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# Qualification Specification

iCT3D4 - VTCT (ITEC) Level 3 Diploma in Reflexology for  
the Complementary Therapist

603/4094/0

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# About VTCT (ITEC)

iTEC is a global specialist organisation providing qualifications internationally, and specialises in beauty & spa therapy, hairdressing, complementary therapies and sports and fitness therapy. iTEC offers centres and learners high quality regulated qualifications for employability, specialist subjects and skills enhancement.

iTEC has close working partnerships with over 700 approved centres in over 40 countries, and offices in England, Ireland, South Africa, Asia Pacific and the USA. iTEC became part of VTCT (Vocational Training and Charitable Trust), in 2016 to strengthen its position in the industry internationally.

For more information visit us at [www.itecworld.co.uk](http://www.itecworld.co.uk), or contact our dedicated Customer Support Team via email; [customersupport@vtct.org.uk](mailto:customersupport@vtct.org.uk) or call +44 (0)23 8068 4500.

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# Qualification at a glance

<b>Qualification title</b>	VTCT (ITEC) Level 3 Diploma in Reflexology for the Complementary Therapist
<b>Qualification number</b>	603/4094/0
<b>Product code</b>	iCT3D4
<b>First registration date</b>	01/10/2019
<b>Age range</b>	16-18, 19+
<b>Credit value</b>	63
<b>Total Qualification Time (TQT)</b>	630
<b>Guided Learning (GL) hours</b>	296
<b>Assessment</b>	<p>To be awarded this qualification, learners must successfully achieve the following assessments:</p> <ul style="list-style-type: none"><li>• External practical examination</li><li>• External theory examination</li><li>• Portfolio of evidence containing<ul style="list-style-type: none"><li>- Treatment evidence</li><li>- Case studies</li><li>- Assignment</li></ul></li></ul>
<b>Grading</b>	Pass/Merit/Distinction
<b>Entry requirements</b>	It is the responsibility of the centre to ensure that learners have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.

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# About this qualification

## Aims and objectives

The main aim of the VTCT (ITEC) Level 3 Diploma in Reflexology for the Complementary Therapist is to enable learners to gain the necessary practical and theoretical skills in order to provide reflexology treatments to the general public and to gain employment in the complementary therapy industry. This qualification is suitable for learners aged 16 and over and is designed to provide occupational competence at level 3. It also provides a sound platform into further training at level 3 and 4.

## Content

This qualification is for learners who want to work within the complementary therapy industry. The qualification consists of 4 mandatory units with a total of 296 hours of Guided Learning (GL) to achieve the full qualification and 1 additional optional elective unit.

The main skills the learner will perform are:

- Consultation – to include clinical observations of the client such as condition of skin, hair and nails, posture, body language and vocal tone, recognising contra-indications, explaining possible contra-actions and providing aftercare and home care advice
- Health, safety and hygiene – contextualised to the environment in which you are working
- Reflexology techniques – to include carrying out a visual analysis of the feet, relaxation techniques, supporting the feet correctly, a variety of reflexology techniques such as thumb walking, finger walking, pivot, hook and rocking, adapting the techniques to suit the client's specific needs, maintaining professional posture and locating zones, transfer lines and cross reflexes on the hands and feet

The learner will also learn about current legislation and working practice requirements and client care and communication which is essential to work and be successful in the industry.

This qualification also provides:

- The related knowledge and understanding required to perform the reflexology skills listed above effectively, in particular the anatomy and physiology of the body and common diseases and disorders that may affect when a client should or should not receive treatment
- Knowledge and understanding of the principles and practice of complementary therapies
- Knowledge and understanding of business practice in a complementary therapies context
- Opportunities for learners to focus on the development of their wider skills in a reflexology setting such as communicating with clients, working with others and problem solving
- Opportunities for learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a reflexologist

## Opportunities for progression

Once learners have achieved the VTCT (ITEC) Level 3 Diploma in Reflexology for the Complementary Therapist they may progress on to other VTCT (ITEC) or equivalent qualifications at level 3 and 4 for example:

- Level 3 Diploma in Indian Head Massage
- Level 3 Certificate in Stone Therapy Massage
- Level 3 Diploma in Massage
- Level 3 Diploma in Aromatherapy

- Level 3 Diploma in Yoga Teaching
- Level 3 Diploma in Reiki
- Level 4 Diploma in Spa and Salon Management
- Level 4 Certificate in Sports Massage

## Opportunities for employment

There are opportunities for reflexologists to find employment in a variety of areas:

- Complementary health clinics
- Primary health trusts
- Beauty salons
- Spa
- Cruise ships
- Hotels or resorts
- Own clinic

## Relationship to National Occupational Standards

This qualification has mapped to National Occupational Standards where they exist and has ensured that best practice in the workplace has been reflected in the qualification. This qualification is linked to the relative job roles as well as ensuring that the qualification reflects the required level of knowledge and ability for the reflexologist at level 3.

# Qualification structure

To be awarded the VTCT (ITEC) Level 3 Diploma in Reflexology for the Complementary Therapist, learners must achieve:

- All mandatory units
- May also select the additional optional unit

The minimum GLH required for this qualification is 296

The minimum TQT required for this qualification is 630

**Table 1**

Unit code	Mandatory units	Guided Learning Hours (GLH)	Unit reference number	Unit weighting for the overall qualification grade
iUCT32	Provide reflexology for complementary therapies	112	K/617/4349	60%
iUCT38	Knowledge of anatomy, physiology and pathology for complementary therapies	94	L/617/4358	40%
iUCT21	Principles and practice of complementary therapies	30	H/617/4334	0%
iUCT34	Business practice for complementary therapies	60	H/617/4351	0%

**Table 2**

Unit code	Optional unit	Guided Learning Hours (GLH)	Unit reference number
iUCT29	Healthy eating and well-being for the complementary therapy client	30	R/617/4345

## Guided Learning Hours (GLH)

Guided Learning Hours is 'the activity of a learner in being taught or instructed by – or otherwise participating in education or training under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training'. This includes 'the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training'.

## Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

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# Assessment

All treatment evidence, internal assessments, assignments, case studies and underpinning knowledge must be completed prior to the final practical examination.

The final external practical examination will be carried out by the external examiner at the end of the period of learning. The external examiner will also verify a sample of the performance evidence, internal assessment, assignments and case studies.

**Table 3**

Unit code	Mandatory units	Assessment	Grading
iUCT32	Provide reflexology for complementary therapies	Practical examination	Pass 60%-74% Merit 75%-89% Distinction 90%-100%
		Portfolio of evidence – 60 treatments	Pass/Refer
		Portfolio of evidence – 40 case studies	Pass/Refer
iUCT38	Knowledge of anatomy, physiology and pathology for complementary therapies	MCQ	Pass 50-74% Merit 75%-89% Distinction 90%-100%
iUCT21	Principles and practice of complementary therapies	Portfolio of evidence – Assignment	Pass/Refer
iUCT34	Business practice for complementary therapies	Portfolio of evidence – Assignment	Pass/Refer

**Table 4**

Unit code	Optional units	Assessment	Grading
iUCT29	Healthy eating and well-being for the complementary therapy client	Portfolio of evidence – Assignment	Pass/Refer

Unit specifications and additional supporting material for this qualification can be found on the iTEC website.

## Grading of the qualification

Learners must achieve a Pass grade or higher in the requisite number of units as specified in the rules of combination, see table 1 above. Only mandatory units which are graded Pass/Merit/Distinction will contribute to the overall grade.

Practical examinations and theory examinations will be graded Pass/Merit/Distinction.

Portfolio of evidence containing the following will be graded Pass/Fail:

- Treatment evidence
- Assignments
- Case studies

The optional elective unit is graded Pass/Fail and does not contribute to the overall qualification grade.

The overall qualification is graded Pass/Merit/Distinction.

Grade boundaries for units and the overall calculation for the qualification grade are open to annual review. Following this review, these boundaries and overall calculations can be adjusted by VTCT. This review and possible change within a qualification are to ensure the standard of the qualification grade is upheld throughout the qualification's lifecycle.

## Theory examination

All theory tests must be conducted in a controlled environment and follow the procedures defined by VTCT (ITEC). The theory tests will be set and marked by VTCT (ITEC). The centre is responsible for ensuring the examination can operate seamlessly by organising the process as defined in the 'Instructions for Conducting Examinations' which can be found on the ITEC website.

## Practical examination

Once all aspects of the mandatory units have been completed, learners will be expected to complete an internal mock practical assessment. This will be undertaken by the internal assessor/lecturer using the internal assessment forms. These must be handed to the external examiner on the day of the final external practical examination.

All practical assessments must be conducted in a controlled environment defined by VTCT (ITEC). The practical examination will be conducted by an external examiner; however, the centre is responsible for ensuring the examination can operate seamlessly by organising the process as defined in the 'Instructions for Conducting Examinations' which can be found on the ITEC website. The marking criteria and marking scheme can be found under the documents tab within the qualification.

## Portfolio of evidence

Learners are required to provide a portfolio of evidence containing treatments and/or case studies that they have performed on clients during their training under the supervision of the lecturer who will monitor the quality of the treatments in order to ensure that they meet the criteria.

- The criteria are detailed on the treatment evidence guidance forms
- The learner will need to complete a client consultation form as evidence that they performed the required number of treatments during their training (see Tables 3 & 4) as they form part of the internal assessment for the qualification. They can be stored in the learner's portfolio

Learners are required to provide assignments under the supervision of the lecturer who will monitor the quality of the assignments in order to ensure that they meet the criteria.

- The criteria are detailed on the assignment guidance forms and form part of the internal assessment for the qualification



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# Quality assurance

## Delivery of the qualification

A scheme of work must be approved by VTCT (ITEC) for all units prior to the commencement of the course.

Lecturers should aim to deliver the theory and practical of each unit simultaneously, i.e., both theory and practical of each unit should be taught together to ensure the underpinning knowledge is being delivered at the same time as the practical skills. This will help to ensure that learners understand the structures they are working on as a result of combining delivery with the practical application of treatments.

## Centre resources

The organisation delivering the qualification must provide a suitable environment for teaching the VTCT (ITEC) Level 3 Diploma in Reflexology for the Complementary Therapist as well as all equipment both fixed and free standing to complete all aspects of the qualification. Learners need to be made aware of the amount of consumables/towels they will be required to provide.

## Achievement record

All units will require an Achievement Record to be completed by the lecturer for each learner. This achievement record will need to be kept by the centre and may be sampled by the external examiner or external quality assurer on their visit.

An Achievement Record for each unit can be downloaded from the ITEC website.

## Document History

Version	Issue Date	Changes	Role
v0.3	14/05/2019	Draft version published to inform centres prior to September launch.	Systems Integration Team
v1.0	13/09/2019	First published	Head of Qualifications and Processing
v2.0	03/12/2019	Added grade boundary review	Qualifications Administrator
v3.0	01/09/2020	Added COVID-19 Infection Prevention pre-requisite	Product and Regulation Manager
V4.0	01/08/2022	Removed COVID-19 Infection Prevention pre-requisite	Product and Regulation Coordinator