



ENDEAVOUR
Wellness Clinic

FREQUENTLY ASKED QUESTIONS

A guide to your first time in clinic



Q: Am I required to do anything prior to coming into clinic?

Yes, there are a few important steps you need to cover before attending clinic:

Access to the LMS/Clinic Hub

Ensure that you have access to the Endeavour Learning Management System (LMS):

Q learn.endeavour.edu.au/portal

You will need to carry out a Clinic Orientation Module as well as view essential clinic resources such as the reception manual, Endeavour Wellness Clinic software training info, in order to attend your first clinic. All clinic related information and resources will be available via the clinic hub.

Endeavour Wellness Clinic Uniform

Make sure you allow enough time (approximately 6 weeks) for ordering your uniform, available from the bookstore:

Q endeavourbookstore.com.au/collections/endeavour-wellness-clinic-uniforms

You will be required to wear your discipline specific uniform from the first day in clinic.

WWC or State Based Equivalent

Prior to starting in clinic you need to have applied for, received and have had your Working With Children Check (or State-based equivalent) approved by the Student Services team. Please also note that it can take up to 6 weeks in some states for your application to be processed. You will not be permitted to start clinic, if your WWCC (or equivalent) has not been sighted and fully processed.

First Aid Certificate

You need a current First Aid Certificate (Provide First Aid HLTAID003) when attending clinic.

Ensure that your First Aid Certificate (Provide First Aid HLTAID003) has previously been emailed to firstaid@endeavour.edu.au when you commenced your pre-clinical subject and that it is current prior to starting your clinical units.

If your First Aid Certificate has expired, you will need to provide a new current First Aid Certificate by emailing the most up to date certificate and having it approved before the commencement of your clinic sessions. You will not be permitted to start clinic, if your First Aid Certificate is not current and has not been emailed and fully processed.

Q: What can I expect on my first day of clinic?

As you would have already completed the online orientation before you arrive for your first day of clinic, the first part of the session will be spent getting to know your Clinic Supervisor & Clinic Operational Team and getting an understanding of what will be expected of you as a Clinic student.

It is essential that you carry out clinic orientation online via the LMS/Clinic Hub in order to learn out about clinic policies and procedures.

As our clinics are open for client appointments, it is also likely that you will start treating clients in the first session too so be prepared for that to occur. However, we will ensure that you are fully supported and clinic staff will assist you in every step.

Q: Where do I go for my first day at clinic?

There will be room schedules posted up at the campus reception and other prime locations throughout the College, but the best place is to head straight to your Clinic Reception.

Q: Do I need to be there early?

You need to arrive on time. If your clinic session is starting at 8am, please make sure you are ready to start at that time. If you are rostered onto the clinic reception, please make sure you are seated and ready to open the doors right on time. If you are not rostered onto the clinic reception, you will spend the first part of the session going over the schedule for the day with your Clinic Supervisor.

Q: What are the clinic hours?

As we have clinic running in all of our six campuses nationwide, clinic sessions may vary campus to campus. However, please note that with the clinic block model, clinic will run for 4 x 12 week blocks every year. This allows for continuity of care for our clients and gives you additional study offerings.

Q: Do I have to attend clinic orientation?

Clinic Orientation is now available on-line. As advised, you will need to complete this before you commence every clinic block.

We have also created a number of short videos on key subjects. These will be available on the LMS for viewing throughout the semester.

Q: What should I wear?

All students are required to wear professional attire when practicing in clinic, including fully enclosed leather or leather-like dark coloured footwear for safety reasons. Naturopathy and Nutrition Students will be required to wear an Endeavour Wellness clinic branded tunic and all other disciplines will be required to wear a branded polo top.

Please do not wear jeans, leggings, shorts/short skirts, sneakers, tee shirts or similar casual wear. As a rule of thumb, consider dressing in a way that is similar that of the clients who you would like to attract to your own clinic.

Q: What else do I bring to clinic?

As you will be using the Endeavour Wellness Clinic software, please ensure you bring a device such as a laptop or iPad if you have one.

You are able to bring a closed water bottle into your clinic consultation rooms and on reception rooms, but please no hot drinks.

From 2021, the Endeavour Wellness clinic will be a paperless clinic. This means that all clinic students will be required to use their own laptop or iPad in order to complete online clinical forms such as treatment plans and prescriptions.

Q: Will I see clients on my first day?

There is a high possibility that you will get the opportunity to treat a client or be an observer. You will be supported by your fellow students as well as your Clinic Supervisor. As you continue to build your client database, be prepared to be busy with clients the majority of time in your clinic sessions.

Q: What to do if I am running late, or I'm unwell and can't make it?

Contact your Clinic Supervisor as soon as possible to advise. You will then need to submit a clinic make up form to your Clinic Supervisor for approval. A make up session is essential to ensure you adhere to your 100% attendance requirement.

Please note, clinic make up guidelines advise that you can only miss up to one week's worth of clinic in any clinic block. There are also a list of acceptable absences allowed. If your absence falls outside of the clinic make up guidelines, you will need to fill out a Special Consideration Application and have it approved before attending clinic make up sessions.

Clinic Session Make-Up forms can be accessed via the LMS > My Courses > Clinic Hub > Attendance Tab.

Special Consideration Application forms are available online via the Student Portal.

Q: How do I access the Wellnation Clinic software system?

Firstly you must log into the computer at reception (i.e. Windows log in)

Username: Your Student Number

Password: password

Then, you can access the Wellnation Clinic web browser on the desktop (using the "Student Wellnation" icon) or via the following link <https://student.wellnationclinics.com.au>:

Username: Your Student Number

Password: Click on "Forgot password"

You will then be re-directed to a page to set up your own unique password. It is very important that this password remains confidential, as it is your individual access to the Wellnation Clinic system, as well as available client information.

NB: To access the printer, you need your Student card and must be logged onto the COMPUTER you are printing from; it is the computer that is linked to the printer, not the web browser.

Q: Who are my clinic team?

You can find out more about your friendly Clinic team on the Endeavour Wellness Clinic website:

Q endeavourclinic.com.au/about/meet-the-team

Endeavour Wellness Clinic

Locations & Contacts

Clinic Phone Number: 1300 859 785

Adelaide

Ground Floor, 88 Currie Street, Adelaide SA 5000

✉ adelaide.clinic@endeavour.edu.au

Brisbane

Level 4, 269 Wickham Street, Fortitude Valley QLD 4006

✉ brisbane.clinic@endeavour.edu.au

Gold Coast

Ground Floor, Nexus Towers

105 Scarborough Street, Southport QLD 4215

✉ goldcoast.clinic@endeavour.edu.au

Melbourne

Level 3, 368 Elizabeth Street, Melbourne VIC 3000

✉ melbourne.clinic@endeavour.edu.au

Perth

Level 2, 170 Wellington Street, East Perth WA 6004

✉ perth.clinic@endeavour.edu.au

Sydney

Level 3, 815-825 George Street, Sydney NSW 2000

✉ sydney.clinic@endeavour.edu.au

Connect with Endeavour Wellness Clinic

Follow the main Endeavour Wellness Clinic page – facebook.com/endeavourwellnessclinic for updates and trends in the health and wellness space.

Visit our website at endeavourclinic.com.au

Subscribe to our monthly newsletter at the bottom of the homepage.

Q: Are there special benefits for students of Endeavour?

Certainly are! Endeavour College students pay reduced rates for all Endeavour Wellness Clinic treatment types. Why not try a treatment this week and see a Student Practitioner in action?

Q endeavourclinic.com.au/pricing/clinic-menu

In-clinic Dispensary and Over The Counter Retail Range

15% off dispensary purchases and the retail range for all Endeavour Students.