



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

MP-080-3:2011

FOOT, HAND AND EAR REFLEXOLOGY
REFLEKSOLOGI KAKI, TANGAN DAN TELINGA

LEVEL 3



JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

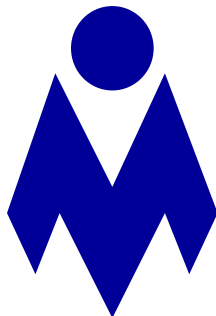


**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**STANDARD PRACTICE & CURRICULUM OF
COMPETENCY UNIT**

FOR

**FOOT, HAND AND EAR REFLEXOLOGY
LEVEL 3**



JPK

**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA**

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR FOOT, HAND AND EAR REFLEXOLOGY LEVEL 3

1. INTRODUCTION

This is a revised NOSS for Reflexology following the new format stipulated by JPK under the Health and Wellness Services/Complementary Therapy. There is a high demand for skilled personnel in this field as the industry is developing rapidly. The health and wellness services/complementary therapy intend to propel Malaysia to become a hub for Traditional and Complementary Medicine.

This service emphasize on reflexology procedures from various types of reflexology technique which are been practice among the various ethnic in Malaysia. Reflexology works on the foot, hand and ear to promote general health, relaxation, and balances the process of homeostasis, release stress and tension. It improves blood circulation, and helps in proper sleeping techniques applied gives a wonderful and powerful feelings of harmonious well being and happiness. When foot, hand and ear reflexology regularly one will experience feelings of relaxation, peace of mind, flexibility, happiness and youthfulness.

This is recognised globally as a huge growth area and there is a need for properly trained personnel at level 3 and 4. This will provide a structured career path and career guidance for individuals and organizations alike. Having a suitably skilled workforce will position Malaysia as a centre of excellence in the region and help towards inward investment in the country.

The NOSS was developed by Traditional and Complementary Medicine Division (T&CMD), Ministry of Health Malaysia together with the industries and subject matter experts The NOSS document shall be used as a basis for training and assessment by training providers in Malaysia.

Consequently, the development of this NOSS at Level 3 (*Refer Figure 1.1 Occupational Profile Chart for Health and Wellness Services/Complementary Therapy*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

2. OCCUPATIONAL STRUCTURE

SECTOR	MEDICAL & PHARMACEUTICALS			
SUB SECTOR	HEALTH AND WELLNESS SERVICES/ALTERNATIVE THERAPY			
LEVEL/ AREA	COMPLEMENTARY/ALTERNATIVE THERAPY			
LEVEL 8	<i>Not Available</i>			
LEVEL 7				
LEVEL 6				
LEVEL 5	<i>Not Available</i>			
LEVEL 4				
LEVEL 3				
LEVEL 2	N-012-2 Manual Lymph Drainage Therapist	N-013-2 Reflexologist	N-014-2 AROMATHERAPIST	N-015-2 <i>Juru Urut</i> (Masseur)
LEVEL 1	<i>- No Level -</i>			

Figure 1.1 Occupational framework matrix for medical and pharmaceuticals Sector in Malaysia

3. OCCUPATIONAL STRUCTURE

SECTOR	MEDICAL & PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES/ COMPLEMENTARY THERAPY		
LEVEL/ AREA	COMPLEMENTARY THERAPY		
LEVEL 8	- Not Available -		
LEVEL 7			
LEVEL 6			
LEVEL 5			
LEVEL 4	THERAPEUTIC REFLEXOLOGY		
LEVEL 3	FOOT, HAND AND EAR REFLEXOLOGY	AROMATHERAPY	MASSAGE THERAPY
LEVEL 2	- No Level -		
LEVEL 1			

Figure 1.1 Occupational framework matrix for medical and pharmaceuticals Sector in Malaysia

4. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation and Production Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. MALAYSIAN SKILL CERTIFICATION

The pre-requisite to pursue this course include basic reading and writing skills, physical and mental health. All candidates are also recommended to undergo on job training to attain knowledge and skills in the Health and Wellness Services/Complementary Therapy.

Candidates after being assessed verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 3 as for Level 4, 5 and 6 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively. Reflexology personal should possess a certificate of practise from Practitioner Body of Malaysia certified by the Traditional and Complementary Medicine Council (Ministry of Health Malaysia).

Assessment must be in accordance with the following:

This NOSS outlines competency unit and competency profile in the Reflexology working environment as required by the industry and has been developed and documented following extensive collaboration across key Malaysian organisations. To meet the requirements of this industry, it is imperative that the competency unit and competency profile outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency unit and competency profile must be conducted. The training & assessment of reflexology practitioner must be deployed in accordance with *JPK* policy and in adherence to Health and Wellness Services/Complementary Therapy rigorous process and standard as follows:

- a) The final assessment of competence must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;
- b) The post-training examination must be practical in nature and involve demonstration & application of the duties and tasks utilizing real equipment and real-world examples;
- c) The tasks and duties as outlined in this NOSS must be assessed throughout the training program and during a post-training examination;
- d) The learning environment and facilities need to be in accordance with the requirements of the Health and Wellness Services/Complementary Therapy;
- e) The development and assessment of the competency unit & competency profile must demonstrate that they develop transferable skills;
- f) The development and assessment of the competency unit & competency profile must include documentation by candidates both during training and examination; and
- g) All training and assessment materials must be mapped and verified to be in accordance with the NOSS Reflexology by a panel of industry subject matter experts appointed by JPK with the support of the Health and Wellness Services/Complementary Therapy.

6. JOB COMPETENCIES

A reflexology (Level 3) is competent in performing:

- Foot reflexology
- Hand reflexology
- Ear reflexology
- Reflexology promotion and client services

7. WORKING CONDITIONS

Generally, reflexology personnel work is according to work schedule and responsible to meet clients requirements. He/she is also responsible to adhere to workplace standard operating procedure and reflexology specification/procedure. They must also be always aware of new development in order to keep abreast in the rapidly changing health sector. They may work individually or in an industry with supervision by superior.

Personnel in this field of work also required to adhere to safety and security procedures because the working environment for health industry.

8. EMPLOYMENT PROSPECTS

The foot, hand and ear reflexology has a high employment prospect whether locally or internationally. This is because the local expertise workforce is recognised by other countries as being highly knowledgeable and skilled in health industry. This in turn increases the demand for skilled personnel in this field to be employed locally or internationally.

As Malaysia had identified in the Tenth Malaysian Plan, the existence of traditional and complementary unit in a government hospital will increase employment prospect and also an involvement in the Malaysian Tourism industry will be an important enabler for Malaysia to position itself at the international level. Employment growth in the reflexology industry is significant and is in current demand. The reflexology industry specifically the health therapy sector is growing rapidly in Malaysia and there is an acute shortage of well-trained personnel in this area.

Other related occupation with respect to employment opportunities are:

- Spa
- Health and Fitness Centres
- Hair Salon
- Hotel
- Hospital
- Beauty Salon
- Recreation Centres
- Home to Home Service
- Shopping Mall
- Tourism

Other related industries with respect to employment opportunities are:

- Education
- Training Centres
- Lecturers
- Facilitators
- Tourism

9. SOURCES OF ADDITIONAL INFORMATION

1. Traditional and Complementary Medicine Division (T&CMD) Ministry of Health Malaysia

Bahagian Perubatan Tradisional dan Komplementari
Kementerian Kesihatan
Blok E, Jalan Cenderasari,
50590 Kuala Lumpur.

Tel : 03 - 269 85077

Fax : 03 - 269 11259

Email : tcm@moh.gov.my

Laman Web : <http://tcm.moh.gov.my>

2. Reflexology Association of Malaysia (RAM)

Reflexology Association of Malaysia (RAM)
Email: azisreflex@yahoo.com

3. Pusat Latihan Bagi Orang Buta Malaysia (Gurney Training Centre)

Persatuan Bagi Oang Buta Malaysia,
P.O Box 10687, 50722 Kuala Lumpur
Jalan Tebing, Off Jalan Tun Sambathan 4,
50470 Kuala Lumpur.

Tel : 03-22722677

Fax : 03-22722676

Email: info@mab.org.my

Email: mablind@po.jaring.my

10. APPROVAL DATE

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on

11. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

12. COMMITTEE MEMBERS FOR JOB ANALYSIS SESSION

FOOT, HAND AND EAR REFLEXOLOGY

LEVEL 3

PANEL		
1.	En Mohd Farid bin A Rahman	Acting Secretary Reflexology Association of Malaysia
2.	En Isak Ngau	Instructor Reflexology Pusat Latihan Orang Buta Malaysia (Gurney Training Centre) Kuala Lumpur
3.	Pn Azmah Binti Duan	Instructor and Practitioner Body Cure Reflexology Centre Johor Bahru
4.	Pn Cheow Mui Poh	Instructor Shen Nong Training Centre Johor Bahru
5.	En Anuar Bin Shamsudin	Pegawai Pengesahan Dalam (PPD) (Reflexology) Academi Harapan Banting Selangor
6.	En Ahmad Shukri Bin Abd Aziz	Operational & Consultancy Manager HPA Industry (South Department) Muar Johor
7.	En. Lee Shau Kee	Reflexologist Sheng Nong Training Centre Johor Bahru
8.	Dr Zalilah Binti Abdullah	Senior Principle Assistant Director Traditional and Complementary Medicine Division, Ministry of Health Malaysia Kuala Lumpur
9.	Cik Ng Angeline	Assistant Director Traditional and Complementary Medicine Division, Ministry of Health Malaysia Kuala Lumpur
FACILITATOR		
10.	Pn. Siti Rohanah Binti Ahmad	Malaysia Academy of Creative Technology Sdn. Bhd.
CO-FACILITATOR		
11.	Cik Nor Anis Wahyuni Binti Che Dzohir	Malaysia Academy of Creative Technology Sdn. Bhd.

13. COMMITTEE MEMBERS FOR UNIT OF COMPETENCY PROFILE SESSION**FOOT, HAND AND EAR REFLEXOLOGY****LEVEL 3**

PANEL		
1.	En Mohd Farid bin A Rahman	Acting Secretary Reflexology Association of Malaysia
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11.	Cik Nor Anis Wahyuni Binti Che Dzohir	Malaysia Academy of Creative Technology Sdn. Bhd.

14. COMMITTEE MEMBERS FOR UNIT OF CURRICULUM OF COMPETENCY UNIT DEVELOPMENT SESSION

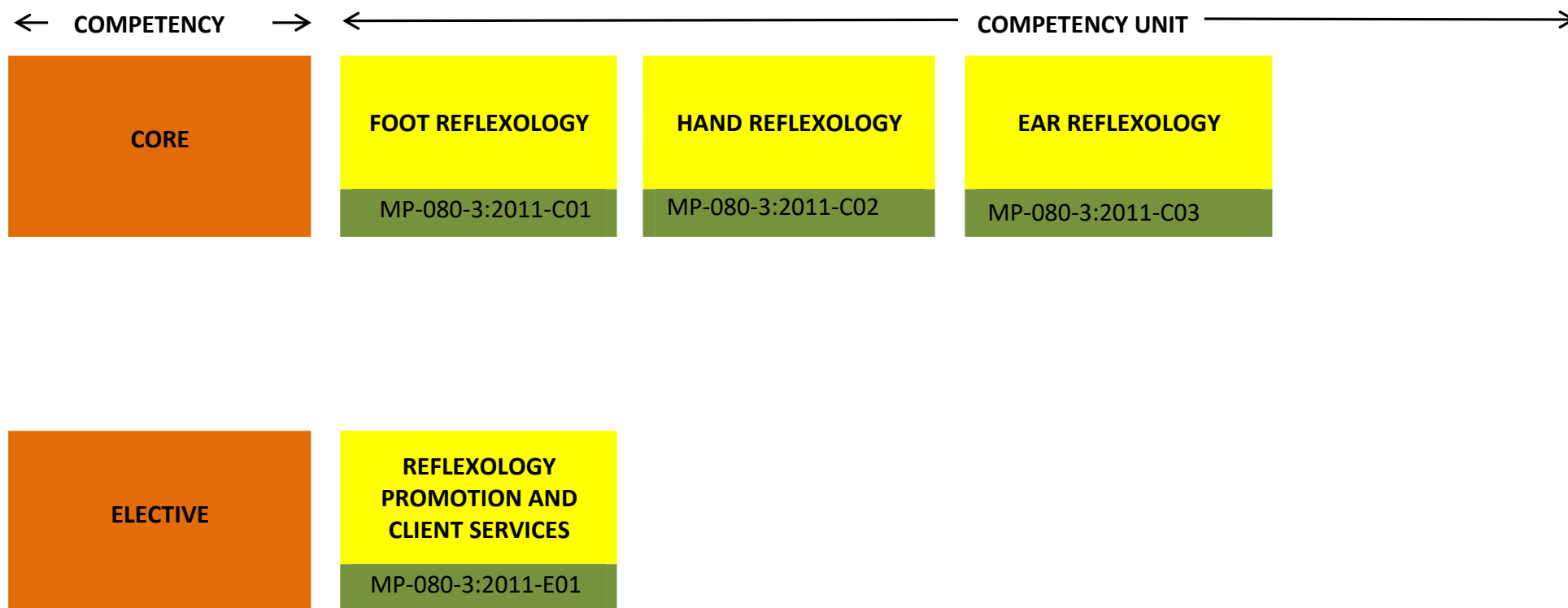
FOOT, HAND AND EAR REFLEXOLOGY

LEVEL 3

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JOB PROFILE CHART (JPC)

SECTOR	MEDICAL AND PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES/ COMPLEMENTARY THERAPY		
JOB AREA	FOOT, HAND AND EAR REFLEXOLOGY		
JOB LEVEL	THREE (3)	JOB AREA CODE	



Foot, Hand and Ear Reflexology Job Profile Chart

COMPETENCY PROFILE (CP)

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY			
Job Area	FOOT, HAND AND EARS REFLOXOLOGY			
Level	THREE (3)			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Foot Reflexology.	MP-080-3: 2011-C01	<p>This competency unit describes the skill, knowledge and attitude requirements in foot 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 up to ankle which correspond to different organs and systems on the body.</p> <p>The person who is competent in foot reflexology will be able assess client foot reflexology requirements, prepare foot reflexology work area, prepare client foot reflexology, perform foot reflexology, monitor foot reflexology procedure, evaluate foot reflexology services, record reflexology service and manage post foot reflexology procedure in accordance with foot reflexology procedure.</p>	<p>1. Assess client foot reflexology requirements.</p> <p>2. Prepare foot reflexology work area.</p>	<p>1.1 Basic Health Information is determined in accordance to guidelines.</p> <p>1.2 Indication and contraindication of foot reflexology distinguished.</p> <p>1.3 Type of foot reflexology services method and techniques are determined in accordance to premise policies.</p> <p>1.4 Good cliental communication is applied.</p> <p>1.5 Verbal and non verbal communication is applied</p> <p>1.6 Types and usage of reflexology medium and tools are identified</p> <p>2.1 Foot reflexology work area is organized in accordance with organizational requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>2.2 Work area ergonomics, deportment and posture are practiced.</p> <p>2.3 Foot reflexology tools, materials, and equipment are arranged</p> <p>2.4 Fire safety and basic first aid procedure are applied in accordance with local authority requirements</p> <p>2.5 Foot reflexology medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3. Prepare client foot reflexology.</p> <p>3.1 Safe keeping of client belongings is advised in accordance to premise policies.</p> <p>3.2 Client foot cleansed and disinfectant</p> <p>4. Perform foot reflexology.</p> <p>4.1 Relevance point and reflex zone on the foot are identified.</p> <p>4.2 Rapport and communication are conveyed clearly</p> <p>4.3 Methods and technique of foot reflexology are demonstrated in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor foot reflexology procedure.</p> <p>6. Evaluate foot reflexology services.</p> <p>7. Record reflexology service.</p>	<p>complementary therapy requirements.</p> <p>5.1 Foot reflexology conducted according to time/ duration allocated.</p> <p>5.2 Post reflexology procedures are advised</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Healing crisis in reflexology are explained</p> <p>5.5 Code of ethics are explained</p> <p>6.1 Effectiveness of foot reflexology are checked in accordance with clients requirements.</p> <p>6.2 Client home care guidelines and practices are advised in accordance with client's needs.</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Foot reflexology products are counted, listed, labelled, arranged</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Manage post foot reflexology procedure	<p>and stock inventory recorded</p> <p>8.1 Foot reflexology products residues are cleaned up and workplace tidied up</p> <p>8.2 Foot reflexology products restored, counted, listed, replenished and arranged in accordance with premise inventory procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Hand reflexology.	MP-080-3: 2011-C02	<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>	<p>1. Assess client hand reflexology requirements.</p> <p>2. Prepare hand reflexology work area.</p>	<p>1.1 Basic Health Information is determined in accordance to guidelines.</p> <p>1.2 Indication and contraindication of hand reflexology distinguished.</p> <p>1.3 Type of hand reflexology services method and techniques are determined in accordance to premise policies.</p> <p>1.4 Good cliental communication is applied.</p> <p>1.5 Verbal and non verbal communication is applied</p> <p>1.6 Types and usage of reflexology medium and tools are identified</p> <p>2.1 Hand reflexology work area is organized in accordance to authority body in regard of emergency procedures.</p> <p>2.2 Work area ergonomics, deportment and posture are practiced .</p> <p>2.3 Hand reflexology tools, materials, and equipment are</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				arranged
				2.4 Fire safety procedure and basic first aid procedure are applied
				2.5 Hand reflexology medium are selected
				2.6 Work place cleanliness and hygiene are maintained
			3. Prepare client hand reflexology	3.1 Safe keeping of client belongings is advised in accordance to premise policies.
				3.2 Client hand cleansed and disinfectant
			4. Perform hand reflexology	4.1 Relevance point and reflex zone on the hand are identified.
				4.2 Rapport and communication are conveyed clearly
				4.3 Methods and technique of hand reflexology are demonstrated in accordance with hand reflexology procedures.
			5. Monitor hand reflexology procedure.	5.1 Hand reflexology conducted according to time/ duration allocated.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Evaluate hand reflexology services.</p> <p>7. Record reflexology service.</p>	<p>5.2 Post reflexology procedure are advised</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Healing crisis in reflexology are explained</p> <p>5.5 Conduct code of ethic are explained</p> <p>6.1 Effectiveness of hand reflexology in accordance to clients requirements.</p> <p>6.2 Client home care guidelines and practices are advised in accordance with client's needs.</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Hand reflexology products are counted, listed, labelled, arranged and stock inventory recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Manage post hand reflexology procedure.	<p>8.1 Hand reflexology products residues are cleaned up and workplace tidied up in accordance with premise housekeeping practices.</p> <p>8.2 Hand reflexology products restored, counted, listed, replenished and arranged in accordance with premise inventory procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Ears Reflexology.	MP-080-3: 2011-C03	<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 program ,record reflexology service and manage post ear reflexology procedure in accordance with ear reflexology procedure</p>	<p>1. Assess ear reflexology procedures.</p> <p>2. Prepare work area.</p>	<p>1.1 Basic Health Information is determined in accordance to guidelines.</p> <p>1.2 Indication and contraindication of ear reflexology distinguished.</p> <p>1.3 Type of ear reflexology services method and techniques are determined in accordance to premise policies.</p> <p>1.4 Good cliental communication is applied.</p> <p>1.5 Verbal and non verbal communication is applied</p> <p>1.6 Types and usage of reflexology medium and tools are identified</p> <p>2.1 Ear reflexology work area is organized in accordance to authority body in regard of emergency procedures.</p> <p>2.2 Work area ergonomics, deportment and posture are practiced .</p> <p>2.3 Ear reflexology tools,</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>materials, and equipment are arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Ear reflexology medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3. Arrange client ear reflexology.</p> <p>3.1 Safe keeping of client belongings is advised in accordance to premise policies.</p> <p>3.2 Client ear cleansed and disinfectant</p> <p>4. Perform client ear reflexology.</p> <p>4.1 Relevance point and reflex zone on the ear are identified.</p> <p>4.2 Rapport and communication are conveyed clearly</p> <p>4.3 Methods and technique of ear reflexology are demonstrated in accordance with ear reflexology procedures.</p> <p>5. Monitor of client ear reflexology procedure.</p> <p>5.1 Ear reflexology conducted according to time/ duration allocated.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>5.2 Post reflexology procedure are advised</p> <p>5.3 Changes in sensory parameters detected</p> <p>5.4 Healing crisis in reflexology are explained</p> <p>5.5 Conduct code of ethic are explained</p> <p>6. Evaluate ear reflexology program.</p> <p>6.1 Effectiveness of ear reflexology in accordance to clients requirements.</p> <p>6.2 Client home care guidelines and practices are advised in accordance with client's needs.</p> <p>7. Record reflexology services</p> <p>7.1 Responsive feedback from client recorded</p> <p>7.2 Client's documentation record interpreted and updated</p> <p>7.3 Ear reflexology products are counted, listed, labelled, arranged and stock inventory recorded</p> <p>8. Manage Post Ear Reflexology Procedure.</p> <p>8.1 Ear reflexology products residues are cleaned up and workplace tidied up in accordance with premise</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>housekeeping practices.</p> <p>8.2 Ear reflexology products restored, counted, listed, replenished and arranged in accordance with premise inventory procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Reflexology promotion and client service.	MP-080-3: 2011-E01	<p>This competency unit describes the skill, knowledge and attitude requirements of reflexology promotion and client care services. Promoting reflexology for client care need to be provided continuously. The packages provided for client care have to be beneficial and economical to the client. The importance of the service need to be explained and made understood to potential clients. Incorporating strategies and techniques ensure services rendered will be well promoted.</p> <p>The person who is competent in reflexology promotion and client care services will be able to, survey client's treatment requirements, compile promotion packages, assess promotion packages suitability and record promotion activities details. in accordance with reflexology promotion and client care services specification</p>	<p>1. Survey client's treatment requirements.</p> <p>2. Compile promotion packages.</p> <p>3. Assess promotion packages suitability.</p> <p>4. Record promotion activities details.</p>	<p>1.1 Reflexology services availability are gathered.</p> <p>1.2 Reflexology services to client are described.</p> <p>1.3 Reflexology wellness services packages are promoted.</p> <p>2.1 Client feedback are gathered.</p> <p>2.2 Client care services are referred.</p> <p>2.3 Client treatment requirements are priorities.</p> <p>2.4 Client care service requirements are reviewed.</p> <p>2.5 Client care service requirement are documented.</p> <p>3.1 Promotion packages effectiveness are analyzed</p> <p>4.1 Client's feedback is obtained.</p> <p>4.2 Promotion activities detail is checked</p> <p>4.3 Promotion activities checklist is completed.</p> <p>4.4 Promotion activities detail is documented.</p>

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area	FOOT, HAND AND EAR REFLEXOLOGY								
Competency Unit Title	FOOT REFLEXOLOGY								
Competency Unit Descriptor	<p>This competency unit describes the skills, knowledge and attitude requirements in foot 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 up to ankle which correspond to different organs and systems on the body.</p> <p>The person who is competent in foot reflexology will be able to assess client foot reflexology requirements, prepare foot reflexology work area, prepare client foot reflexology, perform foot reflexology, monitor foot reflexology procedure, evaluate foot reflexology services, record reflexology service and manage post foot reflexology procedure in accordance with foot reflexology procedure.</p>								
Competency Unit Code	MP-080-3: 2011-C01	Competency Type	Core	Level	3	Training Duration	280	Credit Hours	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Assess client foot 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.			10	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. 1.4 Client Indication &

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 Types of foot 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>Contraindication listed out.</p> <p>1.5 Method and technique foot reflexology determined.</p> <p>1.6 Foot 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 such as:</p> <ul style="list-style-type: none"> • Common 		20	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>medical illnesses</p> <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 types of foot reflexology method and technique.</p> <p>1.6 Identify types of reflexology medium such as:</p> <ul style="list-style-type: none"> • Powder • Oil • Cream • Lotion <p>1.7 Determine types and usage of reflexology tools.</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Meticulous in acquiring 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			concept and theory of foot 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 Foot 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 Foot 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>			10	Lecture	<p>2.1 Arrangement of foot reflexology tools, material and equipment applied.</p> <p>2.2 Proper posture, motion, and ergonomics applied.</p> <p>2.3 Foot 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
		<p>2.1 Arrange foot reflexology tools, materials, and equipment. such as:</p> <ul style="list-style-type: none"> • Glove • mask <p>2.2 Practice deportment and posture.</p> <p>2.3 Work area ergonomics.</p> <p>2.4 Select foot reflexology medium.</p> <p>2.5 Apply fire safety procedure.</p> <p>2.6 Apply basic first aid procedure.</p> <p>2.7 Upkeep work place cleanliness and hygiene.</p> <p>2.8 Organize treatment area for client</p>		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> <ul style="list-style-type: none"> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. <u>Environment:</u> <ul style="list-style-type: none"> - Good ventilation and conducive. 			
3 Prepare client for foot 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 foot reflexology.			10	Lecture	3.1 Client personal belonging and amenities safely kept. 3.2 Foot reflexology tools, materials, and equipment selected.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Advise client clothing and amenities keep in safe place provided. 3.2 Identify method of clean and disinfect client foot reflexology.	<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.	20	Demonstration & Observation	3.3 Advise client clothing and amenities keep in safe place provided. 3.4 Treatment area for client needs provided. 3.5 Method of clean and disinfect client foot reflexology listed out.
4. Perform foot reflexology.	4.1 Basic Anatomy and Physiology. 4.2 Effective communication 4.3 Reflex Zone on the foot.			10	Lecture	4.1 Knowledge of physiology and anatomy described. 4.2 Effective communication

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	4.4 Techniques of foot reflexology such as <ul style="list-style-type: none"> • rwo shur • ingham • relaxing (stretching) • caterpillar bite • finger walking • slide & press • toe rotation • hook • knuckle press 					demonstrated. 4.3 Relevance point and reflex zone on the foot Identified. 4.4 Techniques of foot 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 relevance point		50	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>and reflex zone on the foot.</p> <p>4.5 Demonstrate techniques of foot reflexology such as</p> <ul style="list-style-type: none"> • rwo shur • ingham • relaxing (stretchin g) • caterpillar bite • finger walking • slide & press • toe rotation hook • knuckle press 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> - Honest and not bias - Ethical in perform procedures. - Accuracy in reflex point. - Good cliental communication <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 foot 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 Foot reflexology service's duration.			10	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 Foot		25	Demonstration & Observation	5.5 Foot 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 foot 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 foot reflexology requirement 6.4 Client home care advice, guidelines and practices			10	Lecture	6.1 Types of feedback determined. 6.2 Method of feedback determined. 6.3 Effectiveness of foot reflexology ensured 6.4 client home care guidelines

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
		6.1 Check effectiveness of foot reflexology <ul style="list-style-type: none"> Appreciation complaint 6.2 Advice client home care guidelines and practices	<u>Attitude:</u> <ul style="list-style-type: none"> Patience when handling customer's dissatisfaction. Good cliental communication 	25	Demonstration & Observation	and practices provided
7. Record reflexology services.	7.1 Documentation procedures. 7.2 Confidentiality in recording. 7.3 Foot reflexology product inventory and storage. 7.4 Importance of stock keeping			10	Lecture	7.1 Documentation procedures determined. 7.2 Confidentiality in recording complied. 7.3 Foot reflexology product are audited.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
	and storage. 7.5 Product in inventory					7.4 Foot reflexology product is recorded.
		7.1. Interpret documentation procedures. 7.2 Apply confidentiality in recording feedback. 7.3 Count foot reflexology product. 7.4 List foot reflexology product. 7.5 Label foot reflexology product. 7.6 Arrange foot reflexology product. 7.7 Record product in inventory.		20	Demonstration & Observation	7.5 Foot reflexology products are indicated. 7.6 Foot 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> <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. 			
8. Manage post foot 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			10		8.1 Product inventory and storage. 8.2 Work area retained. 8.3 Foot reflexology product

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	area • technique of handling material (consumable and non consumable)					inventory record filed.
		8.1 Record foot reflexology product in inventory such as: - Listing - Labeling - Replenish - Arranging - Storing 8.2 Maintain work area • Technique of handling material (consumable and non consumable) 8.3 Comply to work area cleaning procedure.	<u>Attitude:</u> - Systematic in compiling and storage - Responsible in keeping document in care. <u>Safety:</u> - Adhere safety and hygiene procedure	20	Demonstrate & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment:</u> - Organized and systematic. - Premise should be well ventilated.			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<p>01.07 Utilize database applications to locate and process information</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counseling</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Multitasking and prioritizing5. Self-discipline6. 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. Foot 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	As per required

Reference

REFERENCES

1. Good Practice Guidelines On Reflexology, For reflexologist practicing in Malaysia, Bahagian Perubatan Tradisional Dan Komplementari, Kementerian Kesihatan Malaysia, 1998, ISBN 978-983-44754-9-9.
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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	MP-080-3: 2011-C02	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
	1.3 Types of reflexology, history, definition, concept and theory methods. 1.4 Indication, contraindication and precaution in reflexology. 1.5 Type of hand reflexology method and technique. 1.6 Types and purpose of reflexology medium such as: <ul style="list-style-type: none"> • Powder • Oil • Cream • Lotion 1.7 Types and usage of reflexology tools.					1.4 Client Indication & Contraindication listed out. 1.5 Method and technique hand reflexology determined. 1.6 Hand of reflexology medium listed out. 1.7 Type and usage of reflexology tools listed out.
		1.1 Determine verbal and non verbal communication. <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
		<p>2.1 Arrange hand reflexology tools, materials, and equipment. such as:</p> <ul style="list-style-type: none"> • Glove • mask <p>2.2 Practice deportment and posture.</p> <p>2.3 Work area ergonomics.</p> <p>2.4 Select hand reflexology medium.</p> <p>2.5 Apply fire safety procedure.</p> <p>2.6 Apply basic first aid procedure.</p> <p>2.7 Upkeep work place cleanliness and hygiene.</p> <p>2.8 Organize treatment area for client</p>		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> <ul style="list-style-type: none"> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. <u>Environment:</u> <ul style="list-style-type: none"> - 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 Advice 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> <ul style="list-style-type: none"> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. <u>Environment:</u> <ul style="list-style-type: none"> - 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. 4.4 Techniques of hand reflexology are carried out.
		<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	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		reflexology such as: <ul style="list-style-type: none"> • two 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> <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. 			
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> <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. 	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 Advice 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> <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. 			

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.	<u>Attitude:</u> <ul style="list-style-type: none"> - Systematic in compiling and storage - Responsible in keeping document in care. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedure <u>Environment:</u> <ul style="list-style-type: none"> - Organized and systematic. - Premise should be well ventilated. 			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<p>01.07 Utilize database applications to locate and process information</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counseling</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> 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

1. Good Practice Guidelines On Reflexology, For reflexologist practicing in Malaysia, Bahagian Perubatan Tradisional Dan Komplementari, Kementerian Kesihatan Malaysia, 1998, ISBN 978-983-44754-9-9.
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3. Ear Reflex Points, International Handbook of Ear Reflex Points, Terry Olesen, Health Care alternatives Publisher 1997, ISBN 978-0962941535.
4. Anatomy and Physiology In Health And Illness, Ross Wilson, Anne Waugh and Allison Grant, Churchill Livingstone, ISBN 0-443-06488-7
5. First Aid Manual, Emergency Procedures for Everyone, Authorized Manual Of At John Ambulance, Dr C.C Molly, Dorling Kindersley, ISBN 0-86318-232-1
6. Beauty Therapy Professional, Level 3, Lorraine Nordmann, City Guilds Habia ISBN 9781844806966.
7. Complete Reflexology For Life, Barbara and Kevin Kunz, DK Publishing New York, ISBN 978-07566-2852-9.
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10. Foot, Hand and Ear Reflexology, Emotional Free, Stefan Mager, Aracaria Publisher (2001), ISBN 978-0980713404.
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12. Reflexology Health at Finger Tips, Barbara Kunz and Kevin.

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	MP-080-3: 2011-C03	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> <ul style="list-style-type: none"> - Creative and innovative in work area. - Calm in handling situation. <u>Safety:</u> <ul style="list-style-type: none"> - Adhere safety and hygiene procedures. <u>Environment:</u> <ul style="list-style-type: none"> - 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
		6.1 Check effectiveness of ear reflexology 6.2 Advice client home care guidelines and practices	<u>Attitude:</u> - Patience when handling customer's dissatisfaction	22	Demonstration & Observation	
7. Record reflexology services.	7.1 Documentation procedures. 7.2 Confidentiality in recording. 7.3 Ear 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 Ear reflexology product are audited. 7.4 Ear 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 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.	<p>8.1 Product inventory and storage. such as:</p> <ul style="list-style-type: none"> - Listing - Labeling - Replenish - Arranging - Storing <p>8.2 Maintain work area</p> <ul style="list-style-type: none"> • technique of handling material (consumable and non consumable) 			10		<p>8.1 Product inventory and storage.</p> <p>8.2 Work area retained.</p> <p>8.3 Ear reflexology product inventory record filed.</p>

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
			<u>Attitude:</u> - Systematic in compiling and storage - Responsible in keeping document in care. <u>Safety:</u> - Adhere safety and hygiene procedure <u>Environment:</u> - Organized and systematic. - Premise should be well ventilated.			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<p>01.07 Utilize database applications to locate and process information</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counseling</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> 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. 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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10. Foot, Hand and Ear Reflexology, Emotional Free, Stefan Mager, Aracaria Publisher (2001), ISBN 978-0980713404.
11. Reflexology: The Definitive Practitioner Manual (Approved by The International Therapy Examination Councils For Students and Practitioners), Beryl Crane, Thorsons Publisher (1998).ISBN : 978-1862041257.
12. Reflexology Health at Finger Tips, Barbara Kunz and Kevin.

Sub Sector	HEALTH AND WELLNESS SERVICES/COMPLEMENTARY THERAPY								
Job Area	FOOT, HAND AND EAR REFLEXOLOGY								
Competency Unit Title	REFLEXOLOGY PROMOTION AND CLIENT SERVICE								
Competency Unit Descriptor	<p>This competency unit describes the skill, knowledge and attitude requirements of reflexology promotion and client care services.</p> <p>Promoting reflexology for client care need to be provided continuously. The packages provided for client care have to be beneficial and economical to the client. The importance of the service need to be explained and made understood to potential clients. Incorporating strategies and techniques ensure services rendered will be well promoted.</p> <p>The person who is competent in reflexology promotion and client care services will be able to survey client's treatment requirements, compile promotion packages, assess promotion packages suitability and record promotion activities details.</p> <p>in accordance with reflexology promotion and client services specification.</p>								
Competency Unit Code	MP-080-3: 2011-E01	Competency Type	Elective	Level	3	Training Duration	162	Credit Hour	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Survey client's treatment requirements	1.1 Reflexology services availability.			8	Lecture	1.1 Reflexology service availability is compiled.
	1.2 Reflexology services to client.					1.2 Reflexology services to client are explained.
	1.3 Reflexology services packages					
		1.1 Gather reflexology services availability.		30	Demonstration & Observation	1.3 Reflexology services packages conveyed.
		1.2 Convey reflexology services to client.				

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.3 Promote Reflexology wellness services packages	<u>Attitude:</u> <ul style="list-style-type: none"> - Knowledge able in promoting packages - Communication clear and the importance of clarity - Build rapport with others <u>Safety:</u> <ul style="list-style-type: none"> - Maintain confidentiality <u>Environment:</u> <ul style="list-style-type: none"> - Recycle usable products - Maintain electrical usage. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Compile promotion packages	2.1 Client feedback. 2.2 Client care services. 2.3 Client treatment requirements. 2.4 Client care service requirements. 2.5 Client care service requirements			8	Lecture	2.1 Client feedback is compiled. 2.2 Client care services are interpreted. 2.3 Client treatment requirements are selected. 2.4 Client care service requirements are updated. 2.5 Client care service requirement are documented.
		2.1 Gather client feedback. 2.2 Study client care services. 2.3 Priorities client treatment requirements. 2.4 Review client care service requirements. 2.5 Record client care service requirements.		40	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> <ul style="list-style-type: none"> - Adhere to SOP - Knowledge able in reviewing client care service requirements - Communication clear and the importance of clarity - Build rapport with others. <u>Safety:</u> <ul style="list-style-type: none"> - Maintain confidentiality <u>Environment:</u> <ul style="list-style-type: none"> - Recycle usable products - Maintain electrical usage. 			

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Assess promotion packages suitability.	3.1 Promotion packages effectiveness.			8	Lecture	3.1 Promotion packages effectiveness confirmed.
		3.1 Analyze promotion packages effectiveness.	<u>Attitude:</u> <ul style="list-style-type: none"> - Adhere to SOP - Knowledge able in obtaining promotion packages checklist - Communication clear and the importance of clarity - Build rapport with others 	30	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> - Maintain confidentiality <u>Environment:</u> - Recycle usable products - Maintain electrical usage.			
4. Record promotion activities details.	4.1 Client's feedback. 4.2 Promotion activities detail. 4.3 Promotion activities checklist. 4.4 Promotion activities detail.			8	Lecture	4.1 Client's feedback is acquired. 4.2 Promotion activities detail is assessed. 4.3 Promotion activities checklist filled. 4.4 Promotion activities detail is

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Obtain client's feedback. 4.2 Check promotion activities detail. 4.3 Complete promotion activities checklist. 4.4 Document promotion activities detail	<u>Attitude:</u> - Adhere to SOP - Knowledge able in obtaining client feedback - Communication clear and the importance of clarity - Build rapport with others	30	Demonstration & Observation	compiled.

Work Activities	Related Knowledge	Applied Skills	Attitude/Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> - Maintain confidentiality <u>Environment:</u> - Recycle usable products - Maintain electrical usage.			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<p>01.07 Utilize database applications to locate and process information</p> <p>01.11 Apply thinking skills and creativity</p> <p>02.09 Prepare flowcharts</p> <p>02.10 Prepare reports and instructions</p> <p>02.11 Convey information and ideas to people</p> <p>03.09 Manage and improve performance of individuals</p> <p>03.10 Provide consultation and counseling</p> <p>03.12 Provide coaching/on-the job training</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>03.17 Identify staff training needs and facilitate access to training</p> <p>04.06 Allocate work</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> 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. Marketing Gun chart/ schedule	1:1
2. Telephone	1:20
3. File	1:1
4. Stationeries	1:1
5. Brochure	1:1
6. Flyers	1:1
7. Audio Visual Aids (AVA)	1:20
8. Computer and peripherals	1:1

Reference

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Summary of Training Duration

NO.	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	APPLIED SKILLS	TOTAL HOURS
1	FOOT REFLEXOLOGY MP-080-3:2011-C01	1. Assess Client Foot Reflexology Requirements.	10	20	30
		2. Prepare Foot Reflexology Work Area.	10	20	30
		3. Prepare Client for Foot Reflexology	10	20	30
		4. Perform Foot Reflexology.	10	50	60
		5. Monitor Foot Reflexology Procedure	10	25	35
		6. Evaluate Foot Reflexology Services.	10	25	35
		7. Record Reflexology Services.	10	20	30
		8. Manage Post Foot Reflexology Procedure.	10	20	30
			80	200	280
2	HAND REFLEXOLOGY MP-080-3:2011-C02	1. Assess Client Hand Reflexology Requirements.	8	20	28
			8	20	28
		3. Prepare Client for Hand Reflexology	8	20	28
		4. Perform Hand Reflexology.	14	42	56
		5. Monitor Hand reflexology procedure	8	22	30
		6. Evaluate Hand Reflexology Services.	8	22	30
		7. Record Reflexology Services.	8	22	30
		8. Manage Post Hand Reflexology Procedure.	10	20	30
			72	188	260
3	EAR REFLEXOLOGY MP-080-3:2011-C03	1. Assess Client Ear Reflexology Requirements.	8	20	28
			8	20	28
		3. Prepare Client for Ear Reflexology	8	20	28
		4. Perform Ear Reflexology.	14	42	56
		5. Monitor Ear Reflexology Procedure	8	22	30
		6. Evaluate Ear Reflexology Services.	8	22	30
		7. Record Reflexology Services.	8	22	30
		8. Manage Post Ear Reflexology Procedure.	10	20	30
			72	188	260
4	REFLEXOLOGY PROMOTION AND CLIENT SERVICE MP-080-3:2011-E01	1. Survey client's treatment requirements	8	30	38
		2. Compile promotion packages	8	40	48
		3. Assess promotion packages suitability.	8	30	38
		4. Record promotion activities details.	8	30	38
			32	130	162
TOTAL HOURS (Core Competencies)			256	706	962