

LASER Level 4 Diploma in Shiatsu



Laser Learning Awards

LASER supports its approved centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.





LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are approved (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Summary of Changes

Version	Publication Date	Summary of Changes
V1.2	October 2024	Review date extended to 31st March 2030.
V1.1	July 2024	Document and file links updated throughout to accommodate new LASER website. General grammar, formatting and spelling updates.

Qualification Overview

OFQUAL QUALIFICATION NUMBERS

603/5636/4 LASER Level 4 Diploma in Shiatsu

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS

The LASER Level 4 Diploma in Shiatsu is intended for those who wish to become a qualified Shiatsu practitioner. It is equally suitable for those wishing to pursue a career using Shiatsu as part of a complementary therapy offer and for those looking to develop their personal interest in Shiatsu.

From 2020-2021 Academic Year the Complementary & Natural Healthcare Council (CNHC) deem learners who have successfully completed the LASER Learning Awards Level 4 Diploma in Shiatsu (603/5636/4) eligible to apply to register with CNHC on the basis of achievement of this qualification alone.

This qualification has been fully mapped to the following Skills for Health National Occupational Standards and centres should refer to these requirements when planning delivery of the qualification:

- **CNH1** Explore and establish the client's needs for complementary and natural healthcare
- **CNH2** Develop and agree plans for complementary and natural healthcare with clients
- **CNH13** Provide Shiatsu to clients

ENTRY REQUIREMENTS

Learners must be aged 18 years or older. There are no formal entry requirements, but students would usually be expected to have attained a good standard of English and Maths.

RULES OF COMBINATION

To achieve the LASER Level 4 Diploma in Shiatsu the learner must achieve the 5 mandatory units, totalling 100 credits:

Anatomy, Physiology And Pathology For Shiatsu

Provide Shiatsu To Clients

Shiatsu Core Theory

Shiatsu: Lifestyle Medicine

Shiatsu: Professional Development, Business Practice And Ethics

UNITS

Please follow the link to the [units list](#).

ASSESSMENT

The qualification is achieved by providing evidence covering the learning outcomes and assessment criteria of each unit. Details of assessment methods are contained within each unit. There is no external assessment: evidence is assessed and internally verified by the provider and verified externally by LASER.

Each assessment criteria must be evidenced to have been met in order for a learner to achieve a unit. For more details, please see [Section 3.2](#).

PRICE

For LASER's price list, please click [here](#).

DATES

Operational Start Date: 1 April 2020
 Qualifications Review Date: 31 March 2030

TO DELIVER

Centres must meet LASER's requirements for centre recognition and qualification approval. [Click here](#) for details of how to become an Approved Centre. Requirements include those around teaching and learning resources, staffing, course and venues, record keeping, delivery, assessment, and quality assurance.

Once approved, centres can download the necessary forms from the [Quartz Web Portal](#). This resource includes a range of information and guidance as well as providing access to secure web-based functions, designed to make the administration and assessment of qualifications simple and efficient.

1. About the Qualification

The LASER Level 4 Diploma in Shiatsu consists of five Level 4 units. This qualification is regulated by Ofqual and sits on the Regulated Qualifications Framework (RQF). The qualification provides the required knowledge and skills to be competent to provide Shiatsu to clients. It is suitable for those who wish to pursue a career using Shiatsu as part of a complementary therapy offer and for those looking to develop their personal interest in Shiatsu.

From 2020-2021 Academic Year the Complementary & Natural Healthcare Council (CNHC) deem learners who have successfully completed the LASER Learning Awards Level 4 Diploma in Shiatsu (603/5636/4) eligible to apply to register with CNHC on the basis of achievement of this qualification alone.

The syllabus covers core theory underpinning practice, including historical origins and evolution of Shiatsu; anatomy, physiology and pathology for Shiatsu; lifestyle medicine and how to support clients health and wellbeing; how to run a successful and ethical Shiatsu business; and how to tailor safe and effective Shiatsu to meet the needs of a range of clients. The LASER Level 4 Diploma in Shiatsu allows for the representation of all recognised styles of Shiatsu that use different sets of Tsubo's and Meridians (see also [Appendix 2 Shiatsu Interpretations](#)).

Recognised styles include:

- Traditional Chinese Medicine
- Zen Shiatsu
- Movement Shiatsu
- Five Elements / Phases / Transformations
- Namikoshi

Learners are assessed using a combination of methods including a portfolio of evidence and practical/skill demonstrations.

For further information about becoming an Approved Centre or working in partnership with a Approved Centre please visit our website.

Existing approved centres must be approved to deliver this qualification. Please contact quality@laser-awards.org.uk for further information. Full details of all LASER requirements are provided in the LASER centre handbook which is also available via our [Quartz Web Portal](#).

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2. Offering the Qualifications

2.1 AIMS AND OBJECTIVES

The Level 4 Diploma in Shiatsu is designed for learners wishing to become a Shiatsu practitioner. The qualification covers the required knowledge and skills to be competent to provide Shiatsu to clients.

2.2 TARGET GROUP

The Level 4 Diploma in Shiatsu is aimed at +18 learners who wish to become a qualified Shiatsu practitioner, those wishing to pursue a career using Shiatsu as part of a complementary therapy offer or those looking to explore and develop their personal interest in Shiatsu.

2.3 ENTRY REQUIREMENTS

Learners must be aged 18 years or older. There are no formal entry requirements, but students would usually be expected to have attained a good standard of English and Maths, but tutors must ensure that the level of the qualification is appropriate for the learner.

2.4 ACHIEVING THE QUALIFICATION

To achieve the LASER Level 4 Diploma in Shiatsu qualification, the learner must undertake and achieve five mandatory units, as per the following 'rules of combination': The unit details are below and the unit content can be found in [Appendix 3](#).

To achieve the **LASER Level 4 Diploma in Shiatsu** the learner must achieve 100 credits from the five mandatory units to include:

LASER Level 4 Diploma in Shiatsu				OFQUAL CODE: 603/5636/4	
OFQUAL UNIT CODE	LASER UNIT CODE*	UNIT TITLE	UNIT DESCRIPTION	CREDIT VALUE	LEVEL
M/618/0170	WJG842	Anatomy, Physiology And Pathology For Shiatsu	Mandatory	12	4
T/618/0171	WJG843	Provide Shiatsu To Clients	Mandatory	36	4
F/618/0173	WJG844	Shiatsu Core Theory	Mandatory	29	4
J/618/0174	WJG845	Shiatsu: Lifestyle Medicine	Mandatory	15	4
R/618/0176	WJG846	Shiatsu: Professional Development, Business Practice And Ethics	Mandatory	8	4

To view the units and assessment criteria, please see the [Unit tab](#) on our website.

Each assessment criteria must be evidenced to have been met for a learner to achieve a unit. For more details, please see [Section 3.2](#).

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2.5 TOTAL QUALIFICATION TIME AND GUIDED LEARNING HOURS

The recommended number of guided learning hours is as follows:

QUALIFICATION TITLE	CREDIT VALUE	GUIDED LEARNING HOURS (GLH)	TOTAL QUALIFICATION TIME* (TQT)
LASER Level 4 Diploma in Shiatsu	100	500	1000

* Total Qualification Time represents an estimate of the total amount of time that a learner could reasonably expect to devote to successfully achieving the qualification. Total Qualification Time (TQT) is made up of Guided Learning hours (GLH) and Additional Hours (AH).

Values for Total Qualification Time, including Guided Learning, are calculated by considering the different activities that Learners would typically complete to achieve and demonstrate the learning outcomes of a qualification. They do not include activities which are required by a Learner's Teacher based on the requirements of an individual Learner and/or cohort. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time, including Guided Learning, are estimates.

Some examples of activities which can contribute to Total Qualification Time include

- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience
- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning
- All Guided Learning

Some examples of activities which can contribute to Guided Learning include:

- Classroom-based learning supervised by a Teacher
- Work-based learning supervised by a Teacher
- Live webinar or telephone tutorial with a Teacher in real time
- E-learning supervised by a Teacher in real time
- All forms of assessment which take place under the Immediate Guidance or Supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

2.6 LANGUAGE REQUIREMENTS

This qualification is only available in English.

2.7 PROGRESSION OPPORTUNITIES

The LASER Level 4 Diploma in Shiatsu qualification promotes progression onto further study and work opportunities in complementary therapy, but not exclusively, or within teaching and training.

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3. How the Qualification will be Assessed

3.1 OVERVIEW

The qualification is assessed by the centre and is subject to LASER's requirements for quality assurance. Once approved, centres will have access to documents designed to make the assessment and internal quality assurance of our qualifications simple and efficient.

3.2 ASSESSMENT DESIGN

This qualification is assessed through the development of a portfolio of evidence and a final assessor observed practical assessment. Critical to the development of practitioner skills is the requirement to evidence the following within the learner portfolio:

- A minimum of 18 hours dedicated to the development of clinical skills (approximately 3 clinic days)
- 3 client case studies – to cover a minimum of 6 Shiatsu sessions with each client.
- A robust record of documented case notes (approximately 200).

The final assessment should take the form of an assessment of practice. The assessor observed practical assessment must be designed to cover the following learning outcomes within the 'Provide Shiatsu to Clients' unit: LO 2, 4 and 5.

Satisfactory completion of the tasks, compilation of the portfolio and the observed practical assessment will provide evidence that the learner has met the requirements of the qualification. The centre must assess the learner in terms of whether they have met each unit assessment criteria.

All the unit assessment criteria in a unit must be met (and evidenced) before a unit can be deemed achieved. Level Descriptors are provided in [Appendix 1](#).

Assessment must be valid, reliable and sufficient to meet the outcome, and allow transparent authenticity: this means it must be apparent that evidence produced by a learner is the work of the individual learner, even if they have worked in a group. It is recommended that assessments are internally verified to meet these standards before they are implemented.

Assessed work must be internally quality assured ([See Section 6](#)).

3.3 RECORD KEEPING

LASER also recommends using a Tutor Assessment Planning Sheet, as this helps to set out the various tasks, their assessment methods and the evidence needed to be produced, in a simple plan that can be shown to the internal quality assurer and LASER Quality and Curriculum Reviewer. It also allows the assessor to set out the options where more than one assessment method could be used for any one task: this information can then be transferred as required to the Individual Learner Record for each learner, allowing for some different methods to be used for individual learners, if individualised learning is appropriate. These planning sheets can be customised as centres prefer, as long as all essential information is included.

All assessment methods must be suitably evidenced, and templates for assessors' use are available in the Document section of the [Quartz Web Portal](#). Note particularly the use of a group witness or individual witness statement, to be used in conjunction with a list of questions or discussion prompts, or sample recordings, when the methods 'group discussion' or 'oral question and answer' are used.

Also available are specially created Evidence Logs for centres to record how and when each learner has achieved each unit assessment criteria. These have been pre-populated with unit information for ease of use by the centre. They include room for tutor feedback and learner comments, making them ideal for inclusion in learner portfolios.

It is acceptable for the evidence to be held in a mixture of places, for example in a learner file and/or tutor file or on an intranet using a specific learner programme. If this is the case, it must be clear for each learner precisely where the information is held, by using one record sheet such as the Individual Learner Record, and that the evidence is complete. Electronic evidence must be available to LASER Quality and Curriculum Reviewers when requested.

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4. Special Arrangements for Learners with Particular Requirements

For information on special arrangements please refer to the LASER policy document [Access to Fair Assessment²](#). This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

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5. Tutor/Assessor/Internal Quality Assurer Requirements

All tutors/trainers/assessors delivering this qualification must:

- Hold an appropriate teaching or training qualification equivalent to one of the following:
Level 3 Award in Education and Training (QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF) (Level 6 SCQF) or equivalent or above, which has been accredited by SQA/QCA/Ofqual or validated by HEI, or equivalent such as:
 - Level 4 Award in Education and Training (QCF/RQF)
 - Certificate in Education
 - Post Graduate Certificate in Education (PGCE)
 - SVQ/NVQ Levels 3 and 4 in Learning and Development
 - Scottish Training qualification for Further Education (TQFE)
 - PTLLS, CTLLS or DTLLS
 - Masters in Education
- have a minimum of three years, post Shiatsu course/qualification experience as a Shiatsu practitioner.
- hold appropriate professional indemnity and public liability insurance.
- provide evidence of continuing professional development (CPD) during the previous two years.
- be able to evidence appropriate, subject specific experience to the unit(s) being delivered.

All Internal Quality Assurers (IQA) quality assuring this qualification must hold a qualification equivalent to one of the following:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

Or the following unit from an IQA qualification:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

If an IQA does not currently meet these requirements they must show evidence of working towards achievement of one the above within 12 months of commencing the IQA role.

In addition, IQAs' must:

- have a minimum of three years, post Shiatsu course/qualification experience as a Shiatsu practitioner.
- hold appropriate professional indemnity and public liability insurance.
- provide evidence of continuing professional development (CPD) during the previous two years.
- be able to evidence appropriate, subject specific experience to the unit(s) being delivered.

The above requirements should be evidenced by the submission of an up to date CV and relevant insurance documentation.

In addition, tutors/trainers should show a knowledge of and a commitment to Shiatsu ethical practice and code/s of practice relevant to Shiatsu practice including those of the Complimentary & Natural Healthcare

Council (CNHC).

All those who assess this qualification must also:

- have a current, clear and complete understanding of the subject matter.
- have up-to-date knowledge and experience of best practice in assessment and quality assurance and should have or be working towards, a relevant teaching/assessing/quality assurance qualification.
- show current evidence of continuing professional development in assessment and quality assurance.

The final practice assessment must be undertaken by an assessor who has not taught or assessed the learner and who is an occupationally competent Shiatsu practitioner and assessor.

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6. Quality Assurance of the Qualification

Approved centres must implement the internal quality assurance arrangements detailed in the **LASER Centre Handbook**. To access this simply log on to the [Quartz Web Portal](#) and visit the document section.

The LASER Quality and Curriculum Reviewer will regularly monitor compliance with these requirements. Centres delivering LASER qualifications must have internal quality assurance systems to underpin the delivery of the qualification. Internal quality assurance is the process by which the centre regularly samples and evaluates its assessment practices and decisions, and acts on the findings, to ensure consistency and fairness. It involves two key processes; verification and standardisation and is done by one or more internal quality assurers.

To support and monitor this the LASER Quality and Curriculum Reviewer role includes the following:

- audit of the Centre Recognition process and continued compliance.
- sampling of centres and their delivery and assessment facilities and practice.
- monitoring internal quality systems and the sampling of assessment outcomes.
- ensuring that assessment processes operate satisfactorily.
- promoting best practice.

Key responsibilities of the Quality and Curriculum Reviewer:

- ensuring compliance with the qualification specification and assessment requirements.
- ensuring approved centre procedures are followed.
- assessing the quality of the learner experience.
- scrutinising internal monitoring activity.
- verifying achievement for unit and qualification certification.

Systems do vary between centres according to their particular situation, for example practices that work in a

large centre are not necessarily effective in a smaller one. However there must be:

- an appropriate quality assurance system in place, and
- evidence the system is implemented effectively.

The outcome of the internal quality assurance process is the recommendation of award of credit to learners (RAC). There are two ways credit can be awarded to learners: through a LASER Quality and Curriculum Reviewer, or through Direct Claims Status.

6.1 DIRECT CLAIMS STATUS (DCS)

Direct Claims Status can be awarded when a centre has one or more Approved Internal Quality Assurer (AIQA) for the appropriate sector or course(s). These centres can claim the award of credit directly from LASER. An application for Direct Claims Status must be made by the individual holding AIQA status and must show evidence of good verification practice at the centre for which the application is made. When an AIQA leaves an organisation, Direct Claims Status does not automatically transfer to any new centre. An application must be made in conjunction with the new centre.

AIQA and DCS status is monitored by the Quality and Curriculum Reviewer and can be withdrawn by LASER at any time if quality systems are not effective.

6.2 STANDARDISATION

LASER will hold regular standardisation events to make sure there is consistent application of assessment. Centres are required to contribute to LASER's programme of standardisation and also to carry out appropriate internal standardisation.

LASER hold standardisation events on a rolling basis to make sure comparable standards are being achieved year on year and there is a consistency of delivery and assessment across centres. Quality and Curriculum Reviewers will identify samples of learners' work that they want to retain for standardisation purposes during quality assurance visits. Where an AIQA is in place they will identify samples of learners' work to submit to national standardisation events. Centres are required to retain records of the assessment and internal quality assurance processes to contribute to standardisation events. Where units are common to other awarding organisations' qualifications, LASER will work collaboratively to make sure standardisation requirements as set out in the Regulated Qualifications Framework (RQF) and Ofqual's General Conditions of Recognition are met.

Standardisation activities also include opportunities for networking and sharing of resources, together with regular information about new or replacement units. Centres are recommended to attend these annual meetings, in addition to centre visits by Quality and Curriculum Reviewers.

6.3 RETAINING EVIDENCE

For all qualifications, centres must retain complete and accurate records for at least three years from the end of the academic year to which they relate. These records must be made available to LASER on request.

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Appendix 1: Ofqual Level Descriptors – Levels 3, 4 & 5

LEVEL	KNOWLEDGE DESCRIPTOR (THE HOLDER...)	SKILLS DESCRIPTOR (THE HOLDER CAN...)
Level 3	<p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>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.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been</p>
Level 4	<p>Has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine.</p> <p>Can analyse, interpret and evaluate relevant information and ideas. Is aware of the nature of approximate scope of the area of study or work.</p> <p>Has an informed awareness of different perspectives or approaches within the area of study or work.</p>	<p>Identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined.</p> <p>Review the effectiveness and appropriateness of methods, actions and results.</p>
Level 5	<p>Has practical, theoretical or technological knowledge and understanding of a subject or field of work to find ways forward in broadly defined, complex contexts.</p> <p>Can analyse, interpret and evaluate relevant information, concepts and ideas. Is aware of the nature and scope of the area of study or work.</p> <p>Understands different perspectives, approaches or schools of thought and the reasoning behind them.</p>	<p>Determine, adapt and use appropriate methods, cognitive and practical skills to address broadly defined, complex problems.</p> <p>Use relevant research or development to inform actions.</p> <p>Evaluate actions, methods and results.</p>

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Appendix 2: Shiatsu Interpretations

The following are interpretations of the technical terms covered in the qualification that provide common ground between different forms of Shiatsu and underpin the LASER Level 4 Diploma in Shiatsu:

- 'Tsubo' means a point on the body which has a significant effect when touched as a part of a Shiatsu session.
- 'Meridian' could be interpreted as any line or zone on the body that connects Tsubos or which embodies a functional connection between parts of the organism.
- 'Ki' although the word Ki traditionally refers to a wide class of phenomena, for the purposes of this qualification, the word Ki refers to the ability of an entity to adapt to the environment and regulate itself.

Shiatsu could be defined as a touch therapy that aims to facilitate the action of Ki. The exact interpretation of Tsubos, Meridians and Ki differ in different styles of Shiatsu.

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Appendix 3: Unit List

Please click below for the Unit List:

LASER Level 4 Diploma in Shiatsu

OFQUAL CODE: 603/5636/4



As well as consulting this document, providers must also check LASER's essential information regarding the availability of all LASER's qualifications and units, including withdrawal notifications. LASER's 'Qualification and Unit Announcements' are available on our website.

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