Clinic Observation

Bachelor of Health Science (Aesthetics)
Associate Degree of Health Science (Aesthetics)
Diploma of Beauty & Spa Practice
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2. PURPOSE OF PLACEMENT

The purpose of clinical placement is to introduce you to the clinical practice within the area of Aesthetics. You will familiarise yourself with the day-to-day operations of either a Beauty Therapist or Aesthetician (pending your enrolment). You will observe professionals and clients in consultation in order to gain a better understanding of the scope of practice. You will develop an appreciation of the role of practitioners in their chosen modality, including the scope as well as the limitations of practice. Additionally, you will have the opportunity to become familiar with tasks involved in clinical management including consultation, treatment modalities and programming, management, reception and other administrative functions.

External clinic placements provide you with the opportunity to see how clinical practice is successfully operated in a real world environment. It enables students to begin to integrate their theoretical learning with the practical realities of business management, and is invaluable in shaping the quality and passion of our future professionals within the Aesthetics Industry.

3. PLACEMENT REQUIREMENTS

Number of hours
This placement consists of a set number of hours to complete during external clinical observation. Please refer to your subject outline and / or assessment area of your subject/s.

Type of placement
As the student, you will be required to observe professional clinical practice only. You are not required to provide any information / advice or care to a client during these observations.

Assessment
Placement participation is compulsory. A student’s ability to pass a subject is dependent upon the successful completion of all industry requirements. Assessment is graded as either a pass or fail. Students will complete a reflective clinic log for each of their clinical observations. Forms required are either below or others are available from the learning portal and / or issued to you by your Success Coach. Please obtain further assistance from your Lecturer / Success Coach

Important Forms
- Letter of introduction
- Assessment report for supervisor
You are responsible for searching and securing a suitable clinic placement and we recommend starting your search before you begin this subject. Ideally, the placement should be relevant for your future career goals and specialisation.

**Supervisor Requirements**
A suitable placement supervisor must be appropriately qualified with formal qualifications in Aesthetics.

- The prospective clinical placement supervisor must work in a professional skin health /management clinical setting, having a minimum of three years’ practice experience.
- There must be a high level of support and assistance available to the student in the workplace.
- The student and the prospective clinical placement supervisor must negotiate a suitable work program. Please discuss the appropriate activities with your prospective supervisor that align with the objectives and learning outcomes.
- The student will need access to relevant equipment, manuals, texts and other resources in the clinical environment.
- Arrangements must be confirmed in writing on the Placement Agreement form with details filled in of the prospective workplace, the Education provider and the student prior to the commencement of the placement.

**Searching for a Clinic**
First step is to make a short list of Clinics / Salons / Medi-Spas within your local area, and write yourself a brief introduction so you can be clear and succinct in your phone call or email; outlining your needs of the placement supervisor. Use the ‘Letter of Introduction’ or ‘Email Intro Template’ document to assist you.

You may wish to book in an appointment at a nearby clinic, which will give you a chance to have a one-on-one discussion with a professional and find out if they take students for work placement.

Finding a placement may require some persistence and a little ‘thinking outside the square’, consider Clinics / Salons / Medi-Spas in different areas of the city or in rural areas rather than focusing on clinics in your immediate neighbourhood if you are experiencing challenges securing placement. This provides students with more opportunity. You may need to complete your hours with more than one provider.

Just like applying for a job, you want to show your potential mentor / supervisor that you are interested and have taken initiative to find out as much as you can about their clinic. Make sure to do some research!

Your Success Coach will support you to ensure your resume is of a professional standard.

**Suggested Email & Introduction Letter**
At the end of this Handbook you will find an example of an Introduction Letter and Email Template, you may choose to use these when you are approaching clinics.

Please always remember to follow-up email correspondence with a phone call, this adds a personal touch and usually has more success.

If you need further advice, please get in touch with your Careers Consultant / Success Coach who can assist further with your correspondence.
5. CONDUCT AT YOUR HOST ORGANISATION

When you commence at your host organisation you should be made aware of and abide by the host organisation’s policies and procedures whilst you are conducting your placement. This could include Work, Health & Safety, Code of Conduct and a range of other policies. If you are not aware of these, please ensure you ask your Supervisor if they can provide these to you.

Placement Agreement (Insurance & Indemnity)
The Education provider arranges insurance cover for those students undertaking a clinical experience placement. This cover includes Personal Injury, Public Liability and Professional Indemnity.

To be eligible for coverage under this policy, it is the responsibility of the student to ensure that a completed Placement Agreement form is lodged with the WIL team (via wil@laureate.edu.au) prior to the commencement of the clinical placement. Copies of this form will be forwarded to the supervisor and the student with the original kept on file at the Education provider.

Failure to lodge the appropriate documentation will render the student ineligible for insurance cover. Students engaged in clinical practice do not receive any remuneration and therefore have no claim on the employer’s Worker’s Compensation Insurance of their placement workplace.

Immunisation requirements
Some individual workplaces such as public health facilities that involve direct client contact may require you to provide evidence of their immunity status or be vaccinated against chicken pox, hepatitis B, influenza, tuberculosis, diphtheria, tetanus, pertussis, measles mumps and rubella prior to commencing their placement. Please check with individual clinics prior to commencing placements.

Professional behaviour
You are expected to comply with all of the standards and practices of the placement workplace. These should be discussed with your Success Coach prior to the commencement of your placement. You should also be aware that you are representatives of the Education provider, and as such, should behave in a professional manner at all times.
In addition, you are expected to:

- Work with colleagues and patients irrespective of gender, age, race, disability, religion or belief, sexual orientation
- Maintain a high standard of hygiene and promote safe practices in the workplace
- Respect the rights and dignity of any clients
- Maintain professional and ethical conduct
- Maintain appropriate professional boundaries with clients and with other practitioners
- Be punctual (see below)
- Maintain client and clinic privacy and confidentiality (see below)
- Take personal responsibility for seeking out learning opportunities

You must not:

- Attend your clinic placement under the influence of alcohol or any drug that has a negative effect on behaviour
- Engage in any behaviour which could be considered to be bullying, threatening, abusive or intimidating
- Attend placement if you are unwell
- Give any advice or any form of treatment within the clinical setting without first obtaining the permission of the clinical supervisor
- Leave the clinical placement without first advising your placement supervisor

Professional Misconduct

There are many types of professional misconduct. Examples include when you:

- Make breaches of professional and personal boundaries
- Break confidentiality/privacy of persons in their care

In cases of serious professional misconduct, the Success Coach and/or Program Director will be required to meet with you. Depending on the outcome you may be withdrawn from external observations for the remainder of the teaching period.

Where you are not permitted to return to clinical observations a fail grade may be recorded for that unit. You have the right to appeal through normal Torrens University procedures.

Punctuality

You are expected to be punctual at all times. Generally, you will observe the usual working hours of the workplace.

If a student is more than half an hour late without prior arrangement, or with no valid reason, they will not be credited with the clinical hours for that day, and will need to make these up on another day.
What to do if you can’t attend?

If you are unable to attend your clinic placement due to sickness, carer responsibilities or other personal emergencies you must contact your clinical placement supervisor to advise them of your absence as soon as you can, and no later than your expected starting time. Any placement hours missed must be made up at a later date.

In the event that you require an extended absence or unable to complete your clinical placement, it is your responsibility to advise your placement supervisor and the Education Provider’s Success Coach / Careers Consultant as soon as possible. You will be required to renegotiate a later placement at the current workplace, or an alternative placement to ensure you complete the necessary hours.

Dress Code

The dress standards of the workplace should be observed, and all clothing and shoes clean and in good repair. Additionally:

- Hair should be well groomed and pinned or tied away from the face
- Fingernails should be short and clean
- No open toed shoes are to be worn
- Professional student tunic / dress according to requirements of the placement provider
- Any personal jewellery should be kept to a minimum (all removed preferred) so as not to interfere with treatments and to meet infection control guidelines. For WH&S and patient comfort, do not wear any dangling earrings, bracelets, bangles, necklaces etc.

Personal hygiene must be maintained in the clinic setting. You are expected to have bathed and used deodorants or antiperspirants as needed prior to attending clinic placement. Breath fresheners should be used as appropriate. Chewing gum whilst treating is not acceptable.

If any aspect of dress, grooming or hygiene is not regarded as satisfactory by your clinic placement supervisor, you may be sent home, and will need to make up any clinic hours missed.
Rights of consumers
The clinical supervisor and yourself are expected to uphold the rights of consumers including:

• Consumers have the right to expect a safe and adequate level of care delivered by competent staff
• All consumers accessing services should be made aware that you are present
• Any consumer has the right to refuse a student to observe their treatment/care.
• Consumers are under no obligation to participate in teaching activities and have the right to refuse the presence of an observational student.

Confidentiality and privacy
You are required to maintain the confidentiality of all clients / patients. This means that any information of a personal nature or that is sensitive or personal health information must not be disclosed, collected or used without the express consent of the client.
Any information about clients should not be read, collected, discussed or disclosed, including in general conversation, without the permission of your clinic supervisor. Additionally, you should not discuss clients outside of the clinic.

The privacy of individuals and personal information is protected by government legislation and breaches of privacy carry legal penalties. You should read and apply all sections of privacy legislation as it relates to their State.
The following link is provided for you on their online learning site:

Patient notes, or other materials containing confidential patient/client information, such as, treatment planning, must not leave the clinical site. Students are not permitted, under any circumstances, to take patient notes home.

Students must also respect and not divulge any information about the clinic operations, financial information or anything else which can be considered to be “commercial in confidence” obtained by you in the course of your placement.

There may be instances where students are required to sign a confidentiality agreement, declaring not to access, use, disclose or retain personal client information. Students found in breach of the above will be withdrawn from the clinical placement, effective immediately and may subsequently be excluded from the program following consideration of the matter by the Program Director.

As part of their learning, students will be required to analyse their clinical observations. In order to support learning whilst protecting confidentiality the following guidelines have been developed:

• Pseudonyms should be used for the names of clients and organisations in all academic works.
• Identifying information, including demographic information, should be modified in academic work, using terminology such as ‘similar to’.
• Students should develop ‘composite’ patients/clients based upon their experiences with
• several patients or clients in one clinical observation experience if possible. Students should note this as a ‘composite’ and not intended to identify a single person.
• Students should use the password protect function on their word programs to further guard
• sensitive information.
• Students should avoid naming other students in academic work, such as reflective pieces or portfolios.
Reporting Incidents and Accidents
As part of our responsibility, and for your safety, the college has developed guidelines for the reporting of incidents and unusual events that occur during external clinical observations.

An incident is defined as an adverse event where there is some injury or potential injury to the student. The incident should be reported as soon as possible to the agency staff at the clinical observation placement, and seek appropriate treatment; as soon as practically possible contact the Education Provider’s Success Coach.

The need for a medical assessment is determined according to the Occupational Health and Safety Policy of the workplace and the college. Following initial resolution which may include medical assessment, an agency and the college incident /accident report should be completed and can be found on the online learning resource site.

Official reporting on behalf of the workplace is the responsibility of the workplace staff and not the student. It is however, your responsibility to participate in this activity.

What to do if something goes wrong
If you have any concerns or problems at your external clinical observations, you should discuss these, in the first instance with your Success Coach / Lecturer.
6. DOCUMENTATION
INDUSTRY PLACEMENT LETTER

TORRENS UNIVERSITY AUSTRALIA:
INVITATION TO PARTNER AS AN AESTHETICS INDUSTRY PLACEMENT PROVIDER

ABOUT TORRENS UNIVERSITY AUSTRALIA AND AESTHETICS
Torrens University Australia is an educational institution delivering academic excellence in the advanced area of Aesthetics.
Our programs include the Diploma of Beauty and Spa Practice and Bachelor of Health Science (Aesthetics).
Our students are required to undertake Industry Placement and participation whereby they observe industry best practice by a qualified Beauty Therapist / Aesthetician within one of the following establishments: Beauty Salon / Clinic / Day Spa / Medi Spa or Cosmetic Practice.

INDUSTRY PLACEMENT OPPORTUNITY
We cordially invite your establishment to partner with us to support our students to successfully meet industry expectations and the latest industry trends. Industry placements encourage our students to consider ‘best practice’ through observation. Students are provided with the opportunity to apply acquired knowledge in a workplace context, which further supports their learning and also provides a foundation for reflection and practice.

AS AN INDUSTRY PLACEMENT PROVIDER, YOU WILL BENEFIT BY:
• Collaborating with an established University and leveraging off our reputation and graduate network for your workforce, educational and network needs.
• Supporting the next generation of industry professionals by exposing them to best practice standards within the field of Aesthetics.

All supporting partners will receive a certificate of appreciation from Torrens University Australia upon the conclusion of successful industry placement(s).

YOUR SUPPORT WILL BENEFIT OUR STUDENTS BY:
• Allowing our students to gain valuable insight into the Aesthetics profession at your respected establishment.
• Enhancing our students’ knowledge to increase industry immersion and awareness.
• Allowing our students to master critical reflective practices within the Aesthetics industry.
• Assisting our students to keep abreast of the ever-changing scope of practice within their chosen field.

Students are required to complete a compulsory number of industry placement hours and will record their observations in a participation log. This log will then be used as evidence forming part of their assessments pertaining to their practical subjects.

Should you wish to proceed, our students will be covered (under Torrens University Australia’s insurance) for public indemnity and personal accidents.

We are conscious of your organisational needs and will ensure this is a mutually positive and rewarding experience for you, your staff, your clientele and our students.

Should you have any queries, please do not hesitate to contact one of our Industry Consultants at industry@laureate.net.au.

We look forward to welcoming you as a partner of Torrens University Australia.

Kind regards

Kath Curry
General Manager, Health
EMAIL INTRODUCTION EXAMPLE LETTER

To whom it may concern,

INVITATION TO PARTNER AS A TORRENS UNIVERSITY AESTHETICS INDUSTRY PLACEMENT PROVIDER

Torrens University Australia is an educational institution delivering academic excellence in the advanced area of Aesthetics. Our programs include the Diploma of Beauty and Spa Practice and Bachelor of Health Science (Aesthetics).

Our students are required to undertake Industry Placement and participation whereby they observe industry best practice by a qualified Beauty Therapist / Aesthetician within one of the following establishments: Beauty Salon / Clinic / Day Spa / Medi Spa or Cosmetic Practice. Upon securing an industry placement, students will record their observations into a participation log to further enhance their learning of best practice standards (policies, procedures and protocols) within their chosen qualification.

AS AN INDUSTRY PLACEMENT PROVIDER, YOU WILL BENEFIT BY:
• Collaborating with an established University and leveraging off our reputation and graduate network for your workforce, educational and network needs.
• Supporting the next generation of industry professionals by exposing them to best practice standards within the field of Aesthetics.

YOUR SUPPORT WILL BENEFIT OUR STUDENTS BY:
• Allowing our students to gain valuable insight into the Aesthetics profession at your respected establishment including the latest industry trends.
• Assisting our students to master critical reflective practices within the Aesthetics industry.
• Boosting their networking capabilities with the emphasis of ensuring they understand the importance of best practice.
• Supporting students to secure successful employment and longevity within the Aesthetics Industry.

Below is an example of the types of treatments (but not limited to) that our students are required to observe:

Diploma of Beauty and Spa Practice
• Waxing, Tinting, Make-up, Manicures and Pedicures
• Body Massage including Relaxation and Superficial Lymphatic Drainage Massage
• Facials and Advanced Facials
• Aromatherapy, Spa Therapies, Indian Head Massage and Stone Therapy Massage

Bachelor of Health Science (Aesthetics)
• Lymphatic Drainage Massage of the face and body
• Facial and Electro-Aesthetic Facial Treatments
• Advanced Aesthetic Facial and Body Treatments

In addition to the above treatment observations, students must also make observations on ‘best practice standards’ in regards to:
• Client consultation
• Identification of contraindications
• Occupational work, health and safety
• Provision of treatments
• Communication skills
• Opening and closing point-of-sale terminal
• Reception duties

For further information, please review our website www.torrens.edu.au and should you have any queries, please do not hesitate to contact one of our Industry Consultants at industry@laureate.net.au.

We look forward to welcoming you as a partner of Torrens University Australia.