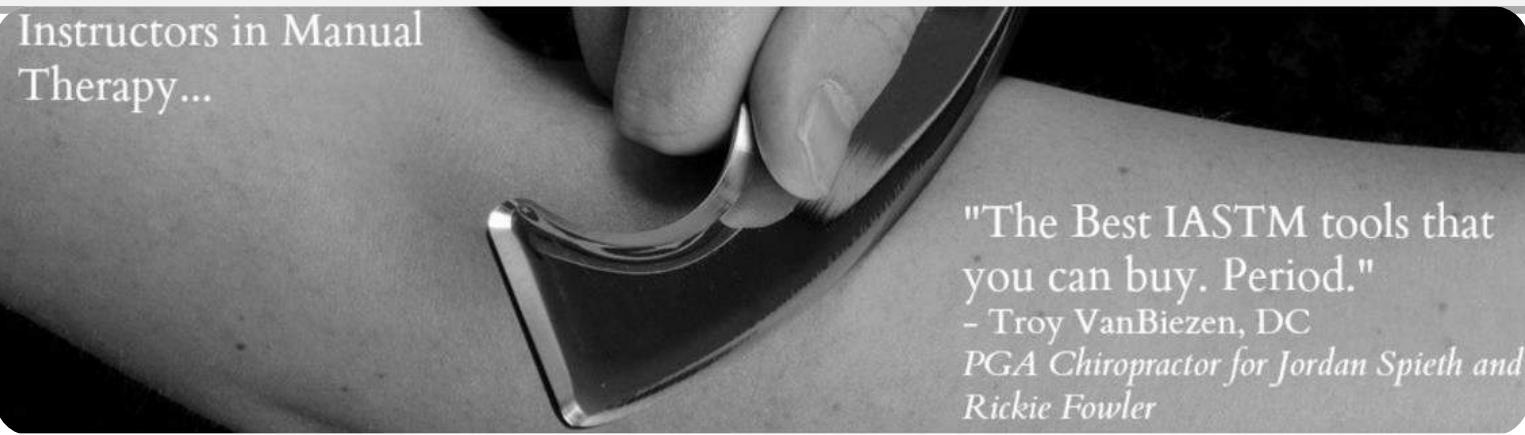


# SMART TOOLS PLUS® (STP)

## Certificado Nivel 1

Instructors in Manual Therapy...



"The Best IASTM tools that you can buy. Period."

- Troy VanBiezen, DC  
PGA Chiropractor for Jordan Spieth and Rickie Fowler

**DIRIGIDO:** Fisioterapeutas y estudiantes 4to

**MADRID:** 14 y 15 abril 2018. FBEO-EORA Ángel Muñoz 14 28043 Madrid

**FUENGIROLA:** 19 y 20 mayo 2018. FISIODOCENT | Avda. Santa Amalia 24 29640 Fuengirola

**ZARAGOZA:** 16 y 17 de Junio 2018. Fisioterapia Pep Cargol | CDM Siglo XXI. C/ Luís Legá Lacambra s/n 50018 Zaragoza

**BARCELONA:** 30 Junio y 1 de Julio 2018. KENZEN FORMACION | Avda. Diagonal, 474 – 476 Edificio Windsor (Esquina Via Augusta) Entresuelo 1<sup>a</sup> Escalera B – 08006 Barcelona

**HORARIO:** 09:00 a 14:00h y 15:00 a 18:00 sábado y domingo

*Ésta técnica, a diferencia de las otras que podemos encontrar en el mercado, tiene su punto fuerte en cómo se utilizan las herramientas y el movimiento del paciente para restaurar la movilidad del tejido en diferentes planos musculares.*

<http://www.smarttoolsplus.com>

<https://www.facebook.com/smarttoolsplus>

**VIDEOS:**

<https://www.facebook.com/smarttoolseurope/?fref=ts>



### RECUPERA IMPORTE CURSO

BONIFICANDOTELO DE SEGURIDAD SOCIAL CON LAS AYUDAS FUNDACIÓN TRIPARTITA [www.bonificatcurso.com](http://www.bonificatcurso.com)

### MIGUEL BACAS BASTÁN

Instructor Oficial de Smart Tools Plus® en España. Fisioterapeuta (5504 en el colegio de fisioterapeutas de Cataluña), Osteópata D.O. (Escola d'osteopatia de Barcelona, 2012). Diferentes estudios de posgrado en fisioterapia (fibrólisis diactúnea, movilización neuromeníngea, EPI nivel 1, 2 y 3, ecografía músculoesquelética en fisioterapia, técnicas miofasciales nivel 1 y 2, método Sohier, mobilización del sistema nervioso...) y osteopatía (osteopatía y anatomía pediátrica, osteopathy in the cranial field en SSCO (UK), cruces estratégicos del cuerpo, disfunciones glandulares nivel 1 y 2, lucha contra la gravedad...). Trabajo en consulta propia des de 2002

### MARC CAPDEVILA PONS

Instructor Oficial de Smart Tools Plus® en España. Fisioterapeuta, Osteópata C.O. (Escola d'osteopatia de Barcelona, 2011), Máster en evidencia científica en fisioteràpia (UIC, 2013), Doctorando en Universitat de Vic. Profesor asociado en Universitat de Vic (fisioterapia). Diferentes estudios de posgrado en fisioterapia (fibrólisis diactúnea, introducción a las patologías del suelo pélvico). Trabajo en consulta propia des de 2002



## Introducción

El método Smart Tools Plus (STP) es una terapia de movilización de los tejidos blandos a través de herramientas (IASTM). Los cinco instrumentos de acero inoxidable han sido diseñados específicamente para conseguir los objetivos que mostraremos en el curso. El objetivo de esta formación de Nivel 1 en STP es la de enseñar el uso de las herramientas en cada región del cuerpo según los protocolos establecidos. El Nivel 1 incluye la evaluación, tratamiento, efectos / beneficios fisiológicos, indicaciones / contraindicaciones según IASTM.

## Objetivos del Nivel 1

El objetivo principal de nivel 1 es conocer el método Smart Tools Plus (STP) y saber aplicarlo en el amplio espectro de los métodos de tratamiento del aparato locomotor.

Hacia el final de la formación, los estudiantes serán capaces de:

- Demostrar un conocimiento práctico de los instrumentos STP, los tratamientos asociados y los efectos y beneficios potenciales de los mismos.
- Identificar y discutir las indicaciones y contraindicaciones (relativas y absolutas) de IASTM.
- Obtener, tanto una mejor comprensión de las lesiones de tejidos blandos así como conocer el potencial de ractivación y curación a través del uso de los instrumentos de movilización de dichos tejidos.
- Desarrollar habilidades y competencias en la aplicación de STP con los IASTM en las principales regiones de la columna vertebral y las extremidades



## Course Description

Smart Tools Plus (STP) education and tools are a form of instrument-assisted soft tissue mobilization (IASTM) therapy. The five stainless steel instruments were designed for the unique programming taught in our classes. The purpose of this Level 1 training is to introduce clinicians to STP programming and tools and workshop each and every region of the body. Level 1 training includes assessment, treatment, physiological effects/benefits and indication/contraindications to IASTM.

## Level 1 Course Objectives

The primary objective of Level 1 is to develop an understanding of STP and how to apply it into the full spectrum of musculoskeletal treatment approaches. By the end of the training, students will be able to:

- Demonstrate a working knowledge of the STP instruments, STP treatments and potential effects and benefits.
- Identify and discuss the indications, contraindications (relative and absolute) of IASTM.
- Review and develop a better understanding of soft tissue injury, healing and potential reactivity to instrument-assisted soft tissue mobilization (therapeutic and adverse).
- Develop skill and competence in the STP application of IASTM to the major regions of the spine and extremities.



## Programa Nivel 1

### Hora 1: Introducción a la Técnica

Historia, razón fisiológica de IASTM, principios relativos a la disfunción de los tejidos blandos y los resultados esperados en el uso de instrumentos y metodología Smart Tools Plus (STP). Revisión de la literatura científica basada en la evidencia actual.

### Horas 2 - 3: Introducción de las herramientas y filosofía de tratamiento de STP

Demostración de cada instrumento: bordes, asideros adecuados y estilo de uso en el tratamiento. Veremos las instrucciones 'scanning', 'pinning', 'prying & lifting', y 'clearing the path'

### Horas 4 - 8: Extremidad Inferior: tobillo / pie, zona inferior de la pierna (anterior, posterior, posterior profundo y laterales) y rodilla

Enfoque en la zona por debajo de la rodilla. Sugerencia de la posición y elección de los instrumentos adecuados en función del paciente. Demostración y práctica

#### Muslo: anterior, posterior, lateral y medial del muslo.

Enfoque en la zona del muslo. Demostración y práctica

#### Cadera:

Enfoque en los rotadores externos de la cadera y tensor de la fascia lata. Demostración y práctica

### Horario 8 – 16: Torso: inferior de la espalda (la cresta ilíaca, articulación sacroilíaca, paraespinales, Cuadrado Lumbar

Enfoque en la zona baja de la espalda. Demostración y práctica

#### Torso: superior de la espalda, pecho, abdomen

Enfoque en los romboideos y zona dorsal. Demostración y práctica

#### Torso: En el pecho / abdomen

Enfoque en la zona pectoral y región del abdomen.

Demostración y práctica

#### Cabeza y cuello.

Enfoque en la región de cabeza y cuello, incluyendo la zona cervical, trapecio superior, elevador de la escápula, y esternocleidomastoideo. Demostración y práctica

#### Extremidad superior: hombro, codo y la muñeca:

Zona de la extremidad superior. Demostración y práctica



## Level 1 Training Content

### Hour 1: Introduction to the Technique

History, physiological rationale of IASTM, principles relating to soft tissue dysfunction and anticipated results from using STP instruments & Programming are covered. A review of the current scientific literature and evidence based model is discussed.

### Hours 2 – 3: Introduction of STP Instruments and Treatment Philosophy

Demonstration of each instrument and edge, proper handholds and treatment strokes are taught. Lab instruction includes 'scanning', 'pinning', 'prying & lifting', and 'clearing the path'.

### Hours 4 – 8: Lower Extremity: Ankle/Foot, Lower Leg (anterior, posterior, deep posterior, and lateral), Knee

Participants learn how to apply the STP treatment strokes to the Lower Extremity: Below the knee. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

#### Upper Leg: Anterior, Posterior, Lateral, and medial thigh.

Participants learn how to apply the STP treatment strokes to the Lower Extremity: Upper Leg. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

#### Hip:

Participants learn how to apply the STP treatment strokes to the hip external rotators and tensor fascia latae. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

### Hours 8 – 16: Torso: Lower Back (Iliac Crest, Sacroiliac joint, Paraspinals, Quadratus Lumborum

Participants learn how to apply the STP basic treatment strokes to the lower back. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region.

Participants practice the above in lab format.

#### Torso: Upper Back, Chest, Abdomen

Participants learn how to apply the STP treatment strokes to the rhomboids and latissimus dorsi. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

#### Torso: Chest/Abdomen

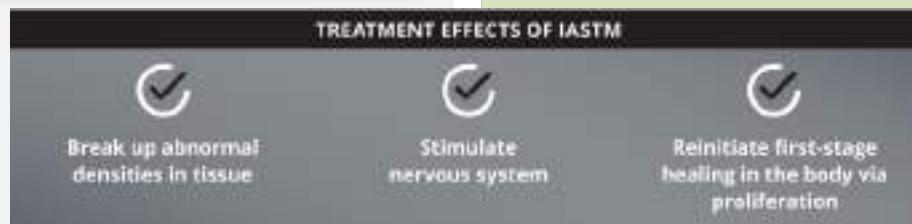
Participants learn how to apply the STP treatment strokes to the Pectoralis and Abdomen region. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

#### Head and Neck.

Participants learn how to apply the STP treatment strokes to the head and neck region including cervical paraspinals, upper trapezius, levator scapulae, and sternocleidomastoid. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.

#### Upper Extremity: Shoulder, Elbow and Wrist:

Participants learn how to apply the STP treatment strokes to the upper extremity. Suggested patient and clinician positioning and instrument choice is demonstrated and practiced for this region. Participants practice the above in lab format.



# Tool Assisted Soft Tissue Technique White Paper (1/2)

## INTRODUCTION

Optimal human movement requires a careful balance of both mobility and stability of the joints and regions to disseminate forces throughout the body and avoid injury. Grey Cook, PT describes a joint-by-joint philosophy of how some areas of the body primarily require mobility and some areas of the body primarily require stability.{Cook, 2010 #377} Figures 1 & 2 are a graphical representation of the joint by joint approach.

When a region or joint that requires mobility has less than adequate joint range of motion (ROM), the restriction may be caused by either soft tissue tightness or joint restriction.<sup>1</sup> Joint restriction can be addressed with manual therapy techniques like joint mobilization and manipulation. In addition, home exercises can be prescribed with banded joint mobility to improve joint mechanics.{Starrett, 2013 #378}

Soft tissue restrictions can be addressed in many different ways. Some of those ways are massage, dry needling, pin and stretch, therapeutic ultrasound, heat, and stretching to name a few. A unique way for providers to address soft tissue restrictions is Instrument Assisted Soft Tissue Manipulation (IASTM).

The purpose of this white paper is to discuss IASTM performed by clinicians in order to improve range of motion by removing soft tissue adhesion and scar formation, improve motor control and stimulate mechanoreceptors that lay underneath the surface of the skin. Clinicians include massage therapists, physical therapists, athletic trainers, chiropractors, and physicians among other providers who are licensed to provide hands on manual therapy techniques in which this technique falls within their scope of practice.

## THE CHALLENGE:

A patient presents to the clinician's office complaining of pain that is causing some restriction in activity or work or causing disruption to the patient's life. The clinician attempts to provide a diagnosis based on the history, mechanism of injury, and medical history. The evaluation of the injury includes range of motion testing. A good clinician will attempt to figure out what is causing the restriction in range of motion. One common cause of restricted range of motion is inadequate tissue flexibility.

- Inadequate tissue flexibility increases susceptibility to both overuse syndromes and acute injuries.{Sainz de Baranda, 2010 #366}
- Improvement of flexibility is often a goal of interventions for injury prevention, performance enhancement, and injury rehabilitation.{Sainz de Baranda, 2010 #366}
- A variety of stretching techniques and heating modalities are used routinely to promote flexibility. A theorized cause of apparent tissue tightness is tissue extensibility dysfunction (TED).{Cook, 2010 #377}
- Musculoskeletal injury, even if microtraumatic, can produce scar tissue or adhesions that alters the properties of collagenous tissues. The term neurodynamics refers to peripheral nerve sliding and/or tension development that normally occurs without symptoms. Appropriate neurodynamic treatment strategies (i.e., "slides" or "tensioners") may alleviate neural symptoms that arise from TED.{Butler, 2000 #379}
- Neuromuscular activation patterns may involve strong contractions that produce joint compression and excessive muscle tension.{Cook, 2010 #377}
- When treating TED, clinicians need to identify its cause in order to implement an intervention that will be effective in producing long-term flexibility improvement. IASTM is a therapeutic technique that is based on the soft tissue mobilization rationale introduced by James Cyriax. IASTM differs from traditional cross-friction or transverse friction massage. Specially designed instruments are used to apply longitudinal pressure along the course of muscle fibers, and treatment typically includes application to more than the tissues at the isolated location of pain. The instruments are thought to facilitate the clinician's ability to detect altered tissue properties, as well as facilitate the patient's awareness of altered sensations within the treated tissues. Increased vibration within the instrument is believed to an indication of abnormal tissue properties. Additionally, the instruments are believed to provide a mechanical advantage that allows the clinician to achieve greater depth of mechanical force transmission than that which can be produced with the hands, while also reducing compressive stress on the clinician's hands. The clinical use of soft tissue mobilization instruments is purported to enhance treatment effectiveness, {Aspegren, 2007 #360;Bayliss, 2011 #356;Burke, 2007 #361;Davidson, 1997 #375;Fowler, 2000 #376;Hammer, 2005 #362;Howitt, 2009 #358;Laudner, 2014 #354;Lee, 2014 #353;Loghmani, 2009 #349} particularly in areas of fibrosis.
- The induction of tissue microtrauma is believed to elicit a local inflammatory response that promotes breakdown of scar tissue, release of adhesions, synthesis of new collagen, and connective tissue remodeling.{Hreljac, 2000 #367}
- IASTM treatment of enzyme-induced tendinitis in rats has been shown to promote fibroblast proliferation, collagen synthesis, collagen maturation, and collagen alignment.{Davidson, 1997 #375}
- Functional benefits included increased stride length and stride frequency. {Bayliss, 2011 #356}
- A study of ligament healing in rats following IASTM treatment documented greater cellularity, improved collagen alignment, fewer adhesions and granular tissue, and increased ligament strength and stiffness.{Loghmani, 2009 #349}

## MOBILITY PATTERNS

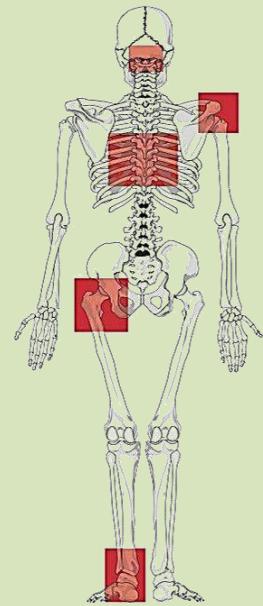


Figure 1: Joint/Regions That Primarily Require Mobility  
Big Toe, Ankle, Hip,  
Thoracic Spine,  
Glenohumeral Joint, Upper  
Cervical Spine (C0, C1, C2)

## MOTOR CONTROL PATTERNS

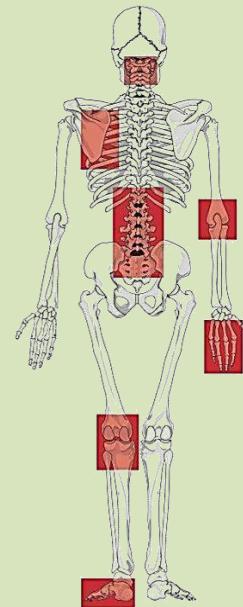


Figure 2: Joints/Regions That Primarily Require Stability  
Arch, Knee, Low Back,  
Scapulae, Lower Cervical  
Spine, Elbow/Wrist

- Clinical studies of IASTM administered to patients with tendinopathies have demonstrated pain resolution, improved ROM, and return to normal function at a faster rate than that observed for natural healing and traditional therapeutic interventions. Case studies have documented similar IASTM benefits, but other therapeutic interventions also were administered in those cases.{Bayliss, 2011 #356;Burke, 2007 #361;Hammer, 2005 #362;Howitt, 2009 #358}

The goal of therapy is to provide an optimal environment for healing, by either modifying physiologic responses to injury (e.g., inflammation, muscle spasms, pain) or enhancing components of normal musculoskeletal function (e.g., increase range of motion, increased muscular strength).{Starkey, 2004 #380} No single therapeutic approach in isolation will completely resolve an impairment of musculoskeletal function. Smart Tool Plus® represents an approach to soft tissue manipulation that uses five different stainless steel instruments to release scar tissue, adhesions, and fascial restrictions. Smart Tools Plus is designed to be used in conjunction with a thorough medical evaluation, movement based examination and other modalities to help patients overcome injuries.

Therapeutic stretches and exercises (preferably eccentric exercises{Nelson, 2004 #372}) are necessary to promote tissue lengthening and collagen fiber realignment, which help to prevent the released tissue from becoming restricted again.

Table 1 outlines indications for use of ISTM, which is primarily focused on soft tissues; Currently, the benefits derived from ISTM include release of fascial restrictions, breakdown of collagen cross-linkages, increased blood flow, and possibly an increase in regenerative cellular activity.{Davidson, 1997 #375;Nelson, 2004 #372;Portillo-Soto, 2014 #363;Vardiman, 2015 #352} Even with the greatest care, however, there are potentially adverse treatment responses to ISTM that may occur. The patient may experience discomfort during administration of the treatment, and petechiae (i.e., bruising) may become apparent during or after the treatment (Figure 2). Bruising results from localized trauma, which may be associated with separation of adhesions from healthy tissue.{Hammer, 2008 #359}

The patient must be informed about the potential effects and benefits of the treatment, and other therapeutic modalities should be administered for pain management. See Table 2 for precautions and contraindications.

The SMART Tools® have the desired weight, sharpness, and ergonomic design that practitioners prefer for optimal results. The edges are sharper than most IASTM tools in order to maintain tissue tension throughout the treatment strokes and to decrease overall treatment time by creating the desired localized inflammatory process needed for tissue remodeling/healing to take place. There are also single and double beveled edges on various tools. The single beveled edge allows for more tissue tension and penetration, while the double beveled edge allows for more efficient treatment sessions due to allowing the practitioner to perform treatment strokes in a variety of directions.

#### **Therapeutic Outcome:**

Research evidence that documents the effectiveness of ISTM is limited; however, several experimental and case studies have produced positive findings. McLaughlin{McLaughlin, 2006 #462} investigated the effectiveness of ISTM for reduction of edema associated with ankle sprains. Participants were intercollegiate, intramural, and high school athletes. They were randomly assigned to either a traditional edema control protocol or a traditional edema control protocol that was combined with ISTM. There was no significant difference in edema control between the two groups (i.e., both therapeutic protocols were equally effective in reducing edema). Achievement of full weight-bearing status for the group that received ISTM averaged one day sooner than that for the comparison group, however. Loghmani and Warden{MT, 2009 #463} assessed short-term and long-term effects of ISTM on healing of the medial collateral ligament (MCL) in an animal model. Fifty-one rats had bilateral MCL injuries surgically induced to both hind legs. Thirty-one of the animals received instrument-assisted cross-fiber massage treatment three times per week for three weeks to one extremity (i.e., the other was untreated), and 20 animals received the same treatment for 10 weeks to one extremity. At four and 12 weeks post injury, MCLs were harvested for testing. The non-treated MCLs were noted to have more adhesions and granular tissue, which made the harvesting process more challenging. In comparison to non-treated MCLs at four weeks post injury, the treated MCLs had 43.1% greater tensile strength, 39.7% greater stiffness, and were able to absorb 57.1% more energy before failure. At 12 weeks post-injury, the treated MCLs were 15.4% stiffer than the non-treated ligaments, but there was no significant difference in tensile strength or energy absorption to failure. The treated ligaments demonstrated greater cellularity and better collagen fiber alignment when compared to the nontreated ligaments at weeks 4 and 12. The non-treated ligaments demonstrated greater scarring and more poorly organized collagen, especially at four weeks postinjury.

Use of ISTM was reported in a case study that involved a 59-year-old man with a one-year history of intense low back pain (i.e., subacute lumbar compartment syndrome) that caused him to miss two to three days of work every two to three months.{Hammer, 2005 #362} His initial treatment protocol consisted of bed rest and analgesics. His pain was managed well enough to allow him to work as a shoe salesman until he experienced pain that would not subside, and that prevented performance of his activities of daily living for a period of two weeks. ISTM treatments were administered to the hamstrings, sacrum, right hip lateral rotators, and low back region. The patient received six treatment sessions (twice per week for three weeks), and each included performance of two sets of three stretches to the affected area after administration of ISTM. The patient was instructed to perform the stretches at home between treatment sessions. After the six sessions, the patient was asymptomatic and able to complete all tasks necessary for daily living and work.

#### **CONCLUSION**

The SMART Tools were developed to assist in effective treatment of adhesions and scarring brought on by surgeries, injuries, and overuse of muscles. Our tools will assist Medical Doctors, Chiropractors, Acupuncturists, Physical Therapists, Occupational Therapists, Massage Therapists, Athletic Trainers and others, to effectively treat patients with less fatigue to the practitioner. We have experimented with various tools and confident the SMART Tissue Tools will provide years of satisfaction at a fraction of the cost of comparable products on the market. Our engineered double edge technology applied through the use of precision machining creates an unrivaled contact with the skin surface and the tool to transmit a unique vibration which helps isolate the troubled area. The medical grade 304 Stainless Steel, polished to a mirror- like finish, allows the use of topical solutions to be used without any risk or damage the tools. This will enable the practitioner to create a controlled inflammatory process which will allow the tissue to begin the healing process, breaking down scar tissue and adhesions in the troubled area and accelerate the recovery process.

## **PRECIO: 299 €.**

El curso tiene un precio de 299 euros por alumno. El instrumental NO está incluido en el precio.

Éste se tiene que pedir directamente en la página web del distribuidor oficial europeo de smart tool plus en [www.sensormedica.com](http://www.sensormedica.com). Los alumnos matriculados dispondrán de un código promocional para favorecerse del descuento del kit de herramientas Smart Tools Plus que se les entregará en el curso, quedando el kit de smart tools plus en 699 euros.

A los alumnos que realicen el curso y compren el kit de herramientas Smart Tools Plus se les facilitará un password para acceder via online a los videos demostrativos de las técnicas realizadas en clase.

### **Descuentos:**

**GRUPO: 270€ - descuento si sois un grupo de 4 alumnos o más juntos**

**REFERIDO: desde 0€ - Acumula un 5% de descuento por cada alumno que se matricule porque tú se lo has dicho. Deben ponerlo en la casilla de parte de quien vienen**

**MIEMBRO ANUAL PLUS FISIOCAMPUS: 10% de descuento. [https://www.fisiocampus.com/#planes\\_table](https://www.fisiocampus.com/#planes_table)**

**EXALUMNO: Desde 225€ - hasta el 25% descuento usando tus puntos KZ que tengas acumulados**

**FTP: Desde 0€ Formación Bonificada GRATUITA para el trabajador. Contactar [www.bonificatcurso.com](http://www.bonificatcurso.com)**

Recupera el importe del curso bonificándolo por la Fundación Tripartita



Fundación Tripartita  
PARA LA FORMACIÓN EN EL EMPLEO



### **COMO MATRICULARSE**

1.- Cumplimentar Ficha inscripción que encontrarás en curso de SMART TOOLS (STP)

<http://cursosfisiostysalud.com/inscripcion-curso-para-fisioterapeutas-y-profesionales-de-la-salud/>

2.- Ingresar **150€** del curso al nº de cuenta de: **BANCO SABADELL ES20 0081-0646-34-0001361838** indicado la referencia: STP + **NOMBRE Y APELLIDOS**. Para transferencia internacional. BIC: **BSABESBB**

**El importe restante se deberá abonar el día de iniciar las clases en efectivo o por transferencia antes del inicio**

3.- Enviar email a [info@cursosfisiostysalud.com](mailto:info@cursosfisiostysalud.com) indicando datos de contacto

(nombre + resguardo del ingreso + fotocopia título o del carnet de colegiado).

En el caso de ser un grupo de 4 alumnos enviar por email los datos de los alumnos per a poder tener descuento

### **DESCUENTO A TRAVÉS DEL PROGRAMA DE PUNTOS KZ**

#### **¿Qué es el programa de puntos KZ?**

Es un sistema de recompensa que el centro de formación KenZen pone a vuestra disposición para que el precio de los cursos os salga más económicos. A través de este programa podéis conseguir hasta un 50% de descuento del precio del curso.

#### **¿Cómo me puedo adherir al programa de puntos KZ?**

No tienes que hacer nada, la adhesión es automática, y no representa ninguna cuota ni coste para ti estar en el programa.

#### **¿Cómo sumo puntos KZ?**

Cuando hayas pagado todo el importe del curso en el que te hayas matriculado obtendrás tantos puntos como el importe satisfecho. Por ejemplo, si un curso te cuesta 200 € acumularás 200 puntos. Sumarás puntos en todos aquellos cursos en los que se indique expresamente.

#### **¿Qué valor monetario tienen los puntos KZ?**

Cada 20 puntos KZ equivalen a 1 €, por lo tanto si tienes 200 puntos puedes conseguir un descuento de 10 €.

#### **¿Cómo saber cuántos puntos KZ tengo?**

Calculando tu mismo el importe satisfecho a KenZen desde enero de 2013. Otra opción es consultándolo a nuestro departamento de administración.

#### **¿Cómo canjeo los puntos KZ?**

Una vez hayas escogido el curso que deseas realizar debes indicarlo en el formulario de inscripción, en el apartado que indica "Quiero canjear mis puntos". Automáticamente restaremos del importe del curso tu saldo de puntos y te comunicaremos vía e-mail el importe final a abonar.

Nota importante: Se podrán canjear puntos hasta un valor máximo del 50 % del importe total del curso.

#### **¿Cadanjan los puntos KZ?**

Si. Tienen una validez de 2 años naturales. Todos aquellos puntos adquiridos en un tiempo superior a 2 años serán borrados automáticamente y perderá toda opción a utilizarlos.

#### **Somos un grupo de 4 alumnos y tenemos un descuento, ¿podemos también utilizar los puntos KZ para obtener mayor descuento?**

Si. Te pondré un ejemplo, si un curso vale 100 € y tiene un descuento por grupo del 10 % el precio del curso te queda en 90€; por lo tanto puedes añadir un descuento de un máximo de 45 € (hasta un 50 % de descuento por puntos KZ en algunos cursos)

#### **¿Puedo trasferir mis puntos o utilizar los puntos KZ de otro compañero?**

No. Los puntos son exclusivamente de uso personal para realizar cursos de formación.

