

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area	FOOT, HAND AND EAR REFLEXOLOGY								
Competency Unit Title	EAR REFLEXOLOGY								
Competency Unit Descriptor	<p>This competency unit describes the skill, knowledge and attitude requirements in ear reflexology. It helps in calming the mind, releasing head tension, improving blood circulation in the head and neck region which helps to reduce wrinkles to enhance the client's appearance The reflexology treats the whole person by focusing on areas of the external part of the ear.</p> <p>The person who is competent in ear reflexology will be able to assess ear reflexology procedures, prepare work area, arrange client ear reflexology, perform client ear reflexology, monitor of client ear reflexology procedure, evaluate ear reflexology service, record reflexology service and manage post ear reflexology procedure in accordance with ear 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 ear 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 1.3 Types of reflexology, history, definition, concept and theory methods.			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>1.4 Indication, contraindication and precaution in reflexology.</p> <p>1.5 Type of ear 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 ear reflexology determined.</p> <p>1.6 Ear 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 <p>1.2 Determine health condition and lifestyle.</p> <ul style="list-style-type: none"> • Common medical illnesses 		20	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> • Basic nutrition <p>1.3 Demonstrate client reception/pre-counseling.</p> <p>1.4 Determine skin indication and contraindication .</p> <p>1.5 Determine type of ear reflexology. method and technique.</p> <p>1.8 Identify type of reflexology medium such as:</p> <ul style="list-style-type: none"> • Powder • Oil • Cream • Lotion <p>1.7 Determine type and usage of reflexology tools.</p>				

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> <ul style="list-style-type: none"> - Meticulous in acquiring concept and theory of ear 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 Ear 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 Ear 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 ear reflexology tools, material and equipment applied.</p> <p>2.2 Proper posture, motion, and ergonomics applied.</p> <p>2.3 Ear 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 ear reflexology tools, materials, and equipment. 2.2 Practice deportment and posture. 2.3 Work area ergonomics. 2.4 Select ear 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 needs.		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
			<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 Ear 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 ear reflexology.			8	Lecture	3.1 Client personal belonging and amenities safely kept. 3.2 Ear reflexology tools, materials, and equipment selected. 3.3 Advice client clothing and

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 ear reflexology.</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Creative and innovative in work area. - Calm in handling situation. <p><u>Safety:</u></p> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. <p><u>Environment:</u></p> <ul style="list-style-type: none"> - Good ventilation and conducive. 	20	Demonstration & Observation	<p>amenities keep in safe place provided.</p> <p>3.4 Treatment area for client needs provided.</p> <p>3.5 Method of clean and disinfect client ear reflexology listed out.</p>

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Perform Ear reflexology.	4.1 Basic Anatomy and Physiology. 4.2 Effective communication 4.3 Reflex Zone on the ear. 4.4 Techniques of ear reflexology such as <ul style="list-style-type: none"> • Rwo shur • relaxing • finger walking • Slide & Cotton Bud press • Ear rotation 			14	Lecture	4.1 Knowledge of physiology and anatomy described. 4.2 Effective communication demonstrated. 4.3 Relevance point and reflex zone on the ear identified. 4.4 Techniques of ear reflexology are carried out.
		4.1 Explain how to build rapport with others. 4.2 Describe how to make communication clear and the importance of clarity. 4.3 Identify		42	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>relevance point and reflex zone on the ear.</p> <p>4.5 Demonstrate techniques of ear reflexology such as</p> <ul style="list-style-type: none"> • Rwo shur • relaxing • finger walking • Slide & Cotton Bud press • Ear rotation 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. <p><u>Safety:</u></p> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
5 Monitor Ear 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 Ear 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. 5.4 Post reflexology procedure advised.
		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 Ear		22	Demonstration & Observation	5.5 Ear reflexology service's duration met.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		reflexology services time duration.	<u>Attitude:</u> <ul style="list-style-type: none"> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. 			
6.Evaluate Ear 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 ear 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 ear reflexology ensured 6.4 client home care guidelines and practices provided

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>6.1 Check effectiveness of ear reflexology</p> <p>6.2 Advice client home care guidelines and practices</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Patience when handling customer's dissatisfaction 	22	Demonstration & Observation	
7. Record reflexology services.	<p>7.1 Documentation procedures.</p> <p>7.2 Confidentiality in recording.</p> <p>7.3 Ear reflexology product inventory and storage.</p> <p>7.4 Importance of stock keeping and storage.</p> <p>7.5 Product in inventory</p>			8	Lecture	<p>7.1 Documentation procedures determined.</p> <p>7.2 Confidentiality in recording complied.</p> <p>7.3 Ear reflexology product are audited.</p> <p>7.4 Ear reflexology product is recorded.</p>

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 ear reflexology product. 7.4 List ear reflexology product 7.5 Label ear reflexology product 7.6 Arrange ear reflexology product. 7.7 Record product in inventory.	<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	7.5 Ear reflexology product are indicated. 7.6 Ear reflexology product gathered. 7.7 Product inventory record filed.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
8. Manage post ear reflexology procedure.	8.1 Product inventory and storage. 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) 			10		8.1 Product inventory and storage. 8.2 Work area retained. 8.3 Ear reflexology product inventory record filed.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>8.1 Record ear reflexology product in inventory . such as:</p> <ul style="list-style-type: none"> - Listing - Labeling - Replenish - Arranging - Storing <p>8.3 Maintain work area</p> <ul style="list-style-type: none"> • technique of handling material (consumable and non consumable) <p>8.3 Comply to work area cleaning procedure.</p>		20	Demonstrate & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<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	1. Communication skills
01.11 Apply thinking skills and creativity	2. Conceptual skills
02.09 Prepare flowcharts	3. Interpersonal skills
02.10 Prepare reports and instructions	4. Multitasking and prioritizing
02.11 Convey information and ideas to people	5. Self-discipline
03.09 Manage and improve performance of individuals	6. Teamwork
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	

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. Ear reflexology chart	1:1
8. Talcum	As per required
9. Oil	As per required
10. Cream	As per required
11. Cotton but	As per required
12. Glove (Disposable)	1:1
13. Alcohol swap	1:1

Reference

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