





MASSAGE SCHOOLS OF QUEENSLAND

Established in 1988 and based on Australia's beautiful Gold Coast, Massage Schools of Queensland specialises in providing excellence in professional massage training.

As a nationally accredited Registered Training Organisation, we are renowned for our high academic standards, excellence in teaching, and professionalism. Our courses are designed to provide students with the practical and theoretical skills required to enter the massage industry. More importantly, our students enjoy a level of individual care and attention second to none.

As our society realises the importance of nurturing and caring for our bodies, the demand for qualified and highly skilled Therapeutic, Remedial and Shiatsu therapists is also increasing. Possibly the oldest form of therapeutic practice known to mankind, massage has featured prominently throughout history. Today a respected healing art and health science, it provides the recipient with a wide range of very tangible benefits, including:

- Improved circulation
- Increased range of joint movement
- Reduced stress and anxiety
- Enhanced mental alertness
- Assisting in the treatment of injury
- Soothing nerves and easing muscle spasm
- Promoting relaxation and well-being
- and so much more ...

So, whether you're interested in a new career, you're already a therapist and wish to upgrade your skills, or simply wish to learn massage as a hobby, Massage Schools of Queensland has a range of accredited courses to suit you.

Our Mission Statement

We are a private education provider offering specialised niche industry based training in massage and body sciences, to empower people to change their lives and the lives of others.

With years of experience in providing quality training, Massage Schools of Queensland is proud of its reputation for excellence and the high standard of its qualified therapists practicing locally, nationally and internationally.

Whether you want a career in this rapidly growing wellness industry or perhaps basic skills as a hobby, our courses can help you achieve your goals, knowing that you have had the best training available to offer your clients depth of knowledge, and a skill level that is unrivalled.

Our Values and Philosophy

Respect for the individual is important to the school, and a Code of Practice is followed by staff and students alike. A healthy lifestyle is encouraged and, as potential practitioners, students are encouraged to develop good communication and 'people' skills, and to maintain their own physical fitness.

We aim to provide students with an enjoyable, quality education experience, and to promote the practice and acceptance of Therapeutic and Remedial Massage Therapy within our community.

Massage students come from a variety of professional backgrounds and personal experiences, yet forge very strong bonds as they harmoniously work together to achieve their study commitments. Students are encouraged to practice their massage skills on a variety of different classmates to become familiar with different body types, and to gain a deeper understanding of individual client needs.



WHY CHOOSE MSQ

✓ *Face-to-face teaching*

No online component. All courses are taught face-to-face and result in high quality training.

✓ *Hands-on training with elite sports teams*

Our students get to experience hands-on treatments on elite sports teams located on the Gold Coast.

Proudly supplying Students and Therapists to Elite and Community Sporting teams



.... And more

✓ *Quality Trainers*

We make sure our students get the best trainers available. Our teachers demonstrate many years of practise, multiple skills and work or have worked for prestigious institutions.

✓ *Our Training*

At Massage Schools of Queensland, we specialise in providing excellence in massage training, offering nationally recognised training up to practitioner level Advanced Diploma courses. Our courses are designed to provide students with the practical and theoretical skills required to enter the massage profession.

Qualifications issued by Massage Schools of Queensland are recognised within the Australian Qualifications Framework, and are accredited under the Health Training Package (HLT15). These include:

- **HLT42015 Certificate IV in Massage Therapy**
CRICOS code: 094166M
- **HLT52015 Diploma of Remedial Massage**
CRICOS code: 094164B
- **HLT52315 Diploma of Clinical Aromatherapy**
CRICOS code: 094163C
- **22316VIC Advanced Diploma of Myotherapy**
CRICOS code: TBA
- **individual units / short courses**
- **Study tours**

✓ *Our Facilities*

All our lecture rooms are comfortable, spacious, well ventilated and equipped with modern, high quality teaching aids and equipment.

There is easy access to car parking, facilities, and abundant space for storage of personal belongings.

A student lounge and lunchroom, study area and showers are available for students' use. There is a café nearby if students wish to purchase meals.

The Administration Department is available during school hours to all students, and we will assist with any career guidance or academic issue that may arise, accommodation and transport enquiries.

✓ *Our Location*

We are located in Burleigh Heads on Australia's beautiful Gold Coast – a world renowned surfing beach located on the southern end of the Gold Coast. In addition to our domestic students, we have a growing number of international students successfully undertaking studies at Massage Schools of Queensland.

If travelling to the school by bus, you may take a bus service to the Stocklands Shopping Centre, and then walk across West Burleigh Rd onto Kortum Drive and along to the school. See the local street map below.



Affiliated Associations

Graduates are able to join most major associations and arrange professional indemnity insurance. Once insurance is received, the therapist can apply to receive a provider number from a variety of health insurance companies for employment in Australia.

Massage Schools of Queensland is affiliated with the following associations:

MMA	Massage & Myotherapy Australia
ANTA	Australian Natural Therapists Association
AMT	Association Massage Therapist
STAA	Shiatsu Therapist Association of Australia
IAAMA	International Aromatherapy & Aromatic Medicine association (Australian Branch)
RAA	Reflexology Association of Australia

Career Opportunities

The Gold Coast is a world-renowned holiday destination, and the tourism industry provides a valuable source of employment for the Massage, Remedial Therapy, Reflexology or Shiatsu professional in clinics, day spas, health retreats, gyms, resorts and hotels.

In the sporting arena, the benefits of training and competing on the Gold Coast are becoming more obvious throughout Australia and the world. As this industry grows, opportunities for the sports-trained Massage Therapist increase.

Self-employment is also a popular option for many therapists at both a therapeutic and remedial level. Overall, the massage industry continues to expand as the obvious health benefits of massage become more apparent to the general public.

General Information

Course Material & Equipment

- Students need to provide their own towels, pillows and pens to class.
- Massage tables and Shiatsu mats are provided for students use in class. It is recommended, but not compulsory, for massage students to have their own massage table to practice with outside school.

Student Clinic & Practice Hours

As students' progress through the course, they perform compulsory clinic hours in the supervised Student Clinic, which provides invaluable experience and confidence when working with members of the general public.

In addition to the hours in the Student Clinic, students are also required to perform and record log book massage practice. Practice hours may be performed on family and friends or at various sporting conventions and competitions as organised by the school. These recorded hours are a pre-requisite for student graduation and the joining of any professional massage association.

General

You will receive a Student Handbook prior to enrolment which clearly outlines our Code of Practice and Code of Conduct. Prior to commencement of training students are given comprehensive information regarding their programs of study, delivery methods, assessment methods and dates and are made familiar with the policies and procedures, which will effect them in their study.

Enquiries

We realise that all of your questions may not be fully answered in this document. We invite you to e-mail us, telephone us, send a letter or facsimile, or make an appointment to visit the school and discuss any questions you may have. Please also see our web site for more detailed information.

Telephone: (+617) 55766366
Fax: (+617) 55766398
E-mail: info@massageschools.com.au
Web: www.massageschools.com.au
Post: Massage Schools of Queensland,
PO Box 6782 GCMC,
Bundall Qld 9726, AUSTRALIA
Address: L1/36 Kortum Drive, Burleigh Heads QLD 4220

Please Note: Material contained in this prospectus is current at the time of printing however, Massage Schools of Queensland reserves the right to change any aspect without prior notice, including timetables and prices. Our Code of Practice is contained in the back of this prospectus



HLT 42015 CERTIFICATE IV in MASSAGE THERAPY

[CRICOS# 094166M]

Discover the “Gift of Touch” and help bring peace and comfort to the lives of many.

Massage is a valuable skill with versatile applications.

Massage Schools of Queensland HLT42015 Certificate IV in Massage Therapy is perfect for anybody wanting to enter the massage industry.

From school leavers to allied health professionals looking to up-skill, this entry level qualification will equip you with the knowledge and confidence to design and deliver your own signature style of treatment.



Some of the skills learnt in this course –

- Swedish Massage
- Hot Stone Massage
- Seated Massage
- Reflexology
- Deep Tissue Techniques
- Pregnancy Massage

Units of competency

Core units		Elective units	
CHCCOM006	Establish and manage client relationships	BSBSMB404	Undertake small business planning
CHCDIV001	Work with diverse people	BSBMED303	Maintain patient records
CHCLEG003	Manage legal and ethical compliance	HLTREFOO2	Provide reflexology for relaxation
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		
HLTWHS004	Manage work health and safety		

*Please note: “HLTAID003 Provide first aid” is not delivered by MSQ. Accredited Training Company (31549) undertakes the delivery of this unit. SOA issued by Accredited Training Company are accepted as credit transfer by MSQ.

Course Outline

- Course duration: full-time 24 weeks / part-time 40 weeks
- Class days: Domestic full-time 1 Day per week / part-time 2 Nights per week
International full-time 3 Days per week
- Student Clinic hours: 80 hours

Career Outcomes

On completion of this course you will be a recognised Therapeutic Massage Therapist. Employment options include beauty clinics, health spas and relaxation clinics. Or you may choose to set up your own home based or mobile business.

Training and Delivery:

The course has been structured into clustered units of competency creating frameworks that complement the training with common skills and knowledge, providing the learner with an efficient delivery model of learning blocks and progressive learning from start to finish.

Each framework is delivered face to face with a combination of trainer led theory classes, practical sessions involving group and individual activities, and practical participation at the MSQ student clinic.

FRAMEWORK	UNIT TITLE	UNIT OF COMPETENCY
Physical Health Status	Confirm physical health status	HLTAAP002
Massage Skills	Assess client massage needs	HLTMSG002
	Provide massage treatments	HLTMSG004
	Establish & manage client relationships	CHCCOM006
	Maintain patient records	BSBMED303
First Aid	Provide First Aid	HLTAID003
Massage Practice	Develop massage business	HLTMSG001
Reflexology	Provide reflexology for relaxation	HLTREF002
Diversity	Work with diverse people	CHCDIV001
Legislation & Ethics	Manage legal & ethical compliance	CHCLEG003
Safety & Hygiene	Manage the prevention & control of infection	HLTINF004
	Manage work health & safety	HLTWHS004
Business Planning	Undertake small business planning	BSBSMB404

HLT 52015 DIPLOMA of REMEDIAL MASSAGE

[CRICOS# 094164B]

Would you like to play an active role in helping people manage their pain and injuries?

This qualification equips you with a wide range of specialised techniques and skills along with knowledge of how best to apply them. You will learn how to achieve reliable treatment outcomes for common ailments plus how to work effectively with athletes. Remedial massage therapists may be self-employed or work within a larger health service or sporting environment.

On successful completion of your HLT52015 Diploma of Remedial Massage qualification you will be able to register with private health funds allowing clients to claim rebates.



Some of the skills learnt in this course –

- Dry Needling
- Musculo-Skeletal Assessment
- Mobilisation
- Myofascial Release Techniques
- Lymphatic Drainage
- Trigger Point Technique

Units of competency

Core units			
CHCCOM006	Establish and manage client relationships	HLTMSG004	Provide massage treatments
CHCDIV001	Work with diverse people	HLTMSG005	Provide remedial massage treatments
CHCLEG003	Manage legal and ethical compliance	HLTMSG006	Adapt remedial massage practice to meet specific needs
CHCPRP003	Reflect on and improve own professional practice	HLTMSG008	Monitor and evaluate remedial massage treatments
CHCPRP005	Engage with health professionals and the health system	HLTWHS004	Manage work health and safety
HLTAAP003	Analyse and respond to client health information	Elective units	
*HLTAID003	Provide first aid	BSBSMB404	Undertake small business planning
HLTINF004	Manage the prevention and control of infection	BSBMED303	Maintain patient records
HLTMSG001	Develop massage practice	HLTREF002	Provide reflexology for relaxation
HLTMSG002	Assess client massage needs	CHCPOL003	Research and apply evidence to practice
HLTMSG003	Perform remedial massage musculoskeletal assessments	HLTMSG007	Adapt Remedial Massage for athletes

*Please note: "HLTAID003 Provide first aid" is not delivered by MSQ. Accredited Training Company (31549) undertakes the delivery of this unit. SOA issued by Accredited Training Company are accepted as credit transfer by MSQ.

Course Outline

- Course duration: Domestic 62-63 weeks / International 71 weeks
- Class days: 2 - 3 Days per week
- Student Clinic hours: 200 hours

*MEDIBANK Provider recognition will be given to MSQ graduates

Career Outcomes

- ✓ Work with other allied health practitioners such as Physiotherapists, Osteopaths, Chiropractors
- ✓ Work in the elite sport industry
- ✓ Start your own business

Training and Delivery:

The course has been structured into clustered units of competency creating frameworks that complement the training with common skills and knowledge, providing the learner with an efficient delivery model of learning blocks and progressive learning from start to finish.

Each framework is delivered face to face with a combination of trainer led theory classes, practical sessions involving group and individual activities, and practical participation at the MSQ student clinic.

FRAMEWORK	UNIT TITLE	UNIT OF COMPETENCY
Client Health Information	Analyse and respond to client health information	HLTAAP003
Massage Treatments	Assess client massage needs	HLTMSG002
	Provide massage treatments	HLTMSG004
	Establish & manage client relationships	CHCCOM006
	Maintain patient records	BSBMED303
First Aid	Provide first aid	HLTAID003
Massage Practice	Develop massage practice	HLTMSG001
Diversity	Work with diverse people	CHCDIV001
Legislation & Ethics	Manage legal and ethical compliance	CHCLEG003
Safety & Hygiene	Manage the prevention & control of infection	HLTINF004
	Manage work health & safety	HLTWHS004
Business Planning	Undertake small business planning	BSBSMB404
Health Professionals	Reflect on and improve own professional practice	CHCPRP003
Professional Practice	Engage with health professionals and the health system	CHCPRP005
Remedial Massage	Perform remedial massage musculoskeletal assessments	HLTMSG003
	Provide remedial massage treatments	HLTMSG005
	Adapt remedial massage practice to meet specific needs	HLTMSG006
	Adapt remedial massage practice for athletes	HLTMSG007
	Monitor and evaluate remedial massage treatments	HLTMSG008
Reflexology	Provide reflexology for relaxation	HLTREF002
Research	Research and apply evidence to practice	CHCPOL003

HLT 52315 DIPLOMA of CLINICAL AROMATHERAPY [CRICOS# 094163C]

Discover the power of essential oils and their profound effects on mind and body.

What are you learning?

Clinical aromatherapy is a unique treatment modality suitable for people of all ages. This subtle yet powerful approach addresses both physical issues and the patient's emotional state, providing a truly holistic experience.

Practitioners may be self-employed or may work within a larger health service.



Some of the skills learnt in this course –

- Essential Oils & Chemistry
- Aged & Palliative Care
- Pregnancy & Infancy
- Aromatherapy Massage
- Product Making & Spa treatment
- Lymphatic Drainage

Units of competency

Core units			
CHCCOM006:	Establish and manage client relationships	HLTARO005:	Provide aromatherapy massage treatments
CHCDIV001:	Work with diverse people	HLTARO006:	Adapt aromatherapy treatments to specific needs
CHCLEG003:	Manage legal and ethical compliance	HLTARO007:	Monitor and evaluate aromatherapy treatments
CHCPRP003:	Reflect on and improve own professional practice	HLTINF004:	Manage the prevention and control of infection
CHCPRP005:	Engage with health professionals and the health system	HLTWHS004:	Manage work health and safety
HLTAAP003:	Analyse and respond to client health information	Elective units	
*HLTAID003:	Provide first aid	BSBSMB405:	Monitor and manage small business operations
HLTARO001:	Develop aromatherapy practice	CHCPOL003:	Research and apply evidence to practice
HLTARO002:	Source and prepare aromatherapy products	HLTMSG002:	Assess client massage needs
HLTARO003:	Perform aromatherapy health assessments	HLTMSG004:	Provide massage treatments
HLTARO004:	Provide therapeutic aromatherapy treatments		

*Please note: "HLTAID003 Provide first aid" is not delivered by MSQ. Accredited Training Company (31549) undertakes the delivery of this unit. SOA issued by Accredited Training Company are accepted as credit transfer by MSQ.

Course Outline

- Course duration: 71 weeks
- Class days: 2 - 3 days per week
- Student Clinic hours: 20 massage hours + 120 aromatherapy treatments

Career Outcomes

- ✓ Assisting Naturopath
- ✓ Pharmacy Assistant
- ✓ Health food store
- ✓ Hotel Spa & Clinic
- ✓ Start your own business



Training and Delivery:

The course has been structured into clustered units of competency creating frameworks that complement the training with common skills and knowledge, providing the learner with an efficient delivery model of learning blocks and progressive learning from start to finish.

Each framework is delivered face to face with a combination of trainer led theory classes, practical sessions involving group and individual activities, and practical participation at the MSQ student clinic.

FRAMEWORK	UNIT TITLE	UNIT OF COMPETENCY
Client Health Information	Analyse and respond to client health information	HLTAAP003
Massage Treatments	Assess client massage needs	HLTMSG002
	Provide massage treatments	HLTMSG004
	Establish & manage client relationships	CHCCOM006
First Aid	Provide first aid	HLTAID003
Diversity	Work with diverse people	CHCDIV001
Legislation & Ethics	Manage legal and ethical compliance	CHCLEG003
Safety & Hygiene	Manage the prevention & control of infection	HLTINF004
	Manage work health & safety	HLTWHS004
Business Planning	Undertake small business planning	BSBSMB404
Health Professionals	Reflect on and improve own professional practice	CHCPRP003
Professional Practice	Engage with health professionals and the health system	CHCPRP005
Research	Research and apply evidence to practice	CHCPOL003
Clinical Aromatherapy	Develop aromatherapy practice	HLTARO001
	Source and prepare aromatherapy products	HLTARO002
	Perform aromatherapy health assessments	HLTARO003
	Provide therapeutic aromatherapy treatments	HLTARO004
	Provide aromatherapy massage treatments	HLTARO005
	Adapt aromatherapy treatments to specific needs	HLTARO006
	Monitor and evaluate aromatherapy treatments	HLTARO007

22316VIC ADVANCED DIPLOMA OF MYOTHERAPY

Would you like to gain a “real qualification” and make a real difference in another person’s life?

What are you learning?

22248VIC Advanced Diploma of Remedial Massage (Myotherapy) builds on and enhances learning from the HLT52015 Diploma of Remedial Massage.

Myotherapy focuses on the treatment and management of musculoskeletal pain. This involves an extensive physical evaluation and an integrated therapeutic approach to affected muscles, joints, nerves, and associated viscera (organs) and is used in the treatment of acute or chronic conditions and in the area of preventative management.



Units of competency

Core units

VU21414	Work within a myotherapy framework
VU21415	Perform myotherapy clinical assessment
VU21416	Plan myotherapy treatment strategy
VU21417	Provide myotherapy treatment
VU21418	Provide myofascial dry needling treatment
BSBRKG502B	Manage and monitor business or records systems
CHCADMIN604B	Manage the finances, accounts and resources of an organisation
CHCCOM403A	Use targeted communication skills to build relationships
HLTIN403C	Implement and monitor infection control policy and procedures
HLTNUT601C	Apply literature research findings to clinical practice
HLTHIR505D	Provide leadership in promoting effective work practices in health

Course Outline

- Course duration: 50 weeks
- Class days: 3 days per week
- Student Clinic hours: 120 hours

Occupational titles may include:

On successful completion of the 22248VIC Advanced Diploma of Remedial Massage (Myotherapy) graduates may work in a multi-modality clinic, gym/health club, operate their own business or they may find work with sporting teams managing their soft tissue injuries and rehabilitation.

*This course is not for international students

REFUND POLICY

Domestic Students

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

- For written cancellation received three (3) or more weeks prior to commencement of a full time course, a full refund of fees less \$200 Enrolment Fee will be made.
- For written cancellation received three (3) or more weeks prior to commencement of a short course, deposit is not refundable.
- For cancellation less than three (3) weeks prior to commencement of a course, fees paid are non-refundable.
- For cancellation after commencement of a course, fees paid 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.
- Where a course is cancelled for any reason by Massage Schools of Queensland, and alternative courses do not suit the applicant, a full refund of fees paid will be made.
- All student fees will be processed through a separate banking account for auditing purposes.
- Once MSQ receives the deposit, MSQ provides the access to LEARNERS GUIDES. The deposit cannot be refunded after that.

International Students

How to apply refund

- "Application for Refund Form" and "Application for Withdrawal & Request for Release Letter Form" must be completed in full, signed and dated by student and returned to Head of School.
- Refunds are only paid in Australian dollars.
- Requests for refunds from OSHC must be made to OSHC provider.
- Refunds will be paid directly to the person who enters into the contract with MSQ about the student, unless the person gives a written direction to MSQ to pay the refund to someone else.
- These forms are available from reception or may be downloaded from our website: www.massageschools.com.au or requested via email: admin@massageschools.com.au.
- The application for refund will be reviewed by the Head of School or as delegated and if warranted will be authorised for payment.
- The completed form must be submitted to the International Student Officer or via email (as above).

FEES NON REFUNDABLE

- Enrolment fee is non-refundable.
- Once MSQ receives the deposit, MSQ provides the access to LEARNERS GUIDES. The deposit cannot be refunded after that.

Full Refund:

- a) Massage Schools of Queensland agrees to refund all prepaid course fees without deduction within two weeks where Massage Schools of Queensland cancels the course or the

commencement of the course is postponed, and alternative courses do not suit the applicant.

- b) Massage Schools of Queensland agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee within two weeks where the student produces evidence where the application made by the student for a visa was rejected by the Australian Department of Immigration and Border Protection (DIBP).
- c) MSQ has withdrawn its offer to applicant where it was found that false or misleading or incorrect or incomplete information has been provided on application (this is prior to course commencement)
- d) Massage Schools of Queensland agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee where there is a death of a close family member of the student. To be considered, the death must be either a parent, a sibling, a spouse or their child and the student must not have commenced the course.
- e) Prior to course commencement, there are political, civil or natural events that have affected the students' country and family. This request for refund will be reviewed and considered by the head of school. It is the head of school's discretion whether to be approved this request.

Part Refund:

- f) For written cancellation received 50 days prior to commencement of a course, a refund will be provided of tuition fees paid less a 20% administrative fee will be made. For packaged program such as, Double Diploma and Certificate IV & Diploma program, commencement of a course means THE COMMENCEMENT of THE FIRST COURSE.
- g) If the student provides written notice of intention to withdraw less than 50 days but more than 20 days prior to commencement of course date, a refund will be provided of tuition fees paid less a 50% administrative fee. For packaged program such as, Double Diploma and Certificate IV & Diploma program, commencement of a course means THE COMMENCEMENT of THE FIRST COURSE.
- h) After course commencement, there is a death of a close family member of the student. To be considered, the death must be a parent, a sibling, a spouse or their child. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee.
- i) After course commencement, the student has become ill to the effect that the illness will prevent them continuing the enrolled course. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee. Student must provide the evidence to MSQ.
- j) After course commencement, there is political, civil or natural events that have affected the students country and family. This request for refund will be reviewed and considered by the CEO, it is the CEOs discretion whether to be approved this request.

No Refund:

- k) For cancellation less than 20 days prior to commencement of a course, fees paid are non-refundable.
- l) For cancellation after commencement of a course, fees paid are non-refundable.
- m) Where the student's enrolment is terminated due to non-attendance, non-progression, non-payment of fees and/or non-compliance with the school's code of conduct, course fees paid are not refundable.
- n) If a student applies for RPL and the application is unsuccessful, there will be no refund.

CODE OF PRACTICE

Complaints

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

Where a student has an academic complaint or concern, they should contact their teacher in the first instance, and then fill out a complaint form (available at reception), which is forwarded to the Head of School. A meeting will then be arranged.

Complaints about fellow students should be referred to the teacher or Class Captain in the same way, and a meeting with the Head of School and student will be arranged to address the problem through a mediation process.

In the event of a complaint against the organisation, staff or a student involving a breach of civil law, the complainant should contact the Head of School immediately. If it is not resolved, then it should be referred to the appropriate Government Agency.

An independent third party for handling student complaints will be made available to students if requested or if Massage Schools of Queensland (MSQ) deems it necessary to do so.

Students may nominate a person of their choosing to accompany or represent them in any complaint process.

Our complaint resolution process does not circumscribe the student's right to pursue other legal remedies.

MSQ will act upon any complaints found to be substantiated.

Appeals Procedure

Students can appeal against a result for any subject or course within twenty-one (21) days of the issue of results.

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 standards established by Australian Quality Training Framework.

We maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our clients of our commitment to these standards. In the event of an appeal, the student should contact their teacher and request to fill out an appeal form which is then forwarded to the Head of School. If the appeal is not resolved, it will go before an independent panel so that the student can address his/her issue. A written response to the appeal will be given to the student within 14 days.

EARLY EXIT PRIOR COMPLETION

If the student exits the course at any time prior to the qualification completion, they will not receive a formal testamur. A statement will be created for partial completion.

Educational Standards

Massage Schools of Queensland (MSQ) provides the highest standards of services. This means that the trainers conducting our courses have appropriate qualifications, experience and ability to satisfy recognised professional industry performance standards. We provide a suitable learning environment, using modern facilities and equipment, and provide high quality courses using proven training methods and the most up-to-date information based on current research.

Feedback is obtained from students to ensure that we are meeting their needs. Training methods are reviewed continuously to maintain improvement. Support services are available in the form of tutorial assistance and telephone advice throughout any course to enable students to overcome any problems encountered.

Student Conduct and Discipline

Students are required to observe any lawful direction given by a staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by MSQ.

Students must maintain a high standard of behaviour within the premises of MSQ and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of MSQ. Appropriate action will be taken by the Head of School should this be deemed necessary, and a complaint process will be available to students upon any decision taken by the Head of School.

For a full copy of the Code of Practice and Code of Conduct please see the Student Handbook.

PRIOR TRAINING RECONGNITION (RPL)

Skills Recognition / Credit Transfer / Mutual Recognition

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 for any of the above when the student believes that they have already attained the necessary skills and competencies elsewhere (work or other study etc.). The student will be required to provide documentation to support an application.

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







CRICOS # 01854A
RTO # 2875

Massage Schools of Queensland

Telephone:	(+617) 55766366
Fax:	(+617) 55766398
E-mail:	info@massageschools.com.au
Web:	www.massageschools.com.au
Address:	Level 1, 36 Kortum Drive, Burleigh Heads QLD 4220
Post:	Massage Schools of Queensland PO Box 6782 GCMC, Bundall QLD 9726 AUSTRALIA