# STUDENT CLINIC ATTENDANCE POLICY

This policy is for clients attending an Evolve College student massage clinic, including campus clinics and community clinics. By attending a clinic, you agree to the conditions below.

## 1. ABOUT OUR STUDENT CLINICS

Evolve College student clinics are supervised clinics in which our massage students treat members of the public as part of their training, under the supervision of an Evolve College Trainer/Assessor. The students are not yet qualified practitioners. Treatments are based on the techniques Evolve College teaches.

## 2. NO MEDICAL ADVICE

Students and Trainers/Assessors do not give medical advice, diagnosis or medical treatment, and a student clinic treatment is not a replacement for medical care. Please see a registered medical practitioner for any symptoms that need medical attention. No claim is made that any treatment will help a particular condition, and you choose to receive treatment at your own discretion.

## 3. WHAT YOU CAN EXPECT

a) (**Consent**) Before your treatment, the student will explain the treatment and draping, and you will be asked to sign a consent form. You can ask questions at any time, ask the student to change or stop any part of the treatment, or withdraw your consent at any time.

b) (**Draping and privacy**) You will undress and dress in private. You must wear underwear throughout the treatment. Towels are used to keep you covered at all times except for the area being treated, and the breast/chest area and the groin and genital area are always covered and never touched, as set out in the *Massage Draping Protocol*.

c) (**Your information**) The student will record your contact details and relevant health information on a client record, which is held securely by Evolve College and used only to provide and supervise your treatment and to assess the student. See our *Privacy Policy and Procedure*.

d) (**Respect**) You will be treated with courtesy, respect and professionalism at all times.

## 4. SAFE PRACTICE STANDARDS

a) Please do not attend if you are unwell (for example, with a cough, fever or gastro symptoms) or have any infectious condition. Contact us to reschedule.

b) Please arrive clean (freshly showered), with any broken or irritated skin covered.

c) Tell the student on arrival about any health conditions or contraindications to massage, including broken or irritated skin, so that those areas can be avoided. More information is on the consent form, available at all clinics.

d) If these standards are not met, we will not be able to provide a treatment on the day.

## 5. ZERO TOLERANCE OF INAPPROPRIATE BEHAVIOUR

a) Evolve College has zero tolerance of inappropriate, offensive or sexual behaviour, including sexual comments, innuendo or suggestion, by anyone attending a clinic. Clients must behave with courtesy and respect towards students and staff.

b) Any client who behaves inappropriately, or who appears to be seeking sexual gratification or stimulation from a treatment, will be asked to leave the clinic immediately and may be refused future treatment.

c) Evolve College may report any behaviour that may be an offence to the police or other authorities, without notice to the client.

## 6. FEEDBACK AND CONCERNS

We welcome feedback about your treatment. If you have a concern – including about the conduct of a student – please tell the supervising Trainer/Assessor straight away, or contact us at evolve@evolvecollege.com or on 1300 880 885. Concerns about conduct are dealt with under our *Zero Tolerance Policy on Inappropriate Conduct*, and we will tell you the outcome.

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Related documents: Massage Draping Protocol, Zero Tolerance Policy on Inappropriate Conduct, Infection Control Policy, Privacy Policy and Procedure.