



SCHOOL OF INTEGRATED
BODYTHERAPY

STUDENT HANDBOOK

Experts Who
Train Experts



Celebrating
over
3 decades

School of Integrated Body Therapy - RTO 90362

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CONTENTS

Welcome and Introduction.....	3
SIBT at a Glance.....	4
SIBT Courses and Accreditation.....	5
Other Courses/Workshops.....	8
Important Information, Policies and Procedures.....	9-14
Legislation and Regulatory Requirements.....	14
Unique Student Identifier.....	15
Privacy Policy.....	15
Responsibilities of Students.....	16
Administration Charges.....	17
S.I.B.T. Code of Practice.....	18
4 Learning Phases of Student Clinic.....	19
Student Clinic Rules and Guidelines.....	20-22
Self Care Practices for Students and Massage Therapists.....	23
Directions to the School.....	24
School Prayer.....	24
Massage Table Information.....	25



WELCOME AND INTRODUCTION TO SIBT

We welcome your interest and look forward to an opportunity to support your growth and learning from your participation in our wide range of interesting courses.

The school's co-founders Maggie Sands and David Griffiths, had humble beginnings with a small group of enthusiastic students in 1985. As a school we have aided and witnessed the evolution of Massage as a highly respected profession in Australia. These years of experience have allowed the school to develop and offer you a reliable and sound skills-based training to a massage practitioner level.

You will learn modern up to date information and effective techniques that will create positive physical change in others. The positive changes will not only benefit your clients but you will also feel rewarded by your own capacity to help and share what you have learnt with others.

We feel supported and are sincerely grateful for the ongoing dedication of our teaching staff and from those graduates who choose to return to complete their required continuing professional education training. The majority of our teachers have been personally trained by the school which ensures you, as a student, learn in a caring and supportive environment. More than often you will experience a unique bonding within our classes and the establishment of new friendships with like-minded people.

Maggie Sands, School Principal and CEO, is a Life Member of the Australian Traditional Medicine Society (ATMS) and held a position as a Director of the Society spanning 3 decades. Maggie has been structurally and politically involved in the development of the massage profession and has sat on a variety of committees that help steer Natural Medicine in Australia. Maggie has been selected for the Complementary Health Industry Reference Committee, established by Skills IQ, a national not-for-profit organisation supporting industries to develop standards to equip people joining the workforce. She is also on the Advisory Board of the Health Australia Party.

SIBT is a Registered Training Organisation (RTO) and is a recognised education provider for ATMS. The school encourages involvement with all associations, which individually offer a range of benefits to you as a student and as a practitioner.

The school's administration office is contained within the LakeSpa Wellness Centre at Charmhaven on the Central Coast NSW. In 2009 SIBT was a finalist in the Hunter Export Awards and received the Small Business Encouragement Award.

Whatever your direction may be, to become a Massage Practitioner or to develop interpersonal skills and healing awareness, we are sure you will find a program of interest and benefit to you. If you require guidance on how to start or continue your journey into natural medicine and massage, call us, we are happy to discuss your needs and offer clarity about which training may be suitable to you.

We take this opportunity to wish you a healthy and prosperous journey, through self development and learning.

S.I.B.T. MISSION STATEMENT

To provide a comprehensive training pathway for students to achieve a high standard of skills and to prepare them for clinical practice or employment as a massage practitioner





SIBT AT A GLANCE

Industry Leader SIBT has trained natural medicine practitioners nationally and internationally for over 3 decades.

Nationally Recognised Training SIBT is a Registered Training Organisation 90362 and is registered to deliver the nationally recognised courses HLT42015 Certificate IV in Massage Therapy & HLT52015 Diploma of Remedial Massage.

ATMS Recognised
Provider of Natural
Medicine Education



Industry Accreditation Australian Traditional Medicine Society (ATMS). ATMS accredited member eligibility allowing practitioners the benefits of affordable insurance, potential health fund eligibility on many client services, journals, continuing education opportunities and political updates.

Fee Student Membership into ATMS applies

High Reputation Highly recommended by practitioners/employers. Our graduates are sought after!

Industry Commitment Contributor to national training standards for massage in Australia. Ongoing academic involvement at industry level. Maggie Sands, School Principal, has been an active committee member of the Australian Traditional Medicine Society over the past 3 decades and has held many honorary positions at a senior level. Maggie was awarded ATMS Life Membership in 1999 for her ongoing commitment to the natural medicine industry in Australia.

International Experience The school has had support by the Australian Trade Commission to export massage education. SIBT is the only natural therapy school in Australia, to export non nationally recognised training professional massage training internationally with Austrade support. The school has successfully completed trainings in Hong Kong, Singapore, Vietnam and Indonesia. Teachers are trained and experienced to work with international interpreters as in many countries English is not their first language.

Job Placement Opportunities Because of our quality reputation numerous organisations approach SIBT

when they have Massage Therapy positions available. Positions Vacant are listed on our website. We provide support and direction for students if required through career guidance counselling.

Experienced teachers Professional, caring, experienced teachers dedicated to teaching and sharing what they know. Our teachers understand the industry. They have personally completed various courses and our extensive teacher training pathway. Teachers also work in the industry, many having their own massage therapy practices. Teachers are personally trained by SIBT to ensure the school philosophy is practised and taught.

Student Supervised Clinic/Supervisors We believe we run one of the most successful and professional student clinics in Australia. The clinic allows students to get on-the-job training in preparation for becoming a professional practitioner. Student clinic supervisors have “real” massage practice experience and are

dedicated to sharing their knowledge to students developing their practice skills under supervision.

Facilities Students are provided with informative, professional manuals and study guides. Models, video and other teaching tools are used to assist your learning. We have light spacious classrooms and amenities areas.

Special Student Needs Support If you need that extra bit of support during courses we are here to help. We have had numerous students who have disabilities which have included sight and hearing impaired students, students in wheelchairs, or students who just needed a bit of support with their study. SIBT also embraces students from other countries and cultures in both Australia and internationally and has developed skills to work with students with special needs.



HLT42015 CERTIFICATE IV IN MASSAGE THERAPY

PRE-REQUISITE School Certificate/Mature Age
Student/English competency

VOLUME OF LEARNING/APPROXIMATE HOURS - 726

DURATION/APPROXIMATE Full time 12 months. Part time 12-18 months.

UNITS OF COMPETENCY

CHCCOM006	Establish and manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
HLTAAP002	Confirm physical health status
HLTAID003	Provide first aid
HLTINF004	Manage the prevention and control of infection
HLTMSG001	Develop massage practice
HLTMSG002	Assess client massage needs
HLTMSG004	Provide massage treatments
HLTWS004	Manage work health and safety
BSBSMB404	Undertake small business planning
CHCCCS001	Address the needs of people with chronic disease
HLTREF002	Provide reflexology for relaxation

ASSESSMENT WORKBOOKS 1-8 Workbooks include both face to face and external home study. Sent electronically after enrolment procedures are finalised.

COURSE COMPONENTS - Dates/times available on website

FACE TO FACE MODULES

*Done in any order after Massage Therapy and A&P1.

Massage Therapy

Anatomy & Physiology 1

Reflexology for Relaxation

Law, Ethics and Work Practices

Working with Clients with Chronic Diseases

Supervised Clinic

FIRST AID Attend external recognised course provider to obtain a current first aid certificate.

EXTERNAL HOME STUDY

Small Business Planning

Safe Practices

Establish and Manage Client Relationships



HLT52015 DIPLOMA OF REMEDIAL MASSAGE

PRE-REQUISITE School Certificate/Mature Age
Student/English competency

VOLUME OF LEARNING/APPROXIMATE HOURS -342

DURATION/APPROXIMATE Full time 12-18 months. Part time 18-24 months.

UNITS OF COMPETENCY Additional to the units below are the units for HLT42015 Certificate IV in Massage Therapy opposite.

CHCCOM006	Establish and Manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
HLTAID003	Provide first aid (completed externally)
HLTINF004	Manage the control of infection
HLTMSG001	Develop massage practice
HLTMSG002	Assess client massage needs
HLTMSG004	Provide massage treatment
HLTWS004	Manage work health and safety
CHCPRP003	Reflect on and improve own professional practice
CHCPRP005	Engage with health professionals & health system
HLTAAP003	Analyse and respond to client health information
HLTMSG003	Perform remedial massage musculoskeletal assessments
HLTMSG005	Provide remedial massage treatments
HLTMSG006	Adapt remedial massage practice to meet specific needs
HLTMSG008	Monitor and evaluate remedial massage treatments
BSBSMB404	Undertake small business planning
CHCCCS001	Address the needs of people with chronic disease
HLTREF002	Provide reflexology for relaxation
HLTMSG007	Adapt remedial practice for athletes
CHCPOL003	Research and apply evidence to practice

ASSESSMENT WORKBOOKS 1-18

Workbooks include both face to face and external home study. Sent electronically after enrolment procedures are finalised.

COURSE COMPONENTS - Dates/times available on website

FACE TO FACE MODULES *Done in any order after Massage Therapy, A&P1, Remedial Massage and A&P2.

Massage Therapy

Anatomy & Physiology 1

Remedial Massage

Anatomy & Physiology 2

Myofascial Release Part 1

Sports Massage

Lymphatic Massage

Trigger Point Therapy

Pregnancy Massage

Reflexology for Relaxation

Law, Ethics and Work Practices

Working with Clients with Chronic Diseases

Supervised Clinic

FIRST AID Attend external recognised course provider to obtain a current first aid certificate.

EXTERNAL HOME STUDY

Small Business Planning

Safe Practices

Establish and Manage Client Relationships

Research and Apply Evidence to Practice

Engage with Health Professionals and Health System

Reflect on and Improve your Own Professional Practice



HLT52015 DIPLOMA OF REMEDIAL MASSAGE / HLT42015 CERTIFICATE IV IN MASSAGE THERAPY

ASSESSMENT RECORDS SHEET**SHEET 1A**

STUDENT NAME:

START DATE:

Students are required to hand in this Sheet 1A & all assignments during business hours, BY APPOINTMENT ONLY. Without a confirmed appointment, office staff will not be able to accept or check your paper work.

Assessment	Date	Trainer / Office Sign	Student Sign
Quiz 1			
Quiz 2			
Quiz 3			
Quiz 4			
Quiz 5			
Quiz 6			
Sheet 2 - Practical Competency <i>Including sign off for Treatment Plan completion and in Class Practice Record</i>			
Massage Therapy Exam			
A&P 1 / Pathophysiology 1 Exam			
Chronic Diseases Exam			
ASSESSMENT WORKBOOK NUMBER			
1A - A&P 1 / Pathophysiology 1			
2A - Massage Therapy			
3A - Law, Ethics and Work Practices			
4A - Safe Practices			
5A - Establish/Manage Client Relationships			
6A - Small Business Planning			
7A - Reflexology for Relaxation			
8A - Working with Clients with Chronic Diseases			
First Aid Certificate (external)			

Logged Practice Sheet - Massage Therapy Module 20 hours (prior to clinic commencement)	Trainer Initial:
Logged Practice Sheet - Massage Therapy Module total 30 hours	Office Initial:

Date Assessment Record Sheet Received at Office:	/	/	Office Initial:
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OFFICE USE ONLY	Attendance	Clinic Sheet 3A,B,C	FC	Office Initial:
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HLT52015 DIPLOMA OF REMEDIAL MASSAGE / HLT42015 CERTIFICATE IV IN MASSAGE THERAPY

ASSESSMENT RECORD SHEET**SHEET 1B**

STUDENT NAME:	YEAR:
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Students are required to hand in this Sheet 1B & all assignments during business hours, BY APPOINTMENT ONLY. Without a confirmed appointment, office staff will not be able to accept or check your paper work.

Assessment	Date	Trainer/ Office Sign	Student Sign
Sheet 2 - Practical Competency <i>Including sign off for Treatment Plan completion and in Class Practice Record</i>			
THEORY EXAMS			
Anatomy & Physiology 2			
Remedial Massage			
Trigger Point Therapy			
Myofascial Release Therapy 1			
Lymphatic Massage			
Remedial Massage For Athletes			
Pregnancy Massage			
Chronic Diseases <i>(if not completed in Cert IV)</i>			
ASSESSMENT WORKBOOKS			
9A Anatomy & Physiology 2			
10A Remedial Massage & Musculoskeletal			
11A Lymphatic Massage			
12A Myofascial Release Therapy 1			
13A Trigger Point Therapy			
14A Pregnancy Massage			
15A Remedial Massage For Athletes			
7A Reflexology for Relaxation <i>(if not completed in Cert IV)</i>			
8A Working with Clients with Chronic Diseases <i>(if not completed in Cert IV)</i>			
16A Research and Apply Evidence to Practice			
17A Engage with Health Professionals and Health System			
18A Reflect on and Improve Your Own Professional Practice			

Date Assessment Record Sheet Received at Office:		Office Initial:	
Logged Practice Record Sheet - Massage Therapy Module:		Office Initial:	
Date Assessment Record Sheet Received at Office: / /			Office Initial:
OFFICE USE ONLY	Attendance	Clinic Sheet 3A,B,C	FC
Office Initial:			



OTHER COURSES/WORKSHOPS

For special interest or Continuing Education Points (not nationally recognised training)

- | | | |
|--|------------------------------|--------------------------------|
| ▪ Sports Massage | ▪ Myofascial Release Part I | ▪ Reflexology for Relaxation |
| ▪ Trigger Point Therapy | ▪ Myofascial Release Diploma | ▪ Detox Massage |
| ▪ Pregnancy Massage | ▪ Lymphatic Massage | ▪ Canine (K9) Remedial Massage |
| ▪ Working with Clients with Chronic Diseases | ▪ Hot Stone Therapy | ▪ Numerous CPE Events |

Continuing Professional Education (CPE) events and workshops recognised by professional associations for mandatory CPE points (check with your association). SIBT offers specialist CPE hands on workshops which attract practitioners regionally and from interstate. SIBT offers assistance with accommodation for those who are travelling.

CAREER OUTCOMES

Completion of HLT42015 Certificate IV in Massage Therapy will enable you to gain professional membership to associations. We highly recommend you increase your skills by completing the HLT52015 Diploma of Remedial Massage. Career options may include starting a small business from home, or mobile massage service, working in clinics, spas, medical centres, gyms, on cruise ships, at resorts, with chiropractors, physiotherapists, sporting clubs or in hospitals. Those considering a career in massage usually have a strong interest in health and wellness.

STUDY OPTIONS

Please refer to website or Course Dates Sheet for current scheduled training dates and times.

COURSE TIMEFRAME

HLT42015 Certificate IV in Massage Therapy Practice will take approximately 12-18 months part time to complete. Approximate duration 736 hours and the HLT52015 Diploma of Remedial Massage will take approximately 18-24 months part time or 12-18 months full time. Approximate duration is 1376 hours. The time to complete either course is dependent on each individual's situation with other commitments such as work or family. Modules are offered over time frames to align with industry associations and health fund provider requirements. It should be noted that the HLT42015 Certificate IV in Massage Therapy does not meet the criteria for health fund status. HLT52015 Diploma of Remedial Massage amongst other criteria will provide eligibility for health fund status. For more information please contact the office.

PHYSICAL ABILITY

A moderate level of fitness is required as the course encompasses practical massage components. Discuss any concerns regarding your physical ability with staff.

WHO STUDIES MASSAGE?

Students are attracted to massage from all walks of life. Ages can range from 18 to 70 years and class demographics are mixed. We recommend you visit our "What Students Say" on www.massageschool.com.au.

COMMUNICATION

The School will forward training manuals/workbooks via electronic means unless otherwise advised. Printed copies of manuals/workbooks are available at a nominal fee. Communication regarding any aspect of training should be via email and directed to admin@massageschool.com.au Communication regarding Student Clinics should be emailed to clinics@massageschool.com.au



IMPORTANT INFORMATION, POLICIES AND PROCEDURES

SIBT is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of the Australian Qualification Framework certification documentation.

Please contact SIBT should you require further information on the below policies/procedures.

How to Enrol in a Course - *Prior to enrolment we highly recommend you contact the school and speak to a Course Advisor or make an appointment to visit the school to ensure you are fully informed about the course enrolment.*

Students need to complete an Application for Enrolment Form, available on school website/or call office on (02) 43931200 to receive via email/or mail. Students nominate their chosen method of payment including relevant deposit up to \$1500.00. Students then complete a Direct Debit form enabling the student to make regular agreed payments. The school is unable to confirm a position in a class unless all paperwork has been completed and deposit received. Ensure you have read Rules/General Conditions of Enrolment prior to signing the Application for Enrolment form. It is school policy to only contact students should a course have exceeded its participation number or should there be inadequate enrolments for the course to commence. Study course/workbooks are sent electronically after enrolment procedures are complete to allow student to start the course and their home study prior to face to face modules. A course commences when course materials/workbooks are given/sent electronically to allow students adequate time to read and prep for modules. Teachers and/or the office is happy to assist students understand which order your home study or pre reading is best undertaken. We suggest students do not complete the assessment workbooks until after the actual module has been completed. Many students prefer to put their study course/materials and assessment workbook together in a large folder that they can bring to modules or clinics.

Entry Requirements - School certificate/ Mature age Student/English language competency. You will need to complete assessments/workbooks in English. No prior massage experience required. An interest in health and well-being will be an advantage. Moderate level of fitness. We are happy to discuss if any concerns.

Identification - Students are required to provide identification ie: Drivers license, passport etc.

Unique Student Identifier (USI) - Students are required to have established a USI number. www.usi.gov.au

Course Fees - Students will be advised of payment options, terms and conditions including the amount of fees to be paid, and any non-refundable fees including enrolment fee, deposit and/or administration fees. An initial non-refundable enrolment fee is required when enrolling into your first training with the school. The School will not take more than \$1500 from any one student at any one time. Students pay a deposit then pay as they learn via direct debit. Students are required to make additional bulk payment as to not incur a large balloon payment which may delay graduation and to align actual training with payments made. Below is a list of general course fee inclusions - there are no hidden costs. Inclusions may vary depending on the training you are undertaking. SIBT keep course fees at a fair and competitive level based on industry comparison. Fees may be subject to an annual increase and students returning after an authorised deferment will be required to pay any fee increase that may have occurred during their deferment. Administration Fees are listed on Page 14. Qualifications can not be released until all fees have been paid. Under normal preferred circumstances students have finalised payment of their course fees at the time of their workbook hand in.

Course fees include:

Course notes/assessment workbooks (sent electronically)
Classroom tuition/Experienced teachers/Balm (Massage Therapy module only)
Student attendance as a student at clinic
Onsite internet access
Onsite Student Lounge/Amenities Area, shower, fridge,

Course fees do not include:

Massage table/Equipment, ie. towels, sheets, pillow etc.
Travel/accommodation/Offsite Internet access
Additional training resources/books/First aid course*
Association Membership Fees when appropriate
Professional Malpractice Insurance



microwave, ZIP hot water - Modern Classrooms

*Note: A first aid certificate is a requirement for qualification. Students are required to submit evidence of a current First Aid Certificate prior to qualification being issued.

Refunds - A Course/seminar/module (or clinic) commences when relevant course/materials have been given/sent electronically (or in the case of later enrolments when initial program commences). After commencement all fees are due and owing to the School of Integrated Body Therapy, and no fees refundable unless in extenuating circumstances. The school cannot accept responsibility for general changes in personal circumstances/work which may occur after commencement of program and/or after all study materials have been sent to the student. Students may apply for a refund in writing and may be granted a partial refund at specific exit points which may depend on which assessments have been finalised. Students are given the option to defer. The school enrolment fee is non-refundable as is the deposit and all fees payable to the school once a program has commenced.

Attendance at an initial module is not seen as the commencement of a program.

If SIBT, for any reason, is unable to provide services promoted, students will be offered to be placed in an alternate class, or partial fees may be refunded dependant on modules, clinics and/or classes that have been attended. The student may have a right for a partial refund for any modules not provided by SIBT in the event the course is terminated, or if SIBT fails to offer, schedule or provide the agreed modules. SIBT will endeavour to provide students with adequate notice in regard to scheduling of training events however, SIBT is not responsible if a student is unable to attend a scheduled training event when adequate notice is provided. In the event that SIBT is unable to provide an agreed module SIBT will do it's utmost within reason to assist all students complete their qualification and relies on the students willingness to work with SIBT to achieve qualification in a timely manner.

Deferments - Deferment of the enrolled course may be allowed for a period of up to one year from the date of original course commencement. An admin fee will be charged. Requests for deferment must be received in writing stating the reasons for the request.

Changing Module Dates - 3 weeks (15 working days) notice is required if you wish to change the course module dates you have booked into or payment for the module may be forfeited. If a student confirms attendance and does not show payment for that module will be forfeited.

Credit for Prior Studies - SIBT accepts and provides credit for units of competency where a learner provides suitable evidence they have successfully completed a unit at any RTO. Credit may also be granted for studies completed at other authorised organisations such as a university. Evidence may include authenticated AQF certification documentation issued by RTO/AQF authorised issuing organisation, or VET transcripts issued by the Registrar. Prior to commencing a course, prospective students are to provide SIBT in writing a request for credit for prior studies and include relevant documentation. SIBT will provide outcome in writing or by electronic means.

Recognition of Prior Learning (RPL) - Recognition of prior learning is an assessment process that assesses competency using evidence from formal training and informal training e.g. on the job experience.

Students requesting RPL must apply using the Recognition of Prior Learning application form and provide certified documentation and evidence to support their previous training/experience such as copies of certificates and details of examination results, academic transcripts, course content and hours of relevant subjects, for consideration by the school. When documentation is received that equates to the course or subjects where



recognition is required the school may offer an exemption. Financial exemption does not apply when RPL is granted. The application must be received at least 4 weeks **prior** to course/module/workshop/clinic commencement as RPL cannot be granted after a program has commenced. *Please refer to Administration Fees sheet for RPL Administration Charges.* SIBT may recognise practitioners wishing to update their qualifications with advanced standing due to their clinical practice experience.

Attendance/Absenteeism - Students are expected to arrive on time (preferably 30 mins before official starting time to allow time for therapists self care activities and to set up) and not to leave before class/seminar/clinic has finished unless prior arrangement / notification has been made with school. Time missed may be deducted from attendance requirements. Students are required to adhere to attendance requirements. Course components are compulsory and must be attended prior to qualification. It is recommended that no classes or seminars be missed unless absolutely necessary. Students missing more than two consecutive classes are requested to contact the school office in advance where possible. eg if you are going on holidays.

Late arrivals - Late arrival times are recorded and monitored. Students are responsible to advise school in advance if they will be late on a regular basis.

Student Clinic Attendance - Students are obliged to attend all clinic dates they have personally booked. Penalties apply for cancellation, deferment or request to change confirmed dates within the 5 days nominated period. Students supplying medical certificate or other evidence required regarding their non-clinic attendance will need to pay the rescheduling fee because of the time it takes to reallocate dates/clients. All student clinic penalties need to be paid prior to the student attending any rescheduled clinics. Students arriving more than 10 min late for the clinic that they have booked and which has been confirmed may be required to pay a fee on the day of their lateness and prior to commencing clinic on that day. Refer to Administration Fee sheet for fees.

Massage Equipment - Students are required to bring massage equipment to all classes unless otherwise advised. This includes massage balm, spoon or spatula, small dish for balm, anti-bacterial wipes and soap, towels, sheets and massage table if you have one. Massage oil of any kind is not to be used at classes/modules/clinics/workshops, etc. Instead Massage balm is to be used and must be removed with spoon or similar and placed in lid as to not cross infect the balm. Balm must be stored in a cool place away from direct sunlight.

It is recommended when possible, that students purchase a portable massage table. All massage tables brought to class/clinic must meet health and safety requirements. Check with your teacher prior to purchasing a table.

Student Dress Code - Ensure your dress is appropriate for a Massage Practitioner. ie. Black full length pants, clean white T-shirt or collared shirt, no skirts or shorts, no exposed midrifts or bellies, no singlet tops/exposed shoulders/cleavages. Footwear must be covered and clean. Sandals are non-supportive and inappropriate. Please give serious consideration to your attire and be neat, tidy and clean and when necessary shower and use deodorant before coming to class or clinics. Students are assessed at the student clinic for their professional presentation.

Course Materials/Workbooks - Students are sent course notes/workbooks electronically. Course notes/workbooks sent electronically are confidential and not to be forwarded by any means to any other person and are meant for the enrolled student only. Printed notes should be kept in plastic sleeves. Alternatively students may bring laptops, Ipads, etc. (fully charged and no cords). Charges apply for printed/extra copy of notes. Payment must be made at time of ordering. Students may order printed notes/workbooks at the designated fee in the administration charges sheet. It is highly recommended that students complete the



workbook related to a module attended within 30 days of the attended module. This is to assist the student does not get behind and to reinforce the learning from the face to face workshop.

Assessment Procedures - A flexible range of assessment strategies and methods will be used to assess students understanding and ability to perform required tasks. Assessments will be discussed in class. If you feel any of the methods used will disadvantage you, please let your teacher know so that alternative methods can be arranged if appropriate. Individual oral or written practical assessments may be arranged for students with special needs. Students with special learning needs may also be assisted with additional tuition when required. Students need to demonstrate competency for all assessment criteria to be eligible for a 'statement of attainment' and/or qualification.

Appeals re Assessment Result - Students not satisfied with their assessment results are invited to write to the school stating their reasons. Their request will then be assessed by the school who may arrange appropriate action. The student may be invited to attend a meeting to discuss their assessment and to consider options.

Assignment Procedures - An assessment pack will be provided. Assignment and assessment requirements will be discussed in class. It is requested students follow procedures as instructed. Typed workbooks are preferred and no emailed or faxed workbooks will be accepted. Students should ensure they have a copy of workbooks before submitting. Students who have not provided sufficient information in a particular unit/module or have not met the standard of presentation may be required to re-submit assignment/s.

'Hand In' of Assessment Workbooks - Students will find sheets 1A and sheet 1B in the form section on the school's website. Unless otherwise requested or the student has a special needs consideration. Generally speaking sheet 1A and 1B are submitted to the school when the student has completed all of the workbooks referred to on the sheets. It is essential that students make an appointment for a "hand in" of workbooks which will be marked as received on sheets 1A & 1B. In unusual circumstances or when the student requires extra support by arrangement they are able to hand in their workbooks prior to completion of clinics. As a general rule students are to book their "hand in" approximately one month after their last clinic or advise the school when they might be able to complete this process.

Plagiarism - SIBT recognises that fostering academic honesty is a key element of ethical education, and plagiarism will not be tolerated. In such instances, workbooks will need to be resubmitted.

Theoretical Knowledge Assessments - Students will be required to complete theoretical knowledge assessments during the course and preferably within thirty days of completion of a module. When this is not achievable, students must advise the school of their anticipated assessment date/s. Assessments can be done at the school on weekdays, or some evenings, by arrangement (bookings essential). If a student has not demonstrated competency in the theoretical assessment process, the process may need to be redone or partially redone. Students are required to demonstrate knowledge and practical competency. When knowledge and practical competency are not reached a student will be requested to re-do particular assessment tasks. This process is to ensure the student is competent and to build there confidence. Results are confidential, and given out directly to the student.

Access to Student Records - Students may request information in regard to their participation/progress. All such information is confidential/not disclosed to 3rd parties, unless required by law. Requests for information must be in writing to the school.



Access and Equity - The school adheres to the provisions of State and Federal Anti-discrimination Acts and all training programs are open to any person meeting entry requirements regardless of race, age, sex, colour, ethnic origin, differing abilities, sexuality, creed or marital status. The schools training venues, facilities and equipment promote full participation in the course by members of equity groups. Most training venues have wheelchair access.

Student Support - Many people at times find study stressful. Emotional well-being and freedom from stress are, for most people, conducive to a relaxed and positive attitude to study and hence success in study. Students needing extra support for any reason are invited to contact the school so assistance can be provided.

Complaints and Appeals - Students are highly encouraged to discuss/meet with the school if they have any concern or need assistance with the training. Students who have a complaint or grievance regarding any part of their training should apply to the school in writing stating the situation. All grievances will be handled fairly and equitably and the option of mediation may be made available if deemed necessary. Students who are not satisfied with the complaint or grievance outcome are invited to contact the school in writing stating the reasons for their concern. Each appellant can choose to formally present their case to a mutually agreeable independent person. A written statement of the appeal outcome, including reasons for the decision, will be provided to the appellant. *For full Complaints and Appeals Policy/Procedure, go to www.massageschool.com.au or request copy from office or see student noticeboard.*

Discrepancies - In regard to class attendance, fees payable, etc. must be sent to the school in writing giving details of what is disputed. All letters will be given attention and replied to in writing.

Workplace Health & Safety - The school abides by WH&S requirements and has procedures in place to ensure standards are met in this area. Any accident/incident at any class, seminar or clinic must be reported to the class teacher or clinic supervisor. A written report will be obtained from those involved. It is absolutely an essential requirement that students consistently wash their hands/forearms thoroughly before touching a different person/client/student to uphold hygienic practices.

Requirement for Award of Qualifications - To qualify for accreditation, a student must be able to fulfil the following obligations: Demonstrate that competency/academic/practical skills have been obtained to a satisfactory level. Demonstrate and that he/she will be a suitable member of the industry, through behaviour/attitude. Satisfy all academic, attendance, financial and clinical obligations to the school.

Qualification/Statements of Attainment - Prior to any award being issued students must demonstrate the competency required. It is essential that the assessment process is understood and students are encouraged to speak to their teacher or the office if clarification is required. One Statement of Attainment only is included in the cost of each accreditation. Student must apply for their qualification by completing the Application for Qualification Form. An Administration Fee will be charged for printing of replacements. Such fees are prepaid at the time of ordering. Orders for duplicate copies must be received in writing clearly stating how you would like your name to appear. A postage fee will apply.

Language, Literacy and Numeracy Assessment - The school requires students to complete a pre-training review at time of enrolment.

Course Requirements - The school reserves the right to vary course requirements at any time as deemed necessary.



Change of Address - Students changing email, mail addresses and phone numbers, whether participating in a school program or not, are requested to advise the school in writing via email on the Change of Details form to ensure relevant information is forwarded to current address.

School Library - The library is a non-lending library, however students can access books and information at the school premises. Students must make an appointment and space will be allocated depending on availability.

School Holidays - Students are advised to check holiday break dates as courses may run through holidays.

Lost Property - Every endeavour is made to collect left property. Items not collected are stored at the school.

Suggestions - The opinions of students are of the greatest value to the school. Suggestions are encouraged and should be sent directly to admin@massageschool.com.au. All suggestions will be considered.

Class Assistants - The school offers graduates an opportunity to be a class assistant in a course where they have gained accreditation. This mutually beneficial situation allows students an opportunity to reinforce their knowledge and skills as well as assist other students.

External Organisations - It is understood that SIBT cannot be held responsible for external organisations that may set or change criteria from time to time. Nationally there are over 20 individual health funds who may have different requirements to which SIBT cannot be held responsible for but at all times is endeavouring to keep informed regarding changes.

LEGISLATION AND REGULATORY REQUIREMENTS

The school abides by the relevant Commonwealth or State legislation and regulatory requirements that include, but not limited to:

- Code of Conduct for Unregistered Health Practitioners
- National Vocational Education and Training Regulator legislation
- Work Health and Safety
- Anti-Discrimination / Sex, Disability, Racial, Age
- Equal Opportunity
- Harassment, Victimisation and Bullying
- Privacy
- Copyright
- Insurance
- Child protection
- Industrial Relations/Fair Work
- Fair Trading
- Consumer Law



UNIQUE STUDENT IDENTIFIER

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters. A USI account will contain all your nationally recognised training records and results. Your results will be available in your USI account on completion of course. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone any time. Once you create your USI you will need to give it to each training organisation you study with so your training outcomes can be linked and you will be able to: - view/update your details in your USI account; -give your training organisation permission to view and/or update your USI account; -give your training organisation view access to your transcript; -control access to your transcript; -view online/download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

How to get a USI It is free and easy for you to create your own USI online. Go to <http://www.usi.gov.au/>

When you have your USI, please email it to SIBT. If you have any problems creating your USI please contact us.

PRIVACY POLICY

LakeSpa Wellness Centres (LakeSpa) and the School of Integrated Body Therapy (SIBT) are committed to protecting and respecting your privacy.

What information does LakeSpa and/or SIBT gather about its customers

Customer information is gathered via various methods and can include:

- Forms filled out on our website, for example, Enrolment Form, Clinic booking form, Clinic Voucher form, general enquiry form, join our mailing list form.
- Enquiries via email – information may include email address and other information provided in the enquiry.
- Client appointment bookings – appointment times/dates/therapies and contact details.
- Clinic appointment bookings - appointment times/dates/therapies and contact details.
- Phone calls enquiring about courses – SIBT collects contact details and other information as required so we can send course information and follow up on your enquiry.

How does LakeSpa and/or SIBT use your personal information

LakeSpa and/or SIBT use the information it has about its customer to:

- Fulfil requests for products and services as requested by the customer.
- Develop internal marketing programs and initiatives.
- Plan future courses.

Will LakeSpa and/or SIBT disclose any of your personal information?

LakeSpa and/or SIBT will not disclose any information about its clients or prospective clients to any third party without consent or unless prescribed by law.

Will LakeSpa and/or SIBT use your information for direct mailings?

From time to time LakeSpa and/or SIBT will email its clients with information about courses, therapies, special offers, activities, new products/services, etc. that may be of interest or relevant to your enquiry.

How can you unsubscribe or correct or revise your information



To change your email details simply email admin@massageschool.com.au with your new details. To unsubscribe from receiving marketing materials either email admin@massageschool.com.au or click on “unsubscribe” which is located on the bottom of every marketing email.

If you have any further questions regarding your privacy and the privacy policy of LakeSpa and SIBT please contact us or email admin@massageschool.com.au

RESPONSIBILITIES OF STUDENTS

- Students must demonstrate that he/she will be a suitable member of the profession through behaviour, manner and attitude.
- It is the students responsibility to be aware of the units of competency that need to be completed for the course/s that they are enrolled in which are available in the handbook, online & in the school prospectus.
- The school requests that students be aware of their responsibilities and requests co-operation from students to ensure that training programs run smoothly and efficiently.
- Students are expected to respect the rights of fellow students in a non-discriminatory manner.
- Students are expected to be quiet and orderly whilst in a classroom environment or at the school.
- Students are expected to be punctual. Late arrivals may disrupt a class in progress.
- Students working in a clinic environment are representing the school and are expected to dress and behave in an appropriate manner and generally uphold the good name of the school.
- Smoking is not permitted or will be tolerated in training areas and school grounds. Students attending clinic who smoke are also encouraged to be aware of their own personal hygiene and odour.
- The consumption of alcohol or drug taking on school property is not permitted nor is it acceptable behaviour for students to consume alcohol or take drugs prior to class or clinic attendance. Students are required to uphold professional ethical boundary standards. It is inappropriate to discredit another professional or touch a student/client in a sexual nature/intention. Sexual contact with students or clients during class or clinic will lead to expulsion from the school. Students are required to obtain a Working With Children clearance as soon as possible after course commencement & not to massage children during logged practice sessions.
- Students are expected to treat the property of the school and of fellow students with due care.
- Students are expected to adhere absolutely to academic probity in respect to all assessment tasks.
- Students and graduates of massage therapy training are trained to assess musculoskeletal conditions. Students or practitioners may make a health assessment working within their scope of training and practice. If a diagnosis is required, clients must be referred to a suitably trained practitioner, ie. doctor, physio, chiro, etc.
- Students are advised that the school does not allow in any way that students who have not qualified in their particular modality derive an income from massage.
- Students must adhere to all professional confidentiality requirements in regard to clients at school clinics.
- Students or graduates of massage training must at all times avoid manipulating bones or joints as massage practitioners are not trained to perform such tasks in a safe manner.
- Students are required to adhere to hygienic practices and advise the school immediately of any condition that may affect other students or clients or that may be contagious.
- Hygienic practices must be adhered to at all times including personal hygiene/cleanliness of equipment.



SCHOOL OF INTEGRATED BODY THERAPY - ADMINISTRATION CHARGES

A Special Note for students: As you can imagine, the administration work involved in our school is onerous, particularly due to courses/workshops being held in varied locations. Classes are designed to accommodate students' busy life-styles and reduce their travelling times, and whilst SIBT has reduced the administration overheads to a minimum, SIBT has to deal with certain situations that, time wise, involve considerable additional costs. In order not to have to pass these costs on to all students by way of increasing course fees, the school has set the following administration charges.

1. On application for deferment of any course, a fee of \$150 must be paid at time of request. Deferments must be requested in writing or electronically and are dealt with only by the office, and all communications with students in this regard will be in writing or electronic format.
2. Course/module/clinic reactivation fee, \$100 if written deferment approval has been granted, \$190 if written deferral approval has not been granted.
3. On application, (approval pending) an examination reader may be provided. A fee of \$100 may apply (maximum 2 hours).
4. Individual letters, reports, academic transcripts etc requesting information of course hours, costs or other matters directly related to and requested by a student, potential student or graduate, an administration fee of \$50 may be charged in these circumstance and must be prepaid. Postage and handling charges may apply. In some instances the school may not provide the information requested and retains the right to do so.
5. Extra copies of qualifications or module certificates (outside enrolled course qualifications) incur a prepaid fee \$35 per copy. Application for copies of qualifications must be received in writing or electronically.
6. Late assignment assessment fee \$20 per assignment. Applies when student completes workbooks later than 6 months after last face to face course/module/workshop or clinic of course student has enrolled in.
7. For approved refunds only: refund fee \$800 when application is received four weeks prior to the initial face to face module, \$1000 when application is received two weeks prior to the initial face to face module. A program is deemed to have commenced once course materials have been given/sent electronically to the student. All refunds are strictly at the discretion of the school as it is stated and agreed by the student in the Application for Enrolment that all fees are non-refundable once a course/module/workshop has commenced. The school is not obliged to refund course fees as stated in the Application for Enrolment that has been signed as understood and agreed by the student. Enrolment fee is non-refundable. Course deposit is non-refundable once a program has commenced. CPE event cancellation/deferment or transfer will incur a nominal administration fee.
8. Course/module/workshop Practical Competency Assessments not in class/clinic time must be applied for in writing and may incur a fee of \$180-\$350. Fee will be confirmed by the office and must be paid prior to the assessment time and date being confirmed.
9. Changes to direct debit payments may incur a \$50 administration fee for each requested change. All requests must be made in writing or electronically and the fee will apply for any changes to payments made by direct debit that have been agreed to by the school. The administration fee needs to be paid at the time the request for the change to be made.
10. If a student enrolled in HLT52015 Diploma of Remedial Massage course requests in writing that they only want to complete HLT52015 Certificate IV in Massage Therapy after the commencement of the program an administration fee of \$2000 may apply. Direct debit fees are payable until all administration fees have been finalised.
11. **RPL (Recognition of Prior Learning) Non-Refundable Assessment Fees and important information:**
 - a. Non enrolled student (has never paid SIBT enrolment fee/completed an SIBT course/module/workshop) Certificate IV \$350, Diploma \$850
 - b. Enrolled student (has paid enrolment fee, hasn't commenced training with SIBT) Certificate IV \$300 Diploma \$800
 - c. Enrolled student (has paid enrolment fee, is currently or has completed a course/module/workshop - \$300
 - d. Course/Workshop/Module/Clinic - SIBT enrolled student application received prior to course/workshop/module commencement - \$180
 - e. Course/Workshop/Module/Clinic - SIBT enrolled student application received within a week of actual seminar/workshop commencement - \$300
 - f. Course/Workshop/Module/Clinic - application received after course/workshop/seminar commencement - \$400
 - g. The school cannot guarantee/may not accept/assess RPL applications after a program has commenced, or prebooked clinics commenced.
 - h. The school may not accept/assess RPL applications after a course/workshop/module/clinic has commenced, or clinics have been booked. The school cannot guarantee RPL applications will be successful or that if RPL is granted that the RPL will be accepted by associations, health funds, etc.
12. **Student Clinic Administration Fees:** A minimum of 5 working days notice is required to cancel, defer or change a clinic booking that a student has booked. Shorter notice may incur fees including administration/rescheduling fees. Rescheduling fees must be paid at the time of the clinic rescheduling request to cover administration costs incurred by the school.

Fees for cancelled, deferred, student no shows or request to change clinics within 5 working days of prebooked/confirmed clinic dates:

 - a. Cancellation of 6 clients at \$30-\$49 per client depending on the client fees that are needed to be credited to the client.
 - b. Clinic administration fee \$80 (to contact clients, reschedule clients and attempt to find at short notice a replacement clinic student)
 - c. Rescheduling fee \$100 (no Medical Certificate provided) or \$30 (Medical Certificate provided to the school within 24hrs). Applies in all instances where less than 5 working days notice is given to cancel/defer/change a booked clinic).
 - d. Students who do not show up/give any notice or same day notice of their non-attendance for booked clinic may have their clinics suspended until counselling with a school's representative has occurred. No show fees may include (a), (b), (c) above plus the reactivation fee.
 - e. Late arrival fee \$28 (without advising the school and without acceptable reason) strictly applies when a student is more than 15 minutes late arriving at a student clinic they have booked and is payable on the day the student is late prior to their participation in the clinic.
 - h. Clinic Assessments - Within normal clinic situation when student is actively treating clients \$75. Outside normal clinic situation \$180-\$350.
 - g. Deferment of clinic requests must be received in writing, clinic reactivation administration charges apply after 6 months of last clinic attended. Approved written requests administration fee \$80, non approved requests \$150.
 - h. Massage table hire \$10 per clinic - table hire must be applied and paid for prior to clinic day and is subject to availability. Student is responsible to advise school of table breakages immediately, if student is responsible for damage, damages must be paid for by student.
 - i. Use of SIBT towels/sheets/linen etc, \$50 per day prepaid.
13. School reserves the right to charge interest on all overdue course fees and/or payment for products ordered at the annual percentage rate equivalent to the prime overdraft rate for the time being applied by the Commonwealth Bank of Australia plus two percent (2%).
14. Direct debit administration charges: Request to change frequency and amounts to be deducted \$25 per change. Ezidebit student direct dishonour/missed payment fee \$14.80. Ezidebit fee to SIBT for missed/dishonoured payments is \$2.85 per default. All Ezidebit fees charged to the school are owed to the school by the student and payable prior to a qualification being issued.
15. GST will be charged if applicable.

The School requires students to read Rules/General Conditions of Enrolment. The school requires admin fees to be paid on time and prior to qualifications being issued. It is the student's responsibility to ensure they have the latest version of Administration fees. Administration fee increases are at the discretion of the school and may be revised from time to time. A program has commenced when a student has been given/sent electronically course/materials or for later enrolments, when a student has attended their initial module.

(Administration Charges Ver 11: Revised 6.12.18)



SIBT CODE OF PRACTICE

Duty of Care:

- 1.1 The professional duty of the school is to competently assist the students' learning process endeavouring to support the student when and wherever possible.
- 1.2 The school shall maintain the highest standard of professional conduct and duty of care for its students.
- 1.3 Under no circumstance shall the school or its employees knowingly act in a way that could adversely affect the learning process of the student.
- 1.4 The school and staff will demonstrate a genuine interest in student welfare and will provide student guidance services as necessary.
- 1.5 The school's Code of Practice is disseminated to all staff and students.

Professional Conduct:

- 2.1 The school and staff shall have respect for individual religious, spiritual, political and social views of any individual student irrespective of race, age, sex, colour, ethnic origin, differing abilities, sexuality, creed or marital status.
- 2.2 Professional, legal and proper conduct will be paramount in the school's relations with students. School staff must be courteous, respectful and show dignity to all students. Their attitude must be competent and empathetic and encourage an uplifting attitude to the students in their desire to gain academic and practical skills and knowledge. School staff should not engage in professional activities while under the influence of alcohol, drugs, or other substances that would impair their judgement.
- 2.3 The school and staff recognise their responsibility when relaying personal opinions and/or school policies and when interpreting and/or conveying scientific or empirical knowledge to school students and/or the general public.
- 2.4 The school and school staff shall not knowingly provide false information to students.
- 2.5 The school and staff shall not knowingly teach or demonstrate unsafe or inappropriate skills and practices.
- 2.6 The school and staff shall at all times show due respect and co-operate with other training organisations.
- 2.7 The school and staff will never state that any technique or skill is guaranteed to provide recovery or cure.
- 2.8 The school and staff shall at no time take part in or promote any activity, verbal or otherwise, which will reflect improperly or denigrate the standing of orthodox or alternative therapies or any other practitioner or organisation.
- 2.9 The school will recruit students for courses in an ethical and professional manner and be honest and accurate in its advertising.
- 2.10 The school and its staff will remain flexible in its training delivery methods and procedures and be open to the individual needs of students and endeavour to meet those needs at every opportunity.
- 2.11 The school assessment procedures are reviewed and updated regularly and meet with national assessment principles. A grievance appeal pathway is available for students when necessary.
- 2.12 Course fee options and charges will be stated clearly in the advertising of courses, seminars, modules or workshops, and the school's refund policy will be clearly stated in the schools Rules and Regulations information.

Confidentiality:

- 3.1 The school or staff may not disclose information obtained in confidence from or about a student or clinic client unless consent has been given.



4 x LEARNING PHASES OF STUDENT CLINIC

The following information is to assist students understand the stages that occur during student massage clinical training. Clinic is a journey and a process of growing and developing. Students gain many skills in preparation for professional massage clinical practice. SIBT has a reputation of excellence and our graduates are preferred by many employers and clinics because of the clinic training standards we uphold. Our graduates are skilled, confident and achieve solid long lasting careers that often span decades. We thank you for taking this journey with SIBT.

HLT42015 Certificate IV in Massage Therapy Phase 1 - Clinics 1 to 6

Induction to student clinic / Introduction to massage - relaxation Massage for clients.

Phase 1 moves students from a classroom setting into a real Therapist / Client setting under supervision with guidance & support.

Students more than often may feel nervous and tentative; this is normal and to be expected and is the beginning of a growing confidence in treating clients. Clinic teaches students far more than treating clients with massage.

As students build on their awareness more and more they often start to see that much more needs to be learnt other than treating the client with massage. This includes for example

- How to meet and greet clients, communication with clients before, during & after a massage
- How to work as a team and collectively work to administer a practice safely
- How to rebook clients and maintain a clinic.

Students are expected to be on time as if they were in a normal clinic work environment.

HLT42015 Certificate IV in Massage Therapy Phase 2 - Clinics 7 to 12

Relaxation massage "on the job experience" continues and students become practised with treatment and timing segments, ie: postural assessment, case history & health assessment taking and decision making processes in regard to treating clients. At this stage students are also gaining experience in preparing themselves for a clinic/work day, ie: the organisation that needs to happen in preparation prior to a work day, .equipment, uniform, lunch etc.

Students are now assessed on their developing time management skills, their arrival time at clinic and treatment segments including writing up client case notes at the end of each client session. Hygienic practices starts to become a routine and the clinic experience starts to run smoother and be felt as more comfortable and less effort. By this stage students may have experienced a difficult client or two which is a formative clinic experience, learning how to deal with difficulties that may arise daily for a massage practitioner. Students are now taught to encourage clients to rebook and why, to educate clients; an essential skill in a massage practice. Feedback from clients as directed by the clinic supervisor is relayed to students to assist learning and development.

By the end of phase 2 students can proficiently perform an effective relaxation / therapeutic massage treatment, complete a basic postural assessment, take a case history, construct a treatment plan, refer on to other professionals if required, time manage a treatment, take case notes and be aware of self care aspects.

A sustained positive attitude and focus on learning is encouraged as the student clinic provides a stepping stone to clinical responsibilities and the care of full paying clients.

THERAPEUTIC OR RELAXATION MASSAGE

HLT52015 Diploma of Remedial Massage Phase 3 - Clinics 13 to 24

Advancement of critical thinking skills, client problem solving & treatment plans. Advancing practitioner skills, focused with intention.

The step to this level of clinic is major and reflects the students desire to make massage a career. It greatly expands on students massage practice, bodywork skills, its application and effectiveness. Students learn a variety of bodywork modules to expand their knowledge and expertise and what they can offer a client. Client services expand to have a more specific application. Having achieved confidence in a clinical practice environment during phase 1 & 2 students are now able to really focus on expanding and creating more effective treatment protocols. Individual modalities are mastered and often combined with other modalities and or remedial massage techniques. Students have "more tools" in the way of techniques and therapy options. With this a broader range of services and skills is starting to develop. Confidence is growing, good clinical practice habits are being formed. Student is practising a formulated clinic routine and is learning that this is professionalism.

HLT52015 Diploma of Remedial Massage Phase 4- Clinics 25 to 36

Further advancement of critical thinking skills and client problem solving while focus is centred on the client. Integration of previous clinic phases knowledge and skills. Students need to understand this last phase is extremely important and not to lose focus or intent. Students are encouraged to have an attitude that will advance their learning ability preparing the student for Diploma Graduation. Clinic experience will have become routine (sound practice skills have been learnt and mastered). The student MUST NOW highly focus on treating each client; In other words use developed critical thinking skills and confidence gained to EFFECT every client treated. An effective treatment for ALL clients is now the main goal to be achieved. Last opportunity for student to benefit and be guided by supervisors who have lengthy clinic experience. It is very important students do not become complacent and truly participate 100% in these last clinics to highly develop their assessment and palpation skills.

On completion of advanced practitioner skills, students are now confident, skilled, job ready / able work unsupervised in a practice situation and to provide effective treatments to a wide variety of clients.

REMEDIAL MASSAGE PRACTITIONER LEVEL ACHIEVED



STUDENT CLINIC RULES AND GUIDELINES

Participation in the school Clinic is your transitional bridge to a real clinic environment. The adherence to the rules is part of your training and is required to assist in the flow on a busy clinic day. Ensure you clearly understand them and direct any questions to your teacher at class if required or to the office. Students are encouraged to ask questions in the de-brief and are encouraged to book into the clinic as clients for their own ongoing treatment. All clinics are held at Charmhaven.

PRIOR TO PARTICIPATION IN CLINIC:

- Sheet 2 - Practical Competency Checklist must have been signed off by your teacher.
- Treatment Plans have been completed and signed off by your teacher as being completed.
- You have understood these Clinic Rules and Guidelines. Any questions have been clarified by your teacher.
- Payment obligations have been met (unless agreed by school).

BOOKING INTO CLINICS

- Complete Clinic Booking Sheet which will be provided to you at class or can be requested via email. Check class and seminar dates prior to completing the clinic booking sheet to avoid double-booking. The Clinic Co-ordinator will provide email confirmation of clinic dates.
- If particular preferred dates are not available students may register for "Stand By" in case students booked into these clinics cancel at short notice. It is the students responsibility to advise the school in writing in a timely manner, if they will not be available for "standby clinics" that have been requested on a booking sheet.

CLINIC CANCELLATION, DEFERMENT, DATE CHANGE, LATE ARRIVAL FEES POLICY

A minimum of 5 working days notice is required to cancel, defer or change a clinic booking that a student has booked.

Shorter notice may incur fees including administration/rescheduling fees. Rescheduling fees must be paid at the time of the clinic rescheduling request to cover administration costs incurred by the school.

Fees for cancelled, deferred, student no shows or request to change clinics within 5 working days of prebooked/confirmed clinic dates:

- a. Cancellation of 6 clients \$30-\$49 per client depending on client fees that are needed to be credited to the client.
- b. Clinic administration fee \$80 (to contact clients, reschedule clients and attempt to find at short notice a replacement clinic student)
- c. Rescheduling fee \$100 (no Medical Certificate provided) or \$30 (Medical Certificate provided). Applies in all instances where less than 5 working days notice is given to cancel/defer/change a booked clinic)
- d. Students who do not show up/give any notice or same day notice of their non-attendance for booked clinic may have their clinics suspended until counselling with a school's representative has occurred. No show fees may include (a), (b), (c) above plus the reactivation fee.
- e. Late arrival fee \$28 (without advising the school and without acceptable reason) strictly applies when a student is more than 15 minutes late arriving at a student clinic they have booked and is payable on the day the student is late prior to their participation in the clinic .
- h. Clinic Assessments - Within normal clinic situation when student is actively treating clients \$75. Outside normal clinic situation \$180-\$350.
- g. Deferment of clinic requests must be received in writing, clinic reactivation administration charges apply after 6 months of last clinic attended. Approved written requests administration fee \$80, non approved requests \$150.
- h. Massage table hire \$10 per clinic - table hire must be applied and paid for prior to clinic day and is subject to availability. Student is responsible to advise school of table breakages immediately, if student is responsible for damage, damages must be paid for by student.
- i. Use of SIBT towels/sheets/linen etc, \$50 per day prepaid.

CLINIC ASSESSMENT

During your clinics you will be assessed on various aspects of Clinical Practice relevant to your level of training. Familiarise yourself with criteria on Sheet 3A & 3B, understand Codes of Practice and Code of Ethic and school policies as listed in these guidelines prior to attending clinic. Competency must be demonstrated in all areas of assessment. Speak to your teacher if further explanation is needed on any items.

BRING TO CLINIC

- Your own equipment including clean towels, sheets, pillow, balm, spoon or spatula, balm holder, antibacterial soap and wipes, spray bottle of sugar soap, bandaids, pen, mat/towel to lay on floor and massage table, writing equipment & notes. Massage tables can be hired at \$10 per clinic **when adequate notice is provided**. Bring enough clean equipment for 6 clients. There will be a \$1.50 towel hire charge for any students that have not brought a sufficient number of towels. Use of SIBT towels/sheets/linen is \$50 per day prepaid.

Work Place Health and Safety/Hygienic Practices

- Students are required to thoroughly and consistently wash their hands/forearms prior to touching a different person/student/client.



Students must comply to the below Code of Practice, Code of Ethics and School Rules and Policies:

CODE OF PRACTICE AND CODE OF ETHICS

- Students are to be aware at all times of ethical & legal requirements and must comply with SIBT's Code of Practice (refer Student Handbook), Industry Code of Practice and Code of Ethics.

DRESS CODE APPLIES – YOUR PRESENTATION RELAYS THE RIGHT MESSAGE TO CLIENTS

- Ensure your dress is appropriate for a Massage Therapist. ie. SIBT or ATMS T-Shirt or plain white shirt or t-shirt, black full length pants, no skirts or shorts, no exposed midrifts or bellies, no singlet tops/exposed shoulders/cleavages. Footwear must be covered and clean. Sandals are non-supportive and inappropriate. Students are assessed at the student clinic for their professional presentation. T-shirts must be presentable, clean and whitened.

PREGNANT WOMEN OR POST SURGERY CLIENTS POLICY

- No pregnant women or post surgery clients are to be massaged in the clinic. Any cases must be referred to Supervisor.

UNIVERSAL PRECAUTION FOR SKIN INTEGRITY POLICY

- Students must comply with the Skin Integrity policy. Hands must be washed with soap thoroughly before and after each client and at other times as required. Broken skin on student or client must be covered at all times with a bandaid.

WORKING WITH CHILDREN CHECK

- A Working with Children Check is required prior to commencing clinic.

MASSAGE OIL/BALM POLICY

- Massage oil of any kind is not to be used. Massage Balm must be removed from container with spoon/spatula and placed in lid. No fingers are to touch balm inside balm container.
- Anti-bacterial wipes are to be used to remove balm from client's feet prior to client getting off the table. Students must place a mat or towel beside table and advise clients to step onto it to wipe their feet.

EQUIPMENT HYGIENE POLICY

- All Manchester equipment including towels, sheets, pillow cases, bolter covers and any other equipment, may only be used once when the fabric comes into contact with the skin. Massage table and any other equipment must be cleaned with anti-bacterial wipes after each client. Students are responsible to bring disinfectant hand wash to clinics and classes.

PRIVACY POLICY

- Client information is gathered for the purpose of Clinic practicum only and must not be used for any other purpose.
- Keep all discussions regarding clients or clinic confidential and speak to supervisor quietly when appropriate.
- Be mindful of all client's needs for privacy and confidentiality during clinic and whilst in any workroom area.

FLU VIRUS POLICY

- To protect those who work, learn and attend the Centre, Teachers/Supervisors retain the right not to admit anyone if they are displaying symptoms of flu or contagious conditions. Any person, including students entering the Centre with fly symptoms and/or cough will be required to wear a mask while they are on the premises including during treatments.

GENERAL RULES, POLICIES AND PROCEDURES

- Client treatments sessions are 1 hour. Students will normally massage 6 clients per clinic. (Variations may apply for advanced massage and students will be advised accordingly). If there are not enough clients, students will observe other students under supervision and or complete study related to their training.
- Be mindful of noise at all times as not to disturb other students and clients treatments.
- It is inappropriate for students to gather at entry/Reception or in lounge area when clients are present.
- Students are encouraged to remain in their workspace while client's are present in the lounge waiting area.
- No tea, coffee or food is allowed at any time in lounge areas or in massage areas when clients are present.
- Students must not advise clients that they can rebook with them personally as this is against school policy.
- Students are advised that it is inappropriate to proposition other students and/or clients at the school's student clinic to become their clients or to give out their phone number or other details.

STUDENT ARRIVAL TIME AND SET UP

- Students must arrive on time. Penalties may apply when you are more than 10 minutes late for a booked and confirmed clinic and payable on the day before commencement (refer to above Late Arrival information). Students arriving late may **not be allowed to participate** in the clinic. The discretion will be with the Clinic Supervisor.
- Students will not be allowed to enter the school buildings before 8.30am.
- Students are to set up own equipment as directed by Supervisor including mat on floor.
- Assist in setting up clinic as directed by Clinic Supervisor.
- Be ready for Supervisors brief prior to commencement of clients.
- Work Health & Safety requirements must be observed at all times. 2 people to carry screens/equipment, all unused items are to be stored under massage table.

**SUPERVISOR STUDENT BRIEF PRIOR TO COMMENCEMENT**

- Supervisors will run through the procedure and run sheet for the day and answer any questions from students.

CLIENT TREATMENT PROCEDURE

- Students are to write their first name on Client Health Assessment/Treatment Plan sheets.
- Students to greet client and introduce themselves in reception area using client's name.
- Give client clear direction to table location, allowing client to walk in front.
- Complete Case History/Assessment/Treatment Plan relevant to your current training – **ascertain clients needs.**
- If a client answers "yes" to the questions below on the Case History Sheet the student must notify Supervisor **prior** to commencing treatment.

Are you pregnant? 2. Have you had recent surgery? 3. Are you in pain at this present time? 4. Do you have an acute injury or condition that we should know about?

- At the bottom of case history sheet, client must sign giving **consent** to participate in clinic. Students must not commence without this consent being signed.
- Clearly communicate** to client your intention to leave the room/area, give clear instructions for client to undress leaving on underpants, and use gown (their choice), to lay on table either in supine or prone position and to cover themselves with the sheet or towel provided.
- Prior to re-entry** students must knock, where applicable using client's name, ask if they are ready. Wait for client's okay prior to re-entry (if there is no door student must wait for okay prior to entry).

Important considerations for your massage treatment

- Ensure your client is warm and adequately draped covering all areas not being massaged at all times.
- Ensure client's needs for modesty and personal safety are met.
- Your initial hands-on touch with a client needs to be slow and mindful.
- Focus on your client and the intention of the treatment to ensure effectiveness, be aware of your breathing.
- Students are to use techniques pertaining to the course they are in. Students must not give advice other than information directly related to their current level of training.
- Having listened to your client carefully ensure you are focused on what the client has requested to ensure you meet their treatment needs. (Not following this suggestion may discourage your client to rebook).
- Stay focused and aware of session timing to ensure adequate time is left for education and reassessment.

TREATMENT COMPLETION PROCEDURE

- Begin completion of treatment 7 min prior to closing. Check in with client making recommendation for ongoing treatment.
- Antibacterial wipes must be used on client's feet prior to client getting off table.
- Give clear instructions, leave the room/area to allow client to dress. Prior to re-entry, knock, wait for okay.
- Encourage client to rebook. Advise clients re the importance of ongoing therapeutic support and bookings can be weekly, fortnightly or a monthly maintenance program.
- Tactfully and politely finish treatment quickly allowing time to set up for next client.
- Escort client back to lounge area to complete feedback sheet in privacy and rebook for next clinic.
- Be ready for next client - wipe massage table with anti-bacterial wipe, change equipment, tidy up.
- Feedback Sheets:** At the end of each session clients fill out feedback sheets. These sheets are not sited by students. This provides clients with the confidence to express honestly how the session was. The Supervisor will discuss any concerns with you personally and privately if needed.

CLINIC DEBRIEF

- Move quickly and be ready for the clinic debrief.
- Hand in Case History/Treatment Plan sheets. Ensure your name is written on each sheet.
- Using sugar soap, clean equipment ie chairs, trolley, door handles, light switches and other as delegated by the Supervisor.
- As in a real practice environment students are required to ensure their workspace and the clinic is left clean and tidy including kitchen and bathroom areas and return screens, close windows, turn off heaters/fans.
- Supervisor will discuss the clinic and give feedback/suggestions on set-up, treatment plans and other issues as needed.

SIBT Graduates and Students pay only \$30 per 1 hr at Student Massage Clinic

Enjoy a regular massage at the reduced student rate.

SIBT encourages all graduates and SIBT students to have regular treatments at student clinic or at the LakeSpa Wellness Centre. Bookings Essential (02) 4393 1200

Visit www.massageschool.com.au/studentmassageclinic.htm or contact Centre for more info.



SELF CARE PRACTICES FOR STUDENTS AND MASSAGE THERAPISTS

Students are required to arrive early at all classes and clinics and participate in self-care practices. Students must learn to take responsibility for their own physical well being and undertake to complete the following activities.

*Good self care practices established as a student
will assist ensure your longevity as a massage practitioner.*

Massage can be a physically demanding profession. It is very important to look after yourself first to ensure you do not sustain injury. Avoiding injury is about knowing your limits and needs, setting boundaries and keeping yourself fit and healthy. This in turn provides a good example to your clients.

Working as a massage practitioner involves using your own hands and body.

You must take care of yourself emotionally, mentally, spiritually and physically. Know your body and be aware of signs that you need to stop, rest and take care of yourself. These signs could include insomnia, headaches, stress, backache, etc. In the massage profession we have a tendency to take care of others first before ourselves.

*It is important to use proper body mechanics while you work, exercise,
eat right, get a regular massage, take time out and stretch.*

Self care is everything you do to take responsibility for your life - what do you do on a daily basis to nurture yourself? What you do to take care of your internal world - your fears, your beliefs, your anxiety, your feelings and emotions? It involves learning to create boundaries to keep you safe and healthy.

Here are a few tips to assist:

- Receive a regular massage - it keeps you physically, mentally and emotionally in touch with what you do everyday. It helps prevent injuries, relieves stress and cleanses the body of any physical, emotional and energetic toxins.
This is what you will tell your clients isn't it? Along with, eat right, get exercise, take time for yourself, get enough rest?
- Make your days off, your days off and take vacations. It is important to set your boundaries and keep them. If you don't you may end up feeling taken advantage of or drained.
- Set your boundaries with your families and friends. The best thing to do is have them set up an appointment with you, the same as your other clients. Set limits so they don't expect a free massage when you come home or when they visit.
- Taking time for yourself each day is important in remaining centred during each treatment. Meditation, stretching, movement exercises and quiet walks or whatever it is that make you feel good are essential in maintaining your spirit.

SIMPLE HAND / FOREARM EXERCISES

- Squeeze hand putty or a soft, squishy ball in regular intervals. This improves the grip and lower forearm strength, increases circulation in the hands and stretches muscles in the hand and forearm.
- Touch each finger to the thumb, beginning with the little finger and move inward, then stretch the fingers as wide as possible. Repeat 5 times on each hand. This exercise increases circulation and stretches muscles.
- Roll a rolling pin or a rolled up towel forward and backwards. Roll from the tips of the fingers all the way down to the middle of the forearm and back. This exercise stretches the fingers and forearms, and helps loosen the shoulders and upper back.



DIRECTIONS FROM NEWCASTLE TO CHARMHAVEN

Route No. 1 Via Old Pacific Highway

Head south over Swansea Bridge
Drive through Doyalson lights (you will see left turn to The Entrance)
Take next turn off on left to Toukley/Wyong/Charmhaven
Pass Charmhaven shops on left
First roundabout turn right into Chelmsford Rd (away from Shop. Ctr)
Turn right at first street into Callaghan Cl. School is on the corner at the Bunnings roundabout.

Route No. 2 Via Freeway

Head South towards Sydney on M1
Take Mandalong/Morisset exit on left
Drive to Doyalson lights, turn right towards Sydney
Take first exit on left to Charmhaven
Turn right a first roundabout
Turn right at first street into Callaghan Cl. School is on the corner at the Bunnings roundabout.

DIRECTIONS FROM GOSFORD TO CHARMHAVEN

Route 1 via Freeway Head north towards Newcastle

Take Toukley/Wyee exit on left.
At Sparks Rd turn right towards Toukley.
Drive through first roundabout.
Next roundabout turn left onto Old Pacific Highway.
Next roundabout turn left into Chelmsford Rd (away from Shop. Ctr)
Turn right at first street into Callaghan Cl. School is on the corner at the Bunnings roundabout.

DIRECTIONS FROM SINGLETON TO CHARMHAVEN

Via Cessnock

Follow Sydney signs to freeway heading south
Take Toukley/Wyee exit on left.
At Sparks Rd turn right towards Toukley.
Drive through first roundabout.
Next roundabout turn left onto Old Pacific Highway.
Next roundabout turn left into Chelmsford Rd (away from Shop. Ctr)
Turn right at first street into Callaghan Cl.
School is on the corner at the Bunnings roundabout.

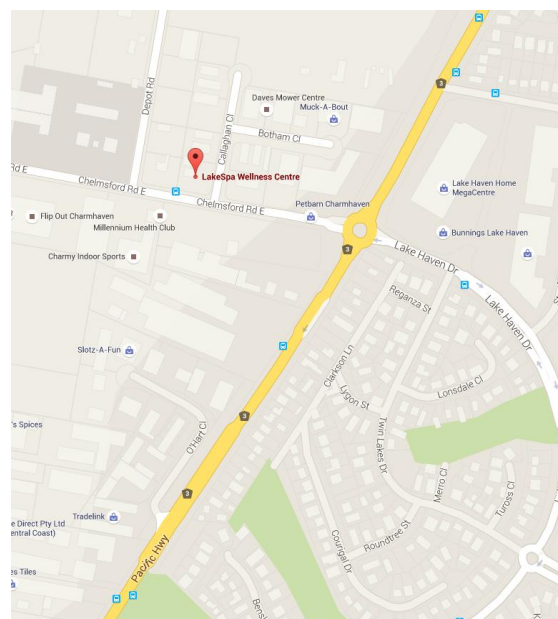
DIRECTIONS FROM SYDNEY TO CHARMHAVEN

Head north towards Newcastle
Take Toukley/Wyee exit on left
At Sparks Rd turn right towards Toukley.
Drive through first roundabout.
Next roundabout turn left onto Old Pacific Highway.
Next roundabout turn left into Chelmsford Rd (away from Shop. Ctr)
Turn right at first street into Callaghan Cl.
School is on the corner at the Bunnings roundabout.

Please note there are other ways of getting to the school, these are the simplest directions.



LakeSpa Wellness Centre &
School of Integrated Body Therapy



SCHOOL PRAYER

We ask that you watch over our school.
Help all those who work and learn here.
Give us open minds to accept one another as equals,
And to respect the ways of people of all nations and
learning capabilities.

Let us work together for peace at our school
And towards world peace.
Guide us in our work and our learning
That we may grow towards truth,
honesty and integrity.

This we thank you for.

Proud to be Australian



MESSAGE TABLE INFORMATION

Things to remember when ordering a massage table:

Table Height Consideration of table height is of great importance. A table that is too low can invite extra pressure on the lower back. A table that is too high will not allow adequate body lean thus creating excess pressure in elbows and shoulders. The school recommends a height adjustable table because different styles of massage and bodywork can require a different height and as students progress with their massage training in the long term a height adjustable table will provide the best investment. If you are choosing a fixed height table the following guidelines will ensure you purchase the table height appropriate for your actual height and arm length:

Stand in front of bench, preferably in the shoes you will be massaging in, thighs against the bench. Straighten arms and flex hands at wrist joint. Approx 4" (10.2cm) space should be allowed between the bottom of your flexed hand and table top.

Portable Tables As a student it is advisable to have a table that can be easily transported from your car to various locations. In a professional practice situation a stationary table may be used. These could include a good quality portable table or an electrical table (check with the school for further information about the clinical range).

Table Width Always consider your width, a too wide table invites excessive lean for the masseur, causing lower back stress. Also if the table is too wide you may have to manoeuvre your client from side to side of table. A too thin table will not suit larger people and arms will have no place to rest alongside body.

Table Protection Even the best quality vinyl is subject to deterioration from heat, sun, oil and movement. We strongly recommend that all tables are protected with a cover particularly if you are leaving the table in the boot of your car. Table vinyl tears easily. The school recommends the tear proof carry bag by Athlegen. This particular carry bag has a specially designed carry strap for easy transportation or is available with wheels.



SIBT operates within a successful Natural Medicine Wellness Centre giving students an opportunity to experience on the job training first hand.

RELAX RELIEVE REGENERATE WELLNESS SOLUTIONS

- CHIROPRACTIC • NATUROPATHY • SPORTS THERAPIES
- RELAXATION & REMEDIAL MASSAGE • TRIGGER POINT THERAPY
- MYOFASCIAL RELEASE • HOT STONE THERAPY
- PREGNANCY MASSAGE • MASSAGE FOR CHRONIC DISEASES
- LYMPHATIC MASSAGE • EXPRESS OR FULL FACIAL • FOOT SCRUB

Ph: (02) 4393 1200

Please contact the school if further clarification is required regarding any information within the student handbook. Thank you for noting the student handbook is updated from time to time.