

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area	FOOT, HAND AND EAR REFLEXOLOGY								
Competency Unit Title	HAND REFLEXOLOGY								
Competency Unit Descriptor	<p>This competency unit describes the skill, knowledge and attitude requirements in hand reflexology. Its work in promote relaxation, improve blood circulation, relieve stress and tension. The reflexology treats the whole person by focusing on areas of the feet which covers palms and dorsum up to wrist correspond to different organs and systems on the body.</p> <p>The person who is competent in hand reflexology will be able to assess client hand reflexology requirements, prepare hand reflexology work area, prepare client hand reflexology, perform hand reflexology, monitor hand reflexology procedure, evaluate hand reflexology services, record reflexology service and manage post hand reflexology procedure in accordance with hand reflexology procedure.</p>								
Competency Unit Code	ETM-XXX-05	Competency Type	Core	Level	3	Training Duration	260	Credit Hours	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Assess client hand reflexology requirements.	1.1 Verbal and non verbal communication. <ul style="list-style-type: none"> • Assessment on client. 1.2 Basic health sciences such as: <ul style="list-style-type: none"> • Common medical illnesses • Basic nutrition 			8	Lecture	1.1 Verbal and non verbal of communication determined. 1.2 Basic health information determined. 1.3 Reflexology, history, definition, concept and theory method determined.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>1.3 Types of reflexology, history, definition, concept and theory methods.</p> <p>1.4 Indication, contraindication and precaution in reflexology.</p> <p>1.5 Type of hand reflexology method and technique.</p> <p>1.6 Types and purpose of reflexology medium such as:</p> <ul style="list-style-type: none"> • Powder • Oil • Cream • Lotion <p>1.7 Types and usage of reflexology tools.</p>					<p>1.4 Client Indication & Contraindication listed out.</p> <p>1.5 Method and technique hand reflexology determined.</p> <p>1.6 Hand of reflexology medium listed out.</p> <p>1.7 Type and usage of reflexology tools listed out.</p>
		<p>1.1 Determine verbal and non verbal communication.</p> <ul style="list-style-type: none"> • Assessment on client. 		20	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>1.2 Determine health condition and lifestyle</p> <ul style="list-style-type: none"> • Common medical illnesses • Basic nutrition <p>1.1 Demonstrate client reception/pre-counseling.</p> <p>1.2 Determine skin indication and contraindication</p> <p>1.3 Determine type of hand reflexology. method and technique.</p> <p>1.4 Identify type of reflexology medium such as:</p> <ul style="list-style-type: none"> • Powder • Oil • Cream • Lotion 				

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.5 Determine type and usage of reflexology tools.	<u>Attitude:</u> <ul style="list-style-type: none"> - Meticulous in acquiring concept and theory of hand reflexology. - Accuracy of acquiring Basic Health Science of the client. - Precise in identifying reflexology indication and contraindication. - Skillful polite and courtesy in client handling. - Accuracy in selecting medium. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare Hand reflexology Work area.	<p>2.1 Types of reflexology tools, material and personal protective equipment (PPE) such as:</p> <ul style="list-style-type: none"> • Glove • mask <p>2.2 Deportment and posture.</p> <p>2.3 Work area ergonomics.</p> <p>2.4 Hand reflexology medium.</p> <p>2.5 Fire safety procedures</p> <p>2.6 Basic first aid requirement.</p> <p>2.7 Premise housekeeping activities.</p>			8	Lecture	<p>2.1 Arrangement of hand reflexology tools, material and equipment applied.</p> <p>2.2 Proper posture, motion, and ergonomics applied.</p> <p>2.3 Hand reflexology medium kept in the container, labeled (marked) and arranged.</p> <p>2.4 Safety equipment is available located in a set place known to all employees.</p> <p>2.5 First aid kit checked and replenished.</p>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Arrange hand reflexology tools, materials, and equipment. such as: <ul style="list-style-type: none"> • Glove • mask 2.2 Practice deportment and posture. 2.3 Work area ergonomics. 2.4 Select hand reflexology medium. 2.5 Apply fire safety procedure. 2.6 Apply basic first aid procedure. 2.7 Upkeep work place cleanliness and hygiene. 2.8 Organize treatment area for client		20	Demonstration & Observation	2.6 Work area cleaned and hygiene maintained.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		needs.	<u>Attitude:</u> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> - Adhere safety and hygiene procedures. <u>Environment:</u> - Good ventilation and conducive.			
3 Prepare Client for Hand reflexology	3.1 Handling client personal belonging. 3.2 Hygiene practices and personnel development requirements and guidelines. 3.3 Method of cleansing and disinfect client hand reflexology.			8	Lecture	3.1 Advice client clothing and amenities keep in safe place 3.1 Hand reflexology tools, materials, and equipment selected. 3.1 provided.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>3.1 Advise client clothing and amenities keep in safe place provided.</p> <p>3.2 Identify method of clean and disinfect client hand reflexology.</p>		20	Demonstration & Observation	<p>3.2 Treatment area for client needs provided.</p> <p>3.3 Method of clean and disinfect client hand reflexology listed out.</p>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> - Adhere safety and hygiene procedures. <u>Environment:</u> - Good ventilation and conducive.			
4. Perform Hand reflexology.	4.1 Basic Anatomy and Physiology. 4.2 Effective communication 4.3 Reflex Zone on the hand. 4.4 Techniques of hand reflexology such as <ul style="list-style-type: none"> • rwo shur • ingham 			14	Lecture	4.1 Knowledge of physiology and anatomy described. 4.2 Effective communication demonstrated. 4.3 Relevance point and reflex zone on the hand

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • relaxing (stretching) • caterpillar bite • finger walking • slide & press • thumb and finger rotation • hook 					Identified.
		<p>4.1 Explain how to build rapport with others.</p> <p>4.2 Describe how to make communication clear and the importance of clarity.</p> <p>4.3 Identify relevance point and reflex zone on the hand.</p> <p>4.4 Demonstrate techniques of hand</p>		42	Demonstration & Observation	4.4 Techniques of hand reflexology are carried out.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		reflexology such as: <ul style="list-style-type: none"> • rwo shur and ingham techniques, • relaxing techniques, • caterpillar bite technique, • finger walking techniques, • slide & press techniques, • thumb and finger rotation techniques, • hook techniques. 				

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. <u>Safety:</u> - Adhere safety and hygiene procedures.			
5 Monitor Hand reflexology procedure	5.1 Code of ethics and conduct. 5.2 Healing crisis in reflexology 5.3 Body reaction toward pains. 5.4 Post reflexology procedure advice 5.5 Hand reflexology service's duration.			8	Lecture	5.1 Code of ethic and conduct complied and adhered to. 5.2 Healing crisis in reflexology identified. 5.3 Body reaction toward pains are determined.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Conduct code of ethic. 5.2 Describe Healing crisis in reflexology. 5.3 Identify body reaction toward pains. 5.4 Advice post reflexology procedure. 5.5 Ensure Hand reflexology services time duration.	<u>Attitude:</u> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. <u>Safety:</u> - Adhere safety and hygiene procedures.	22	Demonstration & Observation	5.4 Post reflexology procedure advised. 5.5 Hand reflexology service's duration met.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Evaluate Hand reflexology services.	6.1 Types of feedback. <ul style="list-style-type: none"> • Appreciation complaint 6.2 Method of feedback. <ul style="list-style-type: none"> • Written/non written 6.3 Effectiveness of hand reflexology requirement 6.4 Client home care advice, guidelines and practices			8	Lecture	6.1 Types of feedback determined. 6.2 Method of feedback determined. 6.3 Effectiveness of hand reflexology ensured 6.4 Client home care guidelines and practices provided
		6.1 Check effectiveness of hand reflexology 6.2 Advise client home care guidelines and practices	<u>Attitude:</u> - Patience when handling customer's dissatisfaction	22	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
7. Record reflexology services.	7.1 Documentation procedures. 7.2 Confidentiality in recording. 7.3 Hand reflexology product inventory and storage. 7.4 Importance of stock keeping and storage. 7.5 Product in inventory			8	Lecture	7.1 Documentation procedures determined. 7.2 Confidentiality in recording complied. 7.3 Hand reflexology products are audited. 7.4 Hand reflexology product is recorded.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		7.1. Interpret documentation procedures. 7.2 Apply confidentiality in recording. 7.3 Count hand reflexology product. 7.4 List hand reflexology product 7.5 Label hand reflexology product 7.6 Arrange hand reflexology product. 7.7 Record product in inventory.		22	Demonstration & Observation	7.5 Hand reflexology product are indicated. 7.6 Hand reflexology product gathered. 7.7 Product inventory record filed.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. <u>Safety:</u> - Adhere safety and hygiene procedures.			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
8.Manage post hand reflexology procedure.	8.1 Product inventory and storage 8.2 Maintain work area <ul style="list-style-type: none"> technique of handling material (consumable and non consumable) 			10		8.1 Product inventory and storage. 8.2 Work area retained. 8.3 Hand reflexology product inventory record filed.
		8.1 Record hand reflexology product in inventory such as: <ul style="list-style-type: none"> - Listing - Labeling - Replenish - Arranging - Storing 8.2 Maintain work area <ul style="list-style-type: none"> technique of handling material (consumable and non consumable) 		20	Demonstrate & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		8.3 Comply to work area cleaning procedure.	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Systematic in compiling and storage - Responsible in keeping document in care. <p><u>Safety:</u></p> <ul style="list-style-type: none"> - Adhere safety and hygiene procedure <p><u>Environment:</u></p> <ul style="list-style-type: none"> - Organized and systematic. - Premise should be well ventilated. 			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.07 Utilize database applications to locate and process information 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counseling 03.12 Provide coaching/on-the job training 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training 04.06 Allocate work 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Face mask (PPE)	1:1
2. Hot cabinet	1:5
3. Towel	As per required
4. Basket/Basin	1:1
5. Stools/Couch	1:1
6. Reflexology stick	1:1
7. Hand reflexology chart	1:1
8. Talcum	As per required
9. Oil	As per required
10. Cream	As per required
11. Glove (Disposable)	1:1
12. Alcohol swap	1:1

Reference

REFERENCES

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