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## OVERVIEW

As part of each hands-on course, students are required to complete a certain number of student clinics.

Student Clinic is where you massage the public under the close supervision of a teacher here at the School.

*Why are these clinics so important to your training?*

Firstly, it is a requirement to complete Student clinics in order to become an accredited Massage therapist.

Secondly, Student Clinic provides a secure and safe environment where you will be able to develop your skills and build confidence in providing a treatment.



### ***IMPORTANT - Do you know the Student Clinic Policies?***

It is every student's responsibility to know and be familiar with the Student Clinic guidelines and policies before booking your clinic. These are strictly adhered to, to ensure fairness to all students and quality of service for our clients.

# CLINIC OVERVIEW

## Eligibility

Swedish Massage students are eligible to participate in student clinic after the completion of lecture 7. However, bookings for these clinics can be taken after the completion of lecture 3.

Remedial Massage students are eligible to participate in student clinic after the completion of lecture 4. However, bookings for these clinics can be taken after the completion of lecture 1.

## Booking

Prior to booking your first clinic you are required to sign the Student Clinic Register. This confirms you have read, understood and agree to the Student Clinic policies and procedures

## Completion

Please note that students have a total of 12 months to finalise the required clinics after the completion of each module. **Important Note:** *Different conditions apply to International Students. These conditions are outlined during your orientation session.*

## Overview of Assessment for Student Clinic

### Purpose of Assessment

For those students planning on completing the Certificate IV in Massage Therapy Practice (HLT40312) the Student Clinic module focuses on study leading to the attainment of the following Units of Competency:

Student Clinics 4 to 8 are assessing the following Units of Competency:

BSBWOR203B	Work effectively with others
HLTCOM404C	Communicate effectively with clients
HLTWHS300A	Contribute to WHS processes
HLTIN301C	Comply with infection control policies and procedures
HLTAP401B	Confirm physical health status
HLTREM401D	Work within a massage framework

Student Clinics 9 to 13 are assessing the following Units of Competency:

HLTHIR301C	Communicate and work effectively in health
HLTWHS300A	Contribute to WHS processes
HLTREM406C	Provide massage treatment
HLTREM407C	Plan massage treatment
HLTREM408C	Apply massage assessment framework
HLTREM409C	Perform massage health assessment

Students will be assessed according to their ability to demonstrate competency in the above units.

This will be based on a student's ability to carry out the following:

- Addresses client queries
- Allocates time appropriately
- Applies massage techniques according to treatment plan
- Assesses client through palpation, observation & sensory techniques
- Cleans & maintains work area
- Consults appropriately
- Discusses treatment strategies with client
- Documents massage treatment/case history
- Drapes appropriately
- Establishes & maintains a professional relationship with the client
- Establishes contraindications & modifies treatment accordingly
- Gains consent
- Identifies contraindications
- Maintains good personal hygiene including hand washing between clients
- Maintains high levels of personal hygiene
- Obtains & records accurate client history
- Obtains information about health status
- Provides an effective response to the client's needs
- Requests assistance if required
- Requests feedback from client & adjusts treatment accordingly
- Respects others
- Selects appropriate treatment for client
- Works in a positive manner
- Works in a professional & responsible manner
- Works respectfully
- Works with an understanding of body systems and structures
- Works within clinic guidelines

In addition to the Unit of Competency assessment allocation, Student Clinics are also used to assess a student's skill in the delivery of specific massage modalities. Therefore, the completion of Student Clinics is required in order to achieve completion certificates for the individual massage modules.

# CLINIC TIMETABLE

Student Clinic is held at the School on Mondays, Thursdays and Saturdays.

All students participating in student clinic are required to sign-in with administration staff at the reception desk. Students will then be directed to a specific classroom to undertake the student clinic briefing. Typically students will treat 4 clients for 1 hour each with a 15 minute break between clients.

Students should observe the following timetable for each respective session:

	<b>Monday &amp; Thursday</b>	<b>Saturday <u>AM</u> (morning clinic)</b>	<b>Saturday <u>PM</u> (afternoon clinic)</b>
<b>START TIME</b>	 <b>9:30am</b> <small>Except Aromatherapy*</small>	 <b>8:30am</b> <small>Except Aromatherapy*</small>	 <b>1:45pm</b>
<b>FINISH TIME</b>	<b>2:30pm</b>	<b>1:30pm</b>	<b>6:45pm</b>

\* Aromatherapy Sessions - Please check term timetable for specific times.

## Student Clinic Attendance Policy

Students are required to:

1. Arrive and sign-in at the reception desk by the **START** time indicated and be ready to commence student clinic at the above start times
2. Be present in the clinic room during the clinic briefing
3. Be present in the clinic rooms for the duration of the student clinic (with the exception of breaks)
4. Strictly adhere to break times.

## Student Clinic Penalties

A penalty will be issued to a student who:

- arrives after the student clinic start time
- leaves prior to the clinic finish time
- returns to the clinic room late from a clinic break

As well as a penalty, a student arriving late may not be allowed to participate in clinic.

# STUDENT CLINIC GUIDELINES & POLICIES

The following conditions apply to all students undertaking their student clinics for any module.

<p><b>Arrival, Break &amp; Departure Times</b></p>	<p>Students must arrive as per the required <b>START</b> times, as published. There is <b>no flexibility</b> in arriving late for Student Clinic. A penalty will be issued to a student who arrives to a scheduled Student Clinic after the start time, leaves prior to the Student Clinic finish time or returns to the clinic room late from a clinic break. A student arriving after the start time may not be allowed to participate in Student Clinic.</p>
<p><b>Clinic Cancellation and Non-Attendance</b></p>	<p>Once a student has booked a Student Clinic session, they are responsible for keeping track of their booked Student Clinics, and attending them.</p> <p>A minimum of <b>24 hours notice</b> is required to cancel or change a Student Clinic booking. For example, if you are booked in to a Saturday morning clinic, you must phone the school <b>by</b> 8:30am on the Friday before.</p> <p>You must speak to an admin staff member, either in person or via the telephone, to cancel a Student Clinic. Emails will <u>not</u> be accepted. If you are calling outside of admin office hours, please leave a message on the answering machine. You will receive an email confirming that your student clinic cancellation has been made.</p> <p>Cancellation due to illness will only be accepted with an accompanying medical certificate within 30 days of the breach.</p> <p>Non-attendance to Student Clinic will result in a penalty. It is the student's responsibility to cancel any pre-booked clinics they no longer require.</p>
<p><b>Penalties</b></p>	<p>The following penalties are enforced should a student fail to meet the rules of Student Clinic (i.e. arriving late, leaving early, non-attendance, or cancelling with less than 24hrs notice):</p> <p><b>1<sup>st</sup> Penalty</b> ⇒ We understand genuine circumstances do arise. A first time penalty is recorded on the student card and a \$50 admin fee is charged. Students are sent a reminder of the Student Clinic policies and procedures. We will remind you that a further incident will result in a higher level penalty.</p> <p><b>Subsequent Penalties</b> ⇒ A student is required to undertake an <u>additional</u> Student Clinic for any subsequent incidents. The School needs to ensure the student is competent in observing Student Clinic policies and procedures as part of their learning competencies. A \$50 admin fee is also charged.</p>
<p><b>Admin Fees</b></p>	<p>An admin fee of \$50 is <u>always</u> charged for <u>all</u> penalties.</p> <p>This fee contributes to the direct costs caused by these incidents and ensures the School can keep running Student Clinic <i>free of charge</i> to ALL students. Please note that your certificate will not be ordered until this has been finalised.</p>
<p><b>Dress Code &amp; Personal Hygiene</b></p>	<p>To maintain professionalism, students attending Student Clinic are required to maintain a clean &amp; tidy appearance.</p> <p>Students must wear either a school logo t-shirt or a <u>plain</u> black or white t-shirt (<i>only a minimum level of logos or designs will be accepted</i>), with loose fitting pants or shorts. The School <u>does not allow</u> short skirts or shorts, low-riding pants, bare midriffs, low-cut tops or singlets. Students are required to have short, clean nails, clean clothing and no strong body odours.</p> <p>If you are unsure about the appropriate dress, please check with your teacher or clinic supervisor prior to attending Student Clinic. A student who is not appropriately attired may not be permitted to attend Student Clinic.</p>

## STUDENT CLINIC BOOKING LOG SHEET

I have clinic booked on:						Cancellation number and date
	Monday 9:30am to 2:30pm*	Thursday 9:30am to 2:30pm*	Saturday <i>Morning session</i> 8:30am to 1:30pm	Saturday <i>Afternoon session</i> 1:45 to 6:45pm**	Clinic Type	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

\* Aromatherapy clinic starts at 9:30am to 2:45pm on Mondays and Thursdays

\*\* Aromatherapy clinic starts at 8:15am to 1:30pm on Saturdays

## FREQUENTLY ASKED QUESTIONS

**Q: What is clinic for?**

**A:** Student clinic provides practical training for students. You will massage clients in a clinical setting, under the supervision of teacher. The clinic enables you to practice and develop your skills as a massage therapist. Also, Student clinic is a requirement in order to become an accredited Massage Therapist.

**Q: Why is this policy so important?**

**A:** Firstly, your student clinic is an important part of your education and overall assessment. It demonstrates your ability to observe clinic regulations and guidelines in an industry environment. Secondly, members of the general public pay for this service. We must ensure a high standard of customer service.

**Q: I feel sick on the day of clinic. What do I do?**

**A:** If you are sick, you will be required to bring in your medical certificate for our records.

**Q: My bus/train was late. Is that ok?**

**A:** No. Even if the reason for being late is genuine, the penalty will still be enforced. Please make every effort to arrive earlier to avoid being deemed late.

**Q: How do I book a clinic?**

**A:** To book a clinic, firstly you must sign the Clinic Register. You may then phone or come into the School to book a clinic. Email cannot be used to book or cancel clinic.

**Important Note:** *Different conditions apply to International Students. These conditions are outlined during your orientation session.*

**Q: Do I need to stay for the whole clinic?**

**A:** Yes. A penalty will be issued to any student who leaves prior to the clinic finish time.

# MASSAGE PREPARATION AND STUDENT CLINIC

## The School provides:

### Climate - Environment

- Temperature - around 23°C to 25°C
- Lighting - subdued, avoid overhead lighting
- Absence of draught, fan directed on you or the wall, not the client
- Quiet surroundings - turn off mobile phones & limit talking
- Relaxing music

### Hardware

- 1 table with nose hole, 1 table cover, 1 block, 1 face pillow
- Massage oil in non-spillable dispenser
- Arnica cream – this helps prevent soreness after a deep massage
- Tiger Balm – this helps improve circulation in tight areas
- 1 stool
- Towels and a blanket in winter
- 1 thick pillow
- CD player and relaxing music
- 1 silent clock
- Heat/ice pack

## The Student Practitioner needs to ensure the following:

### Self

- Be punctual and early enough to be relaxed and centred
- Be healthy (no communicable diseases e.g. colds and flu)
- Dress appropriately – see dress code
- Be scrupulously clean, especially your hands
- Cut fingernails short and file smooth
- No strong breath or other odours (perfumes etc)
- Remove jewellery and tie up long hair
- Prepare yourself physically, mentally and emotionally

## Always take a **CASE HISTORY** prior to the treatment.

- What would the client like?
- Point out contraindications when necessary
- Prior to each stage explain what you are going to do and ensure the client consents
- Inform the client of your fee if applicable (this should be explained when they book in)
- Get client to remove spectacles and jewellery

### General Points

- Keep calm - try to schedule in a 15 minute break between each client
- Tuck towels in to keep oil off clothes and hair
- Don't forget to drape or to untuck
- Use warm towels and/or a blanket in cold weather
- Wash hands and forearms thoroughly before and after each massage
- Be sensitive to client's needs, you are there to help them

### Reasons for Draping

- Warmth
- Keeps oil off clothes and hair
- Absorbs perspiration on very hot days
- Psychological reasons - avoids feeling of nakedness as it sets up a physical boundary, maintains client modesty and sense of security
- Maintains professional integrity



# STUDENT CLINIC – CASE HISTORY TAKING

Every time you conduct a treatment you should take and record a client case history. This applies to all treatments you provide during the Student Clinic. It is done prior to the treatment and the answers are to be written by the student on the case history form.

## EXAMPLE OF CASE HISTORY FORM

Client's Personal Information			
First Name	Surname		
Contact Phone	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Date of Birth	Occupation		
Email			
Medical History / Contraindications			
<b>Injuries</b>	<input type="checkbox"/> NO	<input type="checkbox"/> YES	→ Please indicate injury in table & notes
<b>Medical Conditions</b>	<input type="checkbox"/> NO	<input type="checkbox"/> YES	→ Please indicate medical conditions & notes
<b>Medications</b>	<input type="checkbox"/> NO	<input type="checkbox"/> YES	→ Please indicate reason in notes below
<b>Allergies to oils/creams/other</b>	<input type="checkbox"/> NO	<input type="checkbox"/> YES	→ Please indicate reason in notes below
<b>Pregnant</b>	<input type="checkbox"/> NO	<input type="checkbox"/> YES	→ Indicate how many weeks below
<b>Physically active</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	→ Indicate details below
<b>Exercise</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	→ Indicate details below
<b>INJURIES</b>	<input type="checkbox"/> Recent Surgery	<input type="checkbox"/> Bruising	
<input type="checkbox"/> Broken Bones / Fractures	<input type="checkbox"/> Inflammation	<input type="checkbox"/> Burns	
<input type="checkbox"/> Sprains/Strains	<input type="checkbox"/> Dislocations	<input type="checkbox"/> Other	
<b>MEDICAL CONDITIONS</b>	<input type="checkbox"/> High / Low Blood Pressure	<input type="checkbox"/> Asthma	
<input type="checkbox"/> Herniated Disc / Bulging Disc	<input type="checkbox"/> Skin Conditions	<input type="checkbox"/> Cancer	
<input type="checkbox"/> Numbness / Tingling	<input type="checkbox"/> Open Sores	<input type="checkbox"/> Diabetes	
<input type="checkbox"/> Osteoporosis	<input type="checkbox"/> Contagious Conditions	<input type="checkbox"/> Epilepsy	
<input type="checkbox"/> Scoliosis	<input type="checkbox"/> Infection	<input type="checkbox"/> Lymphoedema	
<input type="checkbox"/> Heart Conditions	<input type="checkbox"/> Fever	<input type="checkbox"/> Vertigo / Dizziness	
<input type="checkbox"/> Blood Clots / DVT	<input type="checkbox"/> Headaches / Migraines	<input type="checkbox"/> Stress / Anxiety	
<input type="checkbox"/> Bleeding Disorders	<input type="checkbox"/> Recent Illness	<input type="checkbox"/> Sleep Disorders	
<input type="checkbox"/> Varicose Veins	<input type="checkbox"/> Arthritis	<input type="checkbox"/> Other	
<b>Notes</b>			
<b>Reason for Massage Today:</b>			
<b>Purpose for treatment today</b>	<input type="checkbox"/> Relaxation – focus on: _____		
	<input type="checkbox"/> Specific condition or problem → Please detail below		
<b>Specific Condition or Problem :</b>			
Exact location of Problem:			
Cause/Reason:			
Duration of Problem: ___ Years ___ Months ___ Weeks ___ Days			
Type of Pain: _____ Frequency: _____ Intensity of Pain 1 to 10 (10 being the strongest): _____			
What makes it better / worse?			
Other Treatments	<input type="checkbox"/> NO	<input type="checkbox"/> Yes	
<b>Notes</b>			
<b>Client Consent &amp; Signature</b>			
<p><i>This is to confirm and acknowledge that the abovementioned information is accurate to my knowledge. I give consent for treatment by a student massage therapist and have the right to withdraw consent at any time. The student has explained the treatment plan to me. I will communicate information, such as pain or discomfort levels, throughout the session to ensure my own safety and effectiveness of the session. I acknowledge that there may be post treatment effects including muscle soreness and tenderness.</i></p>			
Signed .....			Date .....

**OPRS Objective Assessment – to be completed by Advanced Remedial Massage students only**

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**Massage Treatment Details**

Type of Massage:	<input type="checkbox"/> Swedish	<input type="checkbox"/> Remedial	<input type="checkbox"/> Sports	<input type="checkbox"/> Other →	
Duration	<input type="checkbox"/> 1 hour	<input type="checkbox"/> 1 ½ hours	<input type="checkbox"/> 2 hours	<input type="checkbox"/> Other →	
Areas Worked On:	<input type="checkbox"/> Upper Back	<input type="checkbox"/> Lower Back	<input type="checkbox"/> Head	<input type="checkbox"/> Neck	<input type="checkbox"/> Shoulder
	<input type="checkbox"/> Arms	<input type="checkbox"/> Abdomen	<input type="checkbox"/> Legs	<input type="checkbox"/> Feet	

Details
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What was Found
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Precautions Taken
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Advice Given / Referral
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**Note:** You must document what you have asked the client, even if the answer is no. This proves you have asked the question i.e. no previous massage, no contra-indications.

# STUDENT CLINIC HEALTH & SAFETY GUIDELINES

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

## General Health & Safety

- If students have skin breaks they must use an occlusive bandage (available from 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 – see hand washing procedure at end of your course notes
- 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 penalties apply)
- 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

## 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 for some reason
- A student notices a wobbly leg on a stool
- Someone has laid towels or clothes directly over a heater in the room

# STUDENT CLINIC PRIVACY GUIDELINES

The details of the Privacy Act are taught in more depth in the “Practice Management” module at the School. **However, for student clinic, students must adhere to the following.**

## **CONFIDENTIALITY**

Any details collected by students during a student clinic massage (on case history form), and any information disclosed verbally to a student by a client during a student clinic massage must be treated as strictly confidential. This means that students must never discuss information about their clients with any third party (except the clinic supervisor) – i.e. you cannot tell your friends, or anyone else, anything about your clients, even who your clients were. Also note that you must never take a client’s case history form away with you or copy information from it about a client.

## **GAINING CONSENT FROM NEW CLIENTS**

New clients to student clinic are all given the following information in a letter they read before you massage them:

### ***PROTECTING YOUR PRIVACY***

*Our students will need to collect and record information about you and your health before your massage. This will be done in a classroom setting within earshot of other clients and students. If you are not comfortable with this scenario, you are recommended to see one of our fully qualified practitioners at the School where you will be in a private room.*

*Information will be collected to enable students to determine the best massage for you and to check for any reasons why they shouldn’t massage you. Please be aware that personal details are collected mainly to verify your identity and for us to be able to contact you if we need to for any reason. Your case card will be kept in the School’s files and will be given to other students who massage you in the future or handled by admin staff in the course of their duties. You have the right to see your card at any time. Our admin staff can get a copy of our full Privacy Policy for you if you ask for it.*

**Gain the client’s consent** to collect case history information about them, i.e. check that they are OK with you taking down their details and case history.

## **COLLECTING INFORMATION**

- Only collect information relevant to providing the massage treatment.
- Collect information “lawfully, fairly and not obtrusively” (this is wording from the privacy information of the government web site [www.privacy.gov.au](http://www.privacy.gov.au)). Do not intrude on the personal affairs of the client unnecessarily.

Clients have the right to access their case history information if they want to. If a client wishes to access their information, advise the supervisor or administration, and they will liaise with the client regarding this.

## **PROTECTING CLIENT PRIVACY WITHIN CLINIC**

Whilst giving a massage ensure the client case history form is kept in a location where it is protected from loss or unauthorized access. For example, place forms in a location where they cannot be easily seen by other people in the clinic and where they will not be accidentally picked up by others. Keep an eye on your case history form during treatments. Hand all completed client case history forms to clinic supervisor upon completion.

You can research your privacy obligations on the internet at [www.privacy.gov.au](http://www.privacy.gov.au) for the federal legislation and [www.lawlink.nsw.gov.au/privacynsw](http://www.lawlink.nsw.gov.au/privacynsw) for the state legislation in NSW.