

# Student Clinic Assessment Guide

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***Enjoy your course and remember your feedback is always valued.***

## Student Clinic Overview

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The student clinic module involves students applying the massage skills and techniques learnt in class in a clinical setting on campus. Students will be supervised and assessed by a teacher as they massage members of the public who have booked to receive a student massage.

*Why are these student 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 - Student Clinic Policies**

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

### **Eligibility**

Students are eligible to participate in student clinic upon completion of the Massage Foundations module.

### **Booking**

In order to book in to student clinics, students are required to contact a student advisor either via phone or in person (email bookings are not accepted). Students must ensure they have read, understood and agree to the student clinic policies and procedures prior to booking.

Students have the choice to book two student clinic sessions on the one day.

### **Completion**

Each student clinic session is 4 hours in duration.

<b>Qualification enrolled into</b>	<b>Supervised Student Clinic Sessions Required to be completed</b>	<b>Duration to Complete Student Clinics (from enrolment into first module of qualification)</b>
Certificate IV in Massage Therapy (HLT42015)	15 supervised student clinics sessions Total 60 hours	Full time study: 9 months Part time study: Maximum 18 months
Diploma of Remedial Massage (HLT52015)	38 supervised student clinics sessions Total 152 hours.	Full time study: 18 months Part time study: Maximum 36 months

\* To maintain currency of skills, all student clinics must be completed within 12 months of completing the final bodywork module of the qualification.

To ensure students practice a variety of techniques in student clinic, it is recommended students evenly spread their student clinic bookings throughout their qualification so as to complete 3 to 4 student clinics alongside each bodywork module.

## Overview of Assessment for Student Clinic

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### Purpose of Assessment

The Student Clinic Assessment involves the student demonstrating and being assessed on the techniques and sequences learnt at the school on members of the public. It is expected students use the range of skills they have acquired throughout their studies as per client needs in each student clinic. Students at a Diploma level are required to use more advanced assessment techniques, as well as demonstrate a broader range of other skills.

### Student Clinic - Certificate IV in Massage

For those students planning on completing the Certificate IV in Massage Therapy (HLT42015) the Student Clinic module focuses on study leading to the attainment of the following Units of Competency:

HLTMSG002 Assess client massage needs	<ol style="list-style-type: none"><li>1. Determine scope of client needs</li><li>2. Make a physical assessment</li><li>3. Determine and communicate treatment approach</li></ol>
HLTMSG004 Provide massage treatments	<ol style="list-style-type: none"><li>1. Prepare client for treatment</li><li>2. Use massage techniques and sequences</li><li>3. Monitor treatment</li><li>4. Provide advice and resources to the client</li></ol>
HLTWHS004 Manage work health and safety	<ol style="list-style-type: none"><li>1. Establish work health and safety practices</li><li>2. Facilitate consultation, cooperation and communication</li><li>3. Monitor compliance with risk control processes</li><li>4. Evaluate and maintain WHS</li></ol>
HLTINF004 Manage the prevention and control of infection	<ol style="list-style-type: none"><li>1. Establish framework for infection prevention and control</li><li>2. Establish procedures for hazard identification and risk control</li><li>3. Implement and monitor infection prevention and control practices</li><li>4. Evaluate infection prevention and control performance</li></ol>

### Student Clinic - Diploma of Remedial Massage

For those students planning on completing the Diploma of Remedial Massage (HLT52015) the Student Clinic module focuses on study leading to the attainment of the above certificate IV in Massage therapy units of competency plus the following units of competency:

HLTMSG002 Assess client massage needs	<ol style="list-style-type: none"><li>1. Determine scope of client needs</li><li>2. Make a physical assessment</li><li>3. Determine and communicate treatment approach</li></ol>
HLTMSG004 Provide massage treatments	<ol style="list-style-type: none"><li>1. Prepare client for treatment</li><li>2. Use massage techniques and sequences</li><li>3. Monitor treatment</li><li>4. Provide advice and resources to the client</li></ol>
HLTMSG003 Perform remedial massage musculoskeletal assessments	<ol style="list-style-type: none"><li>1. Determine scope of client needs</li><li>2. Make a physical assessment</li><li>3. Develop treatment plan</li><li>4. Confirm assessment and treatment plan with client</li></ol>
HLTMSG005 Provide remedial massage treatments	<ol style="list-style-type: none"><li>1. Prepare client for treatment</li><li>2. Use remedial massage techniques and sequences</li><li>3. Provide advice and resources to the client</li></ol>

HLTMSG006 Adapt remedial massage practice to meet specific needs	<ol style="list-style-type: none"> <li>1. Adapt assessment and treatment strategies to stages of life</li> <li>2. Respond to unfamiliar presentations</li> <li>3. Extend and expand own knowledge base</li> </ol>
HLTMSG008 Monitor and evaluate remedial massage treatments	<ol style="list-style-type: none"> <li>1. Evaluate client progress</li> <li>2. Adjust treatment based on evaluation</li> <li>3. Develop practice from client evaluation</li> </ol>
BSBWOR203 Work effectively with others	<ol style="list-style-type: none"> <li>1. Develop effective workplace relationships</li> <li>2. Contribute to workgroup activities</li> <li>3. Deal effectively with issues, problems and conflict</li> </ol>
HLTWHS004 Manage work health and safety	<ol style="list-style-type: none"> <li>1. Establish work health and safety practices</li> <li>2. Facilitate consultation, cooperation and communication</li> <li>3. Monitor compliance with risk control processes</li> <li>4. Evaluate and maintain WHS</li> </ol>
HLTINF004 Manage the prevention and control of infection	<ol style="list-style-type: none"> <li>1. Establish framework for infection prevention and control</li> <li>2. Establish procedures for hazard identification and risk control</li> <li>3. Implement and monitor infection prevention and control practices</li> <li>4. Evaluate infection prevention and control performance</li> </ol>

### **Treatment Log Book**

As a part of the Certificate IV in Massage Therapy (HLT42015) and the Diploma of Remedial Massage (HLT52015), students are required to complete a Treatment Log Book. This log book is a record of evidence to show that you have successfully completed the specific assessment requirements of each massage unit of competency.

As a part of this log book, students will record student clinic hours as well as details of massage assessments and massage treatments conducted during student clinic sessions.

Students will be provided with a Treatment Log Book which will include further information.

## Student Clinic Policy

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.</p> <p>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.</p> <p>Students arriving after the start time may not be allowed to participate in Student Clinic.</p>
<p><b>Student 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> 9:00am 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 <b>not</b> 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>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 <b>plain</b> black or white t-shirt (only a minimum level of logos or designs will be accepted), with loose fitting pants or shorts. The School <b>does not</b> allow short skirts or short 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>Appropriate footwear must be worn on school premises.</p> <p>If you are unsure about the appropriate dress, please check with your teacher or clinic supervisor prior to attending Student Clinic.</p> <p>A student who is not appropriately attired may not be permitted to attend Student Clinic.</p>
<p><b>Non-smoking Policy</b></p>	<p>As stated in the ALG Student Handbook smoking is not permitted on ALG property at any time. Please refrain from smoking during student clinic to avoid odour from cigarette smoke affecting clients and fellow students.</p>
<p><b>Ethical Behaviour</b></p>	<p>Students are to conduct themselves in a professional manner and abide by the Student Clinic Code of Ethics in this document. As students are representing the school's student clinic, students are not to promote their own massage practice. Students are not to accept monetary tips from clients.</p>
<p><b>Penalties</b></p>	<p>A \$50 administration fee is charged per breach of student clinic policy (i.e. arriving late, leaving early, non-attendance, or cancelling with less than 24hrs notice).</p> <p>Students will be sent a Student Clinic penalty notice via email.</p> <p>Please note that certificates/qualifications will not be issued until outstanding administration fees have been paid.</p>

## **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 student clinic room during the student clinic briefing
3. Be present in the student clinic rooms for the duration of the student clinic (with the exception of allocated breaks)
4. Strictly adhere to break times.

*\*If you are completing a morning and afternoon student clinic on the same day, you are required to sign-in at the reception desk in the morning and then again in the afternoon.*

## **Student Clinic Penalties**

A penalty will be issued to a student who:

- arrives after the student clinic start time
- leaves prior to the student clinic finish time
- returns to the student clinic room late from a student clinic break
- does not attend a booked student clinic
- cancels a booked clinic with less than 24hrs notice

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

## **Assessment Outcome – Not Yet Competent**

Should a student not demonstrate competency in the required units of competency and tasks within a single student clinic, the student may be required to be book in to an additional student clinic to reattempt assessment.

## **Use of Massage Oils and Creams**

Students are required to only use oils and creams which have been supplied by the school in student clinic.

## **Student Clinic Procedure Guidelines**

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### **Overview**

Each student clinic session is 4 hours in duration. Within this time a student clinic briefing is conducted by the clinic supervisor and students undertake 1 hour and/or 2 hour massage treatments with breaks between massage treatments. A student may be required to massage up to 3 clients during this time.

Throughout the student clinic the clinic supervisor will assist and assess students. If students have any questions or concerns, the student clinic supervisor is there to help.

### **Student Clinic Timetable**

Student Clinic is held at the School on Fridays 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 massage 3 clients for 1 hour each with a 15 minute break between clients.

Students should observe the following timetable for each respective session (*Sydney Campus*):

	<b>START TIME</b>	<b>FINISH TIME</b>
<b>Friday AM (morning session)</b>	<b>9:00am</b>	<b>1:00pm</b>
<b>Friday PM (afternoon session)</b>	<b>1:30pm</b>	<b>5:30pm</b>
<b>Saturday AM (morning session)</b>	<b>9:00am</b>	<b>1:00pm</b>
<b>Saturday PM (afternoon session)</b>	<b>1:30pm</b>	<b>5:30pm</b>

Please see below for a breakdown of session times:

#### **Student Clinic Session Times – 1 hour Sessions (*Sydney Campus*)**

	<b>Friday AM</b>	<b>Friday PM</b>	<b>Saturday AM</b>	<b>Saturday PM</b>
<b>Clinic Briefing</b>	9:00am to 9:15am	1:30pm to 1:45pm	9:00am to 9:15am	1:30pm to 1:45pm
<b>Session 1</b>	9:15am to 10:15am	1:45pm to 2:45pm	9:15am to 10:15am	1:45pm to 2:45pm
<i>15 minute break</i>				
<b>Session 2</b>	10:30am to 11:30am	3:00pm to 4:00pm	10:30am to 11:30am	3:00pm to 4:00pm
<i>15 minute break</i>				
<b>Session 3</b>	11:45am to 12:45pm	4:15pm to 5:15pm	11:45am to 12:45pm	4:15pm to 5:15pm
<i>15 minute clinic debrief/closure</i>				

#### **Student Clinic Session Times – 2 hour Sessions**

	<b>Friday AM</b>	<b>Friday PM</b>	<b>Saturday AM</b>	<b>Saturday PM</b>
<b>Session 1</b>	9:15am to 11:15am	1:45pm to 3:45pm	9:15am to 11:15am	1:45pm to 3:45pm
<i>30 minute break</i>				
Students then join Session 3 as per table above				

# Student Procedure

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## 1. Prior to arrival

- Ensure
  - you are appropriately dressed
  - you have adhered to student clinic hygiene guidelines
  
- Bring
  - Treatment Log Book
  - a pen
  - a bottle of water
  - food that does not require refrigeration
  
- Organise your travel to ensure you have plenty of time to arrive and be prepared to start student clinic on time

## 2. Arrival

- Sign in at reception with student clinic administration staff. **If you do not sign in your attendance may not be recorded.**
- Take note of the classroom that you have been allocated by staff and the classroom where the student clinic briefing will take place
- Collect a clip board from reception
- Place your belongings in the classroom that you have been allocated
- Turn off / silence your mobile phone
- Attend the student clinic briefing

## 3. Student Clinic Briefing

- The Clinic Supervisor will conduct a student clinic briefing to all students, which will cover information about the following:
  - Client meet and greet
  - Client needs
  - Case history taking
  - Session and break times
  - Conducting your massage treatments
  - WHS and infection control reminders
  - Student assessment requirements
- Clinic Supervisor will allocate client case history sheets to students.

## 4. Massage Treatment Preparation

- Return to your allocated classroom
- Collect appropriate quantity of linen as instructed by supervisor
- Prepare massage table ready for treatment. Check that massage tables are securely and evenly set up.
- Check stools are stable
- Remove your jewellery and watches
- Wash your hands



### 5. **Massage Treatment Sessions**

- Greet client in reception area (ensure you **clearly announce** the name of your client) and introduce yourself
- Lead the client back to your massage table
- Take a complete case history using the client case history form. Ensure client signs the client consent section of the form
- Carry out massage treatment, sticking closely to session times (start on time and do not finish early)
- Be sure to ask the clinic supervisor for assistance if you are unsure about anything.
- Seek feedback from client by asking them to complete client feedback form. The supervisor will collect the completed client feedback forms and distribute these to students in the Clinic Debrief. You are required to keep these completed forms as they will be used to complete your Reflective Journal and Clinic Review assessments.

### 6. **After Massage Treatment / Break Time (total 15 minutes)**

- Wash your hands
- Complete treatment details on case history sheet
- Follow the linen procedure as instructed by the clinic supervisor
- Return completed case history sheet to clinic supervisor
- Prepare for next client. The next client's case history sheet will be issued to you by the clinic supervisor
- Take a break
- Wash your hands
- Return on time for next client. **Penalties will be applied if you return late from your break.**

### 7. **Clinic Debrief (after final massage treatment)**

- Complete case history form
- Follow linen procedure as instructed by clinic supervisor
- Wash your hands
- Follow supervisor instructions regarding equipment pack-up
- Sign student clinic assessment sheet
- Complete treatment logbook and gain supervisor's signature
- Students must remain until the end of the student clinic session

## Frequently Asked Questions

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**Q: What is student clinic for?**

**A:** Student clinic provides practical training for students. You will massage clients in a clinical setting, under the supervision of teacher. The student 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 student 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 student clinic. What do I do?**

**A:** If you are sick, you will be required to bring in your medical certificate for our records. If you do not provide a medical certificate to administration a penalty will be enforced.

**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 student clinic?**

**A:** You may phone or come into the School to book a student clinic. Email cannot be used to book or cancel student clinic.

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

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

# Massage Preparation and Student Clinic

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## The School provides:

### Climate - Environment

- Appropriate temperature - around 23° to 25°
- 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-spill dispenser
- Arnica cream – this helps prevent soreness after a deep massage
- Tiger Balm – this helps improve circulation in tight areas
- 1 stool
- Towels, as well as a blanket in winter
- 1 thick pillow
- CD player and relaxing music
- 1 silent clock
- Heat/ice pack

## The Student Practitioner must 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 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 eye glasses and jewellery

### General Points

- Keep calm – the college will schedule 15 minute break between each client (30 minute break after a 2 hour massage session)
- 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

## Case History Taking

Every time you conduct a treatment you are required to 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

Date & Time:	<input type="checkbox"/> Returning Client	<input type="checkbox"/> 1 hour	Have you had massage before? <input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> First Time Visitor	<input type="checkbox"/> 2 hours	Type:
<b>Client's Personal Information</b>			
Full Name			
Contact Phone	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Date of Birth	Occupation		
Email			
<b>Medical History / Contraindications – if you've answered YES, please provide specific details in space below</b>			
Medications	<input type="checkbox"/> NO <input type="checkbox"/> YES	.....	
Allergies	<input type="checkbox"/> NO <input type="checkbox"/> YES	.....	
Pregnant	<input type="checkbox"/> NO <input type="checkbox"/> YES - How many weeks?	.....	
Physically active	<input type="checkbox"/> NO <input type="checkbox"/> YES	.....	
Exercise	<input type="checkbox"/> NO <input type="checkbox"/> YES - Type:	Frequency:	
<b>Injuries <input type="checkbox"/> NO <input type="checkbox"/> YES - provide details of WHERE &amp; WHEN in space below</b>			
<input type="checkbox"/> Broken Bones / Fractures	<input type="checkbox"/> Inflammation	<input type="checkbox"/> Bruising	<input type="checkbox"/> Recent Surgery
<input type="checkbox"/> Sprains/Strains	<input type="checkbox"/> Dislocations	<input type="checkbox"/> Burns	<input type="checkbox"/> Other
<b>Details:</b>			
<b>Medical Conditions <input type="checkbox"/> NO <input type="checkbox"/> YES - provide details of WHERE &amp; WHEN in space below</b>			
<input type="checkbox"/> Herniated Disc / Bulging Disc	<input type="checkbox"/> Skin Conditions	<input type="checkbox"/> Cancer	<input type="checkbox"/> Asthma
<input type="checkbox"/> Numbness / Tingling	<input type="checkbox"/> Open Sores	<input type="checkbox"/> Sleep Disorders	<input type="checkbox"/> Arthritis
<input type="checkbox"/> Osteoporosis	<input type="checkbox"/> Contagious Conditions	<input type="checkbox"/> Epilepsy	<input type="checkbox"/> High / Low Blood Pressure
<input type="checkbox"/> Scoliosis	<input type="checkbox"/> Infection	<input type="checkbox"/> Lymphoedema	<input type="checkbox"/> Varicose Veins
<input type="checkbox"/> Heart Conditions	<input type="checkbox"/> Fever	<input type="checkbox"/> Vertigo / Dizziness	<input type="checkbox"/> Recent Illness
<input type="checkbox"/> Blood Clots / DVT	<input type="checkbox"/> Headaches / Migraines	<input type="checkbox"/> Stress / Anxiety	<input type="checkbox"/> Other
<input type="checkbox"/> Bleeding Disorders	<input type="checkbox"/> Diabetes: <input type="checkbox"/> Type I <input type="checkbox"/> Type II		
<b>Details:</b>			
<b>Reason for Massage 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?			
ADL Limitations:			
Other Treatments <input type="checkbox"/> NO <input type="checkbox"/> Yes			
<b>Notes:</b>			

**Client Consent & Signature**

*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.*

Signed \_\_\_\_\_

Date \_\_\_\_\_

**OPRS Objective Assessment****Massage Treatment Details**

Type of Massage:	<input type="checkbox"/> Relaxation	<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

What was Found

Precautions Taken

Advice Given / Referral

**Student Details**

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**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 Code of Ethics

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As a student of the Australian Learning Group I shall abide by the following Code of Ethics:

### DO'S

- I shall at all times keep the standard of my professional work as high as possible and if a client's problem lies beyond my help, I will recommend relevant treatment.
- I shall endeavour to improve upon my technical skill and professional standards whenever possible.
- I shall conduct myself professionally at all times so as to comply with the common standard of morals and decency and not be guilty of illegal, immoral or improper relations with any client sexually or otherwise.
- I shall always treat the client with utmost respect and care to the best of my ability and ensure that priority is given to the client's comfort and welfare.
- I shall take a complete case history prior to treatment and regard any such information as strictly confidential unless there is some overriding legal and moral obligation to the contrary.
- I shall ensure that any equipment I use, mechanical, electrical or otherwise, is safe and does in no way pose any kind of danger or threat to any client under my care.

### DON'TS

- I shall never at any time render my professional services for any purpose other than for the wellbeing of my clients.
- I shall never publicly slander a member of my profession or of any allied professional nor do any action or say anything that will discredit and/or have a detrimental effect on the art of massage.
- I shall never attend a client whilst under the influence or effect of drugs, alcohol, sedatives or whilst sick with a contagious disease.

## Student Clinic Health & Safety Guidelines

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

### General Health & Safety

- Students are permitted to complete only one student clinic on any given day
- 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 student clinic if they are sick with a contagious disease or condition. (Please endeavour to give 24 hours’ notice to admin staff if you will not be able to attend student 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 student 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 student 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

The following excerpt has been taken from the Safe Work Practices module at the school regarding manual handling of clients in wheelchairs:

### ***Clients in a Wheelchair***

*Clients in wheel chairs may also attend your clinic to receive a massage. Many wheelchair bound clients will elect to be massaged in their chair, however, some may prefer to be massaged on the massage table. Some clients in wheel chairs are able to move themselves in and out of the wheelchair, and some don’t have the strength or ability to do so.*

*If your client is not able to move themselves in or out of the wheel chair, then it is essential that you have another person with you to help them onto the table. Do not attempt to lift by yourself as this could lead to serious injury, for both you and the client. Therefore, when booking in a client who is in a wheelchair, it is best to determine if they are able to move themselves or not. If they are not able to, then you will need to ensure you have another person available to help you when the client comes in.*

*If a client is able to move themselves on and off the massage table, they will know their own ability and limitation. However, they may need some assistance. When assisting the client on and off the massage table be sure to follow the main rules of correct lifting – lift with your knees, keep your back straight, grip the load correctly and keep the weight close to your body.*

# Student Clinic Privacy Guidelines

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The details of the Privacy Act are taught in more depth in The Massage Business 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 a qualified practitioner at the Sydney CBD Massage Clinic 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 record will be stored in the school's files and will be handled by admin staff in the course of their duties. You have the right to see your records at any time. If you would like a copy of our full Privacy Policy please see our admin staff.*

## **COLLECTING INFORMATION**

- Only collect information relevant to providing the massage treatment.
- Ensure you have the client's permission to collect their personal information i.e. check that they are OK with you taking down their details and case history.
- Collect information "lawfully, fairly and not obtrusively" (this is wording from the privacy information of the government web site [www.oaic.gov.au](http://www.oaic.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 STUDENT 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 student 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 student clinic supervisor upon completion.

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