

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
LEVEL 1	- No Level -		

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	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">FOOT, HAND AND EAR REFLEXOLOGY</td> <td style="width: 50%;">AROMATHERAPY</td> </tr> <tr> <td colspan="2" style="text-align: center;">MASSAGE THERAPY</td> </tr> </table>	FOOT, HAND AND EAR REFLEXOLOGY	AROMATHERAPY	MASSAGE THERAPY	
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 Orang 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		
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14. COMMITTEE MEMBERS FOR UNIT OF CURRICULUM OF COMPETENCY UNIT DEVELOPMENT SESSION

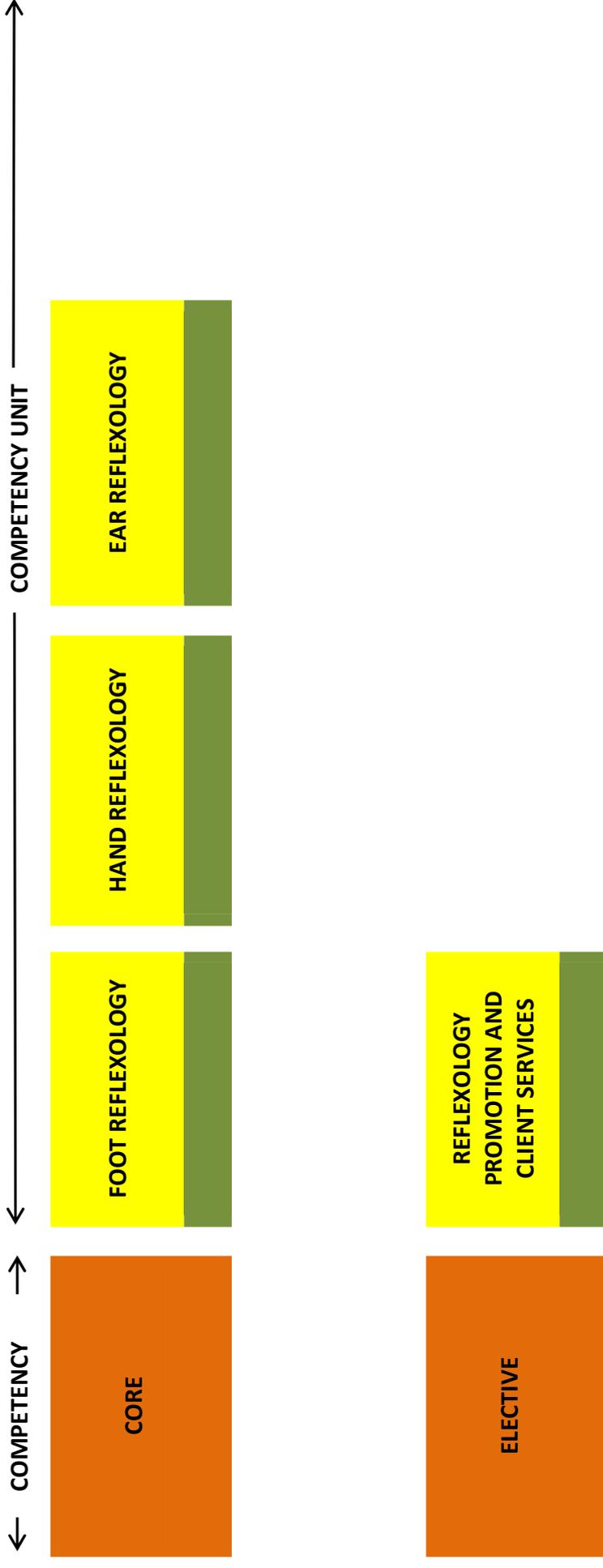
FOOT, HAND AND EAR REFLEXOLOGY

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
1. Foot Reflexology.		<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>Performance Criteria</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>3. Prepare client foot reflexology.</p> <p>4. Perform foot reflexology.</p>	<p>2.2 Work area ergonomics, department 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>3.1 Safe keeping of client belongings is advised in accordance to premise policies.</p> <p>3.2 Client foot cleansed and disinfectant</p> <p>4.1 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
			<p>8. Manage post foot reflexology procedure</p>	<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
			<p>3. Prepare client hand reflexology</p> <p>4. Perform hand reflexology</p> <p>5. Monitor hand reflexology procedure.</p>	<p>arranged</p> <p>2.4 Fire safety procedure and basic first aid procedure are applied</p> <p>2.5 Hand reflexology medium are selected</p> <p>2.6 Work place cleanliness and hygiene are maintained</p> <p>3.1 Safe keeping of client belongings is advised in accordance to premise policies.</p> <p>3.2 Client hand cleansed and disinfectant</p> <p>4.1 Relevance point and reflex zone on the hand are identified.</p> <p>4.2 Rapport and communication are conveyed clearly</p> <p>4.3 Methods and technique of hand reflexology are demonstrated in accordance with hand reflexology procedures.</p> <p>5.1 Hand reflexology conducted according to time/ duration allocated.</p>

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
			<p>8. Manage post hand reflexology procedure.</p>	<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
			<p>3. Arrange client ear reflexology.</p> <p>4. Perform client ear reflexology.</p> <p>5. Monitor of client ear reflexology procedure.</p>	<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>3.1 Safe keeping of client belongings is advised in accordance to premise policies.</p> <p>3.2 Client ear cleansed and disinfectant</p> <p>4.1 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>5.1 Ear reflexology conducted according to time/ duration allocated.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Evaluate ear reflexology program.</p> <p>7. Record reflexology services</p> <p>8. Manage Post Ear Reflexology Procedure.</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 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>7.1 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>8.1 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.		<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>	<ol style="list-style-type: none"> 1. Survey client's treatment requirements. 2. Compile promotion packages. 3. Assess promotion packages suitability. 4. Record promotion activities details. 	<ol style="list-style-type: none"> 1.1 Reflexology services availability are gathered. 1.2 Reflexology services to client are described. 1.3 Reflexology wellness services packages are promoted. 2.1 Client feedback are gathered. 2.2 Client care services are referred. 2.3 Client treatment requirements are priorities. 2.4 Client care service requirements are reviewed. 2.5 Client care service requirement are documented. 3.1 Promotion packages effectiveness are analyzed 4.1 Client's feedback is obtained. 4.2 Promotion activities detail is checked 4.3 Promotion activities checklist is completed. 4.4 Promotion activities detail is documented.