; Possible diseases and disorders caused by stress; The structure and function of the brain and spinal cord: Brain, Meninges, Pia mater, Arachnoid mater, Dura mater, Cerebrospinal fluid, Cerebrum, Cerebellum, Pons Varolii, Medulla oblongata, Hypothalamus, Brain stem, Spinal cord, White matter, Grey matter; How a nerve impulse is created; Changes in temperature, pressure and chemicals; Potassium and sodium ions; The position and function of the spinal and cranial nerves: 8 cervical, 12 thoracic, 5 lumbar, 5 sacral, 1 coccygeal, 5th, 7th & 11th cranial nerves, Facial, Trigeminal, Accessory; The olfactory system: Nose, Olfactory membranes (contain smell-sense cells), Olfactory plexus; The causes and effects of diseases and disorders of the nervous system: Neuritis, Bell's palsy, Neuralgia, Parkinson's disease, Stress, Myalgic encephalomyelitis (ME), Cerebral palsy, Multiple sclerosis, Sciatica, Motor neurone disease.

LO8 Know the structure, function and pathology of the endocrine system:

The position of the main Endocrine glands and the hormones secreted and the hypo and hyper secretion of each: Pituitary (Posterior lobe - Oxytocin, Antidiuretic hormone/ADH/Vasopressin, Anterior lobe – Prolactin, Human growth hormone/HGH, Thyroid Stimulating hormone/TSH, Adrenocorticotropic hormone/ACTH, Luteinising hormone/LH, Follicle stimulating hormone/FSH, Interstitial cell stimulating hormone/ICSH, Melanin stimulating hormone/MSH), Thyroid gland (Thyroxin, Triiodothyronine, Calcitonin), Parathyroids (Parathormone), Thymus (Secretion of T lymphocytes), Pineal (Releases melatonin), Islets of Langerhans (Insulin, Glucagon, Glycogen), Adrenal medulla (Adrenalin, Noradrenalin). Adrenal cortex (Mineralocorticoids, Glucocorticoids, Sex hormones), Ovaries (Oestrogen, Progesterone), Testes (Testosterone); The effects of hormones on the body; The knowledge of the effects of specific hormones on the body at puberty, pregnancy, menopause and the menstrual cycle; The interrelationship of the endocrine system with other systems including the Nervous system with Circulatory system, Digestive system, Reproductive system, Skin; The causes and effects of various endocrine diseases and disorders: Addison's syndrome, Amenorrhoea, Cushing's syndrome, Pre-menstrual syndrome,

Polycystic ovarian syndrome, Stress, Diabetes mellitus, Diabetes insipidus, Endometriosis.

LO9 Know the structure, function and pathology of the respiratory system:

The structure of the respiratory system and function of each organ: Nose, Nasal cavity, Larynx, Pharynx, Trachea, Bronchi, Bronchioles, Alveoli, Lungs, Pleura (visceral, parietal, pleural cavity), Diaphragm, Intercostals; External respiration; Inhalation and the organs involved; Expiration and the organs involved; Process of diffusion in the alveoli; Internal respiration; The exchange of gases between the cells and the circulatory system; The chemical control of the respiration; Position, function and role of the chemo-receptors; Nervous control of respiration; Role of the brain, i.e. the pons Varolii and medulla oblongata in the process of respiration; The structure and function of the pulmonary circulation; Structure and function of the heart: Pulmonary artery, Pulmonary vein, Lungs, Pulmonary alveoli, Process of gaseous exchange; The interrelationship of the respiratory system with other systems of the body including Circulatory system, Nervous system, Muscular system; The causes and effects of diseases and disorders of the respiratory system: Bronchitis, Emphysema, Pleurisy, Pneumonia, Tuberculosis, Asthma, Rhinitis, Hay fever, Stress, Sinusitis.

LO10 Know the structure, function and pathology of the digestive system:

The structure and function of the organs and accessory organs of the digestive system: Alimentary canal, Salivary glands, Tongue, Teeth, Mouth, Epiglottis, Oesophagus, Stomach, Small intestine (jejunum, ileum, duodenum), Appendix, Large intestine, Rectum, Anus, Accessory organs, Liver, Gall bladder, Pancreas; The function of digestion: Peristalsis, Ingestion, Digestion, Absorption, Defecation; The process by which food stuffs are broken down as they pass through the alimentary canal during the digestive process; Action of Rennin, hydrochloric acid and pepsin in the stomach; Action of pancreatic juice, i.e. trypsin and trypsinogen, lipase, amylase on peptones, fats and polysaccharides; Action of bile on fat; Action of intestinal juice – maltase, sucrase, lactase on disaccharides; The process of absorption of nutrients; Process of absorption of nutrients by the villi and lacteals

contained in the small intestine; The structure and function of the digestive system: Enzyme, Proteins, Peptones, Polypeptides, Amino acids, Carbohydrates, Disaccharides, Monosaccharides, Fats, Fatty acids; The interrelationship of the digestive system with other systems of the body including Circulatory, Endocrine, Lymphatic, Muscular, Nervous; The causes and symptoms of diseases and disorders of the digestive system: Appendicitis, Cirrhosis of the liver, Jaundice, Heartburn, Irritable bowel syndrome (IBS), Ulcer, Hernia, Stress, Anorexia nervosa, Bulimia, Constipation, Gall stones, Diabetes mellitus, Coeliac's disease.

LO11 Know the structure, function and pathology of the urinary system:

The structure and function of the organs of the urinary system: Kidney (cortex and medulla), Pelvis, Ureter, Bladder, Urethra; The process of filtration: Functions of the Bowman's capsule, Filtration, Re-absorption, Secretion/micturition; The composition of urine: 2% urea, 96% water, 2% other substances, e.g. ammonia, sodium, potassium, phosphates, chlorides, sulphates, and excess vitamins; Colour is formed from bilirubin (bile pigment); Urine production; Cold and hot weather; Activity and inactivity; Stress; The interrelationship of the urinary system with other body systems including Circulatory system, Endocrine system, Skeletal system, The skin; The causes and effects of the disorders and diseases of the urinary system: Cystitis, Kidney stones, Nephritis, Diabetes insipidus.

LO12 Know the structure, function and pathology of the reproductive system:

The structure and function of the male reproductive system (Prostate, Testes, Testicular vessels, Penis, Scrotum); The structure and function of the female reproductive system (Uterus, Fallopian tubes, Cervix, Ovary, Vagina, Labia; The menstrual cycle - Three phases: Menstrual, Proliferative, Secretory; The formation of the graafian follicle; The formation of the corpus luteum; The structure and function of the breast (Fatty tissue, Ducts, Nipple, Areola, Lobules); The causes and effects of the diseases and disorders of the reproductive system: Ectopic pregnancy, Mastitis, Amenorrhoea, Dysmenorrhoea, Pre-menstrual syndrome, Polycystic ovarian syndrome, Endometriosis, Stress.

KALLIDORA
ACADEMY

Unit 3 – iUBT334: Reflexology

LO1 Know the history and concept of reflexology and theories of other complementary therapies:

Explain the history of reflexology: The history of the development of reflexology; The Ancient; The Chinese; The American Indians; Fitzgerald; Ingham; Bowers; Byers; Bayly.

Explain the concept of reflex zones on the feet and hands and their functions: Their position; Longitudinal zones; Transverse zones; How the zones relate to the anatomical structures of the body; How the reflexes relate to the anatomical structures of the body.

Explain the holistic approach: The Greek term holos; The importance of the treatment of the whole person in relation to holistic health and the power of touch; Concept of balance and harmony in the body (homeostasis).

Explain the term 'integral biology': The way in which the physical environment affects us and social, economic and environmental factors affect health and social wellbeing to include - Computers, Mobile phones, Social media, Processed food, Lack of fresh air, Stress, Lack of sleep, Financial problems, Poor ventilation, Lack of exercise, Chemicals, Pollution, Repetitive strain injuries, Jet lag, Lack of natural light, Work life balance; Helping clients and families to identify options to improve their health and wellbeing in terms of reflexology treatment; Helping clients and families to put their choices into action; Reviewing their progress.

LO2 Know the anatomy, physiology and pathologies of the body applicable to reflexology treatment:

Describe the structure of the feet, ankle and lower leg:

Bones: Phalanges; Metatarsals; Tarsals (Cuneiform, Navicular, Cuboid, Calcaneus, Talus); Tibia; Fibula; Muscles: Gastrocnemius; Soleus; Peroneus longus; Peroneus brevis; Tibialis anterior; Tibialis posterior; Extensor digitorum longus; Extensor hallucis longus; Flexor digitorum longus; Peroneus tertius; Extensor digitorum brevis;

Abductor hallucis; Nerves: Peroneal; Saphenous; Tibial; Sural; Sciatic; Arteries: Tibial anterior; Tibial posterior; Peroneal; Dorsalis pedis; Digital; Femoral; Iliac; Plantar arch; Veins: Saphenous; Femoral; Popliteal; Short saphenous; Dorsal venous arch.

Describe the structure of the hand, wrist and lower arm: Bones:

Carpals (Hamate, Triquetrum, Capitate, Pisiform, Trapezoid, Lunate, Trapezium, Scaphoid); Metacarpals; Phalanges; Radius; Ulna; Muscles: Flexor carpi ulnaris; Flexor carpi radialis; Pronator teres; Brachioradialis; Brachialis; Extensor carpi ulnaris; Extensor carpi radialis; Extensor digitorum; Extensor pollicis longus; Flexor carpi digitorum; Extensor carpi digitorum; Muscles of thenar eminence; Muscles of hypothenar eminence; Nerves: Ulnar; Radial; Medial; Arteries: Radial; Ulnar; Palmar arches; Digital; Veins: Median; Cephalic; Basilic; Axillary.

Describe and recognise disorders/conditions of the feet, hands and nails:

Fungal: Tinea unguium, Tinea pedis; Viral infection: Verrucas, Warts; Arthritis in its various forms: Gout, Osteoarthritis, Rheumatoid arthritis, Hallux rigidus; Disorders of the feet: Hammer toes, Heel spurs, Plantar fasciitis, Bursitis, Ingrown toenails, Club feet, Flat feet, High arch, Hallux valgus; Nail disorders: Pitting, Ridges, Leuconychia, Yellow nails, Blue nails, White nails, Koilonychia, Onychocryptosis, Onycholysis, Paronychia, Beau's lines, Curved or concave; Skin disorders: Callouses, Heel fissures, Corns, Chilblains.

Explain the sensory systems:

The ears; The eyes.

Explain the effects of stress on the body systems and the ways in which reflexology can help:

Endocrine; Vascular; Muscular; Digestive; Respiratory.

KALLIDORA
ACADEMY

LO3 Know the legislation applicable to reflexology treatment:

Explain the appropriate legislation applicable to reflexology treatment:

Any particular rights, restrictions and charters; Legal framework related to people and settings with which the practitioner is involved, e.g. Mental Health Act, Children Act; Moral rights which are not recognised in law; Organisational policies and how they may differ from other organisations (when working in care); Records which the practitioner is responsible for completing in relation to rights and responsibilities; Any relevant complaints systems and methods of access; Health and Safety at Work Act; Equal Opportunities Act; Data Protection Act/General Data Protection Regulations (GDPR); Code of good practice/ethics; Legislation which relates to the work being carried out, the environment and the client with whom the practitioner is working; Legislation applicable to the treatment and country therein.

Explain the issues surrounding 'consent' to treatment:

Importance of obtaining consent from the client; Importance of gaining consent from a person who is acting in the best interests of the client (when the client is unable or not of an age to make the decision for themselves); Current debate surrounding the issue of consent and the ways in which it may differ between various practitioners; The meaning of informed client consent and the guidance given by the practitioners professional body particularly where there is a need for written consent; Methods of obtaining consent and how to confirm that clients have been given sufficient information on which to base their own judgement; Ensure agreements are in the clients best interests.

Explain the importance of reflexology for clients and families receiving palliative or social care:

The issue of consent; Any appropriate legislation; Confidentiality; Appropriate support; Using an appropriate manner of communication; Only giving information agreed within the care team; Know when to refer clients to people outside of the care team; Maintenance of accurate records; Managing one's own feelings; Importance of ongoing care; Personal beliefs and preferences; Grief and grieving process; Awareness of other support services.

KALLIDORA
ACADEMY

LO4 Know how to consult and recognise contra-indications to reflexology treatment:

Explain methods of consultation:

Learners should demonstrate knowledge of the importance of the following: Private comfortable area; Positive body language; Positioning of the client (no barriers between themselves and client); Interpersonal space; Good communication skills (asking open and/or closed questions where appropriate); Trust; Professionalism, confidence and enthusiasm; Confidentiality; Consent; Any contra-indications to treatment; Client lifestyle; Client profile; Importance of planning a treatment programme bearing in mind the client's religious, moral and social beliefs; Determining the nature and extent of the client's needs; Agreement to the course of action; Ascertain the clients consent to the treatment (where the client is not in a position themselves ascertain from the appropriate companions agreement to the treatment); Explanation of any possible side effects to the treatment; Explanation of how the programme will be evaluated and the review process; Where applicable, clarify with the client information, which may be available to other, e.g. relevant health care workers; Obtain the client's signature (or that of the companion).

Recognise those contra-indications to reflexology requiring medical referral or the clients to sign an informed consent form prior to treatment and those contra-indications that restrict treatment:

With medical, GP or specialist permission. In circumstances where written medical permission cannot be obtained the client must sign an informed consent stating that the treatment and its effects have been fully explained to them and confirm that they are willing to proceed without permission from their GP or specialist: Pregnancy; Cardiovascular conditions (Thrombosis, Phlebitis, Hypertension, Hypotension, Heart conditions); Any condition already being treated by a GP or another complementary practitioner; Medical oedema; Osteoporosis; Arthritis; Nervous/psychotic conditions; Epilepsy; Recent operations; Diabetes; Asthma; Any dysfunction of the nervous system (e.g. Multiple sclerosis, Parkinson's disease, Motor neurone disease); Trapped/pinched nerve (e.g. sciatica); Inflamed nerve;

Cancer; Conditions causing muscular spasticity (e.g. Cerebral palsy); Kidney infections; Acute rheumatism.

Contra-indications that restrict treatment: Fever; Contagious or infectious diseases; Under the influence of recreational drugs or alcohol; Diarrhoea; Vomiting; Pregnancy (first trimester), Skin diseases; Localised swelling; Inflammation; Varicose veins; Cuts; Bruises; Abrasion; Scar tissues (2 years for major operation and 6 months for a small scar); Sunburn; Haematoma; Recent fractures (minimum 3 months); Slipped disc.

LO5 Be able to carry out reflexology treatment:

Demonstrate appropriate client care:

Checking consultation and contra-indications; Explaining the treatment to the client; Helping the client on to the couch and protecting the client's modesty at all times; Sanitise the feet; Wash own hands; Keep ensuring that the client is comfortable; Ensure that the client displays open body language; Use appropriate covered supports i.e. under the ankles, knees, head, lower back; Adapt the reflexology techniques to suit the needs of the client; Help the client off the couch protecting their modesty at all times.

Explain the process and relevance of the 'external' reading of the feet:

Contra-indications; Texture; Temperature; Colour; Smell; Tone; Flexibility; Arches; Swelling/puffiness; Shape of feet and toes; Alignment of feet; Skeletal deformities; Condition of the nails.

Explain any clinical observations of the body and their relevance when treating a client:

Condition of the skin; Hair; Nails; Posture; Body language.

Demonstrate a reflexology treatment:

Selecting the appropriate medium; No medium; Talc; Liquid talc; Corn starch; Cream/lotion; Wax/balms; Breathing; Relaxation; Warm up; Thumb walking; Finger walking; Pivot; Hook; Rocking; Finger rolling; Cool down.

Explain the appropriate reflex areas/points on the hands and feet:

Appropriate foot charts should be used to establish the correct position of the reflexes.

Explain and interpret the reflexes:

Recognising why a reflex may be sore, painful, lumpy, grainy or with crystals; Deciding which reflexes require additional stimulation; Recognising the varying degrees of resistance to pressure; Recognising when reflexes should be treated cautiously; Recognising that medication/drugs may inhibit the response of the reflexes; Demonstrating how to administer the treatment for the specific needs of the client.

Explain cross referral areas for the hands and feet:

The use of other areas when the part to be worked is either damaged or cannot be worked; Using the hand instead of the foot and vice versa to locate the reflex point.

LO6 Be able to advice on treatment effects and aftercare:

Explain the possible reactions to reflexology treatment:

During the Treatment - Crying; Laughing; Talking; Desire to sleep; Perspiring; Flatulence; Micturition; Runny nose; Change in body temperature; Thirst; Feeling nauseous; Cough. After the Treatment - Symptoms exacerbated; Fatigue; Non-specific aches and pains; Heavier menstrual flow; Frequent micturition; Frequent bowel movements; Nausea; Break out of spots; Healing crisis; Increased energy; Relief of symptoms; Improved mood; Altered sleep patterns; Headaches; Increased sensitivity.

Evaluate and review the reflexology treatment/programme:

At the end of each treatment, the client's feeling should be recorded together with any other reactions to the treatment. The following areas should be monitored: Outcomes achieved, Effectiveness of the treatment, any change in demands, Whether the treatment met the needs of the client, longer term needs of the client (particularly when working in a care environment).

Explain the importance of giving appropriate home care advice after treatment: Healthy eating for well-being; Exercise for general health; Stress levels; Generally helping clients and families to identify options to improve their health and social wellbeing in terms of reflexology treatment; Helping clients and families to put their choices into action; Reviewing their progress.

Explain the importance of referral procedures: Only working within the realms of their own expertise as a reflexologist; Demonstration of the understanding when a client should be referred to either: GP, Counsellor, Complementary therapist, Member of the social care or nursing team.

Explain and demonstrate self-treatment to the client:

Techniques; Potential responses associated with self-treatment; Effects. Assessment

KALLIDORA
ACADEMY

Case Studies / Portfolio of evidence containing:

10 clients to be treated 4 times each to make a total of 40 treatments.

These treatment evidences are internally assessed by the college lecturer and verified by the external examiner to include:

Consultation including thorough medical history and general lifestyle; Client profile (to include any current issues in their life);

Treatment Plan; Reading of the feet; Details of how the therapist conducted the treatment and any sore/painful/lumpy/grainy reflexes or crystal deposits found;

Details of how the client felt before, during, immediately after and between the treatments;

Details of home care advice given and recommendations for self-treatment.

The following should also be documented for treatments 2 to 4:

All follow-up treatments must be dated and signed by both client and therapist; Consultation should be checked and any changes noted; Reading of the feet; Details of how the therapist conducted the treatment and any sore/painful/lumpy/grainy reflexes or crystal deposits found; Details of how the client felt before, during, immediately after and between the treatments; Details of home care advice given and recommendations for self-treatment; Overall conclusion of the case study should be recorded; Reflective practice after each treatment (self-assessment).