Student Name: ____________________________________

This logbook forms part of your overall assessment for both the Certificate IV in and the Diploma qualifications (Massage Streams).

This must be kept safe and secure at all times.
NHAA Australia

NHA Australia was the brain-child of Mr Shane Wright, Eddy Sain and John Rodella; it was established in 2014 in Adelaide South Australia with one goal in mind, Become a reputable provider of Industry Specific Education and Associated Services throughout Australia and eventually the globe.

Strategic Plan Overview

❖ Stage 1: Gain RTO Status (The Natural Health Academy - over 20yrs educational exp.)
❖ Stage 2: Extend its ‘Scope of Registration’ (Add extra courses)
❖ Stage 3: Secure specific Industry market interest
❖ Stage 4: Apply for CRICOS (Delivery to International students here in Australia)
❖ Stage 5: Expand the business overseas (Off-Shore Delivery)

Mission Statement

Our mission is to run a profitable business by providing high-end educational and Industry specific services in a professional environment.

Vision Statement

"NHA Australia’s vision is to be the world leader in educational products and related services by 2016. Simply put, we will earn our customer’s enthusiasm and trust through continuous improvement driven by the integrity, teamwork, and innovation of our staff and feedback from our cliental."

NHAA Australia’s Welcome Note

Both I and the team here NHA Australia would like to take this opportunity to say “Welcome to your educational journey with the NHA Australia”.

We look forward to having your input and dedication throughout your educational journey and remember, We Are Here To Help!

Shane Wright
Director of Operations

Shane Wright
Student Clinic Logbook Introduction

Firstly may I say congratulations on completing the Massage 1 and Massage 2 courses, you are now well on your way through a journey that can lead you to travelling all around the globe.

Take this time to breath, look and listen to all of your fellow students and facilitators on the experiences they have come across and make their experiences your own. It Helps 😊

This Book is a valuable document as it provides a record of:

- The number of industry practice hours you have completed;
- Industry feedback on your contribution and skills development;
- Personal reflection and growth during your practice hours.

It is your responsibility to keep your log book in a safe place because:

- It is used to finalise your assessment
- It contains confidential information about your experiences in industry
- Your Facilitator and Student Clinic Supervisor will want to view it regularly
- It will need to be signed off by your Facilitator and Student Clinic Supervisor

It is broken into three sections

- CPH - Clinic Practical Hours
- CAH - Clinic Administration Hours
- ECH - External Clinical Hours

And Remember

As you travel through your education journey take the time to stop and reflect on what you have come across with-in your own clinical practice (Student Clinic) and look at how you have dealt with it; then talk to fellow students and see what they have come across and how they have dealt with it; Now compare; Then lastly, talk to your facilitator and utilise his/her experience on how they might have dealt with those same experiences. Utilise all of that information and use it wisely.
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Student Clinic Policy and Procedures

You will be required to follow the following policy and procedures in conjunction with your Industry Practice while completing clinical hours at NHA’s student clinic.

### Attitude and Professionalism
Throughout your student clinic/educational experience you will be required to maintain a positive attitude and high level of professionalism. This will be reflected in the way in which you achieve your ‘Employability and Transferable Skills’.

Whether you’re in NHA’s Student Clinic or with an approved ‘External Clinic’ they may end up being your future employer or client, so take the time to ask questions and pay attention, as they will be able to provide valuable feedback on your performance.

Remember; keep your work station clean and clear at all times and should you have any queries or concerns during your Industry/Clinical Experience; please consult the NHA Student Councillor or your Clinic Supervisor.

### Punctuality and Attendance
Once you have commenced your Industry Practice and have negotiated your working hours/times with NHA (and the organisation where you are undertaking your Industry Practice), you must ensure you arrive as per the agreed commencement time on each agreed day.

Students are to contact NHA and the Industry Practice organisation in the event they are running late and/or unable to attend for the day.

Students that are completing clinic at NAA are required to arrive (½) half an hour prior to the clinical session.

### Dress Code & Personal Hygiene
To maintain professionalism, students attending Industry Practice are required to maintain a clean & tidy appearance.

Students must wear an NHA Industry Practice shirt with loose fitting black trousers at all times (unless otherwise specified by your clinic supervisor).

Students are required to have short, clean nails, clean clothing and no strong body odours.

If you are unsure about the appropriate dress, please check with your facilitator or Industry Practice Supervisor.

A student who is not appropriately attired may not be permitted to attend student clinic and may occur a penalties (see below).

### Penalties
Should you not adhere to the any of the above without a legitimate reason, your Industry Practice hours to complete maybe increased which will impact on your course progression and/or completion of your qualification.

If you have not notified NHA or your Industry clinic of your possible absence for a second time, you will be charged a $50 cancellation fee.

Please refer to the NHAA’s student handbook found on the NHAA website or at reception for all policy and procedures relating to students completing qualification/s and or CPD with NHAA.
Transferable and Employability Skills

While completing your studies here at NHA you are required to develop your clinical/practical techniques, these are known as ‘Transferable and Employability Skills’, these form part of your Industry Practice and will be used to form a decision on whether you met the standard required to receive a qualification.

Use the following table to monitor your own progress throughout your educational journey.

Tick the self-assessment column as you feel that you have achieved the employability skill required. Your industry supervisor and/or Educator will also conduct an assessment of your employability skills. Please provide them with your Industry Practice Log Book regularly to allow them to sign off on the relevant sections.

The below checklist forms part of the Required Skills and Underpinning Knowledge that are required within your qualification to be assessed as competently meeting the minimal national standard.

<table>
<thead>
<tr>
<th>Communication</th>
<th>Self-Assessment Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening to and understanding work instructions, directions and feedback</td>
<td></td>
</tr>
<tr>
<td>Speaking clearly/directly to relay information</td>
<td></td>
</tr>
<tr>
<td>Reading and interpreting workplace related documentation, such as work health and safety requirements and work instructions</td>
<td></td>
</tr>
<tr>
<td>Writing to address client’s needs, such as work notes and reports, including complex information</td>
<td></td>
</tr>
<tr>
<td>Interpreting the needs of internal/external customers from a range of information sources i.e. Web and Policy and Procedures</td>
<td></td>
</tr>
<tr>
<td>Applying basic numeracy skills to workplace requirements involving measuring, counting, calculating, monitoring and evaluating</td>
<td></td>
</tr>
<tr>
<td>Sharing information (i.e. with other staff and with clients) &amp; Establishing and using networks</td>
<td></td>
</tr>
<tr>
<td>Negotiating responsively (i.e. re own work role and/or conditions, and with clients)</td>
<td></td>
</tr>
<tr>
<td>Persuading effectively (i.e. in line with own work role and including staff, clients and other stakeholders)</td>
<td></td>
</tr>
<tr>
<td>Being appropriately assertive (i.e. in relation to safe or ethical work practices and own work role)</td>
<td></td>
</tr>
<tr>
<td>Empathising with client’s needs and wants</td>
<td></td>
</tr>
</tbody>
</table>

**Student Clinic Supervisor/Industry Sign-Off**

This student consistently demonstrated the above during their clinical experience

Comments:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Initial:

Yes / No

NHA Australia’s ‘Natural Health Academy’s” Student Clinic Logbook  Ver 1.0 Jan 2015  Page 6
### Teamwork

<table>
<thead>
<tr>
<th>Self-Assessment Checklist</th>
<th>Being self-motivated (i.e. in relation to requirements of own work role)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Working with diverse individuals and groups</td>
</tr>
<tr>
<td></td>
<td>Articulating own ideas and vision (i.e. within a team or supervised work context)</td>
</tr>
<tr>
<td></td>
<td>Balancing own ideas and values with workplace values and requirements</td>
</tr>
<tr>
<td></td>
<td>Monitoring and evaluating own performance (i.e. within a team or supervised work context)</td>
</tr>
<tr>
<td></td>
<td>Taking responsibility at the appropriate level</td>
</tr>
</tbody>
</table>

**Student Clinic Supervisor/Industry Sign-Off**

This student consistently demonstrated the above during their clinical experience

**Comments:**

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Yes / No
Initial:

### Problem Solving

<table>
<thead>
<tr>
<th>Self-Assessment Checklist</th>
<th>Developing practical and creative solutions to workplace problems (i.e. within scope of own role)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Showing independence and initiative in identifying problems (i.e. within scope of own role)</td>
</tr>
<tr>
<td></td>
<td>Solving problems individually or in teams (i.e. within scope of own role)</td>
</tr>
<tr>
<td></td>
<td>Applying a range of strategies in problem solving</td>
</tr>
<tr>
<td></td>
<td>Using numeracy skills to solve problems (i.e. in relation to client assessment and management)</td>
</tr>
<tr>
<td></td>
<td>Testing assumptions and taking context into account (i.e. with an awareness of assumptions made and work context)</td>
</tr>
<tr>
<td></td>
<td>Listening to and resolving concerns in relation to workplace issues (i.e. within scope of own role)</td>
</tr>
<tr>
<td></td>
<td>Resolving customer concerns relative to workplace responsibilities (i.e. in relation to direct client contact)</td>
</tr>
</tbody>
</table>

**Student Clinic Supervisor/Industry Sign-Off**

This student consistently demonstrated the above during their clinical experience

**Comments:**

____________________________________________________________________
____________________________________________________________________

Yes / No
Initial:
### Initiative and Enterprise

<table>
<thead>
<tr>
<th>Self-Assessment Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapting to new situations (i.e. within scope of own role)</td>
</tr>
<tr>
<td>Being creative in response to workplace challenges (i.e. within relevant guidelines and protocols)</td>
</tr>
<tr>
<td>Identifying opportunities that might not be obvious to others (i.e. within a team or supervised work context)</td>
</tr>
<tr>
<td>Generating a range of options in response to workplace matters</td>
</tr>
<tr>
<td>Translating ideas into action (i.e. within own work role)</td>
</tr>
<tr>
<td>Developing innovative solutions (i.e. within a team or supervised work context and within established guidelines)</td>
</tr>
<tr>
<td>Developing a strategic, creative, long-term vision</td>
</tr>
</tbody>
</table>

**Student Clinic Supervisor/Industry Sign-Off**

This student consistently demonstrated the above during their clinical experience

**Comments:**

____________________________________________________________________
____________________________________________________________________

Initial:  Yes / No

### Planning and Organising

<table>
<thead>
<tr>
<th>Self-Assessment Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collecting, analysing and organising information (i.e. within scope of own role)</td>
</tr>
<tr>
<td>Using organisation systems for planning and organising (i.e. if applicable to own role)</td>
</tr>
<tr>
<td>Being appropriately resourceful</td>
</tr>
<tr>
<td>Taking initiative and making decisions within workplace role (i.e. within authorised limits)</td>
</tr>
<tr>
<td>Participating in continuous improvement and planning processes (i.e. within scope of own role)</td>
</tr>
<tr>
<td>Working within or establishing clear work goals and deliverables</td>
</tr>
<tr>
<td>Determining or applying required resources (i.e. within scope of own role)</td>
</tr>
<tr>
<td>Allocating people and other resources to tasks and workplace requirements (i.e. within scope of own role)</td>
</tr>
<tr>
<td>Managing time and priorities (i.e. in relation to tasks required for own role)</td>
</tr>
<tr>
<td>Adapting resource allocations to cope with contingencies (i.e. as relevant to own role)</td>
</tr>
</tbody>
</table>

**Student Clinic Supervisor/Industry Sign-Off**

This student consistently demonstrated the above during their clinical experience

**Comments:**

____________________________________________________________________
____________________________________________________________________

Initial:  Yes / No
<table>
<thead>
<tr>
<th><strong>Self Management</strong></th>
<th><strong>Self-Assessment Checklist</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Being self-motivated (i.e. in relation to requirements of own work role)</td>
<td></td>
</tr>
<tr>
<td>Articulating own ideas and vision (i.e. within a team or supervised work context)</td>
<td></td>
</tr>
<tr>
<td>Balancing own ideas and values with workplace values and requirements</td>
<td></td>
</tr>
<tr>
<td>Monitoring and evaluating own performance (i.e. within a team or supervised work context)</td>
<td></td>
</tr>
<tr>
<td>Taking responsibility at the appropriate level</td>
<td></td>
</tr>
<tr>
<td><strong>Student Clinic Supervisor/Industry Sign-Off</strong></td>
<td></td>
</tr>
<tr>
<td>This student consistently demonstrated the above during their clinical experience</td>
<td>Yes / No</td>
</tr>
<tr>
<td><strong>Comments:</strong></td>
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<tr>
<td></td>
<td>Initial:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Learning</strong></th>
<th><strong>Self-Assessment Checklist</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Being open to learning new ideas and techniques &amp; Learning in order to accommodate change</td>
<td></td>
</tr>
<tr>
<td>Learning in a range of settings including informal learning</td>
<td></td>
</tr>
<tr>
<td>Learning new skills and techniques &amp; Participating in ongoing learning</td>
<td></td>
</tr>
<tr>
<td>Taking responsibility for own learning (i.e. within scope of own work role)</td>
<td></td>
</tr>
<tr>
<td>Contributing to the learning of others (i.e. by sharing information and as a coach/mentor)</td>
<td></td>
</tr>
<tr>
<td>Applying a range of learning approaches (i.e. as provided)</td>
<td></td>
</tr>
<tr>
<td>Participating in developing own learning plans (i.e. as part of performance management)</td>
<td></td>
</tr>
<tr>
<td><strong>Student Clinic Supervisor/Industry Sign-Off</strong></td>
<td></td>
</tr>
<tr>
<td>This student consistently demonstrated the above during their clinical experience</td>
<td>Yes / No</td>
</tr>
<tr>
<td><strong>Comments:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial:</td>
</tr>
</tbody>
</table>
## Technology

| Using technology and related workplace equipment (i.e. if within scope of own role) | Self-Assessment Checklist |
| Using basic technology skills to organise data (i.e. within scope of own role) |                           |
| Adapting to new technology skill requirements (i.e. within scope of own role) & applying OHS knowledge |                           |
| Applying WHS knowledge when using technology |                           |
| Applying technology as a management tool |                           |

### Student Clinic Supervisor/Industry Sign-Off

This student consistently demonstrated the above during their clinical experience

**Comments:**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

**Yes / No**

Initial:

---

## Declaration

The above named student has achieved successful understanding with-in the qualifications employability skill areas detailed in this qualification assessment:

<table>
<thead>
<tr>
<th>Name (Please Print)</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
| **Student Clinic Supervisor** | Shane Wright  
Peter Farnsworth  
Cliff Foulds |       |      |
| **Industry Representative** |           |      |
| **NHA Assessor** |           |      |
| **Comments:** |           |      |
| **Re Assessment:** |           |      |
Completing a Successful Clinical Experience

It is every student’s responsibility to know and be familiar with the student clinic policies/procedures and guidelines prior booking your clinic hours. These policy and procedures need to be strictly adhered to; this is to ensure fairness to all students completing clinic and also maintain the quality of service given to our clients.

Within your clinic hours, you will be assessed on your ability to carry out the following:

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

Like any business professionally operating within Australia, legislation plays a very big part to in the everyday operations of that business. Below is a breakdown of the hierarchy of legislation in Australia and some of the pieces of legislation (Act, Regulations, and Codes of Practice) that you need to be aware of:

![ACT Regulations Codes of Practice](image)

Acts

- WORK HEALTH AND SAFETY ACT (SA) 2012
- FAIR WORK AMENDMENT ACT 2012
- DISABILITY DISCRIMINATION ACT 1992
- PRIVACY ACT & PRIVACY AMENDMENT ACT 2004
- RACIAL DISCRIMINATION ACT 1975
- WORKPLACE GENDER EQUALITY ACT 2012

Codes of Practice

- First Aid in the Workplace
- Hazardous Manual Tasks
- How to Manage Work Health and Safety Risks
- Managing electrical risks at the workplace
- Managing the Work Environment and Facilities

You are not going to remember all of the information within these pieces of legislation you just need to know where and how to find them and then interpret the information for your massage business.

These will also be covered in more detail within your Manage Health and Safety and/or Manage a Practice Modules or can be found at http://www.austlii.edu.au/au/legis/cth/consol_act/
Evacuation
Student Clinic Health and Safety

For student clinic, students must adhere to the following:

**Work Health & Safety**
- If students have skin breaks they must use an occlusive bandage.
- Students must wash their hands thoroughly (covering all surfaces between fingers etc. and up to and including the elbows) before and after each client.
- Students should not be massaging in clinic if they are sick with a contagious disease or condition. *(Please endeavour to give 48 hours’ notice to admin staff if you will not be able to attend clinic for any reason. If you give less than 48 hours’ notice penalties may apply).*
- To protect your own health, you should not be massaging clients with contagious conditions either. *(If you have reason to believe a client has a condition that may pose a threat to your own health, approach your clinic supervisor immediately for guidance).*
- Where there are any visible lesions or wounds on a client’s skin, students should seek advice from the clinic supervisor.
- Take care with clients getting on and off the table, provide assistance if required.
- When doing a (2) two hour massage you are allowed to have a ten minute break between hours.

**Staying Alert to Health and Safety Hazards**

If students can see any hazards to the health and safety of anyone with-in the clinic (including themselves) they should report it immediately to the clinic supervisor.

*Examples to this are:*:

- Someone gets blood on the towels for some reason
- A student notices a wobbly leg on a stool or table

**Emergencies and Evacuations**

Your safety and the safety of your clients is very important to us here at NHAA and it is for this reason that we will be conducting emergency drills from time to time.

Below is a rundown of what to do in case of an emergency;
Fire:

In the instance of a fire, I should:

- Evacuate the work-site
- Keep calm, raise the alarm and send for help
- Notify emergency services
- Notify designated WHS site

The fire extinguishers are located at: Around the building, the closest one to training room one and the student clinic is located just outside the student clinic room across from training room 1.

WHAT TO DO IN AN EMERGENCY EVACUATION SITUATION

In the event of an emergency evacuation, I should do:

The emergency exits are located at: Directly in front of training room one beside the student clinic, there is also one down the hall from student clinic which leads to the back staff car park. There is a gate right in front of the other side of the exit that is unlocked. There also other exits on the other side of training room 1 as well.

The evacuation meeting point is:

The CCF car park (south road front area)

Medical Emergency:

In the instance of a medical emergency, I should: Follow First Aid Protocols

- Danger – Be aware of possible danger to myself, bystanders and the casualty
- Response – Look for a response form the casualty
- Send for Help – If needed send for help
- Airway – Check the airway for obstructions and clear if necessary
- Breathing – Check to see if the casualty is breathing
- Compression – Commence compressions
- Defibrillation – Defib if required and continue with compressions and breathing until help arrives

The first Aid kit is located at:

Student Clinic next to the Store Room entrance

The document/s that needs to be completed in the event of an emergency are:

NHAA staff will provide these; they are kept at NHAA reception
Maintaining Your Clinic Log Book

Your Student Clinical/Industry Logbook is an important part of both your assessment and profession development throughout your qualification, it also keep a details record of:

• The number of massage hours completed within NHA’s supervised clinic
• Feedback on the massages you have provided and your performance during NHA’s supervised Clinic.
• The number of massage administration hours completed within NHA’s supervised clinic
• The number of massage hours (including administration hours) completed outside of NHA’s student clinic

The Log Book also has the following assessment tools:

• Consent form
• Massage treatment plan
• Massage training hours
• Massage treatment feedback

The NHAA student log book can support your future applications for employment with-in the industry as it will clearly show evidence that you have completed a set of required hours of practical massage both on and off campus; it can also help you improve your techniques with the feedback that is given which will in-turn have you able to grow as a therapist.

Lastly it will provide evidence of your competency to provide a massage treatment.

It is your responsibility to keep your log book in a safe place because:

• It has confidential information about the clients you have massaged.
• Your facilitator will want to view it regularly for personal and professional growth.
• It will need to be signed off by your facilitator on completion of the semester/hours.
• It will be used as an assessment tool for the units, within your qualification.

Return your Log Book to your Facilitator regularly for review.
Instructions for conducting a massage

You are required to undertake a minimum of 120 Clinical hours here at NHA’s student clinic to complete your diploma qualification. Each massage session will be 60 minutes in duration (this includes briefing, setting your client up and client clothing after the massage) approximately your client should be massaged for 48 to 52mins unless a double session is booked.

All massages are to be recorded in your Student Clinical/Industry Logbook.

What you need to do to prepare for a massage consultation/treatment:
1. First and probably the most important, get yourself into the right frame of mind to conduct a massage
2. Get the paperwork from NHAA reception on what client you have for your massage session
3. Check to see you have all material required to conduct a massage
4. Arrange your linen/towels/oil/balm etc.

Now introduce yourself to the client and walk them up to the student clinic area, explain to them what type of massage you are able to perform and finally ask them what they are after.

• Check the massage treatment form and complete as required
• Ask the client if they have any questions
• Ensure they have signed the massage consent form
• Explain to your client how to place them-self on the table if they have not had a massage before
• Give your client time alone to disrobe and get onto the table, offer discrete and respectful assistance if needed.
• While provide the massage treatment give the client the opportunity to ask questions or be peacefully quiet (it is the client’s choice not the massage therapist). If the client wants techniques changed/modified do so... adjust techniques to suit your client needs.

Remember: Only administer techniques that you have been instructed within NHA classes.

On completion of the massage give the client privacy to get off the table and dress, inform them to do this carefully as they may be slightly disorientated depending on how relaxed they have become during treatment.

Once dressed ask the client how they are feeling, and walk them down to the reception area. Provide them with a drink of water and give them the massage treatment feedback form to complete. Lastly ask them when they would like to book in next (Arrange booking) and sought out your next client.

• At the end of each massage (or the end of your shirt) make sure you fill in your Student Clinical/Industry Logbook.

Important Note

You may be asked to perform a (2) hour Massage don’t panic, just double your strokes and focus on the areas that your client has spoken about. If in any doubt, speak to your Student Clinic Supervisor.
## Massage Performance Checklist

<table>
<thead>
<tr>
<th>Must Do’s</th>
<th>Please tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access client records and look over previous treatments administered (if not a previous member admin will have form ready for client to complete).</td>
<td></td>
</tr>
<tr>
<td>2. Great client and walk them through to the student clinic waiting area.</td>
<td></td>
</tr>
<tr>
<td>3. Sit down with client and address any contra-indications to the treatment.</td>
<td></td>
</tr>
<tr>
<td>4. Explained to the client what sort of massage you are able administer and then ask if they have any particular body parts that need to be focused on.</td>
<td></td>
</tr>
<tr>
<td>5. Ask client if they have any questions they would like to ask you.</td>
<td></td>
</tr>
<tr>
<td>6. Walk client into your cubicle and Inform client of: undress requirements &amp; what side up you want them on the table. Then leave and wait a 2 to 3 minutes then ask if they are ready for you to come back in.</td>
<td></td>
</tr>
<tr>
<td>7. Make sure you drape the client appropriately so they feel safe and comfortable.</td>
<td></td>
</tr>
<tr>
<td>8. Start your massage treatment and remember to continually Communicate and Respect your client boundaries and needs at all times.</td>
<td></td>
</tr>
<tr>
<td>9. Seek client feedback on comfort levels i.e. depth &amp; Techniques</td>
<td></td>
</tr>
<tr>
<td>10. Continue to check timing and monitor client body language</td>
<td></td>
</tr>
<tr>
<td>11. When finished session, inform client to take their time to get up as they might still feel a little drowsy (depending on treatment given)</td>
<td></td>
</tr>
<tr>
<td>12. Write down relevant information – your own notes for future reference to the client.</td>
<td></td>
</tr>
<tr>
<td>13. Provide Client with Feedback form to complete</td>
<td></td>
</tr>
<tr>
<td>14. Set up for next client session or if finished shut your station down quietly.</td>
<td></td>
</tr>
<tr>
<td>15. Complete your Student Clinical/Industry Logbook</td>
<td></td>
</tr>
<tr>
<td>16. Gain feedback given from your student Clinic Supervisor and bring up any concerns that you may have Re: clinical experience.</td>
<td></td>
</tr>
</tbody>
</table>
Sample of Client Information Form

Name: ____________________________ (Please Print)

Address: __________________________________________________________________________________

Ph: (home or business) __________________ / (mobile) _________________________

Email Address: ___________________________________________ Date of Birth: (Month) ______ (Year) ________

Occupation: ______________________________________________________________

Emergency Contact Name: _____________________________________________ Ph: ______________________

(Mobile) ______________________ / Relationship: _____________________________

How did you hear about the NHAA’s Clinic? ___________________________________________________________________________

Main reason for your visit: __________________________________________________________

Please list any recent or past injuries or medical conditions, including surgery: ____________________________

Do you participate in regular exercise/sports training (Yes / No)? ______________________________

Please specify: ____________________________________________________________________________

Are you currently taking any medication? (Yes / No) Please specify: _____________________________

Please indicate if you have any of the following conditions:

☐ Headaches       ☐ Spinal Injury/Problems       ☐ Varicose veins
☐ Cold/Flu/Fever  ☐ Joint Injuries/Problems     ☐ Skin conditions
☐ Fatigue        ☐ Arthritis                     ☐ Heart condition
☐ Dizziness      ☐ Sciatica                      ☐ Epilepsy
☐ Numbness       ☐ Allergies                     ☐ Diabetes
☐ Insomnia       ☐ Pregnancy                     ☐ Cancer
☐ Respiratory/Lungs ☐ Muscle Weakness           ☐ Hearing
☐ Vision         ☐ Speech                        ☐ Blood Clotting Disorders
☐ Indigestion    ☐ Poor Memory                   ☐ High/Low Blood Pressure
☐ Brittle Bones  ☐ Other (please specify)    ____________________________

Are you allergic to any base or essential oils? Yes / No __________________________

Are you currently under medical treatment? Yes / No _____________________________

If yes was answered above, for what condition is your medical treatment? ______________________________

_______________________________________________________________________________________

I acknowledge the above information as being true and correct and will inform NHAA if anything changes on
my next visit.

Client’s Signature ____________________________ Date: ______________

Please identify on the reverse side of this sheet, any specific areas of pain or concerns:
Sample of the Clinic Induction Form

\[\text{CIF}\]

\textbf{NHA’s Clinic Induction Form}

\textbf{Note}: It is a legislative requirement that this form be completed as part of NHAA Australia’s Clinic induction process.

\textbf{Section 1: Contact Details}

Full Name: ................................................................. Date of first appointment: ......................................

Email: ................................................................................. Phone: ......................................................

\textbf{Section 2: Emergency Contact Details:}

Full Name: ................................................................. Phone: ..........................................................

\textbf{Section 3: Conditions of NHAA Australia’s Clinic Entry (Please read the following Clinic Rules)}

1. \textbf{Cell Phones}: Please turn off your cell phone (or put it on silence/vibrate) while in the clinic. If you need to take a call please step outside the clinic room so not to disturb other clients.

2. \textbf{Talking}: We ask that you not chat with the therapist \textbf{too much}, as it can get distracting and annoying to the other clients in the clinic (and your therapist).

3. \textbf{Underwear}: Underwear is to be worn during your massage (No exceptions), but understand that you will be covered with proper draping (a thick, sheet or towel) during the session. We will only uncover the area we’re going to work on.

4. \textbf{Food & Drink}: No food or drink is allowed to be taken into clinic rooms (other than water that is in a concealed bottle).

5. \textbf{Cancellations and/or later arrival}: You must notify NHA if you are unable to attend your scheduled appointment; a minimum of 24 hours’ notice must be given so we can place someone else in your place. If you don’t advise NHAA admin staff that you’re not able to attend your clinic session within the 24 hours notice prior, it may result in your being barred from scheduling future appointments unless you pay in advance. That’s how important the education we give our students is to NHA Australia.
   
   P.S. If you arrive late for your scheduled appointment, this time will be taken off your massage. If you suspect you will be late, please be sure to call us and let us know.

6. \textbf{Inappropriate behaviour}: whether word or deed, will result in the immediate end of your session. In such a case, there are \textbf{No Refunds}. You will also be asked to leave the premises immediately. In a history stretching back to 1998 and more than 20,000 massages, we have had only 2 incidents that resulted in our terminating a session. We’d like to keep the incidents at 2.

7. \textbf{Contact Details}: Do not ask for contact details from your therapist, they are here to complete their massage clinical hours and not to be picked up!

8. \textbf{Payment}: The cost of a general massage session is $35 for 1 hour (approximately 50 minutes of massage time). Gift certificates are available and are valid for 3 months from purchase. All payments are to be made by cash. Specialised treatments are also available as well as qualified Therapists sessions. VIP pricing is also available.

   P.S. Please remember this is a clinical training environment (Thus the cheap massage) and the feedback you give is there to help the students improve, so take the time to complete the ‘NHA Feedback Form’.

I have read, understood and agree to abide by all clinic policy and procedures above ☐ Yes / ☐ No

Signature: __________________________________
Sample of the Client Feedback Form

Therapist: _______________________

Date: _______________

NHA Australia is a Nationally Registered Training Organisation and this forms part of the students assessment; Please take the time complete this form completely as it also helps the student improve and gain confidence.

<table>
<thead>
<tr>
<th>Please give your feedback by ticking the appropriate box and then fill in the section below</th>
<th>Needs Work</th>
<th>Felt OK</th>
<th>Satisfied</th>
<th>Highly Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Your therapist introduced them self and addressed you appropriately and politely.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Your therapist took you through your client brief/(history)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Your therapist talked about any contraindications i.e. medical conditions that you may have.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4) Your therapist listened to you and answered your questions clearly throughout your clinical experience.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5) Your therapist explained how the massage would proceed and gained your consent for the therapy/massage session.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6) Your therapist instructed you leave your underwear on and explained/showed how to lay on the table (Face up or face down)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7) Your therapist asked you questions and responded to your feed-back during your massage.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8) Your therapist applied the appropriate amount of pressure during your massage.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9) You were covered and draped appropriately throughout your massage.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10) Your therapist performed the massage that you required.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11) Your therapist seemed confident throughout your massage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12) Your overall satisfaction with your clinical experience was</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Personal Feedback: (Please indicate the appropriate answer)

1) Over-all, would you recommend this therapist to others for a massage? ☐ Yes / ☐ No

2) How did you find the overall administration of your clinic booking? ☐ Good / ☐ OK / ☐ Needs some work

3) Are you aware of NHA’s VIP loyalty program? ☐Yes / ☐ No

4) How frequently are you currently getting a massage? ☐ Weekly/ ☐ Monthly/ ☐ 3monthly / ☐ 6monthly.

5) Do you have any other comments or suggestions?

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________
# Student Clinic Booking Sheet

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Clinic Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>Morning</td>
<td>CPH - Clinic Practical Hours / CAH - Clinic Administration Hours / ECH - External Clinical Hours</td>
</tr>
<tr>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td>Afternoon</td>
<td></td>
</tr>
<tr>
<td>1400 – 1700</td>
<td>1400 – 1700</td>
<td>1400 – 1700</td>
<td>1400 – 1700</td>
<td>1400 – 1700</td>
<td>1400 – 1700</td>
<td></td>
</tr>
</tbody>
</table>

**Jan to June 2015**

<table>
<thead>
<tr>
<th>Sample</th>
<th>0930 - 1330</th>
<th>0930 - 1330</th>
<th>1400 – 1700</th>
<th>CPH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample</td>
<td>1400 – 1700</td>
<td>0930 – 1700</td>
<td>ECH</td>
<td></td>
</tr>
</tbody>
</table>

**Jan 2015**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

**Feb 2015**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

**March 2015**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

**April 2015**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

**May 2015**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

**June 2014**

- Wk1
- Wk2
- Wk3
- Wk4
- Wk5
## Student Clinic Booking Sheet

<table>
<thead>
<tr>
<th>Clinic Type</th>
<th>CPH - Clinic Practical Hours</th>
<th>CAH - Clinic Administration Hours</th>
<th>ECH - External Clinical Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>Morning 0930 – 1330</td>
<td>Afternoon 1400 – 1700</td>
<td></td>
</tr>
</tbody>
</table>

### July to December 2015

<table>
<thead>
<tr>
<th>Sample</th>
<th>0930 - 1330</th>
<th>0930 - 1330</th>
<th>1400 – 1700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample</td>
<td>1400 – 1700</td>
<td>0930 – 1700</td>
<td></td>
</tr>
</tbody>
</table>

#### July 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

#### Aug 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

#### Sept 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

#### Oct 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

#### Nov 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5

#### Dec 2015
- Wk1
- Wk2
- Wk3
- Wk4
- Wk5
Reflective Thinking

During your Industry Practice and ongoing professional life, it is important to ensure you care for yourself and promote a positive self-image. You will need to have strategies of how you are going to manage stress, ensure you have enough rest and adequate nutrition throughout your industry practice. (Remember to do your Chi Ball exercises)

Some ways in which you can establish this is by maintaining a reflective journal and debriefing with your fellow peers and facilitator.

A Reflective Journal is something you will be required to maintain at least weekly during your Industry Practice and should be used as a tool to look at your practice and learn from it. Regular reflection on your industry skills increases your ability to be active and enthusiastic about your professional development. When you reflect on what you do, you are more able to make sense of your practice and make changes.

As part of your weekly journal you should reflect on all aspects of your practice including:

- Your interaction and communication with others
- Your ability to work in a team
- Your ability to use your initiative
- Your problem solving skills
- Your ability to plan and organise
- Your ability to understand your level of competence
- Identifying your learning needs and strengths

Debriefing with your peers is important throughout your industry practice as it will allow you to discuss certain experiences of your placement and promote ideas of how to improve upon professional practice for yourself and others. This is another form of reflection and will also identify to your Facilitator that you have an understanding on a variety of points that relate to your qualification’s and employability skills within your course.

Remember that this is an important part of your learning journey and may be reviewed by your Clinic Supervisor and/or Facilitator at any time during your study here at NHAA. As part of your reflective journal, please consider the following questions:

1. How can you make sure you are the right frame of mind before commencing a massage?
   
   **ANS:** ......................................................................................................................................................................................
   ................................................................................................................................................................................................
   ................................................................................................................................................................................................
   ................................................................................................................................................................................................

2. What extra skills are you able to call upon to connect with your client/s?
   
   **ANS:** ......................................................................................................................................................................................
   ................................................................................................................................................................................................
   ................................................................................................................................................................................................
   ................................................................................................................................................................................................


3. List (3) three things you have communicated to your fellow students Re: Issues you have had to deal with within your student clinic and how you will overcome them.

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

4. A client has asked you for a massage (style/technique) you have not been taught yet, what have you done or would you do? (Explain why)

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

5. It is the last massage for the day, how can you make sure you give it your all (the same as you did on your first massage)?

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

6. What do you feel are your greatest strengths in relation to giving a massage?

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

7. There is an old saying “We have two ears but only one mouth”. What do you think its saying and how can we use this in our everyday massage practice?

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

8. Now imagine your massage career 5 or even ten years from now, where are you located, what are you doing and with whom are you working with/for?

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

8. You have been told you have a client for a (2) two hour massage, what do you do?

ANS: ……………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………………………………………

Remember: It’s not the destination but the journey we travel that counts!
Your own notes and thoughts.

__________________________________________________________________________________

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NHA’s Student’s Clinical/Industry logbook

Document Status

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Endorsed by: Director of Operations
Effective date: 10th Jan 2015
Review date: 30th November 2015

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