

**Marking Criteria for ITEC Level 3 Diploma in Reflexology
Unit 4 - Reflexology**

APPEARANCE – 5 MARKS (0.5 marks each)

1. Clean, ironed overall/uniform – appropriate to the location and category.
2. Hair must be clean, neat and tied back/up off collar and face.
3. Nails must be short, clean well manicured and with no varnish.
4. Clean hands.
5. Appropriate clean and comfortable footwear.
6. Females if wearing a skirt, must have tights which are appropriate to the skirt, i.e. tights with skirts.
7. No jewellery – with the exception of a wedding band and 1 pair small stud earrings is acceptable.
8. No body or breath odour.
9. No chewing gum or sweet sucking.
10. Underskirts/underwear should not be visible.

CLIENT CARE – 5 MARKS (1 mark each)

1. Appropriate communication with client.
2. Assisting client on and off couch.
3. Display positive body language at all times.
4. Respect the client's modesty throughout.
5. Check client's comfort throughout/appropriate use of support.

HYGIENE AND STERILISATION – 10 MARKS (1 mark each)

1. Candidates must have a clean appearance.
2. Equipment should be wiped over with appropriate disinfectant before use.
3. Equipment should be wiped over with appropriate disinfectant after use.
4. Laundry must be clean and changed for each client.
5. Hands must be washed or wiped with steri-wipes before, during and after treatment as appropriate.
6. Lids replaced on products and spatulas used to remove creams.
7. Appropriate footwear for client should be stowed under the chair to ensure client is not walking around with bare feet
8. Cotton wool, tissues, paper roll and general waste to be disposed of hygienically.
9. Salon/clinic sterilising equipment used as appropriate.
10. Small equipment used, stored and sanitised as appropriate.

CONSULTATION – 10 MARKS (2 marks each)

1. Sitting appropriately and using suitable body language.
2. Tactfully obtaining all relevant information, respecting clients confidentiality.
3. Establish a rapport with the client, explaining any limitations of the treatment and co-operation required.
4. Utilise a range of questioning techniques.
5. Allow the client the opportunity to ask questions.

READING THE FEET – 10 MARKS (1 mark each)

1. Inspect the feet thoroughly.
2. Establish the presence of any contraindications.
3. Establish the presence of any areas of hard skin
4. Assess the colour of the skin.
5. Assess the flexibility of the feet, i.e. ankle and toe joints.
6. Assess the temperature of the feet.
7. Assess the flexibility of the skin over the feet.
8. Establish the way in which the feet fall when the client is relaxed.
9. Assess the nails for discoloration, or abnormalities.
10. Assess any skeletal deformities.

ACCURACY OF LOCATING RELEXES – 10 MARKS (2 marks each)

1. Demonstrate a knowledge of the zones of the feet.
2. Justify sequence of treatment used.
3. Be seen to rework an area if crystals found.
4. Be able to identify all reflex points on the foot.
5. Be able to identify all reflex points on the hand.

RAPPORT WITH THE CLIENT – 5 MARKS (1 mark each)

1. Observing the clients expression during treatment.
2. Not to alarm the client.
3. Not to diagnose.
4. Ensure findings are recorded on a blank foot diagram.
5. Ensure client is aware of procedures.

TREATMENT TECHNIQUES – 20 MARKS (4 marks each)

ITEC recognises Reflexology routines and techniques are varied and different. The candidate must demonstrate a safe and acceptable routine.

1. Ensure feet are fresh before treatment.
2. Demonstrate warm up massage routine on feet prior to treatment.
3. Follow a logical sequence of working incorporating the techniques listed in the syllabus.
4. Adequate pressure must be applied either with thumbs or fingers.
5. Ensure that client is comfortable with pressure applied.

POSTURE – 5 MARKS (1 mark each)

1. Candidate should be sitting to perform this treatment.
2. Candidates back should be straight with feet flat on the floor.
3. Position of shoulders.
4. Position of arms.
5. Flexibility of wrists.

TREATMENT SUMMARY – 10 MARKS

This should take into account client's medical history and findings on the feet, including after care advice.

ORAL QUESTIONS – 10 MARKS

1. What presenting problems does your client have?
2. What are some contraindications to reflexology?
3. Why is it important to note down areas of hard skin?
4. Why is the temperature of the foot relevant?
5. Why is the colour of feet relevant?
6. When would you use hand reflexology?
7. How would you describe this treatment to your client?
8. Why do we bother with a massage prior to treatment?
9. What must you warn your client of after the treatment?
10. Why is the consultation so important?
11. What is reflexology?
12. Point to the reflex for the
 - a. stomach
 - b. liver
 - c. thyroid
13. Point to the reflex for the
 - a. sciatic nerve
 - b. lumber spine
 - c. brain
14. Point to the reflex for the
 - a. stomach
 - b. ovary
 - c. prostate
15. If you feel grittiness, what do you do?