



RTO No: 2875
CRICOS No:
01854A

Massage Schools of Queensland

Student Handbook

Welcome To Massage Schools of Queensland.

We trust you will find your time with us very rewarding and productive, and that you will enjoy the challenge of your studies.

As part of your induction program with us, you will be provided some important information and you can refer to this handbook which is designed to assist you in your time here with us at Massage Schools of Queensland.

Massage Schools of Queensland maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate Workers Compensation and Public Liability Insurance. We comply with all relevant local, state and federal government regulations covering this type of organisation.

We are expected to maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our students of our commitment to these standards.

Please feel free to speak to our dedicated staff members at any time to clarify any issues or queries you might have about the school or your studies.

Yours sincerely,

Rhona McKay
Head of School
Massage Schools of Queensland



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CODE OF CONDUCT

Massage Schools of Queensland seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and students efforts are encouraged and their achievements given due recognition.

Staff and students should treat each other with respect. This involves:

- Courtesy and responsibility
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others

Everyone has a duty to take reasonable care to avoid causing harm (including physical harm) to anyone thus, staff and students should actively promote safe working practices and environments for everyone using school facilities.

All training material and handouts are the copyright of Massage Schools of Queensland and cannot be copied for distribution to other parties.

The Management and staff do not ever expect to discipline students who are undertaking a course. Misconduct is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

- Cheating or plagiarism,
- Breaches any MSQ rule or instruction or fails to comply with the lawful direction.
- Acts or omits to act in a manner that may endanger the safety or health of another person.
- Unlawfully attempts to, or assaults, or causes a person to hold a reasonable fear for his or her safety or well-being;
- Significantly impairs the ability of a person to participate in any legitimate MSQ activity.
- Acts in a manner that disrupts the peace and good order of MSQ or brings it into disrepute.
- Divulges confidential information relating to a MSQ matter.
- Causes damage to, or loss of property of MSQ
- Makes a false representation regarding him or her as a MSQ student
- Abuses, harasses, bullies, intimidates or threatens MSQ students (including sexual harassment)
- Breaches MSQ policy, including intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards; and/or
- Breaches any Act of the Commonwealth or State to which MSQ is subject, while at MSQ or its premises (including any criminal actions and racial discrimination).



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Students who continually commit minor acts of misconduct or commit an act of serious misconduct must show cause as to why they should not be dismissed from their course of studies. The decision of the Head of School is final and no further correspondence will be entered into.

- Matters of student misconduct will be treated in a conciliatory manner. Individual circumstances, including extenuating factors, which may affect an individual's behaviour, will be taken into account.
- Staff will make every reasonable attempt to assist students in difficulties. Students should be encouraged to change their behaviour rather than be threatened with disciplinary action.
- Confidentiality is important in order to protect the rights of those involved and to minimize the likelihood of legal action for defamation.
- Where misconduct is assessed as a criminal offence, the appropriate authorities (i.e. Police) may be contacted. The appropriate authority will institute its own procedures regarding action to be taken.
- The organization is aware of issues such as civil liberties and personal freedom

GENERAL INFORMATION FOR STUDENTS

HOUSE RULES

1. Bikes are not allowed in the school premises
2. Mobile phones must be switched off during class times.
3. Eating and drinking during class times is prohibited
4. Photocopies are available from reception for a nominal fee
5. Books that are borrowed from the school library must be recorded at the reception and duly returned within the agreed time
6. Massage Schools of Queensland is a smoke free zone.
7. General hygiene is expected from everyone
8. Smart casual dress code is requested
9. Under no circumstances are students allowed behind the reception desk or in the staff room.
10. Please use the waste bins provided.



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MASSAGE SCHOOLS OF QUEENSLAND'S COMMITMENT

Massage Schools of Queensland will provide the highest standards of services. This means that the trainers conducting our courses have appropriate qualifications, current industry experience and ability to satisfy recognised professional industry performance standards.

Massage Schools of Queensland is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation. Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

The Head of School will be accessible for any complaints or questions that may arise from either equity or accessibility issues.

We will provide a suitable learning environment, and will provide high quality courses using proven training methods and the most up-to-date information based on current research.

Continuous feedback is obtained from you to ensure that we are meeting your needs. Training methods are reviewed continuously to maintain improvement.

Support services are available in the form of tutorial assistance and telephone advice throughout a course to enable students to overcome problems with putting the training into practice. The Head of School and the Course Coordinator are always available for help with your studies.

If you know of any impediment – physical, emotional or intellectual – that may affect your learning, please advise us on enrolment so we can arrange special learning and assessment methods to meet your needs.

The management of Massage Schools of Queensland reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are insufficient for this course of study.

Massage Schools of Queensland abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal authorised personnel for the purpose of audit or upholding the law.



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Fees and Refunds

Fees

Full course fees are included in the Information Kit. A deposit is required to secure a place on the course and fees may be paid by payment plan with weekly or monthly payments.

All fees must be paid prior to, or on the due date. Failure to do so can result in termination of enrolment. Certificates, Diploma's and Statement of Attainments will not be issued until all fees are up to date. Students with outstanding fees will not be permitted to graduate until all fees are paid in full.

Additional fees :

Enrolment Fee: \$200 (non refundable)

Refills for massage oil

Re issue of a certificate - \$25

Refunds

Applicants must advise Massage Schools of Queensland in writing of their intention to withdraw from a course.

For written cancellation received three (3) or more weeks prior to commencement of a course, a full refund of fees less \$200 enrolment fee will be made.

For cancellation received less than three (3) weeks prior to commencement of a course, fees are non-refundable. For cancellation received after commencement of a course, fees are non-refundable.

For cancellation due to medical/emergency reasons only, students must attend an interview with the Head of School. Any fees or unused portion thereof may be held in credit for students' use within a 12-month period, and an administration fee will apply.

If a course is cancelled for any reason by Massage Schools of Queensland and alternative course times do not suit the applicant, a full refund of fees will be given.

MSQ guarantees that once a course has commenced it will be completed unless extreme circumstances occur (such as the destruction of the building, death of directors etc). In this unlikely event, all courses provided by Massage Schools of Queensland are covered by a Tuition Assurance Scheme which guarantees that students will be found places in the same course with other Registered Training Organisations.



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Complaints and Appeals

Complaints are welcomed as a means of ensuring that we overcome problems encountered by students, and provide an opportunity to improve the operation and delivery of our training programs.

Where a student has a grievance they should contact the relevant person in the first instance to try to resolve the problem. If the student then wishes to make a formal complaint they must fill out a Complaint Report Form (available at reception), submit a written statement outlining the complaint and return to reception for forwarding to the Head of School. All steps of the grievance procedures will be recorded.

The complaint resolution process will commence within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical. The Head of School will investigate the complaint and interview any persons associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The Head of School will provide a written decision to the complainant within 10 working days outlining the reasons for the decision and the complainants right to appeal the decision. Massage Schools of Queensland will act upon any complaint found to be substantiated by the Head of School.

In the event of a complaint against the organisation, staff or fellow student involving a breach of civil law, the participant should contact the Head of School immediately. Students can also contact the Department of Education and Training on 1300 369 935 or the National Training Hotline on 13 38 73.

The complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

Academic Appeals Procedure

Students can appeal against a result for any subject or course within 14 days of the issue of results. Results will be reviewed and written notification given of the outcome within 7 days of appeal being lodged, including the reasons for the decision.

An independent person or panel will be appointed to hear each appeal. Each appellant will have the opportunity to formally present his or her case.

Students should be aware that our registration as a training provider is dependent on providing quality training services, having appropriate resources and maintaining assessment procedures which meet the high standards established by the Australian Quality Training Framework.



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Recognition of Prior Learning

Skills Recognition / Mutual Recognition/ Credit transfer

Massage Schools of Queensland supports the national policy of mutual recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer that qualification and all criteria covered is in line with ours as content can vary.

An application can be made if you believe that you have already attained the necessary skills and competencies elsewhere (work or other study etc.). You will be required to provide documentation to support your application.

An RPL pack is available from reception on request

Note: A challenge test and/or submission of relevant assignment/s may be required if deemed necessary by the Head of School.

Assessment Policy

Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework. Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of training. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

How will I be assessed?

All assessment is set out in the overview to each competency or competencies which are provided to you at the commencement of each lecture or class. Once this assessment has been successfully completed, you will receive a result which will count towards your qualification.

Assessment methods include:

Practical Demonstration / Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.

Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

Theory Assessments – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.

Assignments - a research project to gain deeper understanding of a subject.



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When will I be assessed?

- Assessments will occur at the end of each subject.
- At the completion of Certificate IV a final practical and oral assessment will be conducted to judge overall competency.
- During the Diploma studies, students will be assessed at several stages to assess competency levels, including a final assessment prior to awarding a qualification.

Results

Assessments will be marked “competent” or “not yet competent.” Units of competency results will be recorded for you. At the completion of your course or individual units, your Transcripts / Qualification will be issued. If you do not complete your course you will be eligible for a transcript of results for any units of competency achieved.

Issuing qualifications

Qualifications will be issued after successful completion of the Unit of study / Certificate or Diploma course. Certificates are issued in accordance with the Australian Qualifications Framework and will be awarded at the Graduation Ceremony at the end of the semester.

Special Consideration

Massage Schools of Queensland is fully focused on the students gaining competency. If a student considers that their performance in an assessment may be affected by any special circumstance, or they feel that they were disadvantaged when the assessment was conducted then they may request special consideration. These may include but not be limited to: accident, bereavement, compassionate circumstances illness, disability personal injury, language or literacy difficulties. The student will be granted one or more of the following options: have an extension of time, provided with another assessment, be given an oral rather than a written assessment

Privacy and Access to Records

Students records are kept in a secure location access to files is restricted to Management and Administration. Students can request to view their files at any time in the company of one of the above members of staff.



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SCHOOL POLICIES

Massage Schools of Queensland would like to remind all students of several important school policies.

Theory and Practical Assessments & Course Attendance

Students are required to attend all assessments, if you cannot attend an assessment, you must immediately:

- Notify the Course Coordinator – by phone at least 24 hours prior to the assessment due date, and then support your reason by evidence in writing e.g. if ill, provide a medical certificate, if special circumstance, provide a letter detailing the circumstances.
- Arrange a time (within two weeks) with the Course Coordinator to sit your theory assessment.
- Arrange a time (within two weeks) with either the Course Coordinator and/or the trainer/assessor to sit your practical assessment. This will incur a \$50 fee for the trainer's time.
- Students who fail to complete either an initial written assessment or a re-sit written assessment within the 2 week time limit will be required to pay an administration fee of \$ 100.00.
- Students who fail to complete an assessment after 1 calendar month will be deemed “not competent” and will be required to re-enrol in the course of study and pay the full course tuition fee.
- Students are required to attend all scheduled lectures as per their course timetable. Absences of 2 or more days must be supported by a Medical Certificate.
- Students who are absent for 3 or more lectures or fail to maintain suitable academic performance, from any single unit of study and can not show good cause, will be deemed “not competent”, and will be required to re-enrol and pay in full for that unit.

Student Clinic

- **Dress Code & Presentation**

Students are required to wear the MSQ polo shirt when attending the student clinic. Work health safety regulations stipulate that students **must wear covered shoes**. Student's personal hygiene and appearance must be to an acceptable professional level.

- **Client Confidentiality**

Student Clinic client files and the information contained within are confidential and contain legally privileged information; students are required to maintain that confidentiality. Patient record cards remain the property of Massage Schools of Queensland and must not be removed from the Student Clinic.

Students are required to accurately record patients' histories and treatments. Patient cards are medical and legal documents which may be sought as evidence in legal proceedings



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- **Confirmation of Clinic Hours**

It is the student's responsibility to confirm their clinic bookings with administration during office hours. If a student is unable to make an appointment they must notify administration as soon as possible, and **must** find another student to cover the clinic hours.

- **General Duties**

Students must allow ample time both prior to and after their clinic hours to perform general house keeping and administrative duties.

Work Place Health & Safety

All work place health and safety policy and procedures must be adhered to in the clinic. Immediately notify MSQ staff of any situation you may feel is unsafe or that may be a hazard.



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NATIONAL COUNCIL OF MASSAGE AND ALLIED HEALTH PRACTITIONERS

CODE OF ETHICS

As an Accredited Massage and Allied Health Practitioner, I shall at all times:

- Respect the rights and dignity of the client
- Maintain the highest standard of professional competence
- Represent my practice in a truthful and honest manner
- Ensure information about the treatment to be offered is given and understood. That consultation, assessment and treatment is only carried out with the informed consent of the client
- Provide reasonable access to information in client's personal records
- Develop and maintain my professional knowledge and skills
- Recognise the extent and limitations of my professional expertise
- Ensure client confidentiality and privacy
- Take care to ensure a high standard of hygiene, material supplied and safety of equipment
- Be bound by this code of ethics



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PLEASE NOTE The assembly point after an evacuation is across
the road in front of the school

