

Massage Training Institute Diploma in Holistic Therapeutic Massage

'Holistic massage is not just a routine or technique - it is a way of feeling and of being. It gives us an opportunity to acknowledge someone's difference and uniqueness - and also their essential beauty."

Study Guide

School of Holistic Therapy, Edinburgh

Course Tutor: Simonetta Logan

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Sample case histories, notes and reflections are at the back of the Study Guide for guidance on approximately how much to write and what to cover.

The last page has course dates, deadlines and exam dates.

You will find it very helpful to look through the Study Guide throughout the course year to remind you of course dates and how to complete your folder.

1 Introduction

Welcome to this introduction to the Massage Training Institute Diploma in Holistic Therapeutic Massage. I hope you find it useful, but please get in touch if you would like more information or if you have specific queries. My name is Simonetta Logan and I am the course tutor. I can be contacted by email: simonetta.logan@holistic-school.com

The purpose of this booklet is to provide detailed information about the course delivery and assessment. You can get more information about the School on our website: www.holistic-school.com. The Massage Training Institute also has a website: www.massagetraining.co.uk. You will receive a password from them within a short time of being registered on the course which will enable you to access, amongst other things, past exam papers. You will find these of great help in your studies as they will focus your attention on what you need to learn.

2 Course Content

We aim to give you the very best foundation as professional massage therapists. To do this we have incorporated the syllabus of the Massage Training Institute as a core part of our course. The MTI is a national examining body and a professional association specialising in holistic massage. The School of Holistic Therapy course is level 4.

On all our courses we pride ourselves on offering a safe and supportive learning environment. Group size is kept deliberately small and we use qualified, practicing co-teachers and assistants so that you have all the support you need throughout your studies.

There are three main areas of study within the Diploma Course, practical, theoretical and reflective.

1. Practical:

- Massage technique
- Body use
- Clinical Practice
- First Aid.

We teach detailed massage techniques for the whole body. Starting with the strokes and movements from Swedish massage, you learn to add other invaluable techniques so that you can work intuitively and holistically. These include working with stillness and the breath, using stretches, mobilizations, myofascial release and trigger points. We also introduce you to working with subtle energies. We place great emphasis on our own body use as therapists, enabling you to develop your own unique massage style safely and dynamically. You do this through learning Tai Chi movements, good body mechanics and grounding techniques.

You build up confidence by working under supervision, firstly on each other in class, then on your own student case studies and finally with members of the public in a clinical setting.

The First Aid is included in the cost of the course and covers incidents you may encounter while working. During this informative and hands on course you will be assessed for a certificate in Emergency First Aid at Work (EFAW) which is valid for three years. Attendance is required unless you can provide a current five hour Basic First Aid Certificate or equivalent.

2. Theoretical:

- Anatomy, physiology and pathology
- Theory of massage
- Professional issues.
- Practice management

A solid grounding in physiology, anatomy and pathology is integral to our work. We teach this part of the course in a way that is dynamic and fun. We believe that the best way of ensuring that knowledge underpins practice is by ensuring the theory is interwoven throughout the course, rather than taught as a separate discipline.

We also cover the ethical and legal issues involved in massage work. You will be advised on setting up, managing, marketing, business planning, accounting and pricing.

3. Reflective:

- Self awareness
- Relationship with client

Reflective practice is at the heart of our learning experience. Key to this is your own development throughout your work. By acknowledging our own reactions and awareness when giving massage we encourage our own personal development and growth.

The development of sensitivity, empathy and respect within the therapeutic relationship will enable you to become most effective. Covering the core skills of communication, we take time to learn how to listen with our bodies. You gain confidence to take a holistic case history in such a way that underlying problems may be observed, dealt with and brought to the client's attention with sensitivity. In this way, your clients can be brought into an awareness of their own part in the healing process.

3 Massage Practice

In class you learn your massage skills by working with other members of the course. During your massage, towels are used to ensure your comfort and modesty. Oils and/or waxes are normally used on the skin to allow for smooth free-flowing movements.

Your massage practice is done outside of the course times. You need to record at least 40 hours of massage that you have given. Ideally, you need to find six to twelve people of different ages and sex, covering a variety of problems, to work on over several sessions and show a progression of treatment.

You also need to record at least 10 hours of received massage or relevant bodywork. Two of these sessions should be with qualified professional therapists. Ask your tutor if you aren't sure if the type of bodywork is suitable for the course requirements.

During the course we arrange for you to give three massages in a clinical setting. These are supervised sessions to members of the public. These do not count towards your 40 hours of given massages but you need to take proper notes for these sessions and add them to your portfolio. There are also opportunities for doing voluntary work which adds considerably to your confidence as a practitioner.

All of your records will become your massage case notes for the course and you will need to hand these in on a regular basis for comments and assessment. Towards the end of the course you will need to hand in all your completed case notes for internal assessment. You will also need to present them to the external examiner on the day of your practical examination.

4 Personal Development

As a therapist, you need to show that you are sensitive to others' physical and emotional needs and are able to communicate emotionally and verbally.

Throughout the course we teach listening skills and use exercises to help bring unconscious feelings to the surface. We use experienced and qualified therapists to lead this work. This allows you to increase your self-awareness and insight, thus gaining greater sensitivity to the feelings of others. We expect you to be willing to work with others within the group and to work on your own personal development

We introduce you to working with subtle energies and relate this to neurological processes. Energy work helps to develop intuition and greatly assists understanding of the physiology of the emotions and the autonomic nervous system.

The reflective process is at the heart of the course and you may find it helpful to keep a reflective journal describing your experience as a student massage practitioner and your own journey through the course.

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5 Assessment, Course completion and Examination Requirements

1. Internal Assessments Course Assignments and Assessments

To support your learning throughout the course, we set homework each month for handing in the following month. We have consistently found that students who complete this work are far more likely to pass the external examination at the end of the course. Interspersed throughout the weekends, there will be informal assessments and feedback by the tutor, peers and by student self-evaluation.

You have individual feedback sessions with your tutor to discuss your progress. Due to the small group size you also have plenty of opportunity to access the tutor on a one-to-one basis throughout the course.

Towards the end of your studies, there will be an internal practical examination with an unknown client. You need to pass this internal examination before progressing onto the external examination. In the event of a student not passing the internal exam, it can be repeated although there may be a charge for this.

Course Work Folder

At the end of the course you have to submit a portfolio or folder of your work throughout the year. This includes –

- 1. Your records of 40 hours of given massage (see back of booklet for examples)
- 2. Your account of 10 hours of received massage, only two of which need be professional.
- 3. Your case notes of your 3 clinical practice sessions
- 4. Reflective Practice notes on the work you have done during the course. This only needs to cover relevant sessions.
- 5. Your personal journal of your journey through the training, which can explore your feelings and reactions, establishing things you have learnt and also areas where you need support. This is not mandatory but is worthwhile as an exercise in self-reflection.
- 6. Copy of Current First Aid Certificate
- 7. Copy of Insurance Certificate

You may, if you wish, include a section on other material such as course materials and notes on wider issues of interest to you.

2. External Examinations

There are two external examinations which you need to pass to obtain the MTI diploma.

- 3 hour written Anatomy, Physiology and Pathology examination
- Individual practical with an unknown client and external examiner

Examination fees

Fees need to be paid at the time we register you for the exams, which is usually six weeks before the date set for both examinations. (Fees are currently f.65 per examination)

The written examination

This is a three hour written exam comprising 3 sections. Pass mark is 65%. Once this has been externally marked and verified (this usually takes between two to six weeks) a result sheet will be sent to you with your marks and any relevant feedback on strengths and/or weaknesses.

The practical examination

This is assessed by an external accredited MTI examiner. You will be observed as you meet an unknown client, take a case history and give an appropriate massage treatment. The examiner also looks at your folder of course work. Usually you will get feedback and the result immediately afterwards.

In this examination you must demonstrate a satisfactory standard in the following areas:

Client rapport; taking the case history; information to client; client care, including draping; own body use; massage skills and time management.

6 Qualification and Continuous Professional Development

Your Qualification

On graduating, you achieve the Level 4 Holistic Massage Diploma from the Massage Training Institute. The MTI is a national examining body and a professional association specialising in holistic massage.

The MTI is a member of the Complementary and Natural Healthcare Council (CNHC) which was established with government support to regulate complementary therapies

Through membership of the CNHC, the MTI is actively involved in the process of setting accreditation standards in this country — as required by the government, and in line with developments in Europe. MTI courses are also recognised by the Department for Education and Employment.

After qualifying, you may (and indeed should if you are practicing) register with the MTI Practitioner Register, obtain professional insurance and set up in practice.

Continuing Professional Development

Your Diploma in Holistic Massage is the first step as a massage therapist. At the School of Holistic Therapy we are committed to continuing to offer support to you as a graduate

The MTI requires that all their registered therapists continue to develop both professionally and personally and enhance their skills and knowledge. From your second year after graduation with the MTI, you will be required to complete a minimum of 18 hours Continuous Professional Development (CPD) per calendar year to remain registered with them.

Among the activities which count towards CPD hours are further courses in related areas, professionally facilitated supervision, First Aid and personal development courses and the MTI conference.

We believe that professional supervision is one of the most important things you can do to develop your work as a therapist. We offer ongoing individual and group supervision for your massage work.

We also offer a programme of Advanced Workshops, to enable new practitioners to develop their practices and maintain and enhance their skills.

7 Insurance, Course materials, and Recommended Reading

Insurance

As a student, you will require student insurance to be able to complete your clinic work and to undertake your examination work. You are responsible for arranging and paying for this yourself, although as a student member, you will be eligible to join the MTI group insurance scheme with Balens insurers, ask for **MTI Student Block Booking**. Current costs for student insurance (2018) are approximately £15 for a calendar year. Professional insurance after graduation is approximately £60 annually.

Uniform

By the second course weekend, you are required to have clothes suitable for professional massage work. You should wear them whenever we are doing practical massage work in class, for your clinical practice, and for your practical examinations. We give you advice about suitable clothing on the first weekend or earlier if needed.

Massage Table

We provide massage tables, towels and supports for you to use during the course weekends. However, you will need either your own massage table or access to one for your massage practice at home. We give you advice about massage couches on the first weekend.

Towels and sheet

A set of towels for massage comprises two large bath sheet sized towels, three hand towels and a couch cover. The couch cover should be one especially designed for a massage table.

Massage Oils

We provide you with massage oil for all your course weekends and your home practice for the duration of the course.

Books

We provide you with:

- The Course Work Book,
- The Study Guide (this booklet)
- A copy of Anatomy, Physiology and Pathology for the Massage Therapist, Su Fox and Darien Pritchard.
- A copy of The Massage Therapist's Pocketbook of Pathology, Su Fox.

The last two are written for the MTI syllabus.

Required Course books are

The Concise Human Body Book - An Illustrated Guide to its Structure, Function and Disorders - A Dorling Kindersley book, well illustrated and a detailed text for students or practitioners.

The Concise Book of Muscles by Chris Jarmey, 4th edition

These books and other recommended texts can be purchased via the Amazon link on the School web site. (www.holistic-school.com)

Book List for further reading

The Muscle Book, Paul Blakey, One of the best (and cheapest!) muscle books to start with, clear and simple illustrations and good diagrams written by a dancer/osteopath (so no muscles of the head or face).

Trail Guide to the Body, Andrew Biel. Amazon. An excellent book, brings all the muscles and bones to life as if you're touching them. A book to refer to throughout your career.

Waking the Tiger: Healing Trauma, Peter Levine. An excellent and fascinating book about how the body holds trauma with many interesting case studies. Not a massage book but massage can produce some of the effects of nervous system reregulation described here.

8 Timetable for study

Weekend Classes

The course takes place over ten monthly weekends, starting in January 2018 and ending in November. Times are from 9.30am until 6pm for the first three months, with a short period for lunch. The following months we start at 10.00. The 2018 course dates are as follows;

27/28	October
1/2	December
12/13	January
9/10	February
9/10	March
13/14	April
8/9	June
13/14	July
7/8	September
12/13	October
Exams	November
22	Theory
23/24	Practical

Examinations

The written exam will be held on Friday 22nd November 2019 at 10.00am and the practicals will be held on the 23rd and 24th November.

First Aid Training

This takes place outside course hours and is subject to confirmation. The cost is included in the course fee.

Venue

15 Spey St, Edinburgh, EH7 4PY

Attendance Requirement

We expect you to attend a minimum of 90% of the total course time. If you require individual tuition to help you catch up with course weekends you have been unable to attend, we can provide this at the current hourly tuition rate of \pounds 45. This can be shared with others who want a catch up.

Homework.

You should anticipate at least 8 hours per week for study and practice whilst the course is in progress.

9 Entry Requirements and how to apply

Entry requirements

You do not need to have any formal qualifications to apply for our Diploma Course. No previous experience is required. However, you may find, as previous students have, that it is helpful to attend one of our Introductory Weekend Workshops. This will introduce you to us and the way we teach.

The course is open to both men and women. We consider applicants for their interest, enthusiasm and sensitivity.

Application Procedure

To apply please phone or email and we will arrange to meet with you for an informal interview if you have not attended one of our Introductory Weekends.

Once you have been accepted for the course you can reserve your place by paying a deposit, which is refundable up to one month before the start of the course.

Before you begin your studies with us, we ask you to sign a Learning Contract. This sets out our mutual responsibilities and professional standards.

10 Conclusion

Please get in touch if you would like to discuss anything or if you are experiencing any difficulties throughout your course year. I am available:

by email on simonetta.logan@holistic-school.com

by phone on **07843 426381**

or in writing at School of Holistic Therapy

15/1 Spey Street

Edinburgh EH7 4PA

"I have great respect for the quality of work they are looking to pass on and that is why I was drawn to the course, for exactly this experience. Working more deeply with people is my aim... not just to rub the surface."

Erin Scrutton-Kinesiology Therapist

SAMPLE CASE HISTORY 1

Date	2.3.2012		
Client	EVZ F77	D.O.B.	7.1.1977
Employment			
GP details			
Presenting Problem	R knee – jumped o	ff swing 2 years ago,	, fine at time, one
	month later it was swollen.		
	Now whole leg (ankle to hip) is sore almost all the time		
Prior Treatment	Physio – 3	G.P. Diagnosis	Tendonitis.
	different		Patella has gone
	therapists, the		up and in,
	right one for 1		meniscus
	year. But it ended		damaged.
	and the pain is		
	still recurring		
Time of onset	2 years ago		
Medical/emotional		ng pins and needles i	n back and
history	shoulder, suspected		
		ry to remove benign	
		womb (large, urinat	ing blood) ongoing
26 1 2 1 1 1	after-effects after the		
Mother's health	Alive and well, ost	eoporosis	
Father's health	Alive and well	1 11	
Sibling's health	One sister, alive an	d well	
Partner's health	/		
Children (health)			
Stimulants,	C-1 or 2 at weekend		
coffee/alcohol, cigs etc			
Drugs/herbs/supplements	None Insomniac.		
Sleep	Suffered from SAD in 2009, and again during February		
	2012 Suffered from SAD in 2009, and again during February		
Exercise	Hiking and cycling		
Lacieise		so much as resting fr	om tendonitis
	suspects she has les	_	om tendomus,
Allergies	Alcohol hand gel	at it too long	
Breathing/chest	Good		
Heart/blood pressure	Good		
Skin	Eczema inside elbows, stress related, only in last year		
Digestion/Bowels	Good		
Kidneys/ Liver	Good		
Genito-urinary	Currently on period, feeling tired, nauseous and tender in		
Prostate, gynaecological	lower back and abdomen		
E.N.T.	Good		
Spine/bones	Scoliosis		
Glands/Endocrine	In last 4 months more erratic – hot flushes, thirsty, spotty		
Nervous System,		hands, and feet. Moth	

numbness, tingling, etc		
Notes	Throughout massage client thought I was using more	
	pressure on R, but this wasn't so. Often felt much	
	discomfort, and wriggled or twitched when working on R,	
	and on R she could feel tingling all the way from her neck	
	to her toes.	

Name - EVZ F77	Session No 1	Date – 2/3/12
Before		

On period and feeling tired for it.

Body very sore from gardening this morning and hill walking last weekend

Treatment Full body massage

MFR lots of movement on L nothing on R

Proximal strokes ankle, gastrocnemius, hamstrings, TFL. Very lumpy and tender on both sides, worked deeply.

Kneaded deeply anterior tibialis and quadriceps. Much more solid on R.

R patella larger and client enjoyed lateral thumb strokes around the joint.

Passive stretch of hamstrings then quads, client was shocked at how much flexibility had decreased

R gluteus maximus much less compliant used tapotement and loosened Using Thai 5 steps worked erector spinae, client leapt and yelped in good pain Laterally pulled scapula, R side clicked and crunched—client felt this throughout body R scalene seemed to have plum in it, found trigger point and client felt much discomfort, pain eased but when turned head to do L client felt like something was trapped in R side, went back and worked with thumb and at the same time we both felt a shift and the trapped feeling disappeared.

Aftercare

Felt her body was waking from deep sleep

Gave glass of water and encouraged to drink plenty

Also encouraged to fight urge to shrink into self with the new soreness/tenderness, instead to open outwards and feel the difference

Strongly urged to begin gentle exercises/stretches advised by the physio again, the neglect is taking effect in her body.

Name - EVZ F77	Session No 2	Date – 15/3/12
Before		

Client has been doing her physio exercises, and thinks these and the massage has begun to ease the pain she has been feeling.

Client explained that after last session felt body shifting and tender the following day, and began to feel a release in the lower leg, the next day this release followed in the upper leg, and on the third to the hip – the sensation of expansion has occurred in lower leg and back except for the hip and around the superior aspect of the pelvis where the client feels pain.

Client felt a pull on R trapezius whilst brushing her teeth this morning

Treatment

Worked proximally on gastrocnemius, hamstrings then anterior tibialis, patella and quadriceps — went deep on R and client could feel good sensation along whole limb, which was much less solid than last time and around R patella less swollen.

Superior aspect of R gluteus maximus very tender, gentle kneading was relaxing Due to leg and lower back pain I tried psoas – the client leapt all over the couch and pushed me away

R trapezius, teres minor and subscapularis were crunchy – client felt relief with deep kneading. Client requested the lateral pull of scapula on R side and felt release. Soft knuckle on scalene then passive stretching, when looking over L shoulder client felt pull on R, R trapezius much tighter

Aftercare

Showed client, then went through with client this stretch for the psoas muscle, she felt tingling down her leg, and suggested she add this onto her daily physio exercises

SAMPLE CASE HISTORY 2

Date	8/10/11		
Name	CMF43	D.O. B.	20/8/43
Address			
Employment	Compliance consultant, Insurance (Office based)		
Presenting Problem	Sore mid back, left side, comes	& goes.	Previously coccyx
	pain a few years back but none recently (was investigated via GP but found nothing)		
Prior Treatment	Seeing chiropractor, 4 times	G.P.	N/A
	to date	Diag nosis	
Time of onset	6 weeks ago for lower back		
Medical/emotional	Divorced 2 years which was qu	ite stress	sful at the time.
history	Only managed to sell the house	just ove	er 1 year ago.
Mother's health	Good (mid 60's)		
Father's health	Unsure, parents divorced and doesn't see father.		
Sibling's health	Brother diabetic		
Partner's health	Good, works shifts.		
Children (health)	N/A		
Stimulants,	Tea/Coffee – up to 4 cups a day.		
coffee/alcohol, cigs etc	Alcohol – moderate (a few glasses of wine at the		
	weekend)		
	Non-smoker		
Drugs/herbs/supplements	Vitamins for general health, Cod Liver oil for knees		
Sleep	Fine, sleeps well		
Exercise	Gym & swimming – 2/3 times per week		
Allergies	Cats & Horses		
Breathing/chest	Good		
Heart/blood pressure	Good		
Skin	Good		
Digestion/Bowels	OK just now, previously used to get constipated but had a		
	poorer diet then. Eats more frui	it & veg	now and this
	seems to help.		
Kidneys	Good		
Liver	Good		
Genito-urinary	Good		

Prostate, gynaecological	
E.N.T.	Good
Spine/bones	OK, see note about chiro above
Glands/Endocrine	Good
Nervous System,	Good
numbness, tingling, etc	
GP name and address	
Notes	

Name - CMF43 | Session No - 1 | Date - 8/10/11

Before – She was feeling OK prior to the massage. Had a quiet day around the house and was not particularly feeling any back pain that day. It is sometimes worse when she drives but not bad driving into Edinburgh today (from Falkirk, hence 40 -50 mins). Due to see chiropractor again in 2 weeks time

Treatment – Full body massage for 50 minutes using medium to strong pressure. Client was fairly calm and relaxed throughout but did talk a little more when she turned onto her back for the second half of the massage. By end of massage her tummy was rumbling and at end she explained that she felt very relaxed.

During the massage I found slight tightness in the mid to lower back area (left side). This was the area she had been seeing a chiropractor to treat. However did find more notable tightness in some other areas which was found to respond to massage and muscles eased off:

- Left shoulder area (trapezius muscle)
- Top of right buttock (gluteus muscles)
- Both calves (gastrocnemius muscles)

The tightest area I found was the upper left leg quad/hamstring muscles (both anterior and posterior views) but from posterior moving laterally to the outside edge of the leg. There was very little loosening from these set of muscles during massage.

Post massage she confirmed that her upper left leg muscles do sometimes feel mildly tight/sore during exercise but that she had not thought to mention it beforehand as it doesn't seem that bad compared to her back problems.

Aftercare – Client was given water and told to drink plenty that evening and to avoid alcohol if possible. She said she felt relaxed and her back felt easier. Also that she enjoyed the massage and would like to come back.

She confirmed next day that she had slept particularly soundly.

Name - CMF43	Session No - 2	Date – 21/1/12

Before - Nothing to report, had been at the gym that afternoon working out at bodypump so looking forward to the massage.

Treatment – During the one hour massage client was quiet and spoke little (slightly

more when she was lying on her back). While lying face down I massaged her posterior torso (back, neck arms & legs) using medium pressure and then when she turned over I massaged her chest, neck, arms and legs using a mixture of medium and firm pressure. I also used strikes to her hips/gluts to loosen them off. Similar to last time I found tightness in her

- trapezius muscles (around scapula) which was slightly tighter on the left side,
- the right gluts/IT band moving laterally
- both calf muscles, and in addition I found tightness in
- both quadriceps (close to knee), particularly tight on right, and
- the medial section of right bicep

All muscles loosened off during the massage. I found most success using pushing/pulling strokes across the quads/hamstring as this was less sensitive for the client and allowed the muscle to relax more than last time. I finished by holding the clients neck/head.

Aftercare – Gave the client a class of water and told her to drink lots. She had really enjoyed the massage and felt that her muscles had been worked a bit more deeply than last time.

PERSONAL REFLECTIONS (These samples are not related to the above sessions) These do not have to be written after every session. You need to show that you can critically analyse your work and be objective about it. Things you might have done differently, your response to the client, things you did well.

Reflection - Student A

Client seemed to be getting worse for sessions 5 & 6 and I felt like I was struggling to make a difference to him. However when I came to do session 7 there was a big improvement in him. He was back at the gym, working less hours and eating a better diet. So I guess I just have to learn to accept that it is the client that needs to make the decision to change lifestyle and I can only treat the symptoms.

Reflection - Student B

A couple of weeks later I spoke to the client and she said that in the following days her body felt weird and she felt sick at times, yet after a few days felt great and a new energy.

I realise I must have let my guard down and become too affected by my client's feelings. After speaking to the group about how I reacted in this situation I now know that if I'd noticed what was happening at the time I could have grounded myself, ensuring a healthy detachment between myself and the client.

Reflection - Student C

I felt so good after this massage – like I had really made a difference. It was almost like the client's body was showing me where to work when her back went red right at the start. I hope that the client does the self-massage I showed her afterwards as I really think it will help the ankle injury.

Reflection - Student D

I noticed I was feeling irritated by my client and then realised she reminded me of my ex, who complained a lot! After that realisation I was able to see her in a much more compassionate light. It was interesting how my feelings changed when I paid attention to them.

COURSE DEADLINES

WEEKEND 1 October 27/28

Apply for student insurance from Balens

WEEKEND 2 December 1/2

Bring your uniform, navy, black or white, jogging bottoms, t-shirt or sports shirt.

5 Massages written up and emailed in Word documents

WEEKEND 3 January 12/13

5 Massages written up and emailed

WEEKEND 4 February 9/10

5 Massages written up and emailed

WEEKEND 5 March 9/10

5 Massages written up and emailed

WEEKEND 6 April 13/14

5 Massages written up and emailed

WEEKEND 7 June 8/9

5 Massages written up and emailed

WEEKEND 8 July 13/14

Exam booking and payment required - £65 for each exam

5 Massages written up and emailed

WEEKEND 9 September 7/8

5 Massages written up and emailed

All folders to be finished, ready and checked

WEEKEND 10 October 12/13

Theory Exam November 22

Practical Exam November 23/24