

Student Handbook

Policies and Procedures



NSW SCHOOL *of* MASSAGE

*"Recognised as Sydney's top specialist
massage school for 20 years"*



*Nationally Recognised Training Provider &
Fully Industry Accredited*

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About the School

Since 1985 the NSW School of Massage has been providing students with the necessary skills and qualifications required to become a skilled and confident professional massage therapist.

The School is a Registered Training Organisation.

We are accredited with the Association of Massage Therapists (AMT), the Australian Traditional Medicine Society (ATMS) and the Australian Association of Massage Therapists (AAMT). The School has an excellent reputation producing graduates of a very high standard. We are very highly regarded within the industry.

You can expect a "family" feel as you study with us. We provide a genuinely caring and supportive environment. By limiting our massage class sizes to 20, we find that our students learn quickly and thoroughly, and bond easily with other class members.

The school provides students with printed notes, use of professional massage tables and oil. You will need to bring towels, a pen, and you may want to bring a notepad. We recommend that you wear comfortable clothing for the massage classes.

Please note, in order for you to fully participate in our courses, it is essential that you can understand, read and write English.

Please note: This handbook is relevant to all students of The NSW School of Massage. However, **international students** are also required to refer to the International Student Handbook for further information specific to their course.

Becoming a Professional Massage Therapist

If you are intending to become a professional massage therapist then you will need to complete our **Certificate IV in Massage** programme.

The *NSW School of Massage* is a government registered training provider and delivers the nationally recognised Certificate IV in Massage Therapy Practice (HLT40307). These programmes are accredited by VETAB (NSW Vocational Education and Training Accreditation Board) as well as leading professional associations.

Students can gain the nationally recognised Certificate IV in Massage qualification by completing the following subjects:

STAGE	SUBJECT
Entry Level	☞ Introductory Swedish Massage
Second Stage	☞ Remedial Massage, Sports Massage
Elective Courses	☞ <i>Choice of <u>one</u> elective: Aromatherapy or Zen Shiatsu or Reflexology or Tui Na or Pregnancy Massage</i>
Theory Courses	☞ Anatomy & Physiology (A&P), Practice Management, Law & Ethics and Safe Practices

These subjects map directly to the Units of Competency contained within the ANTA Certificate IV in Massage Therapy Practice (HLT40307) and the ATMS Certificate IV in Massage.

Students are required to complete the entire program within a 2½ year period to maintain current competency. Requests for extensions must be submitted in writing to the director.

A senior first aid certificate is also required prior to being issued the Certificate IV in Massage. This must currently be completed externally.

Upon graduation you may join a number of professional associations including The Association of Massage Therapists NSW, The Australian Traditional Medicine Society and the Australian Association of Massage Therapists.

Further Study Options – *Diploma of Remedial Massage*

The **Diploma of Remedial Massage** is recommended for practitioners looking to upgrade their skills and education qualifications beyond the Certificate IV program.

It consists of 5 modules including: Advanced Remedial - workshops series & case assignment, Advanced Anatomy & Physiology, Professional Development and two massage electives.

The delivery of the program is again highly flexible. Each module can be completed separately or together. It will suit practitioners who are currently working in industry and looking for simple path to upgrade their qualification.



NSW Vocational
Education & Training
Accreditation Board



Enrolment

The NSW School of Massage encourages all students with an interest in massage to enrol in all subjects of the Certificate IV course. Enrolment forms can be collected from reception, or downloaded from our website at www.schoolofmassage.com.au

Some courses may have prerequisites; course information for each subject is available from reception or the website. Alternatively, our administrative assistants will be happy to assist.

How to Enrol

The school has four terms a year. This means that you have four enrolment opportunities throughout the year to begin your course. We advise you do only one course per term initially as the earlier courses prepare you for the more advanced courses. This also allows sufficient time at home to practise the techniques and absorb all the information.

To enrol into your massage course complete the enrolment form. Indicate the course you have selected including the day, date and time.

Then either mail or fax your completed form to us with the deposit amount (cheque, money order or credit card details) to:

NSW School of Massage
Level 1, 225 Clarence Street
Sydney NSW 2000

OR fax to: (02) 9262 2879

If you wish, you may enrol over the phone by calling 9262 2654.

We will then send you a receipt to confirm your enrolment.

Also note:

- The balance of your course fees are due 3 weeks prior to the commencement of the term
- All our courses are exempt from GST as they are "professional and trade courses".
- When posting payments please ensure to include your name, address and course details
- Students who have not paid in full will not be permitted to join the class.
- Before enrolling please take time to familiarise yourself with the course conditions and policies on the following page. They also appear on the back of the enrolment form.

Course Conditions

Fees & Refunds

- All enrolments must be accompanied by a deposit. The balance of course fees are due 3 weeks prior to the commencement of each term.
- Students wishing to withdraw from a course must advise the school in writing 14 days prior to the commencement of term. The School does not refund fees under any circumstance after this 14 day period. Course fees are non-transferable to other students. All refunds are subject to an administration fee of \$50.
- Students attending catch-up classes are required to pay a \$30 administration fee.
- Any change to original enrolment is subject to a \$50 administration fee. Transfers to another term must be requested in writing at least 7 days prior to the commencement of term.
- Students who have paid in full and who wish to transfer their enrolment less than 7 days prior to the commencement of term or, who are unable to continue with a course once it has commenced, may decide to defer. The School allows deferring students to carry forward 50% of fees paid as credit towards the new term. Deferments are valid for two terms only and must be requested in writing during the original term of enrolment. Conditions apply.
- The School reserves the right to increase fees from time to time. Fee increases will not apply to students who already hold a confirmed position in a course prior to the fee increase.

Student Responsibilities & Understandings

- The student agrees to comply with the policies and procedures of the School as outlined in the student handbook, as may be amended from time to time. A copy is available on the School website – www.SchoolofMassage.com.au
- Students must ensure the balance of fees are paid by the due date or they may forfeit their position in that course.
- Students are responsible for ensuring they have successfully completed all pre-requisites for each subject before the commencement of each subject.
- Students are responsible for maintaining satisfactory course attendance and results. Failure to do so may prolong the originally scheduled program.
- It is the student's responsibility to make themselves aware of all the course dates prior to enrolment.
- Students enrolling into a subject in advance of the timetable being published will only receive a full refund if the course's scheduled day or evening is changed by the School. In all other circumstances, the above refund policy applies.
- Students should report to their teacher before class if there is any reason why the student should not give or receive a massage in any given class.
- Students enrolling in a body work course, eg Swedish Massage, acknowledge that they will be required to give and receive massages by both females and males. This also applies in student clinic.
- It is the students responsibility to advise the school if you are pregnant, have a medical condition (including contagious skin conditions) which would contra-indicate receiving or giving a massage or if you have special learning needs, prior to enrolling.
- Students whose first language is not English should note strong English language proficiency is required to successfully complete studies. As a guide, the School recommends students to have a minimum of IELTS 6 (academic), a TOEFL score of 550 or TOEFL computer based test of 213.
- The student will release and hold harmless the School, its Director, staff, trainers and agents in respect to any property loss or personal injury that may be sustained whilst participating in their course or attending the School whosoever caused.

School Policies

- The School reserves the right to cancel a course. Where possible the School will inform students with 7 days notice of this event and a full refund will be provided.
- Successful completion of the course is subject to the student satisfying the School's Attendance Policy.
- Students wishing to request Recognition of Prior Learning may do so by either downloading the forms from our website or requesting forms from administration.
- The School recognises qualifications from other RTO's.
- Persons under the age of 16 years of age cannot participate in any of the courses offered at the school.
- The School has a non-smoking policy. Food and drink may not be consumed in the classrooms (except water).
- Any other matter not specifically mentioned in the School Policies is at the discretion of the School.

VETAB Standard and ATMS Accreditation

The School is a Registered Training Organisation and as such the assessment structure used by the NSW School of Massage follows the Australian Qualification Training Framework as follows:

C= Competent

NYC = Not Yet Competent

Subjects are presented in a course subject format in compliance with industry accreditation and the Health Training Package for Nationally Recognised Training. Grading is competency based. A student is deemed either Competent or Not Yet Competent as a result of the successful completion of relevant assessment in relation to the competencies/elements studied.

Students who have failed assessments may resit the assessment until competency is reached. A fee will be charged for resitting examinations in line with the School's Assessment Policy. However, in order to ensure students have adequate understanding of the course content, if failure occurs twice, the student must undertake the particular course again.

Certificate IV in Massage Therapy Practice (HLT40307)

The alignment between the units of competency appears in the following table:

Program Area	School Subjects	Competency Codes	Competency Units from Health Training Package (HLT07)
BODYWORK SUBJECTS	Swedish	HLTREM401B	Work Within a Massage Framework
	Remedial 1	HLTREM406B	Provide Massage Treatment
		HLTREM407B	Plan Massage Treatment
	Sports (Remedial 2)	HLTREM408B	Apply Massage Assessment Framework
	Elective	HLTREM409B	Perform Massage Health Assessment
		HTLCOM406B	Make Referrals to Other Health Care Professionals When Appropriate
THEORY BASED SUBJECTS	Practice Management, Law & Ethics	BSBCMN204A	Work Effectively with others
		HLTCOM404B	Communicate Effectively with Clients
		HLTCOM405B	Administer a Practice
		HLTHIR301A	Communicate and Work Effectively in Health
	Safe Practices	HLTOHS300A	Contribute to OH&S Processes
		HLTIN301A	Comply with Infection Control Policies and Procedures in Health Work
	Anatomy and Physiology	HLTCOM408B	Use Specific Health Terminology to Communicate Effectively
		HLTAP401A	Confirm Physical Health Status
EXTERNAL MODULE	Apply Advanced First Aid	HLTFA301B	Apply First Aid

Please note: to be eligible for the Certificate IV in Massage Therapy Practice (HLT40307) qualification, candidates must be deemed competent in ALL of the above units from the Health Training Package (HLT07).

Diploma of Remedial Massage (HLT50307)

The alignment between the units of competency appears in the following table:

Program Area	School Subjects	Competency Codes	Competency Units from Health Training Package (HLT07)
BODYWORK SUBJECTS	Advanced Remedial Course	Advanced Assessment Workshops	HLTREM505B: Perform remedial massage health assessment
		Advanced Remedial Workshops	HLTREM503B: Plan remedial massage treatment strategy;
		Remedial Case Management	HLTREM504B: Apply remedial massage assessment framework;
		Remedial Clinic	HLTREM502B: Provide remedial massage treatment;
		External industry workshop	HLTREM510A: Provide specialised remedial massage treatments;
			HLTHIR403B: Work effectively with culturally diverse clients and co-workers;
			HLTCOM510A: Provide services to clients with chronic diseases or conditions;
			HLTCOM509A: Provide services for people with a life changing illness
	Elective Massage Subjects (2)		
THEORY BASED SUBJECTS	Anatomy & Physiology (Advanced)		
	Professional Development Module		HLTCOM502B: Develop professional expertise HLTCOM503B: Manage a practice CHCORG28A: Reflect and improve upon professional practice HLTHIR506B: Implement and monitor compliance with legal and ethical requirements HLTAP501A: Analyse health information HLTHIR501A: Maintain an effective health work environment

Please note: to be eligible for the Diploma of Remedial Massage (HLT50307) qualification, candidates must be deemed competent in ALL of the above units from the Health Training Package (HLT07).

Receiving Your Certificates

When a student successfully completes a massage subject (including applicable student clinics) they are eligible for a certificate for that subject. These certificates are available to be collected from administration approximately 3 weeks after the completion of the subject (including applicable student clinics). Postage is available at a cost of \$20 within Australia. International postage charges may differ.

Certificates for the Certificate IV in Massage and Diploma in Remedial Massage qualifications will be available 3 to 4 weeks after successful completion of these courses. These certificates can either be collected from the school, or posted free of charge within Australia. International postage charges may apply.

Flexible Learning

The courses offered at the school are structured into separate subjects. Students have flexibility in when they study each subject. Also note some subjects may be studied together, whilst others must be completed as pre-requisites. The course structure provides students with the flexibility of attaining their qualification over 6 months or over a number of years depending on their personal circumstances. Payments are made on a per subject basis to ensure students are able to plan their payments rather than paying a lump sum.

Organisation

These programs are organised to ensure candidates receive background knowledge and skills and the opportunity to apply these skills under supervision.

Whereby a competency appears in more than one subject, the candidate will only be deemed competent when they have successfully completed all relevant subjects e.g. HLTREM401B – Work Within a Massage Framework will be delivered in 4 subjects – Swedish, Remedial 1, Sports (Remedial 2) and the Massage Elective. This ensures that students have been assessed against a sufficient range of variables and that assessment is reliable (shows the student can consistently meet the competency).

Student Assessment and Attendance Policy

Students are deemed either Competent or Not Yet Competent in line with industry and training guidelines for assessment. As the courses are delivered by way of individual subjects or courses, each subject has its own requirements for attaining competency.

The range of assessments include:

- Written examinations
- Oral questioning
- Peer or Self Assessment
- Practical examinations
- Role plays
- Assignments
- External assessment
- Clinic observation

The assessment tools used and the pass mark for each course will vary. The individual subject course notes will provide details of the necessary requirements for passing that subject.

All assessments will be planned and conducted in a way that ensures that they comply with the following principles:

- authenticity (reflect the candidate's own work)
- validity (directly relate to the current version of the relevant endorsed units of competency)
- reliability (shows that the candidate consistently meets the unit(s) of competency)
- currency (reflects the candidate's current capacity to perform the aspect of the work covered by the units)
- sufficiency (covers the full range of criteria in the relevant units of competency)
- fairness (are not advantageous or disadvantageous to different individuals or groups and can be open to reasonable questioning)
- flexibility (a range of approaches can be used to allow for different delivery modes and student needs)

Written Assessments

All completed written examinations remain property of the School. These are kept for one term only and are then destroyed. Students have viewing access to their completed written examinations during this period.

Written assignments are returned to students or are available for collection from administration. If assignments are not collected they will be destroyed after one term. It is the student's responsibility to keep a copy of their submitted assignments.

Resitting of Examination or Resubmission of Assessment

In the event that students do not pass any aspects of the course, assessments may be resubmitted or examinations may be resat. However, students must be aware that administration fees are payable. This fee currently stands at \$30 for written or practical examinations if the student sits with another class during a scheduled examination during the same term. A practical examination sat outside a scheduled examination date will incur a higher fee depending on the nature of the examination.

In some cases, the student may also incur a 5-10% mark penalty.

Absence

The prescribed hours for the courses and the individual subjects are designed to ensure compliance with industry and training accreditation. In order for students to ensure they have completed the necessary study and practical lessons required for competency, they must endeavour to attend all course lectures for each subject. A maximum of one lecture per subject may be missed (this does not include review lectures or examinations). A record of attendance will be kept.

In the event of absence, students should notify the school as soon as possible. This will be marked on the roll. It is the students' responsibility to catch up on all missed work.

Students who do not reach the acquired attendance will be recorded as having failed the subject and will be required to re enrol at their own expense.

Absence Due To Illness or Exceptional Personal Circumstances

If absence occurs as a result of illness and a medical certificate is produced, or under exceptional personal circumstances, the School will consider each individual case on its merits. Should the lecturer be confident that the student's absence has not affected their ability to achieve competence, they may be permitted to pass the course.

Absence from an Examination

Students who are absent from an examination will have to arrange to sit the examination at the School's convenience. This will incur administration fees as per the resitting or resubmission of assessment policy.

Lateness

Students are expected to attend lectures at the specified times. Students who arrive later than 30 minutes to a lecture or leave more than 30 minutes early will be recorded as having being absent from that lecture.

Clinic Attendance

Students are provided separate information on the policies, procedures and guidelines regarding attending student clinic sessions. This details information such as arrival times and policies for lateness.

Students should familiarise themselves with this separate information before attending clinic.

Lateness in Submitting Written Assessments

Assessments that are not submitted on time will be treated as resubmissions and will incur a \$30 administration fee. Extensions will only be granted under exceptional circumstances and these will be considered on an individual basis. Students must contact their lecturer if they wish to apply for an extension and the School must be informed in writing.

Cheating or Plagiarism

The School will not tolerate cheating or plagiarism. As such, any student found guilty of either demeanour will immediately fail that assessment and have the demeanour recorded on their student record. They will have to resubmit or resit the assessment at their own cost as outlined above. In addition, there will be a penalty of 10% in the mark for that assessment. For example, should the pass mark be 60% in that assessment, the student would have to achieve a mark higher than 70% to allow for the 10% penalty deduction in order to pass that assessment. Serial offenders will face expulsion from the School without recompense.

Distance Education

Distance education is conducted online. It is the student's responsibility to submit assessments by the due date. Where assessments are not received by the lecturer by the due date, the policy for resubmission of assessments will apply.

Access to Records

The School will make student records available to students on written request. No student information will be made available to third parties without student's written permission. Most personal information can be accessed readily and immediately if urgently required. Students requesting duplicate copies of academic transcripts or statements of attainment can expect a processing period of 5 working days and an administration fee of \$50.

Refund Policy

It is the policy of the NSW School of Massage to provide fair, equitable and reasonable treatment with regards to refunds.

- In the event that a course has been cancelled by the School, a full refund will be made available to those students enrolled in that course. Students may elect to have the fees transferred to another course.
- Requests for refunds due to changes in personal circumstances will only be considered if the School is notified in writing by the student at least 14 days prior to the commencement of term. These refunds will attract an administration fee of \$50. Students will be notified of the outcome within 7 days.
- The School does not refund under any circumstance after this 14 day period.
- Course fees are non-transferable to other students.
- Students who have paid in full and who wish to transfer their enrolment less than 7 days prior to the commencement of term or, who are unable to continue with a course once it has commenced, may decide to defer. The School allows deferring students to carry forward 50% of fees paid as credit towards the new term. Deferments are valid for two terms only and must be requested in writing during the original term of enrolment. Conditions apply.

Client Support

The School is committed to ensuring student success and enjoyment in their course. We do this by:

- ☑ Step-at-a-Time Learning - Learning is made easy and effective. Each topic is broken down into small parts in sequence. The steps are gradually built on from one class to the next until you have mastered each technique and skill.
- ☑ Hands-on Practice - Our classes are dynamic. Your training involves hands-on instruction, demonstration and practice in a highly supervised classroom situation.
- ☑ Review and Integration - Time for review and discussion is included in your classes. You will also find your coursework and practical sessions combine to give you an overall mastery of massage therapy.
- ☑ Professional and Team Support - All aspects of the program are designed to show you how to become a successful professional. We're committed to your success. Your instructors and students services team work together to help you succeed. Should you need any assistance, we'll be happy to provide the information on the spot. If your enquiry is more detailed, we will provide you with information in writing or schedule an interview for discussion.

Appeals and Complaints Procedure

It is the policy of the NSW School of Massage to deal with complaints and appeals in a constructive and timely manner.

Each complaint shall be treated equally and fairly with respect to the rights of the people involved. All staff members have the full right of reply to a complaint made against them. Information with regards to complaints made against staff will only be placed in their personal file if the matter proceeds to disciplinary action. A copy of all complaints will be appropriately recorded and stored in a grievance file.

The School undertakes to ensure that privacy and confidentiality will be respected throughout the complaint handling process for all parties concerned.

Complaints Procedure

- The affected student/client should first attempt to resolve any complaint informally with relevant staff. If the complaint is considered serious in nature, the following steps must be taken.
- The complaint must be submitted in writing to the Director using a form that can be obtained from Administration. The complaint must not be anonymous.
- The director will acknowledge receipt of the letter and contact the student/customer within 7 days of receiving the written complaint.
- Relevant staff will be informed and given the opportunity to address the complaint through discussion and negotiation.
- Appropriate outcomes will be determined by the director in consultation with relevant staff and the student/customer. These outcomes will then be implemented.
- If necessary, consultation with independent external agencies regarding issues raised and necessary approaches to resolving the issues.
- In the event of serious breaches to policy, practice or professional conduct, legal advice must be sought.
- All information gathered during the complaints processes will be used to review the policy and procedure where necessary.
- All outcomes will be documented and stored according to the School's policy and inline with the AQTF standards for effective administrative and records management.

Appeals Procedure

- Students may appeal against a subject or course result within 30 days of the issue of results, using a form that can be obtained from Administration.
- Results will be reviewed by the relevant teacher and the director, and written notification of the outcome will be provided within 14 days of the appeal.
- If the student feels that the appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel. If the student wishes to address the panel, the request must be submitted in writing to the director. Once the panel has come to a decision, written notice of the outcome including reasons for the decision will be provided to the student within 14 days of the panel hearing the case.
- All information gathered during the appeals process will be used to review the appeals policy and procedure where necessary.
- All outcomes will be documented and stored according to the School's policy and inline with the AQTF standards for effective administrative and records management.

Student Conduct Policy and Disciplinary Procedures

It is important that the School remains a positive environment to learn, with the utmost concern for the welfare of our students, staff and clients. Students have an obligation to behave in a professional and respectful manner at all times. A way that is commensurate with studying in a professional organisation. At no time will the School tolerate disrespect or aggression towards other students, staff members or clients.

The following would be considered a breach of conduct and would attract disciplinary action by the School:

- Academic Misconduct such as cheating or plagiarism
- Not meeting the Academic requirements set out by the School
- Rudeness, disrespect or aggression
- Not complying with the School's policies

Should a situation arise whereby a student is considered to be acting in breach of the requirements of conduct, appropriate action will be taken. This action may take the following forms, depending on the seriousness and nature of the breach of conduct.

1. Informal discussion with relevant member of staff (in the case of rudeness)
2. Formal discussion with the Principle or CEO (in the event of more serious disrespect)
3. Resitting of an examination or resubmission of assessment (in the event of academic misconduct)
4. Deduction of marks and/or resubmission fee (in the case of late submission of an assessment or absence from an examination)
5. Suspension from the course (in the event of academic misconduct or aggression)
6. Expulsion from the course (in the event of academic misconduct or aggression)

Access and Equity Incorporating Language, Literacy and Numeracy Principles

The NSW School of Massage applies access and equity principles in order to meet the needs of both staff and students.

The School is non discriminatory in its acquisition of students, trainers and staff in line with the Anti-Discrimination Act (NSW 1977 and Cth 1992). It is the policy of the School to ensure that all people are treated fairly and are not judged on characteristics such as age, gender, sexual preference, race, beliefs, ethnicity, disability, pregnancy, socio-economic status, educational standards or any other personal characteristic that is not strictly relevant to employment or success in the course.

Students and staff come from diverse backgrounds and are limited in their achievement only by their comprehension of the English language. Any issues whether psychological, physical, socio-economic or emotional are addressed on an individual needs basis.

Similarly, any concerns a student has regarding their level of language, literacy and numeracy will be treated on an individual basis with the utmost care and confidentiality. Students should notify their lecturer of any issue they feel will disadvantage them in the course and the lecturers will address the issue wherever possible in order to minimise that disadvantage.

Wherever possible, the School will enhance the flexibility of its courses in order to maximize access for those facing disadvantage. This includes, but is not limited to:

- Regularly reviewing the planning, delivery and assessment components of courses in order to maximize access and equity for disadvantaged individuals
- Keeping massage classes to a maximum of 20 students so that during the practical times when students are practising on each other, the ratio of student to teacher is 1 to 10
- The delivery of the course in plain English and the use of modeling and demonstration to ensure greater understanding
- The extension of time limits for written examinations for those who have difficulty reading or writing
- Oral examination to replace written examinations for those who have difficulty reading and writing
- The allowance of foreign language dictionaries in examinations
- Extensions to deadlines for assessments in the event of sickness, grief, stress or other circumstances which prevent students from completing assessments on time.

Any special considerations must be directed to the lecturer of the subject to ensure a fair and timely resolution. If discussion does not produce a desired resolution, students may direct their discussions to the principal. (Refer to the Grievance Procedure)

Recognition of Prior Learning (RPL) & Recognition of Qualifications from RTO's

It is the policy of the NSW School of Massage to assess the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Students wishing to be recognised for competencies should follow the RPL procedure.

RPL Procedure

1. Students are informed of the School's RPL policy prior to enrolment. This information is contained in the course conditions on the website and the reverse side of the enrolment form.
2. Students who wish to apply for RPL are provided with an opportunity to discuss their RPL requests with administration.
3. Students apply for RPL using the schools RPL form, providing evidence to support their claim. The application must be supported by an administration fee per school subject (each subject includes a set of competencies). The administration fee is currently set at \$85 per subject. Due to the course structure, students must request RPL for an entire subject and may not request RPL for individual competencies within that subject.
4. The assessor will then assess the application based on the evidence submitted. The assessor may request further evidence such as a demonstration or the sitting of the relevant examination if the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency.
5. The student will be advised in writing of the outcome of the RPL application. If unsuccessful, the student has the right to appeal using the appeals process.
6. If successful, the competencies that have been recognised will be recorded 'by advanced standing' on the academic transcript.

Recognition of Qualifications from RTO's

Under the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations, the School will honour its obligation to recognise and accept Statements of Attainment and qualifications issued by any other RTO.

Competencies that have been awarded by other RTO's will be recorded on the School's Statements of Attainment as 'By Advanced Standing'. For administration purposes, each competency that is recognised will attract a fee of \$25.

Occupational Health and Safety Policy

The NSW School of Massage is committed to the principle of prevention of workplace injuries. All students and staff members must accept their responsibilities under the Occupational Health and Safety Act 2000 (Cth) and the Occupational Health and Safety Regulation 2001 (NSW) by following School policies and acting in a way that prevents harm to themselves and others.

Responsibilities of the School

The School understands and abides by its responsibilities to ensure the health, safety and welfare at work of all the employees, students and clients. These responsibilities include but are not limited to:

- Having workers' compensation insurance
- Displaying the Workers' Compensation Act in a prominent location
- Supporting rehabilitation programs to assist injured employees
- Reporting all serious accidents as required by law
- Maintaining an accident record register in which details of all injuries are shown
- Registering all workers' compensation claim forms and medical certificates within the required time
- Providing safe systems of work
- Providing safe premises
- Providing information, instruction, training and supervision
- Providing a suitable working environment and facilities

Responsibilities of Staff & Students

Staff and students have the following obligations and responsibilities:

- Following the OHS policies of the school
- Behaving in a way that prevents harm to themselves and others
- Reporting any accidents immediately
- Not entering the School whilst under the influence of non prescription drugs or alcohol
- Refraining from entering the School whilst suffering from illness
- Obtaining medical certificates whenever possible or when required
- Keeping copies of all forms and certificates

Student Clinic Health & Safety Guidelines

Health and Safety of both students and clients in our clinic is of paramount importance. Report anything you believe to be a hazard to your clinic supervisor.

The health and safety responsibilities of massage therapists are taught in more depth in the “Safe Practices” subject at the school. However, for student clinic, students must adhere to the following.

General Health & Safety

- If student practitioners have skin breaks they must use an occlusive bandage such as Op-Site (available at admin)
- Students must wash their hands thoroughly (covering all surfaces between fingers etc and up to and including the elbows) before and after each client.
- Students should not be massaging in clinic if they are sick with a contagious disease or condition. Please endeavor to give 24 hours notice to admin staff if you will not be able to attend clinic for any reason. If you give less than 24 hours notice, you will be charged an admin fee, or may be required to do an extra clinic.
- To protect your own health, you should not be massaging clients with contagious conditions either. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your clinic supervisor immediately for guidance.
- Where there are any visible lesions or wounds on a client’s skin, students should seek advice from the clinic supervisor.
- Take care with clients getting on and off the table, provide assistance if required.
- Students are required to adhere to the Student Clinic Dress code as per the Student Clinic Policy.

Linen Protocol

A clean small towel is to be provided for each and every client around the face hole of the table. After each client, students are to place the towel used for wiping off oil into the laundry bag provided. Take the towel around the face hole of the table and turn it into the new towel for wiping off oil. Place a clean towel around the face hole of the table. A large clean draping towel will be provided after every second client.

Administration staff or clinic supervisors will handle all other changes of linen. However, you must alert the clinic supervisor if there has been a contamination of the towels requiring a complete change of linen. Students should check linen before treatments. If linen appears soiled at all, the supervisor should replace it. Where blood or any body fluid appears on linen-this should be reported immediately. The supervisor will handle contamination of this nature.

Staying Alert to Health and Safety Hazards

If students can see any hazards to the health and safety of anyone in the clinic (including themselves), they should report them immediately to the clinic supervisor. Examples may include things like:

- Someone gets blood on the towels
- A student notices a wobbly leg on a stool
- Someone has lain towels or clothes directly over a heater in the room

School Facilities

Library Facilities

The school does not have a library for student use. There is a reference library for staff use only. The School is located near many good bookshops, which stock books relevant to their needs. For example, Adyar Bookshop is only 2 blocks away and has a lending library. The State Library facilities are located a short distance away on Macquarie St, Sydney.

Clinic Facilities Available for Student Clinics

Student clinics are carried out in classrooms. Rooms are set up with massage tables or shiatsu mats depending on the type of clinic. Aromatherapy clinics also have a table for essential oils.

Students are allocated client cards, and given a briefing at each clinic to describe what is expected of them. Student clinic guidelines are handed out to each student prior to the commencement of each clinic (including an outline of questions to ask for case history taking and guidelines for what to do between clients).

Supervising teachers are available to students at all times during clinic sessions.

Other Facilities

Disabled Facilities:

The building is equipped with facilities for disabled persons. There is access to the lift area of the building via an electronic platform lift. There is also a disabled toilet on the premises. All classrooms are wheelchair accessible.

Kitchen Facilities:

There is a small kitchenette available for staff use only.

Toilet Facilities:

Separate male and female toilets are available to students. There are four cubicles in the female toilets, two cubicles and two urinals in the male toilets. There is also one disabled toilet available which includes a shower. This shower is for staff use only.

Hand Washing Facilities:

Hand washing facilities are located in the male and female toilets of the school. Anti-bacterial hand wash is provided as well as paper towels and electric hand dryers.

First Aid:

In line with legislation, the School has a compliant First Aid kit. All teacher/trainers have current First Aid qualifications. The First Aid kit is equipped with occlusive bandages for student use if students have minor skin lesions.

Fire and Safety Procedures

The School conforms to best practice in health and safety and complies with all regulations in NSW. The School's Fire and Evacuation Strategy involves the following:

- Key groups of people are identified to take positions of control and responsibility during an emergency.
- They are provided with adequate training commensurate to the level of risk.
- Drills are held, where responses are noted and improved on.
- Prominent evacuation and emergency signage is displayed in all rooms.
- Teachers are trained to take roll calls at beginning of each class and to evacuate with roll book to ensure all students are accounted for.
- Key first aiders are identified to evacuate with the school first aid kit if possible.
- Training has been provided regarding the location and use of extinguishers and hoses.
- Assembly points have been identified outside the building.
- One staff member has been allocated to control the situation and communicate via mobile phone from outside building.
- Should an emergency arise, we ask you to remain calm and follow the instructions of the school staff.