



CIBTAC LEVEL 3 DIPLOMA IN REFLEXOLOGY

CCD03

QAN – 600/5657/5

Qualification Specification

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1. CIBTAC

The Confederation of International Beauty Therapy and Cosmetology (CIBTAC) was established in 1977 as the education arm of The British Association of Beauty Therapy and Cosmetology (BABTAC). We are a not-for-profit organisation, continually reinvesting our income for the benefit of our accredited Centres and their Learners.

2. Introduction to CIBTAC qualifications

- 2.1. Each of our qualifications are developed through our close relationships with government agencies and employers from around the world, ensuring they are tailored to provide for the requirements of the international industry. Many of our Centres have been with CIBTAC for more than 30 years and their qualifying Graduates are sought after by first-rate employers because they are both educated to a high level and are salon ready.
- 2.2. Our qualifications are challenging, but highly attainable and designed to ensure an exceptional quality of Graduate is entering the sector whilst providing a flexible learning structure that allows each individual to design their portfolio of qualifications depending on their career aspirations. Qualifications are recognised by the England Government Regulated Qualifications Framework (RQF) which is often used to support local governments' qualifications throughout the world to enable international recognition for the Learner. If qualifications sit within a national qualification framework (such as the RQF) this enables greater recognition and comparability not only nationally, but also internationally where national qualification frameworks are referenced to the European Qualifications Framework (EQF).
- 2.3 CIBTAC ensures its qualifications are fit for purpose by mapping them to National Occupational Standards where they exist. Qualifications are supported by professional associations and external end examinations are structured to be similar to an industry trade test and therefore prepare Learners for seeking employment

3. Level of the CIBTAC Level 3 Diploma in Reflexology

- 3.1. This qualification is listed in the Ofqual register of qualifications. The CIBTAC Level 3 Diploma in Reflexology provides knowledge and practical competence in reflexology.

3.2. A Learner studying a Level 3 programme will be able to demonstrate the following:

Knowledge descriptor (the Learner)	Skills descriptor (Learner can)
<ul style="list-style-type: none"> • has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems while well-defined, may be complex and non-routine • can interpret and evaluate relevant information and ideas • is aware of the nature of the area of study or work • is aware of different perspectives or approaches within the area of study or work 	<ul style="list-style-type: none"> • identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine • use appropriate investigation to inform actions • review how effective methods and actions have been

4. Purpose of the CIBTAC Level 3 Diploma in Reflexology

The CIBTAC Level 3 Diploma in Reflexology is a practical and knowledge-based qualification. It is aimed at equipping therapists with skills required for work in salons, destination/day spas, cruise ships and within the complementary therapy or healthcare sectors in an employed or self-employed capacity

The units have been identified by employers as the most appropriate for working as a reflexologist, however, there are many CPD courses that can enhance the skills learnt and provide new techniques to ensure that the qualified therapist remains current and at the forefront of the industry.

5. Aims of the CIBTAC Level 3 Diploma in Reflexology

5.1 The CIBTAC Level 3 Diploma in Reflexology provides Learners with the knowledge and skills to carry out the recognised reflexology treatments in today's market.

5.2 The aim of the CIBTAC Level 3 Diploma in Reflexology is to:

- I. provide Learners with a challenging qualification that will enable them to gain the necessary knowledge and skills for work as a reflexologist
- II. provide commercial skills in reflexology
- III. encourage wider learning of the CPD opportunities available on completion of the course
- IV. provide Learners with the opportunity to recognise the changing industry and be able to explore further avenues that will enhance skills in the future
- V. provide Learners with the tools and terminology required to work within the beauty/complementary industry
- VI. enable Learners to make informed and confident decisions relating to Clients' needs and requirements

- VII. provide knowledge of the health and safety requirements surrounding the beauty/complementary industry
- VIII. provide opportunities for Learners to develop the necessary skills and competencies to move on to further study or employment
- IX. encourage a deeper understanding of effective communication with Clients and team members
- X. provide learners with the necessary skills and knowledge to set up their own business as a self-employed Reflexologist

5.3 The content of the CIBTAC Level 3 Diploma in Reflexology is shown below

Practical elements of the CIBTAC Level 3 Diploma in Reflexology will enable Learners to:

- I. maintain health, safety and security practices within the salon/working environment
- II. follow emergency procedures
- III. communicate effectively with Clients
- IV. provide Client care
- V. prepare and provide reflexology treatments

Knowledge elements for the CIBTAC Level 3 Diploma in Reflexology will enable Learners to:

- I. understand the requirements for monitoring health and safety within the salon
- II. understand the organisation of the body
- III. understand the anatomy, physiology and pathology of the integumentary system, skeletal system, muscular system, nervous system, endocrine system, respiratory system, cardiovascular system, lymphatic system, digestive system, urinary system, sensory organs
- IV. understand the requirements for providing reflexology treatments
- V. understand the principles and practice of complementary therapies
- VI. understand business practice for complementary therapies

6. Progression

CIBTAC's Level 3 Diploma in Reflexology is a natural progression from Level 2 beauty therapy qualifications and is required by most spas and salons within the industry.

Achievement of the CIBTAC Level 3 Diploma in Reflexology will also provide progression to the study of additional body work therapies at Level 3, the Level 4 Salon Management Diploma or the study of complementary therapy practices at Level 4 offered by CIBTAC and other awarding organisations regulated by Ofqual.

7. Structure of the CIBTAC Level 3 Diploma in Reflexology

7.1. The CIBTAC Level 3 Diploma in Reflexology is made up from 4 mandatory units

7.2. The Core (mandatory) units are as follows

Qualification title	QAN number	Qualification code	Level	Pre-requisites	
CIBTAC Level 3 Diploma in Reflexology	600/5657/5	CCD03	3	None required	
Mandatory units	UAN number	Unit code	Level	Credit value	GLH
Provide reflexology for complementary therapies	L/507/9207	P135	3	27	112
Principles and practice for complementary therapies	K/616/4906	T121	3	10	30
Business practice for the complementary therapist	T/507/8908	T122	3	12	60
Knowledge of anatomy, physiology and pathology for complementary therapies	J/615/6053	T118	3	15	110
				64	312
TQT				640	

Ofqual defines GLH and TQT as:

Guided Learning (GL)

Guided Learning 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

8. Strategy for Delivery

8.1. The strategy for delivery of the units that make up the CIBTAC Level 3 Diploma in Reflexology is based upon a combination of theory and practical sessions

8.2. The delivery of the programme may vary according to the Centre and may be delivered in any format that supports the Total Qualification Time (TQT) of 640 hours. This may include training workshops or seminars, e-learning, distance learning or self-study. The CIBTAC Level 3 Diploma in Reflexology has a total minimum number of 312 guided learning hours (GLH). These hours must take place during simultaneous contact between Tutor and Learner.

8.3. To develop commercial competence you must carry out treatments in Realistic Working Environments (RWE) involving paying Clients

9. Assessment Strategy

9.1 CIBTAC qualifications are assessed externally by practical examinations and Multiple Choice Theory papers.

9.2 The assessment methodology consists of 2 parts, namely:

Part 1 will consist of a Multiple Choice Theory examination paper. The features of the MCQ test are:

- a. the formats of MCQs will be determined by the domain of learning (Knowledge, Understanding, and Application) on which the Learner is to be assessed
- b. the MCQ paper will consist of 90 questions covering the mandatory and chosen optional units
- c. each MCQ paper will be composed of MCQs with 1 correct answer and 3 distractors
- d. results of the MCQ assessment will be made available to Centres within 6 weeks following the exam date
- e. Learners will be required to gain a minimum of 60% in each unit to pass

Part 2, the practical is a synoptic assessment carried out by a CIBTAC Examiner. The features of the practical examination are:

- a. the mandatory units of this qualification have a practical exam time of 1 hour and 15 minutes
- b. within the practical observation the Examiner will observe the consultation, Client care, health and safety and appearance and marks will be awarded for all these areas
- c. some areas require minimum marks to be achieved. Failure to achieve the minimum will result in failure of the unit and this may need to be retaken at another date
- d. the pass mark for the practical is 60% for each unit

9.3 The Learner will need to pass all MCQ papers, practical examination and case studies to achieve the full CIBTAC Level 3 Diploma in Reflexology

9.4 In preparation for this exam Learners must successfully complete range sheets and log sheets for each unit. These are internally assessed. The evidence of these assessments must be captured within portfolios.

i. Portfolio:

- a. the Learner will be expected to complete a portfolio containing each unit of the Diploma
- b. each portfolio will require the completion of a number of treatments. The number of treatments required for achievement of the portfolio varies from unit to unit, which are outlined in each unit in the syllabus . Each treatment will cover the minimum delivery of specific treatments within the unit
- c. each treatment plan must contain information which is outlined in the assessment methodology section of the unit
- d. Case study: Learners are required to carry out 100 reflexology treatments with outcomes documented. 40 of these treatments must be in the form of a case study (10 people treated 4 times each).The case studies must also show application of reflective practice.

The remaining 60 treatments must be evidenced through treatment records. Clients may be treated on repeated occasions within these 60 treatments but this is not compulsory

ii. Assignment:

- a. this applies only to Units T121: Principles and practice for complementary therapies, T122: Business practice for the complementary therapist and T118: Knowledge of anatomy, physiology and pathology for complementary therapies
- b. the assignments will be set by CIBTAC and marked by the Centre

10. Grading Scheme

To gain a qualification all units must be passed or achieved. Portfolio only units will be designated “achieved” or “not achieved”. Externally assessed units will be graded, the grades given will encompass both written and practical examinations and will be awarded as shown below. The overall grade for the qualification will be determined by the grades achieved for all units carrying an external assessment. The qualification grade is the lowest unit grade. The unit grade is the lowest of the theory and practical grade (where both forms of assessment take place). To receive a pass, all portfolio-only units must be achieved and all externally examined units must receive a pass score. To receive a merit all externally examined units must have received at least a merit score. To receive a distinction, all externally examined units must have received at least a distinction score.

Grade thresholds may be subject to change.

Grade	Mark range
Distinction	Marks of 85% and above
Merit	Marks of 75% - 84%
Pass	Marks of 60% - 74%
Fail	Marks of 59% and below

11. Initial assessment and Induction

Approved Centres will need to undertake an initial assessment of each Learner prior to the start of their programme to make sure that the level and type of qualification is appropriate. The initial assessment should identify any specific needs that the Learner may have and the support and guidance they will require when working towards the achievement of their qualification. CIBTAC recommends that Learners undertake a relevant induction programme to familiarise them with the requirements of the qualification they will be undertaking, their responsibilities as Learners and

the responsibilities of the approved Centre. A learning contract or professional development plan may be useful in this respect.

12. Entry Requirements

Learners should either be working in or aspiring to join the Beauty Industry if possible. They should ideally have:

- a good general education, including GCSE Mathematics and English, A* - C. This may also include achievement of Functional Skills or Essential Skills in Mathematics and English

13. Accreditation of Recognised Prior Learning (RPL)

13.1 Approved Centres should provide appropriate advice and guidance to Learners seeking exemptions as a result of prior learning.

13.2 Each Learner is responsible for preparing each case of RPL

13.3 The Head of Training at the Centre is responsible for providing the outcome in writing to each Learner. Each claim should be verified by a CIBTAC Examiner or the CIBTAC Education Development Officer

14. Qualification time constraints

14.1 CIBTAC offers a lifetime registration fee. Learners are allocated a Unique CIBTAC ID and this will appear on all certificates.

14.2 Learners have 3 years to complete a full qualification, subject to it being offered by an approved Centre; however it is normally anticipated that the CIBTAC Level 3 Diploma in Reflexology will be completed within one academic year. Learners may complete the qualification more quickly subject to the assessments being made available by the approved Centre.

14.3 Learners are permitted to sit 2 re-sits in unsuccessful units in the 2 years following the initial exam. If they are still unsuccessful after that, the Learner must re-register for these units and complete the course of study again, before sitting the complete examination. This applies to both practical and theory aspects. A unit certificate will be provided for all successfully completed units.

15 Centre Requirements

15.1 Only approved Centres may offer CIBTAC qualifications. Centres must apply for approval to become a recognised approved Centre. Full details are available from CIBTAC. The approval process will determine whether the Centre:

- a. meets the approval criteria; and,

b. has the expertise and resources to offer the levels of qualifications to be delivered

15.2 Approved Centres must meet a set of criteria defined by CIBTAC that meet the appropriate Ofqual General Conditions of Recognition (condition C). These include:

- recognised quality assurance procedures
- appropriately qualified tutors for the particular programmes
- a nominated Centre co-ordinator
- suitable teaching and learning facilities
- secure assessment facilities
- secure information management systems that meet the requirements of the Data Protection Act

16. Certification

A Qualification Certificate and Unit Certificate for the CIBTAC Level 3 Diploma in Reflexology will be awarded to Learners who have successfully completed the 4 core (mandatory) units from the qualification structure.

17. The CIBTAC Level 3 Diploma in Reflexology Syllabus

17.1 There are 4 key areas within the programme of learning within which the syllabus is contextualised specifically for the beauty/complementary industry, which are

1. provide reflexology treatments
2. principles and practice for complementary therapies
3. business practice for the complementary therapist
4. anatomy, physiology and pathology

The full syllabus outlining learning outcomes and the indicative content of each unit can be found in a separate document CIBTAC Level 3 Diploma in Reflexology

18. Mapping to other Education Frameworks

The CIBTAC Level 3 Diploma in Reflexology is mapped against England Regulated Qualifications Framework (RQF) and the European Qualifications Framework (EQF) to assist the Learner with the mobility of their achievements against these frameworks, as set out below.

Qualification Title	QCF/RQF	EQF	CQFW	SCQF
	8	8		
	7	7		
	6	6		
	5/4	5	5/4	8/7
CIBTAC Level 3 Diploma in Reflexology	3	4	3	6
	2	3	2	5
	1	2	1	4
	Entry Level	1		

19. CIBTAC policies

19.1 The following CIBTAC policies are available for approved Centres and Learners to refer to in the administration of the delivery of the CIBTAC Level 3 Diploma in Reflexology

- I. Malpractice and Maladministration Policy and Procedures
- II. Reasonable Adjustments and Special Considerations Policy
- III. Equality and Diversity Policy
- IV. Conflict of Interest Policy
- V. Appeals Policy
- VI. Complaints Policy
- VII. Whistleblowing policy
- VIII. Certification Policy
- IX. RPL Policy

19.2 The application forms below will need to be completed before CIBTAC is able to service your request in respect of policies identified in 19.1

- i) Application form for Reasonable adjustments
- ii) Application form for Special Considerations